

**INDEPENDENT REVIEW COMMITTEE ON HONG KONG'S
FRANCHISED BUS SERVICE**

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Annex 1

Franchise, Franchise Commitment

PUBLIC BUS SERVICES ORDINANCE (Chapter 230)

FRANCHISE

In exercise of the powers conferred by section 5 of the Public Bus Services Ordinance, the Chief Executive in Council hereby grants to New Lantau Bus Company (1973) Limited, a company registered under the Companies Ordinance, whose registered office is situated at Shop D, Ground Floor, Silver Centre Building, Silvermine Bay, Lantau, New Territories, Hong Kong, the right to operate a public bus service on the routes specified in the appropriate Schedule of Routes order from time to time in force in respect of the said company under section 5(1), and in any notices under sections 14 and 15, of the Public Bus Services Ordinance, subject to the conditions hereinafter contained namely:—

PART I

PRELIMINARY

1. (1) In this franchise, unless the context otherwise requires:— Interpretation

“Bus Service”

means the Grantee’s business of operating a public bus service under this franchise;

“Certification Body”

means a certification body accredited under the Hong Kong Certification Body Accreditation Scheme by the Hong Kong Accreditation Service, Innovation and Technology Commission;

“Clause”

means a clause of this franchise;

“Commencement Date”

means 04:00 Hours 1 March 2017;

“Facilities”

means each of the following and includes parts thereof:—

bus stop signs, bus stop sign posts, canopies, shelters, seats, queue railings, lighting at bus stops, terminal points and termini; information panels and equipment; customer service centres; bus regulators’ offices and kiosks; air-conditioned passenger waiting areas; television broadcasting and all other audio-visual equipment; and such other facilities that are used

by the Grantee for the purpose of or in connection with the Bus Service, and in the event of any dispute as to the meaning of any of the aforesaid, shall be determined by the Commissioner after consultation with the Grantee;

“Forward Planning Programme”

means a programme which is in force from time to time under section 12A of the Ordinance;

“Franchise Period”

means the period referred to in Clause 4;

“Grantee”

means New Lantao Bus Company (1973) Limited;

“Hong Kong”

means the Hong Kong Special Administrative Region of the People’s Republic of China;

“Open tendering”

means a tendering exercise where all interested persons may participate;

“Ordinance”

means the Public Bus Services Ordinance (Cap. 230);

“Other Grantee”

means any other company which is a grantee of a public bus franchise under the Ordinance;

“Passenger Liaison Groups”

means the passenger liaison groups established pursuant to Clause 15(1);

“Qualified Auditor”

means a person who is qualified for appointment as an auditor of a company under section 393 of the Companies Ordinance (Cap. 622);

“Related Party” or “Related Parties”

means a party or parties that is/are considered to be related for the purposes of the Hong Kong Accounting Standard (HKAS) No. 24 (Revised) “Related Party Disclosures” issued by the Hong Kong Institute of Certified Public Accountants in November 2014 as the same may be amended from time to time;

“Schedule of Service”

means a schedule of service issued by the Commissioner from time to time in respect of each bus route of the Bus Service

specifying, pursuant to the Ordinance, bus service arrangements including but not limited to the route, timetable, faretable, journey distance, journey time, carrying capacity and type of buses to be used;

“tour service”

means a tour service within the meaning of section 4(3)(a) of the Ordinance.

- (2) Any expression or word not specifically herein defined shall have the meaning assigned to it by the Ordinance and, if not defined therein, by the Interpretation and General Clauses Ordinance (Cap. 1) and/or the Hong Kong Reunification Ordinance (Cap. 2601).
- (3) For the avoidance of doubt, unless there is express provision to the contrary, the Grantee shall at no cost to Government comply with any direction and requirement given under this franchise by the Commissioner, the Financial Secretary or any other public officer.
- (4) For the avoidance of doubt:—
 - (a) where this franchise confers upon any public officer power to do or enforce the doing of any act or thing, all such powers shall be also conferred as are reasonably necessary to enable the public officer to do or enforce the doing of the act or thing.
 - (b) without prejudice to the generality of paragraph (a) above, where this franchise confers power upon any public officer:—
 - (i) to grant approval, consent or exemption, such power shall include power to impose reasonable conditions subject to which such approval, consent or exemption may be granted;
 - (ii) to approve any person or thing, such power shall include power to withdraw approval thereof; and
 - (iii) to give directions, such power shall include power to couch the same in the form of prohibitions.

2. (1) This franchise is granted subject to the Grantee complying with the terms and conditions on its part to be performed in any franchise applicable to the Grantee under the Ordinance
- Franchise subject to performance of

and in force in the period ending 04:00 Hours 1 March 2017 obligations, etc.
and with the provisions of the Ordinance.

- (2) The Ordinance shall apply to this franchise in full and for all purposes. Nothing in this franchise is intended or shall be construed to affect, restrict, limit or diminish in any way, any of the powers (including discretion or privilege) of the Government, the Commissioner or any other public officer under the Laws of Hong Kong.
3. The Grantee shall have the non-exclusive right to operate a public bus service on the routes which are specified in the Schedule of Routes order for the time being in force. Routes Order
4. This franchise is granted for the period from and including the Commencement Date until 04:00 Hours 1 March 2027 and such period may be extended under section 6(2) or (3) of the Ordinance. Franchise Period
5. For the purposes of section 8 of the Ordinance, a majority of the directors of the Grantee shall be ordinarily resident in Hong Kong irrespective of their nationality. Residential requirement

PART II

GENERAL

6. The Grantee shall, if requested by the Financial Secretary, take such steps as are necessary and reasonable to have and to continue to have its shares listed on the Stock Exchange Company as defined in section 1 of Schedule I to the Securities and Futures Ordinance (Cap. 571). Grantee's shares to be listed on the Stock Exchange Company
7. (1) The Grantee shall, as far as practicable, acquire, provide, adopt, maintain, or modify to the satisfaction of the Commissioner such safety or service enhancement facilities, installation, fixtures, fittings, apparatus or equipment on its buses as may be reasonably required by the Commissioner after consultation with the Grantee. Provision of the Facilities etc.
- (2) Subject to Clauses 9 and 10, the Grantee shall acquire, provide, adopt, maintain, modify or remove to the satisfaction of the Commissioner such Facilities as may be reasonably required by the Commissioner after consultation with the Grantee.

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| 8. | Subject to Clauses 9 and 10, the Grantee shall acquire, provide, adopt, maintain, modify or remove to the satisfaction of the Commissioner such canteens, washrooms and toilets for its employees and the employees of any Other Grantee as the Commissioner considers appropriate after consultation with the Grantee. | Provision of canteens, washrooms and toilets |
| 9. | <p>(1) The Commissioner may, after consultation with the Grantee, direct in writing that for a specified period with effect from a specified date the Grantee shall share or permit the sharing of the use of any or all of the bus stops, terminal points, termini, Facilities (other than those provided on-bus), canteens, washrooms and toilets acquired, provided or adopted by the Grantee or any Other Grantee whether under this or any other franchise, as the case may be.</p> <p>(2) The Commissioner may, after consultation with the Grantee, direct in writing that with effect from a specified date the Grantee shall cease using, vacate or remove any bus stops, terminal points, termini and Facilities which are or have been used by the Grantee under this or any other franchise and which are not required for use by the Grantee for the Bus Service.</p> <p>(3) The Commissioner may, after consultation with the Grantee, direct in writing that with effect from a specified date the Grantee shall:—</p> <p style="padding-left: 40px;">(a) make available and transfer the Grantee's whole right, title and interest in the Facilities (other than those provided on-bus) acquired, provided or adopted by the Grantee under this or any other franchise to any Other Grantee; and</p> <p style="padding-left: 40px;">(b) accept the transfer of and assume responsibility for any facilities (other than those provided on-bus) which are used by any Other Grantee and which are to be transferred to the Grantee by virtue of a direction given by the Commissioner to any Other Grantee under the provisions of any other franchise with similar effect to Clause 9(3)(a).</p> <p>(4) In the event that the Commissioner makes a direction:—</p> | <p>Shared use of bus stops etc.</p> |

- (a) under Clause 9(1), the Grantee shall negotiate in good faith with the concerned Other Grantee to reach agreement as to maintenance responsibilities and the fair and equitable apportionment on the expenses of maintaining the Facilities (other than those provided on-bus), canteens, washrooms and toilets between the Grantee and the Other Grantee; and
 - (b) under Clause 9(3)(a) or (b), the Grantee shall negotiate in good faith with the concerned Other Grantee to reach agreement as to a fair and equitable price for acquiring or providing the facilities or Facilities (other than those provided on-bus).
- (5) In the event that the Grantee and the concerned Other Grantee fail to reach agreement under Clause 9(4)(a) or (b) within a reasonable time to be specified by the Commissioner, the Grantee and the concerned Other Grantee shall enter into an agreement on what the Commissioner may determine to be a fair and equitable apportionment or price for the purpose of Clauses 9(4)(a) and (b).
- 10. (1) No Facilities, installation, fixtures, fittings, apparatus or equipment shall be constructed, erected, installed or permitted at, on or in any bus stops, terminal points, termini or buses without the prior approval in writing of the Commissioner. The Commissioner may require the Grantee to remove any Facilities, installation, fixtures, fittings, apparatus or equipment which are constructed, erected, installed or permitted in contravention of this Clause.

Approval of Commissioner required in connection with the Facilities, canteens, washrooms and toilets
- (2) No canteens, washrooms or toilets referred to in Clause 8 shall be constructed, erected or installed nor shall any structural alteration or change in use be made thereto without the prior approval in writing of the Commissioner.
- 11. (1) The Grantee shall not for the purposes of advertising, sponsorship or commercial promotion use or permit the use of, the Facilities, canteens, washrooms and toilets of the Grantee or any Other Grantee without the prior approval in writing of the Commissioner (such approval shall not be unreasonably withheld).

Advertising, etc
- (2) Any agreement or arrangement in respect of any advertising, sponsorship or commercial promotion entered into by the Grantee with the prior approval in writing of the Commissioner under Clause 11(1) above shall be and be made subject to the terms and conditions of this franchise.

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| 12. | The Commissioner may by notice in writing direct the Grantee to use such terminal points or termini and facilities which will be made available by Government at no cost to the Grantee for the purposes of parking and turn-around of buses used by the Grantee on any of the specified routes. | Government to provide parking facilities at terminal points |
| 13. | <p>(1) Subject to Clause 13(3), the Grantee shall, at such place as the Commissioner may direct in writing, make available free of charge for inspection by members of the public a copy of the Schedule of Routes order for the time being in force and any notice given under section 15 of the Ordinance.</p> <p>(2) Subject to Clause 13(3), the Grantee shall cause to be displayed free of charge for viewing by members of the public in a conspicuous place:—</p> <p style="margin-left: 40px;">(a) at each terminal point or terminus of a specified route; and</p> <p style="margin-left: 40px;">(b) at such bus stops as may be specified by the Commissioner</p> <p style="margin-left: 40px;">information on the location of the bus stops and the fares and timetables applicable to the bus service on such specified routes.</p> <p>(3) The Grantee shall provide the information mentioned in Clause 13(1) and 13(2) above in such form and manner, by such means, and at such times as may be reasonably required by the Commissioner, after consultation with the Grantee.</p> | Display of routes and fares |
| 14. | <p>(1) The Grantee shall make available to the public, in relation to the bus service on each specified route, the following information:—</p> <p style="margin-left: 40px;">(a) the bus fares;</p> <p style="margin-left: 40px;">(b) the route and timetable;</p> <p style="margin-left: 40px;">(c) the location of bus stops, journey time and any other related information, as may be reasonably required by the Commissioner after consultation with the Grantee</p> <p style="margin-left: 40px;">in such form and manner, by such means and at such times as may be specified from time to time by the Commissioner.</p> | Making available information on specified route, etc. |

- (2) The Grantee shall make available to the public the information referred to in Clause 14(1)(a) to (c) above for free or for a fee not exceeding that determined by the Commissioner.
 - (3) The Grantee shall also make available to the public, the information referred to in Clause 14(1)(a) to (c) above on the Grantee's website and through readily accessible common web browsers as may be reasonably required by the Commissioner after consultation with the Grantee.
15. (1) The Grantee shall, to the satisfaction of the Commissioner, make appropriate arrangements including the establishment of Passenger Liaison Groups to liaise, communicate with and receive opinions of the public for the purpose of assessing and improving standards of the Bus Service. Passenger Liaison Groups
- (2) The Grantee shall, to the satisfaction of the Commissioner, provide the Passenger Liaison Groups with reasonable facilities for meetings including venues, postage and stationery, as they may require from time to time.
- (3) The Grantee shall promulgate such rules for membership and meetings of the Passenger Liaison Groups, rules for attendance by officers of the Transport Department as observers, terms of reference of the Passenger Liaison Groups and, without limitation, such other terms relating to the Passenger Liaison Groups, their members or constitution as the Commissioner may direct or approve in writing. Any officer of the Transport Department may attend the meetings of the Passenger Liaison Groups as an observer.
- (4) The Grantee shall use its reasonable endeavours to facilitate meetings of each of the Passenger Liaison Groups at least once every two months or as and when the Commissioner may reasonably require for the purpose of making proposals for maintaining or improving standards relating to the Bus Service.
- (5) The Grantee shall report to the Commissioner, at least once every two months or as and when directed by the Commissioner, the details of passenger liaison arrangements made by the Grantee, the proposals made by the Passenger Liaison Groups and implementation of those proposals.

- (6) The Grantee shall waive and forego all rights to sue each member or observer of the Passenger Liaison Groups in respect of any statement defamatory of the Grantee made by him during a meeting of a Passenger Liaison Group or in any communication published only to the members of a Passenger Liaison Group or to any officer of the Transport Department attending any such meeting as an observer in respect of the Bus Service unless such statement is made maliciously.
16. (1) The Grantee shall to the satisfaction of the Commissioner make appropriate arrangements to conduct passenger satisfaction surveys in such form and manner, by such means and at such times as may be reasonably required by the Commissioner, after consultation with the Grantee. Passenger satisfaction
- (2) (a) The Grantee shall publish
- (i) its passenger service pledge setting a reasonable time frame for responding to complaints and suggestions from the public; and
- (ii) the achievement rate of its passenger service pledge under Clause 16(2)(a)(i) above.
- (b) The Grantee shall respond to complaints and suggestions referred to the Grantee by the Commissioner at such times and in such manner as may be reasonably required by the Commissioner after consultation with the Grantee.
17. (1) The Grantee shall furnish the Commissioner, on or before 15 January each year in such form as the Commissioner may specify from time to time, with information on:— List of premises and maintenance facilities
- (a) premises provided and maintained by the Grantee under section 19 of the Ordinance as at 31 December of the preceding year; and
- (b) facilities provided by the Grantee and their locations as at 31 December of the preceding year for the construction, repair and maintenance of the buses and other vehicles used or kept by the Grantee for the purposes of or in connection with this franchise.
- (2) The Commissioner may, after consultation with the Grantee, from time to time direct by notice in writing to the Grantee the manner in which the Grantee is to use any of the specified premises provided and maintained by the Grantee under section 19 of the Ordinance.

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| 18. | The Grantee shall, as and when directed by and to the satisfaction of the Commissioner:– | Provision of control centre and contingency arrangement |
| | <ul style="list-style-type: none"> (a) provide and maintain for the purpose of regulating, controlling and directing bus movements a control centre which shall be:– <ul style="list-style-type: none"> (i) situated at such location as the Commissioner may direct; and (ii) manned at all times by competent personnel of the Grantee; (b) provide and maintain at all times direct communication links between the control centre and the emergency contact point of the Transport Department designated by the Commissioner; (c) design a contingency plan to meet any exigency that may arise in respect of the Bus Service and shall promptly carry out the measures contained in the contingency plan when such exigency arises; and (d) provide assistance, including sending competent personnel to attend the emergency control centre of the Transport Department. | |
| 19. | <ul style="list-style-type: none"> (1) The Grantee may provide, or permit the provision of, ancillary or add-on services subject to prior approval in writing of the Commissioner. (2) The Grantee shall provide such ancillary or add-on services as may be reasonably required by the Commissioner for the purpose of the Bus Service after consultation with the Grantee. | Provision of ancillary and add-on services |

PART III

FINANCIAL

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| 20. | In this Part, unless the context otherwise requires:– | Definitions in Part III |
| | <p>“Appointed Actuary”
means an actuary who</p> <ul style="list-style-type: none"> (a) has the qualifications as prescribed for the appointment of actuaries under the Insurance Companies (Actuaries’ Qualifications) Regulations (sub. leg., Cap. 41); and | |

- (b) is in practice with a firm providing actuarial consultancy services in Hong Kong;

“Contingency Fund”

means all contingency funds provided or to be provided by the Grantee for meeting its liabilities including without limitation those for third party risks in respect of the Bus Service but excluding any contingency funds for any loss of revenue due to any cause whatsoever;

“Fair Market Value” of any of the Fixed Assets

means the market price at which the assets could be acquired in a transaction at arm’s length between persons that are not Related Parties;

“Fixed Assets”

means:—

- (a) land, buildings, furniture, fixtures and fittings, buses, coaches and other motor vehicles, plant, machinery and equipment;
- (b) other fixed assets;
- (c) all assets mentioned in (a) and (b) which are in the course of construction or in transit; and
- (d) payments on account of all assets mentioned in (a), (b) and (c)

in which the Grantee has any right, title or interest (including assets acquired through finance leases) and which are used or to be used or kept or to be kept by the Grantee for the purposes of or in connection with the Bus Service;

but excludes stores and spares including but not limited to items which have not been used but may form part of any buses, coaches or other motor vehicles, plant, machinery and equipment which are used or to be used or kept or to be kept by the Grantee for the purpose of or in connection with the Bus Service, irrespective of the amount of the unit cost of each item;

“Funds”

means both the Contingency Fund and the Pension Fund unless the Commissioner determines otherwise;

“Gross Revenue”

means the total income or revenue of the Grantee derived or arising from or connected with the Bus Service, which, for the

avoidance of doubt, includes inter alia:—

- (a) revenue of the Grantee from fares directly or indirectly appertaining to the Bus Service;
- (b) income derived or realised directly or indirectly from Fixed Assets including but not limited to rents, advertising and private hire;
- (c) interest on cash and bank balances of the Grantee consisting of or representing funds derived or arising from the Bus Service;
- (d) income derived or realised directly or indirectly from any investment or commercial transactions, other than from Fixed Assets, made by the Grantee of funds derived or arising from the Bus Service;
- (e) income or revenue derived by the Grantee from any transaction, operation, business or activity connected with or otherwise related or ancillary, whether directly or indirectly to the Bus Service; and
- (f) currency gains realised by the Grantee in or in connection with:—
 - (i) the acquisition of Fixed Assets, stores and spares;
 - (ii) the making and maintenance of provision for payment of emoluments for staff engaged in the Bus Service;
 - (iii) deposits in foreign currency accounts of funds derived or arising from the Bus Service; and
 - (iv) other transactions which are directly related to the Bus Service,

but excludes capital gains or capital receipts of the Grantee derived or arising from or connected with the disposal of any right, title or interest in land;

“Pension Fund”

means the fund or funds provided or to be provided by the Grantee for the payment of employees’ pensions or other retirement benefits in respect of employees engaged directly or indirectly in the operation of the Bus Service;

“Service-Related Expenditure”

means the total expenditure of the Grantee incurred or arising

from or connected with the Bus Service, which, for the avoidance of doubt, includes inter alia:—

- (a) operating costs directly or indirectly incurred by the Grantee appertaining to the operation of the Bus Service and contributions to the Funds required in accordance with the assessment made by the Appointed Actuary;
- (b) depreciation as charged in accordance with Clause 21;
- (c) expenditure in establishing and maintaining public liaison and arranging for passenger satisfaction surveys in accordance with Clause 15 and 16(1); and
- (d) currency losses suffered by the Grantee in or in connection with:—
 - (i) the acquisition of Fixed Assets, stores and spares;
 - (ii) the making and maintenance of provision for payment of emoluments for staff engaged in the Bus Service;
 - (iii) deposits in foreign currency accounts of funds derived or arising from the Bus Service; and
 - (iv) other transactions which are directly related to the Bus Service,

but excludes:—

- (A) capital losses of the Grantee derived or arising from or connected with the disposal of any right, title or interest in land;
- (B) capital expenditure incurred in or arising from or connected with the Bus Service (other than that provided in sub-paragraph (d)(i) above);
- (C) any amount of over-provisioning in the accounts of the Grantee; and
- (D) any amount of amortisation or depreciation effected (if any) in respect of any right, title or interest in land;

“Undertaking”

means:—

- (a) all the assets listed in Schedule I as the same is updated or revised in accordance with Clause 22(2); and

- (b) all Fixed Assets and stores and spares which have been acquired by the Grantee to be included in Schedule I but before the same have been included pursuant to Clause 22(2).

21. For the purpose of this franchise, the following practice shall be observed in the accounts of the Grantee:—

Depreciation
of Fixed
Asset

- (1) With effect from the Commencement Date, depreciation expenses of the Grantee's Fixed Assets shall be calculated at their costs of acquisition and by applying, on a straight-line basis, annual rates of depreciation derived from the useful lives, and subject to the residual values, as set out in the table below:—

<i>Fixed Assets</i>	<i>Useful Life for Depreciation</i>	<i>Residual Value</i>
Land	Not Applicable	Not Applicable
Buildings	(a) Permanent buildings:— 40 years	Nil
	(b) Other buildings:— Term of lease including extension or renewal period	Nil
Buses and coaches, other than light duty coaches	(a) New ¹ buses and coaches:— 12 years unless otherwise approved by the Commissioner	(a) \$7,000 for each single decker and \$10,000 for each double decker
	(b) Second-hand buses and coaches:— 12 years from the date of manufacture unless otherwise approved by the Commissioner	(b) \$7,000 for each single decker and \$10,000 for each double decker

¹ Means buses which have been acquired by the Grantee first hand
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Light duty coaches	8 years	Nil
Other motor vehicles	8 years	Nil
Computers	5 years	Nil
Plant, machinery and equipment (other than computers), furniture, fixtures and fittings	8 years	Nil

- (2) When calculating the depreciation expenses of the Grantee's Fixed Assets, the cost of acquisition of the Fixed Assets shall be net of any subsidies received or receivable by the Grantee from the Government solely for the purpose of the acquisition of such Fixed Assets.
- (3) The cost of acquisition of Fixed Assets acquired through a finance lease shall be measured and depreciated in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and, where applicable, subject to the provisions in sub-clause (1) above.
- (4) When any Fixed Assets or part thereof are sold or otherwise disposed of or when compensation is received from insurers in respect of damage to or loss of any Fixed Assets or any part thereof, the difference between the proceeds and net book value will be deducted from or added to the Service-Related Expenditure, as the case may be.
- (5) For the purpose of Clause 21(4),
 - (a) Fixed Assets shall exclude land in respect of which the Grantee has any right, title or interest.
 - (b) Where the Fixed Assets comprise buildings which are sold or disposed of together with the land on which they stand, and it is impossible to ascertain which portion of the sale proceeds is attributable to such buildings alone, the Grantee shall provide a valuation report prepared by an independent surveyor on the Fair Market Value of such buildings as of the date of disposal. Such Fair

Market Value will be deemed to be the sale proceeds of the buildings for the purpose of Clause 21(4).

- (6) Depreciation of any Fixed Assets shall cease to be effected when the residual values as stipulated at Clause 21(1) have been reached.
 - (7) No amortisation or depreciation shall be effected in respect of any land comprised in the Fixed Assets. Such land shall be valued at cost of acquisition.
 - (8) Whether a building is to be regarded as a permanent building for the purpose of this Clause shall be determined by the Commissioner after having regard, inter alia, to the estimated useful life of that building, the unexpired period of the lease including any extension or renewal period, and land use zoning. If the Grantee disagrees with any determination of the Commissioner on what is or is not a permanent building for the purpose of this Clause, the Grantee and the Commissioner shall forward the point in disagreement to the Secretary for Transport and Housing who shall decide on the point having regard to the submissions of the Grantee and the Commissioner and such decision of the Secretary for Transport and Housing shall, subject to section 33 of the Ordinance, be final.
 - (9) The cost of any structural addition to a permanent or other building comprised in the Fixed Assets shall, from the date the addition is made, be depreciated in accordance with Clause 21(1) along with such permanent or other building (as the case may be) over the remainder of the useful life of that permanent or other building.
 - (10) The net book value of all Fixed Assets brought forward from any public bus franchise applicable to the Grantee immediately before the Commencement Date shall be depreciated in accordance with but over the remainder of the applicable useful life as stipulated in Clause 21(1).
22. (1) The Grantee represents that its Undertaking at the Commencement Date shall be as listed in Schedule I. Subject to Clause 22(3) and (4) and except for that part of the Undertaking listed in Schedule I which is held on short term tenancies, the Grantee shall maintain at all times during the franchise period its Undertaking sufficient to operate a proper and efficient public bus service on the specified routes in accordance with section 12(1) of the Ordinance.
- Grantee's Undertaking and restrictions on disposal

- (2) The Grantee shall provide in writing to the Commissioner an annual update of Schedule I within five months after the close of an accounting year.
- (3) The Grantee shall not without the previous written consent of the Commissioner assign, transfer, mortgage, charge, lease, grant option to lease, part with possession or otherwise dispose of the whole or any part of its Undertaking falling within the following description:—
 - (a) land, buildings and buses, or
 - (b) any other part of the Undertaking (except for plant, machinery, equipment, furniture, fixtures, fittings, motor vehicles (other than buses), stores or spares being disposed of with a view to replacement in the ordinary course of business), the disposal of which would result in an increase in the cost of the Bus Service

nor shall the Grantee without the previous written consent of the Commissioner cause or permit the forfeiture, surrender, loss, destruction or dissipation of its right, title or interest in the whole or any part of its Undertaking referred to in paragraphs (a) and (b) above. The Grantee shall observe and perform all the terms, conditions, covenants and provisions contained in any deed, agreement and other instrument under which the Grantee acquired the right, title or interest in the whole or any part of its Undertaking.

PROVIDED that:—

- (i) consent to any disposition of landed property may be withheld if the consequence of the disposition would be to increase the cost to the Grantee of acquiring, using, holding or maintaining the premises referred to in section 19 of the Ordinance; and
 - (ii) consent required under this Clause shall not be unreasonably withheld or delayed.
- (4) Without prejudice to the Ordinance and other provisions of this franchise, the Grantee shall not develop or cause or permit the development of any land or buildings forming part of its Undertaking or enter into any agreement to do so without the previous written consent of the Financial Secretary (which, subject to Clause 22(5), shall not be unreasonably withheld or delayed).
- (5) Notwithstanding any other provisions herein, consent to any

disposition or development of any land or building under Clause 22(3) and (4) may be withheld by the Commissioner or the Financial Secretary if the consequence of the disposition or development of such land or buildings would be to increase the cost to the Grantee of acquiring, using, holding or maintaining premises referred to in section 19 of the Ordinance.

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| 23. | The Grantee shall not without the previous consent in writing of the Commissioner invest in or dispose of any securities, such consent shall not be unreasonably withheld or delayed. | Investment
in securities |
| 24. | <p>(1) (a) The Grantee shall, at such times as the Commissioner may direct in writing, cause the Funds to be examined by an Appointed Actuary for the purpose of assessing possible under-provisioning or over-provisioning of the Funds.</p> <p>(b) The Grantee shall provide such information and give access to such of its business and financial records as the Appointed Actuary may reasonably require.</p> <p>(c) Any finding by the Appointed Actuary as to any under-provisioning or over-provisioning of the Funds shall be accepted as final and conclusive by the Grantee in the absence of manifest error.</p> <p>(d) The Grantee shall, subject to the prior approval in writing of the Commissioner, write back such amount which is certified in an actuarial report prepared by the Appointed Actuary for the purpose of Clause 24(1)(a) to be over-provided in the Funds to the profit and loss account kept by the Grantee in respect of the Bus Service.</p> <p>(2) The Grantee shall provide such information as the Commissioner may require in writing in respect of the Funds and their use within one month from the date of such request in writing by the Commissioner or within such other period as the Commissioner may reasonably require.</p> <p>(3) (a) The balance of the Contingency Fund shall represent liabilities in the accounts of the Grantee and shall not contribute towards its distributable profit or accrue to the benefit of shareholders of the Grantee.</p> <p>(b) Notwithstanding the expiry of this franchise and any other terms or provisions herein, the balance of the Contingency Fund shall remain a liability in the accounts of the Grantee and shall not contribute</p> | Contingency
Fund and
Pension
Fund |

towards its distributable profit or accrue to the benefit of shareholders of the Grantee and the balance of the Contingency Fund as at the expiry of this franchise, howsoever determined, shall be deposited with an authorised institution, other than a deposit-taking company, within the meaning of the Banking Ordinance (Cap. 155) as approved or directed from time to time by the Commissioner.

- (c) The Commissioner may within six months prior to the expiry of this franchise or within three months thereafter appoint a trustee or a custodian to hold the Contingency Fund after the said expiry of this franchise and may require the title to the Contingency Fund to be vested in the said trustee or custodian for a period of ten years from the date of expiry of this franchise ("the ten-year period"). In such event, the said trustee or custodian shall:—
 - (i) hold the Contingency Fund in accordance with the terms and conditions as may be determined or approved by the Commissioner;
 - (ii) apply the balance of the Contingency Fund to meet third party claims against the Grantee in accordance with the terms and conditions as may be determined or approved by the Commissioner; and
 - (iii) distribute the remaining balance in the Contingency Fund (if any) at the expiry of the ten-year period to the shareholders of the Grantee whose names appear on the register of shareholders of the Grantee on the date when the Contingency Fund is vested in the said trustee or custodian.
- (d) For the avoidance of doubt, this Clause, in so far as it relates to the Contingency Fund, shall survive the expiry of this franchise until the date falling ten years thereafter.
- (4) The Grantee shall procure in such manner as it may be advised by the Appointed Actuary that the Pension Fund is held by an independent trustee under a retirement scheme registered under the Occupational Retirement Schemes Ordinance (Cap. 426) and, where applicable, the Mandatory Provident Fund Schemes Ordinance (Cap. 485).

25. (1) By virtue of section 13 of the Ordinance, the Chief Revenue and

Executive in Council may review the scale of fares to be charged for the Bus Service and may determine and adjust such scale of fares upward or downward at any time and from time to time during the Franchise Period as he deems fit. expenditure

- (2) Without derogation from the provisions of section 13 of the Ordinance and the powers conferred on the Chief Executive in Council thereunder, in making recommendations to the Chief Executive in Council for him to determine the scale of bus fares under the provisions of section 13 of the Ordinance, the Commissioner may have regard, inter alia, to:—
- (a) changes in Gross Revenue and Service-Related Expenditure since the last fare adjustment;
 - (b) forecasts of future Gross Revenue, Service-Related Expenditure, and return on average net fixed assets which takes into account net profit or loss and borrowing costs after tax attributable to the Bus Service;
 - (c) the need to provide the Grantee with a reasonable rate of return;
 - (d) public acceptability and affordability;
 - (e) the quality and level of the public bus service provided by the Grantee;
 - (f) changes in price of cost elements and improvement in productivity of the franchised bus industry; and
 - (g) total net profit of the Grantee derived or arising from or connected with its business of participating in the operation of the tour service.
- (3) In applying for an upward or downward adjustment to the fares applicable to its Bus Service, the Grantee shall take into account, inter alia, the factors specified in Clause 25(2)(a) to (g).

PART IV

MISCELLANEOUS

26. (1) When acquiring new buses and setting specifications for such acquisition, the Grantee shall, as far as reasonably practicable:— Environmentally friendly buses
- (a) adopt the latest commercially available and proven technologies to reduce noise emissions; and
 - (b) acquire the most environmentally friendly buses in terms of vehicle exhaust emission (with the ultimate objective of acquiring zero emission buses), that are technologically proven and commercially available
- taking into account feasibility in terms of operational and passenger service requirements and affordability for the Grantee and passengers.
- (2) The Grantee shall adopt, at such times and in such manner, such commercially available and proven technologies and products on its buses as the Commissioner may reasonably specify after consultation with the Grantee for the purpose of reducing exhaust and noise emissions in the operation of the Bus Service.
27. (1) The Grantee shall comply with all the provisions, stipulations and requirements set out in a Forward Planning Programme for the time being in force. Forward Planning Programme
- (2) If the Grantee fails to comply with any of the provisions, stipulations and requirements contained in a Forward Planning Programme, the Grantee shall, within such time as may be specified by the Commissioner, submit a report to the Commissioner with full details and the reasons for such failure.
28. (1) The Grantee shall Operational records and information to be supplied to Commissioner
- (a) provide to the Commissioner the information relating to and records kept by the Grantee in respect of the Bus Service in accordance with Schedule II; and
 - (b) provide and maintain at such times and in such manner as may be specified by the Commissioner, including without limitation electronic means to enable the Commissioner to at all times access and directly retrieve the information and records referred to under Clause 28(1)(a).

- (2) The Grantee shall without delay provide in writing to the Commissioner such information as he may from time to time reasonably require for the purpose of assessing the financial position of the Grantee, including without limitation:-
- Financial information to be supplied to the Commissioner
- (a) accounting system manual and costing system manual used by the Grantee for the preparation of accounts for the Bus Service;
 - (b) procurement policies, procurement procedures and practice manual of goods and services relating to the Bus Service including but not limited to fuel, buses, spare parts, tyres and tubes, plant and machinery, repair and maintenance and cleaning services; and
 - (c) any information related to the calculation of net profits of the Grantee derived or arising from or connected with its business of participating in the operation of any tour service.
- (3) The Grantee shall provide in writing to the Commissioner with financial information for the purpose of assessing the financial position of the Grantee, including without limitation:-
- (a) annual audited financial statements prepared and certified by a Qualified Auditor within four months after the close of each accounting year;
 - (b) monthly management accounts (including profit and loss account, balance sheet and cashflow statement) in such form and manner as the Commissioner may specify within two months from the ending date of the period concerned or such longer period as the Commissioner may specify; and
 - (c) monthly report on the fuel price, fuel cost, fuel consumption, hedging contracts on fuel, in such form and manner as the Commissioner may specify, within two months from the ending date of the period concerned.

- (4) (a) Subject to the provisions of the Ordinance, this franchise and the accounting policies approved by the Commissioner under Clause 28(4)(b), the Grantee shall prepare and keep its accounts related to the Bus Service in accordance with the prevailing accounting standards and principles generally accepted in Hong Kong.
- (b) The Grantee shall, not later than three months before the end of each accounting year, submit for the approval of the Commissioner the accounting policies governing the accounts of the Grantee which are related to the Bus Service in the form and manner as the Commissioner may specify. Such approval shall not be unreasonably withheld or delayed. The Grantee shall comply with such accounting policies as approved by the Commissioner for keeping and preparing its accounts relating to the Bus Service. The Grantee shall not make any change to the accounting policies approved by the Commissioner hereunder without the prior written approval of the Commissioner. Such accounting policies are subject to the provisions of the Ordinance and this franchise, and unless agreed otherwise between the Grantee and the Commissioner, shall be in accordance with the prevailing accounting standards and principles generally accepted in Hong Kong.
- (5) Without prejudice to the generality of Clause 28(4), the Commissioner may give direction as to the criteria for apportionment of the Grantee's general administration costs between the Bus Service and the Grantee's other businesses.
- (6) The Grantee shall ensure that contracts that are material to the Bus Service shall be put out for open tendering as far as practicable. Where it is not practicable for open tendering, prior approval for not pursuing open tendering shall be sought from the Grantee's board of directors. The Grantee is also required to specify in any internal paper on procurement of services or goods or both whether or not the tenderers or suppliers and the Grantee are Related Parties.
- (7) The Grantee shall obtain approval from the Grantee's board of directors before awarding any contract that is material to the Bus Service to a Related Party of the Grantee save and except where such award is effected as a result of an open tendering process participated by any third party which is not a Related Party. In seeking the board of directors' approval to award a contract to a Related Party of the Grantee without going through an open tendering process,

the Grantee shall, in so far as practicable, provide relevant information to satisfy its board with supporting evidence that the terms and conditions of the proposed contract are no less favourable to the Grantee than those in a contract which might otherwise be entered into with a third party which is not a Related Party of the Grantee.

- (8) The Grantee shall procure and provide to the Commissioner financial information on all transactions which are related to the Bus Service made between the Grantee and any Related Party of the Grantee on an annual basis within five months after the close of each accounting year or as the Commissioner may from time to time require.
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| 29. | <ol style="list-style-type: none">(1) The Grantee shall keep separate accounts for the Bus Service and its other businesses. The accounts of the Grantee which are related to the Bus Service shall be audited annually by a Qualified Auditor and published for the information of the public, in such form and manner as the Commissioner may from time to time require, within five months after the close of each accounting year.(2) The Grantee shall publish for the information of the public such records kept by the Grantee which are related to the Bus Service, in such form and manner as the Commissioner may from time to time require after consultation with the Grantee within five months after the close of each accounting year. | Publication of accounts and operational information |
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| 30. | <ol style="list-style-type: none">(1) Any notice in writing or other document to be given to the Grantee by the Chief Executive in Council, the Financial Secretary, the Secretary for Transport and Housing, Government or the Commissioner under or in relation to this franchise may be given under the hand of any duly authorised officer of Government and may be served by sending the same in a letter addressed to the registered office of the Grantee.(2) Any notice in writing or other documents to be given to the Chief Executive in Council, the Financial Secretary, the Secretary for Transport and Housing, Government or the Commissioner by the Grantee under or in relation to this franchise may be served by sending the same in a letter to the Commissioner. | Notices |
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| 31. | All meetings of the board of directors of the Grantee shall be held in Hong Kong unless all the directors of the Grantee unanimously agree to have a meeting elsewhere. | Board meetings in Hong Kong |
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- | | | |
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| 32. | <ol style="list-style-type: none">(1) Without derogation from any provisions of the Ordinance, | Mid-term |
|-----|--|----------|

this franchise will be subject to review at any time and from time to time by the Commissioner during the Franchise Period starting from and including 1 March 2021. For this purpose, the Grantee shall comply without delay with all reasonable requests by the Commissioner and afford such assistance and co-operation in all respects to facilitate the conduct of the review as the Commissioner may reasonably require. review

(2) Without prejudice to the generality of Clause 32(1) and any other provisions of this franchise, the Grantee shall, for the purpose of this Clause:–

(a) upon request by the Commissioner, provide without delay to the Commissioner such information as may be reasonably required; and

(b) appoint a person with such qualification or experience as the Commissioner may from time to time require to examine such aspects of the Bus Service as he may reasonably direct.

(3) During the period of such review, the Commissioner may consult with and receive written submissions or recommendations from such persons as he sees fit.

33. The Grantee shall publish its code on corporate social responsibility within six months from the Commencement Date and, annually thereafter:– Corporate social responsibility

(a) publish the achievement of individual items contained therein; and

(b) review and update its content for the purpose of continuous improvement.

34. The Grantee shall, throughout the Franchise Period, submit to the Commissioner annually a report prepared by a Qualified Auditor or a Certification Body certifying that the Grantee has put in place internal control systems and procedures which are adequate to enable, as far as practicable, the Grantee to measure and record, in all material respects, its operation statistics and other information to ensure that such statistics and other information which may be required by the Commissioner under the Ordinance or this franchise are accurate in all material respects and if the Qualified Auditor or Certification Body forms the view that those control systems and procedures are not adequate, the nature and extent of such inadequacies.
- System audit

Dated this 22nd day of September 2015

COUNCIL CHAMBER



Clerk to the Executive Council

SCHEDULE I
 Clause 22(1)
Grantee's Undertaking
(as at 1 March 2017)

1. *Buses*

(A) Requirement		Operating Requirement	Number of Buses Required in Fleet
(i)	For operating the Bus Service	105	
(ii)	Total requirement for operating the Bus Service based on 85% availability		124

(B) The requirement for buses in paragraph 1(A) above will be represented by:

Bus Fleet	Number	Average Age (year)	Estimated Written Down Value (HK\$)	Nature of Interest
Air-conditioned Single Deck	114	8.26	66,035,774	Wholly owned
Air-conditioned Double Deck	10	1.30	25,690,889	Wholly owned
	124	7.70	91,726,662	

2.	<i>Land and Buildings</i>	Estimated Written Down Value (HK\$)	Nature of Interest
(A)	<i>Depots</i>	11,455,581	
	(1)Bus Depot at Mui Wo CX603	1,397,057	Short term tenancy commencing on 1 September 1987 with a term of 5 years certain and thereafter yearly.
	(2)Bus Depot at Siu Ho Wan CX1367	10,058,524	Short term tenancy commencing on 1 September 1998 with a term of 3 years certain and thereafter quarterly.
(B)	<i>Bus Parking Areas</i>		
	(1) Pui O DD316	114,399	Wholly owned
(C)	<i>Regulator Kiosks</i>	-	
	(1)Ngong Ping Bus Terminus CX1167	-	Short term tenancy commencing on 1 November 1993 with a term of 3 years certain and thereafter quarterly.
	(2)Mui Wo Bus Terminus CX0369	-	Short term tenancy. 3 years certain before 1987 and thereafter quarterly.
	(3)Tai O Bus Terminus CX1154	-	Short term tenancy commencing on 1 November 1993 with a term of 3 years certain and thereafter quarterly.

(D)	<i>Staff quarter</i>	1,598,816	
	(1)DD313, Lot 269, 171, Tai Ping St., G/F, Tai O, Lantau Island	277,438	Wholly owned
	(2)5, Tai Tei Tong, G/F – 2/F, Mui Wo, Lantau Island	1,321,378	Wholly owned
(E)	<i>Office</i>	172,740	
	(1)10, Mui Wo Ferry Pier Road, Silver Centre, Shop D, G/F & cockloft	172,740	Wholly owned

3.	<i>Plant and Machinery</i>	Estimated Written Down Value (HK\$)	Nature of Interest
		272,340	Wholly owned
(A)	Brake tester, brake motor rollers and cover plate, kingpin gauge		
(B)	Hot water high pressure cleaner		
(C)	Trolley jack, transmission jack, air-wrench		
(D)	Engine cleaning machine		
(E)	Pneumatic riveter machine		
(F)	Hand tools		
(G)	Fuel injector tester, headlight tester		
(H)	Lubricator system		
(I)	Smoke tester		

4. <i>Other Fixed Assets</i>		Estimated Written Down Value (HK\$)	Nature of Interest
(A)	Other vehicles	193,485	Wholly owned
	(1) Patrol van		
	(2) Support van		
	(3) Truck		
(B)	Computers	649,599	Wholly owned
(C)	Cash & Coin counting facilities	67,718	Wholly owned
(D)	Fare boxes	352,215	Wholly owned
(E)	Furniture and Fixtures	429,035	Wholly owned
(F)	Passenger facilities (kiosks, shelters and chairs)	793,289	Wholly owned
(G)	Mobile radio system	-	Wholly owned
(H)	CRT	-	Wholly owned
(I)	LED Routing Display	1,291,947	Wholly owned
(J)	VDO (black box)	30,599	Wholly owned
(K)	Speed laser gun	3,659	Wholly owned
(L)	Octopus	387,912	Wholly owned
(M)	Bus stop announcement system	847,561	Wholly owned
(N)	CCTV	188,629	Wholly owned
(O)	Breath Alcohol Analyzer	2,005	Wholly owned
(P)	Road Speed Limiter	6,000	Wholly owned
(Q)	Officer Equipment (laminating machine, fax machine & shredder)	110,625	Wholly owned
5. <i>Others</i>		Estimated Written Down Value (HK\$)	Nature of Interest
	Stores and Spares	10,040,000	Wholly owned

SCHEDULE II

Information and Records Relating to the Bus Service to be Kept and Provided by the Grantee under Clause 28(1)

<u>Item</u>	<u>Records and Information</u>
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- | | |
|-----|--|
| (a) | the number of passengers carried on every day on each specified route. |
| (b) | the number of passengers boarding and alighting at bus stops and the occupancy of buses when leaving each of the stops at hourly interval on each specified route as reflected from the survey hereinafter mentioned. For the purpose of this Clause, the Grantee shall conduct at least once in each year surveys on a weekday, a Sunday and a public holiday where applicable, other than a day on which the storm signal Number 8 (or higher) or a black rainstorm warning is issued. |
| (c) | the number of passengers and the occupancy of buses when leaving such stops at half-hourly interval on any of the specified routes as the Commissioner may specify. |
| (d) | the number of buses in use on each specified route on every day and the carrying capacity of each of such buses for the purpose of or in connection with this franchise. |
| (e) | the journey time for journeys between terminal points on each specified route as reflected from the survey hereinafter mentioned. For the purpose of this Clause, the Grantee shall conduct surveys at such times and in such manner as the Commissioner may specify. |
| (f) | (i) the scheduled and actual departure time of each journey on every day on each specified route, where the scheduled departure time refers to the time when the journey departs from the terminus in accordance with the Schedule of Service of each specified route.
(ii) the actual departure time of adjusted journey departs from the designated stop. |
| (g) | the number of scheduled journeys, actual journeys and additional journeys operated by the Grantee on every day on each specified route in each of the periods of a day specified by the Commissioner, where the number of scheduled journeys refers to the number of journeys that shall be operated by the Grantee in accordance with the Schedule of Service of each specified route. |
| (h) | the number of scheduled journeys that the Grantee fails to operate on every day on each specified route due to vehicle breakdown, vehicle shortage, driver shortage, traffic congestion, accidents, inclement weather, public events, redeployment of buses and others, or any other categorisation of reasons as specified by the Commissioner. |
| (i) | the carrying capacity and technical specifications of buses kept by the Grantee for the purpose of or in connection with this franchise in each calendar month. |
| (j) | the number of buses of each bus type and other vehicles used and the number of buses ordered by the Grantee for the purpose of or in connection with this franchise |

in each calendar month.

- (k) the number of journeys and total kilometres travelled with breakdowns of revenue-generated kilometres and non-revenue-generated kilometres on each specified route on every day.
- (l) the number of bus driver duties scheduled to operate all specified routes in accordance with the Schedule of Service on a day required by the Commissioner and the percentage of bus drivers, selected on the sample size as specified by the Commissioner, in compliance with the guidelines on arrangements in relation to working hour and rest time of bus drivers issued by the Commissioner after consultation with the Grantee.
- (m) the number of bus drivers at the end of each calendar month required and available to operate all specified routes in accordance with the Schedule of Service; and the surplus or shortage of bus drivers.
- (n) the total number of bus drivers resigned, retired, separated with other reasons, newly recruited and re-employed in each calendar month.
- (o) the daily receipts from the passengers carried on every day on each specified route.
- (p) the maintenance schedule of the buses.
- (q) the maintenance schedule of other vehicles and inventory of stores.



運輸署

Transport Department

Confidential
(without Prejudice)

Our Ref.: (1) in TD BR 77/63-1 C Pt. 2
Your Ref.: NLB-14/TD/Franchise/25
Tel. No.: 2829 5211
Fax No.: 2802 2679

Urgent By Hand

31 August 2015

Mr. James Wong
Managing Director
New Lantau Bus Company (1973) Limited
Shop D, Ground Floor, Silver Centre Building
Silvermine Bay
Lantau
New Territories
Hong Kong

Dear Sir,

**New Lantau Bus Company (1973) Limited
Application for New Franchise**

Service Enhancement and Fare Concession Commitments

We refer to your application for a new 10-year franchise to operate bus routes under your existing bus network commencing immediately upon the expiry of the current franchise on 1 March 2017 (the "Application"). During the franchise negotiation meetings, your Company is committed to providing the following service enhancement and fare concession initiatives which will form part and parcel of the Application:

(I) Service Enhancement Initiatives

(a) Clause 14 of New Franchise

- (1) provide Real Time Bus Information System (RTBIS) for dissemination of estimated time of departure or arrival of bus trips at bus termini and stops (as appropriate) for all bus routes operated by your Company based on real time data through internet and mobile devices (including but not limited to smart phone, tablet and computer), and supplemented with display panels installed at 2 bus termini by Q2 of 2017, with the ultimate objective of installing

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(without Prejudice)

such display panels at all bus termini and stops with shelter/canopy atop and power supply subject to technical feasibility and financial viability (Annex 1);

- (2) continue to provide and enhance the existing online enquiry system for bus route information;

(b) Clause 7 of New Franchise

- (1) provide on-bus facilities with barrier-free, elderly-friendly, fire hazard preventive, service and safety enhancement features for new buses as set out in Annex 2;
- (2) provide passenger seating facilities at new passenger shelters, as far as practicable, subject to the approval of relevant government departments on the design and construction of such facilities;
- (3) comply with the Environmental Protection Department ("EPD")'s prevailing air quality guidelines in respect of carbon dioxide concentration level inside bus compartments as far as reasonably practicable;
- (4) make necessary provisions to allow carriage of foldable bicycles, which are properly folded and put in bags, on board without causing any hazard to other passengers;

(c) Clause 16(2) and 29(2) of New Franchise

publish passenger service pledge for responding to complaints and suggestions from the public, and the achievement rate of the pledge for public information as set out in Annex 3;

(d) Clause 26 of New Franchise

deploy, as far as reasonably practicable, low-emission buses (i.e. those buses meeting the emission level of Euro IV or above, or buses retrofitted with the selective catalytic reduction devices and diesel particulates filters) to your bus routes serving the three low-emission zones (LEZs) in Causeway Bay, Central and Mongkok, as delineated by EPD and shown on Annex 4,

when the new franchise commences; and

(II) Fare Concession Initiatives

Offer a fare concession scheme to frequent passengers of 10 major bus routes serving South Lantau, with details summarised in Annex 5.

Your Company has also agreed to implement the initiatives upon the commencement of new franchise, unless otherwise specified.

We will present the above committed initiatives, together with your acceptance of new and amended franchise clauses, to the Chief Executive-in-Council ("CE-in-C") for consideration of the Application. Subject to CE-in-C's decision of granting of the new franchise to your Company, we will brief the Legislative Council Panel on Transport of the committed initiatives and the new franchise clauses.

Before we submit the Application to the CE-in-C, we should be most grateful if your Company will confirm in writing, on or before 2 September 2015, on "without prejudice" basis that your Company will duly undertake to honour and implement the committed initiatives as set out in this letter and the Annexes thereto subject to the CE-in-C's granting of the new franchise to your Company.

Your Company will need to report to this Department ("TD") annually the progress of the committed initiatives in the context of Forward Planning Programme and/or in any other form and manner as may be specified by the Commissioner. Your Company is also required to submit formal applications to TD for approval before implementation of the fare concession initiatives in respect of individual routes and, if applicable, other committed initiatives as set out in this letter and the Annexes.

Yours faithfully,


(CHAN Ying-kit)

for Commissioner for Transport

Real-Time Bus Information System (RTBIS)

New Lantao Bus Company (1973) Limited (“NLB”) has agreed to provide the RTBIS for dissemination of estimated time of departure or arrival of bus trips at the bus termini and stops (as appropriate) for all bus routes operated by NLB, based on real time data, through internet and mobile devices (including but not limited to smart phone, tablet and computer) according to the planned implementation timetable as summarised in Table 1, and supplemented with display panels installed at bus termini and stops, subject to technical feasibility and financial viability.

Table 1
Planned Implementation Timetable for the RTBIS Through Mobile Devices

Phase	Target Start Date	Target Completion Date
Phase I • 7 routes of NLB [NLB Routes B2/B2P, 1, 2, 3M, 4, A35 and N1]	Q1 of 2017	Q2 of 2017
Phase II • 7 routes of NLB [NLB Routes 37, 38, 11, 1R, 23, 34 and 36]	Q3 of 2017	Q4 of 2017
Phase III • all other routes of NLB	Q1 of 2018	Q2 of 2018

2. In connection with the RTBIS, NLB has undertaken :
- to install 2 display panels at its bus termini at Yat Tung Estate Public Transport Terminus and Yuen Long Station (North) Public Transport Interchange in Q4 2016 and Q2 2017 respectively;
 - to upgrade 17 display panels that have been installed at 4 bus termini (Table 2) for disseminating the estimated departure or arrival time as appropriate for its bus routes, which are passing or terminating thereat after successful implementation of the RTBIS on NLB’s routes;

- (c) to review annually the display panels installation programme, in the context of Forward Planning Programme (FPP) with proposed new locations for such installation, with the ultimate objective of installing the display panels at all bus termini and stops with shelter/canopy atop and power supply subject to technical feasibility and financial viability; and
- (d) to make necessary provisions at the RTBIS to the effect that visually impaired passengers, whose mobile devices are equipped with text-to-speech function, could obtain the estimated time of departure or arrival of bus trips operated by NLB.

Table 2

Upgrading of Display Panels at 4 Bus Termini

No.	Location	No of Display Panels
1	Mui Wo Public Transport Interchange	6
2	Tung Chung Temporary Bus Terminus	5
3	Tai O Public Transport Interchange	3
4	Ngong Ping Public Transport Interchange	3

Provision of On-bus Facilities

For New Buses

Pursuant to Clause 7 of New Franchise, NLB has committed to adopt the following features and facilities as the standard provisions when acquiring new buses after granting of the new franchise:

(I) Service enhancement, barrier-free and elderly-friendly features and facilities:

- (i) Low-floor design and wheelchair accessible;
- (ii) Wheelchair parking space and related facilities, including boarding/alighting ramp, kneeling design, wheelchair restraint system (backrest and restraint lap belt, additional restraint belt on one side to prevent wheelchair topple over) and wheelchair symbol;
- (iii) Designated priority seats for passengers in need, with labels and special-designed cushion covers;
- (iv) Enhanced railing design, including continuous railing, slip resistant colour-contrasting surface and handrails at exit doors at a lower position;
- (v) Easily reached/low level stop buttons;
- (vi) High contrast step-edge to alert passengers;
- (vii) Bus stop announcement system (with audio/visual displays);
- (viii) Large electronic destination and route number display panel on the front and electronic route number display panels on the side and rear of bus;
- (ix) Panel to display route information (double deck buses only); and
- (x) Electrostatic air cleaning system (double deck buses only).

(II) Enhanced safety features:

- (i) Automatic fire suppression system in engine compartment;
- (ii) Air conditioning system with automatic shutdown feature triggered by fire occurs in engine compartment (double deck buses only);
- (iii) Blackbox system;
- (iv) Speed limiter;
- (v) Reinforced upper deck front to alleviate crash damage;
- (vi) Seat belts on exposed seats;
- (vii) Double hand-railing at staircase;
- (viii) Door closing buzzer and warning lamp at exit;

- (ix) Break-glass hammers:
 - (a) For double deck buses:
 - (1) At upper deck: at least six break-glass hammers;
 - (2) At lower deck: at least two break-glass hammers for bus type with emergency exit door or at least four break-glass hammers for bus type with emergency exit window;
 - (b) For single deck buses: at least two break-glass hammers for bus type with emergency exit door or at least four break-glass hammers for bus type with emergency exit window;
- (x) Surveillance cameras:
 - (a) For double deck buses:
 - (1) One camera for bus reversing;
 - (2) Upper deck: at least two cameras;
 - (3) Lower deck: one camera for monitoring the exit;
 - (b) For single deck buses: one camera for bus reversing and one camera for monitoring the exit;
- (xi) High temperature sensors in engine compartment; and
- (xii) Engine compartment separated off from the rear part of bus body by steel firewall with necessary insulation.

For Existing Buses

NLB has also committed to retrofit the following facilities at its existing buses after granting of the new franchise:

- (i) Additional restraint belt on one side to prevent wheelchair topple over, subject to technical feasibility (by end 2015); and
- (ii) Automatic fire suppression system in engine compartment (buses with Euro IV or above engines only, subject to vehicle design) (by end 2016).

Provision of Passenger Service Pledge

NLB has committed -

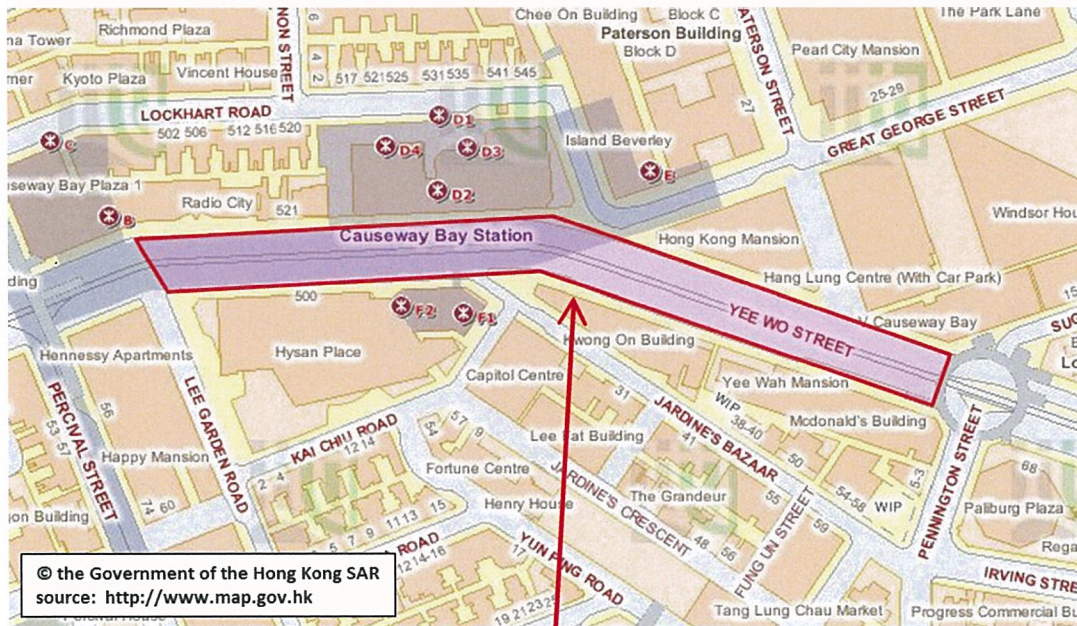
- (a) to devise a service pledge for handling complaints and suggestions from the public pursuant to Clause 16(2) of New Franchise :
 - (1) for straight forward cases : to give a substantive reply within 10 working days; and
 - (2) for more complicated cases : to give a substantive reply within 21 working days if an interim reply has been issued within 10 working days.
- (b) to publish the service pledge on the Fuller Disclosure, which will also be posted on its website, for public information in accordance with Clause 16(2) of New Franchise; and
- (c) to publish its achievement rate on annual basis in the Fuller Disclosure, together with other operational and financial information, in accordance with Clause 29(2) of New Franchise.

Confidential
(without prejudice)

Annex 4
(P. 1 of 3)

Pursuant to Clause 26 of New Franchise, NLB has committed to deploy, as far as reasonably practicable, low-emission buses to its bus routes serving the three low-emission zones as delineated below when the new franchise commences.

Low Emission Zone in Causeway Bay

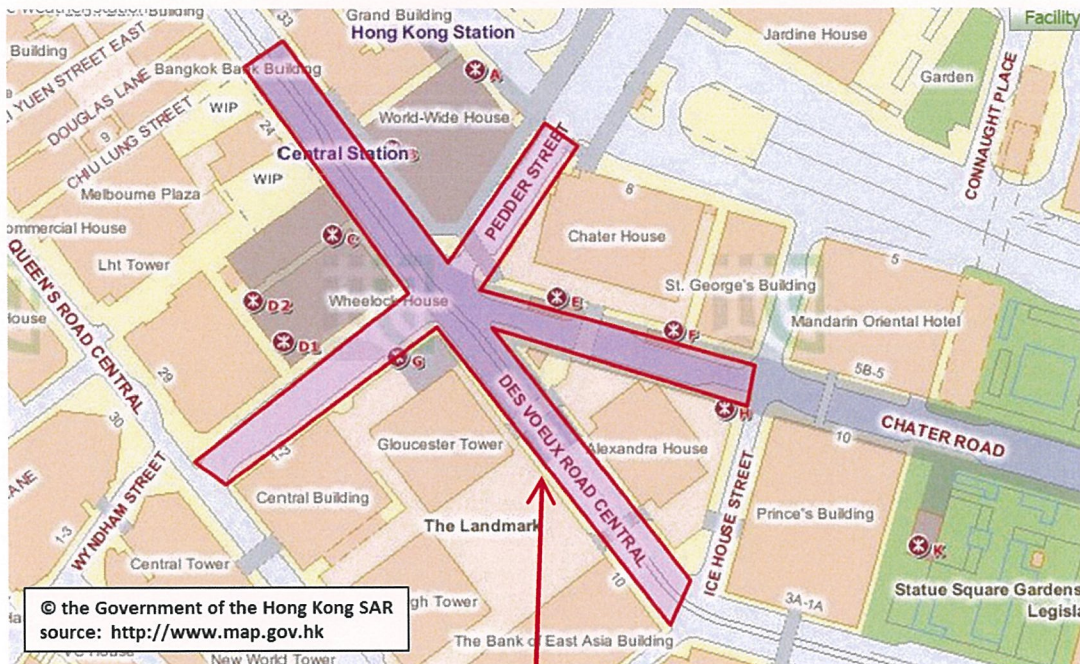


Low Emission Zone

Confidential
(without prejudice)

Annex 4
(P. 2 of 3)

Low Emission Zone in Central



Low Emission Zone

Confidential
(without prejudice)

Annex 4
(P. 3 of 3)

Low Emission Zone in Mong Kok



Low Emission Zone

Fare Concession Initiatives

When the new franchise commences on 1 March 2017, NLB has committed to offer a fare concession scheme to frequent passengers of 10 major bus routes serving South Lantau (**Table 1**):

- (a) 1 complimentary single journey ticket for a route to regular adult passenger* who has taken 30 rides on the same route with the same Octopus card within the same calendar month, or
- (b) 2 complimentary single journey tickets for a route to regular adult passenger* who has taken 40 rides on the same route with the same Octopus card within the same calendar month.

Eligible passengers may redeem the complimentary tickets at customer service counter of major bus termini, including Tung Chung Temporary Bus Terminus and Mui Wo Public Transport Interchange, from the 7th day of the following month to the end of the same month. The complementary tickets are valid for use on that particular South Lantau route in the subsequent 3 months on any weekday, Sunday or public holiday.

Table 1
Routes involved in the fare concession scheme as committed by NLB

Route	Terminating Location
1	Mui Wo – Tai O
2	Mui Wo – Ngong Ping
3M	Mui Wo – Tung Chung Temporary Bus Terminus
4	Mui Wo – Tong Fuk
11	Tai O – Tung Chung Temporary Bus Terminus
21	Tai O – Ngong Ping
23	Ngong Ping – Tung Chung Temporary Bus Terminus
A35	Mui Wo – Airport (Passenger Terminal Building)
N1	Mui Wo – Tai O
N35	Mui Wo – Airport (Passenger Terminal Building)

* Applicable to passengers paying full fares, excluding children (below age of 12), elderly (aged 65 or above) and eligible passengers with disabilities who are currently paying concessionary fares.

Annex 2

**Fuller Disclosure, Organisation Structure,
Board Directorship, Corporate Governance,
Corporate Social Responsibility**

NEW LANTAO BUS CO., (1973) LTD.

新大嶼山巴士（一九七三）有限公司

**FULLER DISCLOSURE OF
FINANCIAL & OPERATIONAL
INFORMATION**

**透露更詳盡財務及營運資料
2011/2012**

SEPTEMBER 2012

二零一二年九月

NEW LANTAO BUS COMPANY (1973) LIMITED
(A subsidiary of Kwoon Chung Bus Holdings Limited)

FULLER DISCLOSURE OF FINANCIAL AND OPERATIONAL DATA

Background

New Lantao Bus Company (1973) Limited (“NLB”) is obliged, as a franchised public bus operator, since 1993, to adhere to the Government’s directive in adopting new standards of fuller disclosure for its financial and operational information to the public.

NLB has, since 1993/1994, provided and disclosed the above information. The following documents have been prepared, taking into consideration the above standards, showing the essential financial and operational data of NLB for the latest financial year from 1 April 2011 to 31 March 2012.

In order to provide the public with a fuller understanding on the development and provision of NLB’s services, the financial information of the company for the corresponding period of the previous five years have also been included in this paper.

Review of the Year

As at 31 March 2012, NLB was operating 23 franchised public bus routes, mainly on Lantau Island and between Yuen Long/Tin Shui Wai and Shen Zhen Bay Port, with a fleet of 104 single-deck buses. These buses have a total passenger carriage capacity of 6,727. The average age of the bus fleet was 6.14 years.

In the year of 2011/2012, NLB had carried an average of 58,570 passengers a day (2010/2011: 53,270).

In the year 2011/2012, NLB had carried a total of 21,436,000 passengers (2010/2011: 19,444,000 passengers); its buses had travelled 7,210,000 km (2010/2011: 6,658,000 km).

For the year ended 31 March 2012, the total turnover was approximately HK\$136.5 million (2010/2011 approximately HKD119.7

million), with a profit of approximately HKD9.5 million (2010/2011: profit of approximately HKD8.2 million).

Impact of population intake of Tung Chung New Town and the adjacent private housing estates have fully fledged, we do not envisage any further drastic increase in population intake of this area, thus reaching the optimum demand of service of NLB's Route 38. On the other hand, the Tung Chung – Ngong Ping Cable Car Link continued to erode both the revenue and profits of NLB's Route 23, which is running parallel with the cable car service.

Route rationalization programmes introduced by NLB in previous year in order to save costs have been completed. These programmes have come into effect and succeeded in bringing about savings on operation costs.

External uncontrollable factors continue to affect NLB's performance, these include weather conditions, the cost of fuel and the fluctuation in exchange rates between US Dollar (which the Hong Kong Dollar has pegged with) and major currencies, in particular, the Japanese Yen and Euro, as almost all of NLB's buses have to rely on the supply of parts from Japan and certain European countries.

Cost of human resources has increased substantially due to higher inflation in Hong Kong for the period of 2011/2012, in which NLB had to recompense our work force in order to maintain a stable and consistent supply of manpower.

NLB has continued to implement programmes to enhance its service safety. Programmes have been devised to monitor and improve the service standard of drivers.

Prospect

The Franchise of NLB has been renewed for nine years and eleven months. It has come into effect as from 1 April 2007 for nine years and eleven months. Interim review of the Franchise would be completed in the year in report.

As reported earlier, the population intake for Tung Chung New Town seemed to have saturated; therefore, prospective increase in passenger journeys from this source could no longer be optimistic.

In addition, the cable car link between Tung Chung and Ngong Ping has eroded substantially the revenue from Route 23, which has

been, as mentioned, one of the major sources of profit for NLB. The occasional suspension of the cable car service had added further uncertainty to the Tung Chung – Ngong Ping link, and at times it would be necessary for NLB to deploy additional buses to cater for passengers returning from Ngong Ping to Tung Chung due to abrupt suspension of service of the cable car link.

To alleviate these adverse impacts, NLB has completed a series of rationalization programmes in order to maximize the utilization of our resources. The implementation of these programmes would help to reduce deficits but for the foreseeable future NLB could not see any further room for rationalization.

International fuel price has continued to fluctuate unpredictably; as a result, the high cost of fuel has become a critical factor influencing the operation of NLB.

In the Forward Planning Programme submitted to the Commissioner for Transport for the period of 2012 to 2017, NLB has proposed measures to lessen the adverse impact, one of which would be to explore the possibility in the procurement of buses that are driven by alternative energy.

NLB will also continue to closely monitor passenger demand of the Tung Chung – Ngong Ping Cable Car Link and submit applications for service adjustments to Transport Department.

The process of fuller disclosure is an integrated part of NLB's policy. Opinions from the public and respective supervisory bodies are most welcome. In addition, representatives from NLB have attended regular meetings of the Traffic and Transport Committee and the Fishery, Agriculture, Commerce and Tourism Committee of the Islands District Council. NLB has also participated in various social service functions organized by the Islands District Council and rural committees of Lantau.

In order to obtain opinions of passengers towards our service, NLB has organized a series of passenger liaison programmes, including a minimum of six passenger liaison group meetings to be held each year. NLB has continued to engage the Hong Kong Centre of Transport and Logistics to conduct passenger satisfaction surveys in order to acquire most up to date information on passengers' needs and make service improvements.

It has always been NLB's prime objective in providing a safe, adequate, punctual, comfortable, clean, convenient, courteous and caring public bus service to its passengers.

The Finance Committee of the Legislative Council has

recently approved for the provision of funding to subsidize NLB for the purchase of four units of single-deck electric powered buses. Tenders are now under preparation to proceed with the above.

Thomas C.P. Wong
Director
30 September 2012

NLB-12/FullerDisclosure2012/135-8

NEW LANTAO BUS COMPANY (1973) LIMITED
(A subsidiary of Kwoon Chung Bus Holdings Limited)

CORPORATE SOCIAL RESPONSIBILITY

Background

Since the introduction of a doctrine on Corporate Social Responsibility, New Lantao Bus Co. (1973) Ltd. (“NLB”) has continued to encounter intense challenges in this respect, in particular, those with emphasis on environmental impact and traffic control. NLB has the mass consumers (both local and overseas) as its major sources of passengers and revenue, to be supplemented by business and institutional customers.

A policy on Corporate Social Responsibility (“CSR”) has been devised to address these concerns, with a view that this policy could be sustainable and adaptable to social changes, and would adopt to these changes accordingly.

In order to ascertain that the CSR of NLB could fulfil the above requisites, the following strategies has been established:

- (a) To successfully define the various issues associated with the company’s CSR;
- (b) To develop a strategic business response to social and market changes;
- (c) To initiate action individually, or with fellow public transport operators, in order to accomplish its goals in CSR; and
- (d) To communicate the results of these actions to the community and the Government.

Product and Services

NLB is the franchised public bus service provider in Lantau Island, as at 31 March 2012, NLB was operating 23 franchised bus routes with a fleet of 104 single deck buses. It also operates Routes B2 and B2P, which carry passengers between Shen Zhen Bay Port and Yuen Long West Rail Station (B2), and Tin Shui Wai (B2P), respectively.

Fundamentals of the CSR

In view of globalisation and its impact towards the transport sector, NLB has witnessed its clientele gradually changing from local to international and inter-regional, and that its suppliers have also diversified.

Providers of public transportation service have created a linkage with their target publics: passengers, supervisory authorities, and different sectors of the industry as well as the community. The CSR will allow these publics to understand the work of the respective service providers.

The structure of the service providers is also changing, in the case of NLB; the Franchise granted has certain expectations on the provider, e.g., more interaction with passengers. In addition, the service providers are no longer monopolizing the service; competition would require these companies to become more market-oriented.

As the service of NLB has become market oriented, there are rising expectations from customers, particularly passengers frequently using NLB's services; together with competition from other modes of public transport, these market forces obliged NLB to be continuously creative in providing its service. Market forces may require NLB to re-examine its current service standard, especially on fleet management, punctuality and fare.

Defining the CSR

Corporate Social Responsibility can be defined as the set of standards of behaviour that a company subscribes in order to make its impact on society positive and constructive. The production and selling of goods and services, business ethics, environmental practices, recruitment and employment conditions, approach to equal opportunities and investment in the community are examples of such impact.

Corporate Community Investment is one of the important mechanisms in developing and measuring business standards, it is also an essential tool of CSR, involving a practicable set of programmes and processes that can enable the company to bring the skill and time of its employees for community need.

The following standards can become applicable in various levels of NLB's operations:

- (a) Workplace – through the introduction of equal opportunities in employment
- (b) Suppliers – through dissemination and safeguarding of NLB's standards in business ethics.
- (c) Market – sounding out NLB's obligations to consumers
- (d) Community – contributing to the development of the society.

Stakeholders

NLB has a number of major stakeholders, to whom the CSR could be properly addressed:

- (a) Employees – drivers, station masters, maintenance staff, administrative and clerical staff, personnel, management
- (b) Government – Transport and Housing Bureau, Transport Department, Islands District Office and District Council
- (c) Customers – passengers, corporate clients
- (d) Suppliers – vehicle manufacturers and distributors, parts supplier, fuel companies and services suppliers such as banks, utilities and Octopus.
- (e) Communities – neighbourhoods which are served by NLB's network of bus service
- (f) Investors – indirect investors of holding company which is listed on the Hong Kong Stock Exchange
- (g) Public services – NGOs

- (h) Business partners – joint venture partners in transport-related businesses, e.g., Cable Car operator, Po Lin Monastery, MTRC Ltd. as bus-rail interchange partners, and fellow franchised public bus operators in bus-bus interchange partnership.

Insight for CSR Obligation

Corporate Governance

NLB, as a franchised bus operator and a public body, is highly visible, as the buses would frequent the network of routes covered by the company. It is important for the company and its vehicles to be seen to be setting a good example and adhering to high standard of the public transport sector.

In addition, the company has to adhere to the standard of measurement of service by the Government. As a public body, the company must also work closely with the Independent Commission Against Corruption on matters pertinent to corruption prevention.

It is essential for NLB to establish a code of conduct for the employees, so that they can work with suppliers without prejudice.

Equal Opportunities

NLB could advocate equal opportunities in employment, and in the provision of its services, to facilitate passengers with disabilities when boarding and alighting from buses and waiting at termini.

Safety and Environment

Road accidents can cause serious bodily injury and even death, and may also result in legal claims. These can also result in poor image of the company. NLB would warrant continuing providing alert and defensive driving programmes for the drivers.

In order to cope with the changing and improving code of practice regarding environmental friendly measures for franchised bus operators, efforts would be required to put into areas of using cleaner fuel, procuring up-to-date technologies that could alleviate the negative impact of pollution.

Drivers and other workers may feel under pressure to work for long hours without rest, the CSR should ensure that a support network could be available for the employees on workplace safety and to ensure that the working hours are reasonable and their levels of health are satisfactory.

Establishing Guidelines for Effective Corporate Integrity

There is no one precise standard of corporate integrity; the management principles, corporate history, local culture, nature of business and regulatory mechanisms have to be taken into consideration. The following features may serve as the fundamentals in the establishment of such guidelines:

- (a) The corporate obligations must be shared and accepted by members of the company. These have to be clearly communicated to all levels of staff.
- (b) Members of senior management must be personally committed, trustworthy, and willing to achieve those values that the company advocate.
- (c) These values must be reflected in the day to day functioning of the corporation.
- (d) The company's systems and structures must be able to support the implementation of these values.
- (e) Senior management must be trained and acquired the decision-making skills, knowledge, and competencies needed to make ethically sound decisions and act accordingly. The actions must be seen to be just and fair and beneficial to the society.

Quantified Corporate Social Responsibility Measures

The followings are material performances of NLB in the enhancement of the company's CSR, with direct bearing on its services and target publics:

(a) New Bus Routes

Though the annual submission of Forward Planning Programmes for the forthcoming five years, NLB would explore and develop new routes for approval from Transport Department. This ongoing exercise is for the benefit of the community and could bring in additional revenue to NLB.

(b) Fare Concession Schemes

Implementation of fare concession schemes, including bus-rail interchange, bus-bus interchange, and senior citizens discount fares, and "Holiday \$2 Concession Scheme for Senior Citizens".

(c) Environmental Responsibility

Procurement of new Euro IV and Euro V buses for the fleet to replace older vehicles with less environmentally friendly engines; and trial run on electric-powered and hybrid powered buses.

(d) Health Care

NLB has introduced regular medical examination for drivers who are aged 50 or over; and attachment to the Group's medical insurance scheme.

(e) Charitable Service

Work with the Tai O Heritage Foundation in the preservation of landscape and lifestyle of Tai O, as one of the oldest fishing villages in Hong Kong.

New Lantao Bus Co. (1973) Ltd.
September 2012

Operational Information for Disclosure by NLB

		<u>Year ended 31 March</u>	
		<u>2011/2012</u>	<u>2010/2011</u>
1.	<u>Total number of bus routes operated</u>		
	(i) Franchised normal routes	12	12
	(ii) Airbus routes	1	1
	(iii) Overnight routes	3	3
	(iv) Special routes	6	6
	(v) Alignment external recreational route	1	1
		<u>23</u>	<u>23</u>
2.	<u>Fleet size at end of reporting period</u>		
	(i) Registered buses	104	106
	(ii) Licensed buses	104	102
3.	<u>Total fleet capacity</u>	6,727	6,507
4.	<u>Operational capability</u>		
	(i) Mondays to Saturdays (except Public Holidays)	121.1%	124.4%
	(ii) Sundays and Public Holidays	136.1%	133.2%
5.	<u>Achievement of schedule</u>	102.0%	100.7%
6.	<u>Fleet utilization</u>	89.7%	88.7%
7.	<u>Average age of bus fleet</u>	6.14	5.77
8.	<u>Total number of passengers carried</u>		
	(i) Annual total (to nearest thousand)	21,436,000	19,444,000
	(ii) Average daily passengers on weekdays	56,978	51,644
	(iii) Average daily passengers on Sundays and Public Holidays	65,409	60,249
9.	<u>Paid bus km (to nearest thousand)</u>	7,210,000	6,658,000
10.	<u>Percentage of lost trips</u>	0.069%	0.007%
11.	<u>Number of cases forwarded by TCU and handled by NLB per million passengers in a year</u>	1.26	1.80
12.	<u>No. of Passenger Liaison Group meeting convened</u>	6	7
13.	<u>@ Other customer services</u>	3	3
14.	<u>Average number of bus defects detected per vehicle examination (during spot checked by TD)</u>	0.42	1.15
15.	<u>Number of bus accidents involving injury to person per million vehicle-km</u>		
	(i) Slight accidents	0.81	1.03
	(ii) Serious accidents	0.14	0.29
	(iii) Fatal accidents	0.00	0.00
16.	<u># Mechanical reliability</u>		
	Average No. of km operated before a bus would experience one all breakdown on the road while passengers are on board	78,365	85,364
17.	<u>Service improvement items</u>		
	(i) Number of new routes introduced	0	0
	(ii) Frequency improvement	6	4
	(iii) Quality improvements	4	2
18.	<u>Service rationalization items</u>		
	(i) Number of bus routes cancelled	0	0
	(ii) Frequency reduction, vehicle reduction and routes reorganization to save bus resources	0	1

Note: The definition of mechanical reliability takes into account all types of defects leading to vehicle breakdown during passenger services

@ One at Tin Shui Wai discussed on the possibility of operating special departures of B2P to serve Tin Shui Wai North and Shenzhen Bay Port on Sunday and public holidays.
One with the members of Tung Chung Rural Committee discussed operating special departure of Route 34 from Chung Mun Road to Shek Mun Kap during finished of Chinese Opera performed for Tung Chung Hau Wong Festival.
One with Mr. WONG Fuk Kan, Islands District member discussed operating Route 7S between Mui Wo and Lai Che Yuen via Mui Wo Old Town during Ching Ming Festival.

NEW LANTAO BUS COMPANY (1973) LIMITED
RESULTS FOR FRANCHISED PUBLIC BUS OPERATION
("Franchised Account")

Profit and Loss Account for the Year Ended 31st March
(Expressed in HK\$'000)

	<u>2010/2011</u>	<u>2011/2012</u>
REVENUE		
Fare Revenue	116,487	132,256
Advertising Income	139	380
Sundry Income	3,033	3,891
	<u>119,659</u>	<u>136,527</u>
OPERATING COSTS		
Staff Costs	49,124	52,373
Fuel and oil	21,850	29,876
Repair & Maintenance	9,417	11,683
Depreciation	11,711	12,955
Interest Expenses	361	380
Other Expenses	<u>18,332</u>	<u>18,448</u>
	110,795	125,715
OPERATING PROFIT	8,864	10,812
Gain on disposal of fixed assets	<u>861</u>	<u>534</u>
PROFIT BEFORE TAX	9,725	11,346
Income tax	<u>(1,522)</u>	<u>(1,872)</u>
PROFIT FOR THE YEAR	8,203	9,474
AVERAGE NET FIXED ASSETS ("ANFA")	88,002	88,078
RETURN ON ANFA (%)	9.66%	11.12%
Accumulated balance of passenger reward as at 31 March (Note)	0	624

Note :

Under the revised Modified Basket of Factors (MBOF) approach, which is the existing basis for the Administration to assess bus fare adjustment application, 50% of any return of a franchised bus operator in a given year in excess of a prescribed triggering point of return on its average net fixed assets would be shared with passengers to relieve the pressure for future fare increase and to facilitate the offer of bus fare concessions. The prescribed triggering point of return for the period from 1 April 2010 to 31 March 2012 was 9.7% per annum.

NEW LANTAO BUS COMPANY (1973) LIMITED

("Franchised Account")
Balance Sheet as at 31st March
(Expressed in HK\$'000)

	<u>2010/2011</u>	<u>2011/2012</u>
NON-CURRENT ASSETS		
Leasehold land and buildings	16,188	15,660
Bus terminal structure	493	428
Motor buses & vehicles	67,175	66,541
Furniture, fixtures & office equipment	717	718
Equipment & tools	3,306	3,171
Computers	264	219
Deposits paid for purchases of buses	649	627
	<u>88,792</u>	<u>87,364</u>
 CURRENT ASSETS	 23,375	 33,195
 LESS: CURRENT LIABILITIES	 <u>32,805</u>	 <u>34,850</u>
 NET CURRENT LIABILITIES	 (9,430)	 (1,655)
	<u><u>79,362</u></u>	<u><u>85,709</u></u>
 SHARE CAPITAL	 29,117	 29,117
PROFIT AND LOSS ACCOUNT	41,230	45,704
DEFERRED TAX	9,015	10,888
	<u><u>79,362</u></u>	<u><u>85,709</u></u>

新大嶼山巴士（一九七三）有限公司

(冠忠巴士集團有限公司之附屬公司)

透露更詳盡財務及營運資料

引言

新大嶼山巴士（一九七三）有限公司（「嶼巴」）爲了符合政府對公營事業所訂立之管理標準，自 1993 年開始向公眾透露更詳盡之財務及營運資料。

嶼巴自 1993/1994 之財政年度開始，已向公眾披露上述之有關資料，下列之文件乃因應前述之標準而制訂，展示嶼巴由 2011 年 4 月 1 日至 2012 年 3 月 31 日止之主要財務及營運數據。

爲求令公眾人士對嶼巴之服務及發展能有進一步之認識，本文件也包括其對上一年度嶼巴之財務狀況。

年度回顧

截至 2012 年 3 月 31 日止，嶼巴經營 23 條專營巴士路線，主要於大嶼山及行走港鐵元朗站至深圳灣口岸的 B2 路線及行走天水圍至深圳灣口岸的 B2P 路線。車隊總數爲 104 台單層巴士，總載客數量 6,727 座位，平均車齡 6.14 年。

在 2011 至 2012 年度內，嶼巴乘客量達 21,436,000 (上年度乘客量爲 19,444,000)，車隊總行車公里數達 721 萬公里 (上年度爲 666 萬公里)。年度內每日平均載客量爲 58,570 人次(上年度爲 53,270 人次)。

截至 2012 年 3 月 31 日止之財政年度內，嶼巴之營業額約港幣一億三千六百五十萬元 (上年度約港幣一億一千九百七十萬元)並錄得約港幣九百五十萬元之盈利 (上年度約港幣八百二十萬元)。

由於東涌新市鎮及鄰近屋邨居民的人口增長已差不多飽和，嶼巴 38 號路線 (東涌市中心接駁路線) 的收入增長空間亦變得有限。另一方面，嶼巴正密切注視曾經是最主要收入而與纜車平行路線之 23 號線之前景，自從纜車投入服務，該路線之乘客已明顯大幅下挫。

有見及此，嶼巴已盡力推行路線重組以求節省成本。經多次與當地居民代表及離島區議會商討後，已於 2010 年完全付諸實行並已見成效。

嶼巴依然受到外來無法控制因素的影響，如天氣變化，油價上升，美元兌主要外幣的匯率波動(由於港幣與美元掛鈎)，尤其是受日元與歐羅的影響更甚，因為嶼巴絕大部份巴士的零件供應都來自日本及部份歐洲國家。

2011/2012 年度之通脹加劇增長，為了保持穩定的服務，車長及其他僱員在年度內亦有薪金增長，令工資成本急劇上升，這項亦是嶼巴的最主要支出。

嶼巴會持續提供安全的客運服務，包括對車長再培訓以提升其駕駛技術水平。

前景

嶼巴已獲得延續 9 年零 11 個月之專營權，新專營權已於 2007 年 4 月 1 日開始。

東涌新市鎮居民入住漸趨飽和，乘客數量也難以再大幅增長。更甚的是東涌至昂平之吊車服務，嚴重影響嶼巴 23 號路線的收入，如上所言，這是嶼巴主要的收入來源的其中一條路線。另外，纜車非經常性的暫停服務，亦進一步對此路線增加不明朗因素。

為了減輕纜車所帶來之負面沖擊，嶼巴實施一系列精簡措施，更有效地運用現有的資源，這些措施將有助減低部份負面影響所帶來的虧損。

國際油價持續波動並難以預測，高昂的燃油成本已成為影響嶼巴營運的一個決定性的因素。

在已提交運輸署長的 2012-2017 路線發展計劃書中，嶼巴建議了一些可行辦法，以求減低預期負面因素所帶來的影響。其中包括提議購入使用另類能源的巴士來減輕燃油成本。

透露更詳盡資料為嶼巴營運政策之一部份，嶼巴歡迎公眾人士及各有關監管機構，對提高服務質素給予寶貴意見。嶼巴並派出代表出席離島區議會屬下的「交通及運輸委員會」和「旅遊、漁農及環境衛生委員會」等定期舉行的會議。嶼巴更參與「離島區議會」所舉辦的各項活動及派代表出席區內各鄉事委員會會議。

為求獲得乘客意見以提升嶼巴服務水平，嶼巴安排了一系列與乘客溝通的活動，包括每年最少舉辦 6 次乘客聯絡小組會議。嶼巴會繼續與香港運輸及物流中心合作，在來年進行一系列之「乘客滿意調查」以獲取最新資料，明白乘客的要求，令服務不斷改進。

嶼巴之營運目標，是為向乘客提供安全、充足、準時、舒適、清潔，方便及待客有禮之公共巴士服務。

立法會財務小組亦於 2012 年通過，補助嶼巴購入四部零排放之電動巴士，試用於大嶼山及元朗/深圳灣路線，招標程序經已啟動。

黃松柏
董事
二零一二年九月

新大嶼山巴士(1973)有限公司

(冠忠巴士集團有限公司附屬公司)

企業社會責任

背景

自從引入“企業社會責任”概念後，新大嶼山巴士(1973)有限公司(“嶼巴”)持續面對有關企業社會責任之考驗，此等考驗主要針對其車隊運作與環境保護有關之問題，。嶼巴之主要市場包括本地及來自海外之消費者，和企業客戶及有業務來往之商業機構。

面對上述問題，嶼巴訂立簡稱為 CSR 之企業社會責任政策，而此等政策，亦應與時並進，可持續及配合社會之發展。

為確保新訂立之企業社會責任可以滿足上述條件，嶼巴已採用下列策略：

- (a) 正確及有效地確認與嶼巴企業社會責任有關之問題
- (b) 發展及制訂可以回應社會及市場轉變之企業營運方法
- (c) 為達致企業社會責任之目標，嶼巴亦會獨力或與其他公共交通服務營辦商合作採取適當措施
- (d) 將上述措施之成效，與社區及政府分享及溝通

產品及服務

嶼巴經營專營巴士服務，大部份路線服務新界大嶼山，截至 2012 年 3 月 31 日，嶼巴共有 104 部單層巴士行走 23 條路線。嶼巴並經營分別來往深圳灣與元朗及天水圍之 B2 及 B2P 路線。

企業社會責任之基礎

由於全球化及其對運輸行業所帶來之影響，嶼巴亦覺察到乘客之來源由本地轉為國際化，而供應商之來源，亦變得多元化。

公共交通服務之供應商 / 營辦商，與其相關之公眾，亦應建立連繫，包括

乘客，監察機構，行業內不同界別及有關之社區。“企業社會責任”可以讓此等不同公眾，認識及理解服務供應者之營運方法及情況。

營運商之架構及組織亦不斷變化及發展，以嶼巴為例，政府批出專營權，對營辦商亦有所期望，例如需要與服務使用者(乘客)加強溝通。除此之外，營辦商亦不再全面專利地經營，引入競爭之後，亦要以市場為本作為營運方針。

既然嶼巴之業務經已變為以市場為本，客戶之需求及期望亦因應增加，尤其是經常乘搭嶼巴之乘客。加上來自市場之競爭，嶼巴亦要不斷創新其服務，重新檢視目前之服務水平，尤其是在車隊管理，準時服務及收費等方面，保持競爭力。

企業社會責任之定義

企業社會責任，可以解釋為一套企業應該遵守之行為準則，從而令企業對社會帶來積極及有建設性之影響。生產與銷售產品及服務，商業道德保護環境之措施，招聘員工之條件，遵守平等機會原則及投資與回饋社會，均為良好企業社會責任的例証。

企業社會投資為其中一個評估企業社會責任之標準，亦為一項重要工具，它包含一套實用可行的計劃，可以令企業能將其僱員之時間及專業技能，有效地運用於滿足社會需求之上。

嶼巴之營運應用下列之標準，以達致上述目標：

- (a) 工作場所 – 通過引進平等機會聘用條件
- (b) 供應商 – 嶼巴在採購上採用及確保有關步驟符合商業道德
- (c) 市場 – 宣示嶼巴對消費者承諾之服務水平
- (d) 社會 – 投入社區建設

持份者

嶼巴有不同的持份者，企業社會責任對他們有不同程度的承諾：

- (a) 僱員 – 車長，前線人員(包括站長)，維修人員，行政及文職人員，人力資源及管理階層
- (b) 官方 – 運輸及房屋局，運輸署，政務處及離島區議會
- (c) 客戶 – 乘客及企業客戶

- (d) 供應商 – 巴士製造商及代理商，零件供應商，油公司及其他服務供應商，包括銀行，公共服務及八達通收費系統
- (e) 社區 – 嶼巴路線網絡所覆蓋地區的社群
- (f) 投資者 – 通過持有母公司股份之非直接投資者
- (g) 公眾服務 – 非政府機構
- (h) 業務合作對象 – 運輸行業內的合作伙伴，例如昂坪吊車營辦商，寶蓮禪寺，港鐵公司 (巴士 – 鐵路轉乘計劃)，其他巴士公司 (巴士轉乘計劃)等

企業社會責任的進一步闡釋

企業管治

嶼巴作為專營巴士營辦商，其服務具有甚高之透明度，因為巴士在服務網絡所覆蓋之公路上行駛，必定要維持公共交通服務所具備的優良形象。

此外，政府對巴士營辦商亦有其評核準則，而作為公營事業，嶼巴亦必須與廉政公署緊密合作，防止貪污。

而僱員方面，日常執行任務，亦要遵守既定的工作指引，務求不偏不倚。

平等機會

嶼巴支持在職位聘用，服務提供等方面，引入平等機會守則，為傷殘乘客在上落巴士或在車站候車時，提供相關設施。

安全及環保

路面上之交通意外，可能導致傷亡，亦因此而帶來法律上之訴訟，對嶼巴而言，此等事故會為公司帶來負面形象，影響聲譽，所以嶼巴會繼續為車長提供警覺性及防禦性之駕駛訓練，防止交通意外發生。

有關方面對環境保護所帶出之指引不斷更新，嶼巴亦會與時並進，因應有關發展，引入潔淨能源及採用新科技，藉此減少廢氣排放所帶來的負面效果。

車長及其他員工亦會因長時間工作而感受到壓力，企業社會責任亦會考慮到員工的工作量，在安排工作時盡量減少超時及超量工作，以策安全及保障員工健康。

有效企業管治的良好指引

上述指引並無刻板的準則，管理原則、企業歷史、本土文化、業務背景及監管法規都需要在考慮範圍內，下列特質，可以成為制訂企業管治良好指引的參考資料：

- (a) 企業的服務承諾，必需與所有員工所分享及可以接受，因此必定要有效地與各階層清楚溝通
- (b) 高層管理人員必定要以身作則，保持信用及全情投入實踐企業社會責任
- (c) 企業的價值觀，一定要通過日常營運得以反映
- (d) 企業的資源，制度與架構，必定要能夠支持實踐社會責任所需
- (e) 高層管理人員必需接受訓練，達致水準及能有效地作出決定，具備足夠知識及能力，可以實行社會道德所接受的決策，而在實行時，更可以被社會認同為公正與公平

量化後之企業社會責任措施

在提升本公司之企業社會責任時，嶼巴推行以下之措施，令有關公眾受惠

- (a) 發展新路線
通過每年呈交運輸署之路線發展計劃，以公眾及公司利益為本，申辦新路線
- (b) 票價優惠計劃
實施票價優惠計劃，包括巴士--鐵路轉乘優惠，巴士--巴士轉乘優惠，長者乘車優惠及“長者假日兩元車費優惠”等
- (c) 環保責任
購入配置“歐盟四型”環保引擎之車隊取代環保標準較低之舊車
- (d) 醫療保健
試行引入醫療計劃為所有年屆五十歲之車長提供全身檢查及包括員工在集團之醫保計劃內
- (e) 慈善事業
與“大澳文化基金會”合作保育大澳作為香港其中之一景具歷史漁村之自然環境及生活方式

新大嶼山巴士(1973)有限公司
二零一二年九月

新大嶼山巴士(一九七三)有限公司

營 運 資 料

結算年度3月31日

	2011/2012	2010/2011
1. 巴士路線總數		
i 專利普通巴士線	12	12
ii 機場巴士線	1	1
iii 通宵巴士線	3	3
iv 特別巴士線	6	6
v 對外消閒巴士線	1	1
	23	23
2. 車 隊 (於結算年度尾)		
i 已登記巴士數量	104	106
ii 已發牌巴士數量	104	102
3. 車隊總載客量	6,727	6,507
4. 車隊運作能力		
i 平日 (星期一至六, 公眾假期除外)	121.1%	124.4%
ii 假日 (星期日及公眾假期)	136.1%	133.2%
5. 時間表的成效	102.0%	100.7%
6. 車隊運用	89.7%	88.7%
7. 車隊之平均年齡	6.14	5.77
8. 乘客人次總數		
i 全年總數 (以千位計算)	21,436,000	19,444,000
ii 平日每日平均乘客總數	56,978	51,644
iii 假日每日平均乘客總數	65,409	60,249
9. 巴士收費行車公里 (以千位計算)	7,210,000	6,658,000
10. 班次失誤比率	0.069%	0.007%
11. 處理由交通投訴組轉介個案的數目 (以每百萬人次計)	1.26	1.80
12. 乘客聯絡小組會議舉辦次數	6	7
13. @ 其他顧客服務	3	3
14. 平均每輛巴士檢查須修正的項目 (由運輸署抽檢)	0.42	1.15
15. 牽涉傷人的巴士意外數目 (以每百萬公里計)		
i 輕微意外	0.81	1.03
ii 嚴重意外	0.14	0.29
iii 致命意外	0.00	0.00
16. # 機械可靠性		
每輛巴士平均行走多少公里內才會在載客途中發生一次機械故障	78,365	85,364
17. 改善服務項目		
i 推出新路線	0	0
ii 改善行車班次	6	4
iii 改善服務質素	4	2
18. 服務重組項目		
i 取消巴士路線數目	0	0
ii 減少行車班次、減少車輛數目及重組行車路線以節省巴士資源	0	1

註: 機械可靠性的定義包括所有導致車輛於載客服務中途停駛的故障。

@ 一次與元朗及天水圍區議員商談B2及B2P巴士服務，
一次與懲教處商談11號線 及一次與黃福根區議員商談3M線巴士服務

新大嶼山巴士(一九七三)有限公司

專營公共巴士業務之業績
(專營公共巴士業務)

損益表
(截至該年度三月三十一日止)
(港幣千元)

	2010/2011	2011/2012
營運收入		
車費收入	116,487	132,256
廣告收入	139	380
其他收入	3,033	3,891
	<u>119,659</u>	<u>136,527</u>
營運成本		
員工成本	49,124	52,373
燃油	21,850	29,876
維修保養	9,417	11,683
折舊	11,711	12,955
利息支出	361	380
其他支出	18,332	18,448
	<u>110,795</u>	<u>125,715</u>
營運溢利	8,864	10,812
出售固定資產之收益	861	534
除稅前溢利	9,725	11,346
所得稅	(1,522)	(1,872)
本年度溢利	8,203	9,474
固定資產平均淨值	88,002	88,078
固定資產平均淨值回報(%)	9.66%	11.12%
於3月31日之乘客回饋累計結餘(附註)	-	624

附註:

根據現時當局在審批巴士票價調整的申請時所採用修改後的「經修訂的考慮多方面因素做法」，一個專營巴士營辦商在某年度獲得的回報率若超過按其平均固定資產淨值計算的指定觸發回報率，其高於指定觸發回報率 50% 將會與乘客分享，以舒緩日後車費加價壓力，及向乘客提供巴士車費優惠。該指定觸發回報率於 2010 年 4 月 1 日至 2012 年 3 月 31 日期間為每年 9.7%。

新大嶼山巴士(一九七三)有限公司

(專營公共巴士業務)

資 產 負 債 表
(截至該年度三月三十一日止)
(港幣千元)

	<u>2010/2011</u>	<u>2011/2012</u>
非流動資產		
租賃土地及樓宇	16,188	15,660
巴士站結構	493	428
巴士及其他車輛	67,175	66,541
傢俱、裝修及辦公室設備	717	718
設備及工具	3,306	3,171
電腦	264	219
購買巴士訂金	649	627
	<u>88,792</u>	<u>87,364</u>
流動資產	23,375	33,195
減：流動負債	<u>32,805</u>	<u>34,850</u>
流動負債淨值	<u>(9,430)</u>	<u>(1,655)</u>
	<u>79,362</u>	<u>85,709</u>
股本	29,117	29,117
損益賑	41,230	45,704
遞延稅項	9,015	10,888
	<u>79,362</u>	<u>85,709</u>

NEW LANTAO BUS CO., (1973) LTD.

新大嶼山巴士（一九七三）有限公司

**FULLER DISCLOSURE OF
FINANCIAL & OPERATIONAL
INFORMATION**

**透露更詳盡財務及營運資料
2012/2013**

AUGUST 2013

二零一三年八月

NEW LANTAO BUS COMPANY (1973) LIMITED
(A subsidiary of Kwoon Chung Bus Holdings Limited)

FULLER DISCLOSURE OF FINANCIAL AND OPERATIONAL DATA

Background

New Lantao Bus Company (1973) Limited (“NLB”) is obliged, as a franchised public bus operator, since 1993, to adhere to the Government’s directive in adopting new standards of fuller disclosure for its financial and operational information to the public.

NLB has, since 1993/1994, provided and disclosed the above information. The following documents have been prepared, taking into consideration the above standards, showing the essential financial and operational data of NLB for the latest financial year from 1 April 2012 to 31 March 2013.

In order to provide the public with a fuller understanding on the development and provision of NLB’s services, the financial information of the company for the corresponding period of the previous five years have also been included in this paper.

Review of the Year

As at 31 March 2013, NLB was operating 23 franchised public bus routes, mainly on Lantau Island and between Yuen Long/Tin Shui Wai and Shen Zhen Bay Port, with a fleet of 108 single-deck buses. These buses have a total passenger carriage capacity of 7,035. The average age of the bus fleet was 6.24 years.

In the year of 2012/2013, NLB had carried an average of 61,881 passengers a day (2011/2012: 58,570).

In the year 2012/2013, NLB had carried a total of 22,587,000 passengers (2011/2012: 21,436,000 passengers); its buses had travelled 7,409,000 km (2011/2012: 7,210,000 km).

For the year ended 31 March 2013, the total turnover was approximately HK\$145.5 million (2011/2012 approximately HKD136.5 million), with a profit of approximately HKD9.52 million (2010/2011: profit of approximately HKD9.47 million).

Impact of population intake of Tung Chung New Town and the adjacent private housing estates have fully fledged, we do not envisage any further drastic increase in population intake of this area, thus reaching the optimum demand of service of NLB's Route 38. On the other hand, the Tung Chung – Ngong Ping Cable Car Link continued to erode both the revenue and profits of NLB's Route 23, which is running parallel with the cable car service.

Route rationalization programmes introduced by NLB in previous year in order to save costs have been completed. These programmes have come into effect and succeeded in bringing about savings on operation costs. **No further rationalization is envisaged for the time being.**

External uncontrollable factors continue to affect NLB's performance, these include weather conditions, the cost of fuel and the fluctuation in exchange rates between US Dollar (which the Hong Kong Dollar has pegged with) and major currencies, in particular, the Japanese Yen and Euro, as almost all of NLB's buses have to rely on the supply of parts from Japan and certain European countries.

Cost of human resources has increased substantially due to higher inflation in Hong Kong for the period of 2012/2013, in which NLB had to recompense our work force in order to maintain a stable and consistent supply of manpower.

NLB has continued to implement programmes to enhance its service safety. Programmes have been devised to monitor and improve the service standard of drivers.

Prospect

The favourable factors include:

- (a) The bus routes B2 between Yuen Long and Shenzhen Bay Port, and B2P between Tin Shui Wai and Shenzhen Bay Port have continued to produce additional profit. It is hopeful that the patronage and revenue for these routes will rise when western Shenzhen is further developed;
- (b) NLB has entered into some agreements with Ngong Ping 360 Limited, which will be mutually beneficial to both parties.

The less favourable factors include:

- (a) Fuel prices remains turbulent and possibly higher costs;

- (b) The opening of the new Tung Chung Road has affected the special route services of NLB, for both weekdays and Sundays/public holidays;
- (c) The growth in patronage for bus route 38, the most profitable route of NLB, may slow down as the intake of population into Tung Chung New Town has almost reached saturation.

The process of fuller disclosure is an integrated part of NLB's policy. Opinions from the public and respective supervisory bodies are most welcome. In addition, representatives from NLB have attended regular meetings of the Traffic and Transport Committee and the Fishery, Agriculture, Commerce and Tourism Committee of the Islands District Council. NLB has also participated in various social service functions organized by the Islands District Council and rural committees of Lantau.

In order to obtain opinions of passengers towards our service, NLB has organized a series of passenger liaison programmes, including a minimum of six passenger liaison group meetings to be held each year. NLB has continued to engage the Hong Kong Centre of Transport and Logistics to conduct passenger satisfaction surveys in order to acquire most up to date information on passengers' needs and make service improvements.

It has always been NLB's prime objective in providing a safe, adequate, punctual, comfortable, clean, convenient, courteous and caring public bus service to its passengers.

The Finance Committee of the Legislative Council has recently approved for the provision of funding to subsidize NLB for the purchase of four units of single-deck electric powered buses. Tenders are now under preparation to proceed with the above.

Thomas C.P. Wong
Director
30 August 2013

NEW LANTAO BUS COMPANY (1973) LIMITED
(A subsidiary of Kwoon Chung Bus Holdings Limited)

CORPORATE SOCIAL RESPONSIBILITY

Background

Since the introduction of a doctrine on Corporate Social Responsibility, New Lantao Bus Co. (1973) Ltd. (“NLB”) has continued to encounter intense challenges in this respect, in particular, those with emphasis on environmental impact and traffic control. NLB has the mass consumers (both local and overseas) as its major sources of passengers and revenue, to be supplemented by business and institutional customers.

A policy on Corporate Social Responsibility (“CSR”) has been devised to address these concerns, with a view that this policy could be sustainable and adaptable to social changes, and would adapt to these changes accordingly.

In order to ascertain that the CSR of NLB could fulfil the above requisites, the following strategies has been established:

- (a) To successfully define the various issues associated with the company’s CSR;
- (b) To develop a strategic business response to social and market changes;
- (c) To initiate action individually, or with fellow public transport operators, in order to accomplish its goals in CSR; and
- (d) To communicate the results of these actions to the community and the Government.

Product and Services

NLB is the franchised public bus service provider in Lantau Island, as at 31 March 2013, NLB was operating 23 franchised bus routes with a fleet of 108 single deck buses. It also operates Routes B2 and B2P, which carry passengers between Shen Zhen Bay Port and Yuen Long West Rail Station (B2), and Tin Shui Wai (B2P), respectively.

Fundamentals of the CSR

In view of globalisation and its impact towards the transport sector, NLB has witnessed its clientele gradually changing from local to international and inter-regional, and that its suppliers have also diversified.

Providers of public transportation service have created a linkage with their target publics: passengers, supervisory authorities, and different sectors of the industry as well as the community. The CSR will allow these publics to understand the work of the respective service providers.

The structure of the service providers is also changing, in the case of NLB; the Franchise granted has certain expectations on the provider, e.g., more interaction with passengers. In addition, the service providers are no longer monopolizing the service; competition would require these companies to become more market-oriented.

As the service of NLB has become market oriented, there are rising expectations from customers, particularly passengers frequently using NLB's services; together with competition from other modes of public transport, these market forces obliged NLB to be continuously creative in providing its service. Market forces may require NLB to re-examine its current service standard, especially on fleet management, punctuality and fare.

Defining the CSR

Corporate Social Responsibility can be defined as the set of standards of behaviour that a company subscribes in order to make its impact on society positive and constructive. The production and selling of goods and services, business ethics, environmental practices, recruitment and employment conditions, approach to equal opportunities and investment in the community are examples of such impact.

Corporate Community Investment is one of the important mechanisms in developing and measuring business standards, it is also an essential tool of CSR, involving a practicable set of programmes and processes that can enable the company to bring the skill and time of its employees for community need.

The following standards can become applicable in various levels of NLB's operations:

- (a) Workplace – through the introduction of equal opportunities in employment by adhering to current legislation governing equal opportunities
- (b) Suppliers – through dissemination and safeguarding of NLB's standards in business ethics.
- (c) Market – sounding out NLB's obligations to consumers
- (d) Community – contributing to the development of the society, in particular, those community sectors that are deprived of these benefits.

Stakeholders

NLB has a number of major stakeholders, to whom the CSR could be properly addressed:

- (a) Employees – drivers, station masters, maintenance staff, administrative and clerical staff, personnel, management
- (b) Government – Transport and Housing Bureau, Transport Department, Islands District Office and District Council
- (c) Customers – passengers, corporate clients
- (d) Suppliers – vehicle manufacturers and distributors, parts supplier, fuel companies and services suppliers such as banks, utilities and Octopus.
- (e) Communities – neighbourhoods which are served by NLB's network of bus service
- (f) Investors – indirect investors of holding company which is listed on the Hong Kong Stock Exchange
- (g) Public services – NGOs
- (h) Business partners – joint venture partners in transport-related businesses, e.g., Cable Car operator, Po Lin Monastery, MTRC Ltd. as bus-rail interchange partners, and fellow franchised public bus operators in bus-bus interchange partnership.

Insight for CSR Obligation

Corporate Governance

NLB, as a franchised bus operator and a public body, is highly visible, as the buses would frequent the network of routes covered by the company. It is important for the company and its vehicles to be seen to be setting a good example and adhering to high standard of the public transport sector.

In addition, the company has to adhere to the standard of measurement of service by the Government. As a public body, the company must also work closely with the Independent Commission Against Corruption on matters pertinent to corruption prevention.

It is essential for NLB to establish a code of conduct for the employees, so that they can work with suppliers without prejudice.

Equal Opportunities

NLB could advocate equal opportunities in employment, and in the provision of its services, to facilitate passengers with disabilities when boarding and alighting from buses and waiting at termini.

Safety and Environment

Road accidents can cause serious bodily injury and even death, and may also result in legal claims. These can also result in poor image of the company. NLB would warrant continuing providing alert and defensive driving programmes for the drivers.

In order to cope with the changing and improving code of practice regarding environmental friendly measures for franchised bus operators, efforts would be required to put into areas of using cleaner fuel, procuring up-to-date technologies that could alleviate the negative impact of pollution.

Drivers and other workers may feel under pressure to work for long hours without rest, the CSR should ensure that a support network could be available for the employees on workplace safety and to ensure that the working hours are reasonable and their levels of health are satisfactory.

Establishing Guidelines for Effective Corporate Integrity

There is no one precise standard of corporate integrity; the management principles, corporate history, local culture, nature of business and regulatory mechanisms have to be taken into consideration. The following features may serve as the fundamentals in the establishment of such guidelines:

- (a) The corporate obligations must be shared and accepted by members of the company. These have to be clearly communicated to all levels of staff.
- (b) Members of senior management must be personally committed, trustworthy, and willing to achieve those values that the company advocate.
- (c) These values must be reflected in the day to day functioning of the corporation.
- (d) The company's systems and structures must be able to support the implementation of these values.
- (e) Senior management must be trained and acquired the decision-making skills, knowledge, and competencies needed to make ethically sound decisions and act accordingly. The actions must be seen to be just and fair and beneficial to the society.

Quantified Corporate Social Responsibility Measures

The followings are material performances of NLB in the enhancement of the company's CSR, with direct bearing on its services and target publics:

(a) New Bus Routes

Though the annual submission of Forward Planning Programmes for the forthcoming five years, NLB would explore and develop new routes for approval from Transport Department. This ongoing exercise is for the benefit of the community and could bring in additional revenue to NLB.

(b) Fare Concession Schemes

Implementation of fare concession schemes, including bus-rail interchange, bus-bus interchange, and senior citizens discount fares, and "Holiday \$2 Concession Scheme for Senior Citizens".

(c) Environmental Responsibility

Procurement of new Euro IV and Euro V buses for the fleet to replace older vehicles with less environmentally friendly engines; and trial run on electric-powered and hybrid powered buses.

(d) Health Care

NLB has introduced regular medical examination for drivers who are aged 50 or over; and attachment to the Group's medical insurance scheme.

(e) Charitable Service

Work closely with the Tai O Heritage Foundation in the preservation of landscape and lifestyle of Tai O, as one of the oldest fishing villages in Hong Kong.

New Lantao Bus Co. (1973) Ltd.
August 2013

NLB-13/CSR/56-59

Operational Information for Disclosure by NLB

	<u>Year ended 31 March</u>	
	<u>2012/2013</u>	<u>2011/2012</u>
<u>Total number of bus routes operated</u>		
(i) Franchised normal routes	12	12
(ii) Airbus routes	1	1
(iii) Overnight routes	3	3
(iv) Special routes	6	6
(v) Alignment external recreational route	1	1
	23	23
<u>Fleet size at end of reporting period</u>		
(i) Registered buses	108	104
(ii) Licensed buses	108	104
<u>Total fleet capacity</u>	7,035	6,727
<u>Operational capability</u>		
(i) Mondays to Saturdays (except Public Holidays)	121.8%	121.1%
(ii) Sundays and Public Holidays	139.2%	136.1%
<u>Achievement of schedule</u>	102%	102%
<u>Fleet utilization</u>	90.6%	89.7%
<u>Average age of bus fleet</u>	6.24	6.14
<u>Total number of passengers carried</u>		
(i) Annual total (to nearest thousand)	22,587,000	21,436,000
(ii) Average daily passengers on weekdays	59,575	56,978
(iii) Average daily passengers on Sundays and Public Holidays	71,266	65,409
<u>Paid bus km (to nearest thousand)</u>	7,409,000	7,210,000
<u>Percentage of lost trips</u>	0.07%	0.07%
<u>Number of cases forwarded by TCU and handled by NLB per million passengers in a year</u>	1.55	1.26
<u>No. of Passenger Liaison Group meeting convened</u>	6	6
@ <u>Other customer services</u>	3	3
<u>Average number of bus defects detected per vehicle examination (during spot checked by TD)</u>	1.02	0.42
<u>Number of bus accidents involving injury to person per million vehicle-km</u>		
(i) Slight accidents	2.24	0.81
(ii) Serious accidents	0.00	0.14
(iii) Fatal accidents	0.00	0.00
# <u>Mechanical reliability</u>		
Average No. of km operated before a bus would experience one all breakdown on the road while passengers are on board	100,119	78,365
<u>Service improvement items</u>		
(i) Number of new routes introduced	0	0
(ii) Frequency improvement	4	6
(iii) Quality improvements	0	4
<u>Service rationalization items</u>		
(i) Number of bus routes cancelled	0	0
(ii) Frequency reduction, vehicle reduction and routes reorganization to save bus resources	0	0
# Note: The definition of mechanical reliability takes into account all types of defects leading to vehicle breakdown during passenger services		

NEW LANTAO BUS COMPANY (1973) LIMITED
RESULTS FOR FRANCHISED PUBLIC BUS OPERATION
("Franchised Account")

Statement of Comprehensive Income
(Expressed in HK\$'000)

	<u>2011/2012</u>	<u>2012/2013</u>
REVENUE		
Fare Revenue	132,256	141,599
Advertising Income	380	470
Sundry Income	3,891	3,444
	<u>136,527</u>	<u>145,513</u>
OPERATING COSTS		
Staff Costs	52,373	56,683
Fuel and oil	29,876	30,429
Repair & Maintenance	11,683	11,364
Depreciation	12,955	13,209
Interest Expenses	380	340
Other Expenses	<u>18,448</u>	<u>22,053</u>
	125,715	134,078
OPERATING PROFIT	10,812	11,435
Gain on disposal of fixed assets	<u>534</u>	<u>115</u>
PROFIT BEFORE TAX	11,346	11,550
Income tax	<u>(1,872)</u>	<u>(2,028)</u>
PROFIT FOR THE YEAR	9,474	9,522
AVERAGE NET FIXED ASSETS ("ANFA")	88,078	88,005
RETURN ON ANFA (%)	11.12%	11.14%
Accumulated balance of passenger reward as at 31 March (Note)	624	985

Note :

Under the revised Modified Basket of Factors (MBOF) approach, which is the existing basis for the Administration to assess bus fare adjustment application, 50% of any return of a franchised bus operator in a given year in excess of a prescribed triggering point of return on its average net fixed assets would be shared with passengers to relieve the pressure for future fare increase and to facilitate the offer of bus fare concessions. The prescribed triggering point of return for the period from 1 April 2010 to 31 March 2013 was 9.7% per annum.

NEW LANTAO BUS COMPANY (1973) LIMITED

**("Franchised Account")
Statement of Financial Position
(Expressed in HK\$'000)**

	<u>2011/2012</u>	<u>2012/2013</u>
NON-CURRENT ASSETS		
Leasehold land and buildings	15,660	15,499
Bus terminal structure	428	503
Motor buses & vehicles	66,541	68,169
Furniture, fixtures & office equipment	718	646
Equipment & tools	3,171	3,444
Computers	219	386
Deposits paid for purchases of buses	<u>627</u>	<u>-</u>
	87,364	88,647
 CURRENT ASSETS	 33,195	 41,844
 LESS: CURRENT LIABILITIES	 <u>34,850</u>	 <u>38,858</u>
 NET CURRENT LIABILITIES	 <u>(1,655)</u>	 <u>2,986</u>
	 <u>85,709</u>	 <u>91,633</u>
 SHARE CAPITAL	 29,117	 29,117
PROFIT AND LOSS ACCOUNT	45,704	50,226
DEFERRED TAX	10,888	12,290
	<u>85,709</u>	<u>91,633</u>

新大嶼山巴士（一九七三）有限公司

(冠忠巴士集團有限公司之附屬公司)

透露更詳盡財務及營運資料

引言

新大嶼山巴士（一九七三）有限公司（「嶼巴」）爲了符合政府對公營事業所訂立之管理標準，自 1993 年開始向公眾透露更詳盡之財務及營運資料。

嶼巴自 1993/1994 之財政年度開始，已向公眾披露上述之有關資料，下列之文件乃因應前述之標準而制訂，展示嶼巴由 2012 年 4 月 1 日至 2013 年 3 月 31 日止之主要財務及營運數據。

爲求令公眾人士對嶼巴之服務及發展能有進一步之認識，本文件也包括其對上一年度嶼巴之財務狀況。

年度回顧

截至 2013 年 3 月 31 日止，嶼巴經營 23 條專營巴士路線，主要於大嶼山及行走港鐵元朗站至深圳灣口岸的 B2 路線及行走天水圍至深圳灣口岸的 B2P 路線。車隊總數爲 108 台單層巴士，總載客數量 7,035 座位，平均車齡 6.24 年。

在 2012 至 2013 年度內，嶼巴乘客量達 22,587,000 (上年度乘客量爲 21,436,000)，車隊總行車公里數達 741 萬公里 (上年度爲 721 萬公里)。年度內每日平均載客量爲 61,881 人次(上年度爲 58,570 人次)。

截至 2013 年 3 月 31 日止之財政年度內，嶼巴之營業額約港幣一億四千五百五十萬元 (上年度約港幣一億三千六百五十萬元)並錄得約港幣九百五十二萬元之盈利(上年度約港幣九百四十七萬元)。

由於東涌新市鎮及鄰近屋邨居民的人口增長已差不多飽和，嶼巴 38 號路線（東涌市中心接駁路線）的收入增長空間亦變得有限。另一方面，嶼巴正密切注視曾經是最主要收入而與纜車平行路線之 23 號線之前景，自從纜車投入服務，該路線之乘客已明顯大幅下挫。

有見及此，嶼巴已盡力推行路線重組以求節省成本。經多次與當地居民代表及離島區議會商討後，已於 2010 年完全付諸實行並已見成效。暫時沒有進一步路線重組的時

間表。

嶼巴依然受到外來無法控制因素的影響，如天氣變化，油價上升，美元兌主要外幣的匯率波動(由於港幣與美元掛鈎)，尤其是受日元與歐羅的影響更甚，因為嶼巴絕大部份巴士的零件供應都來自日本及部份歐洲國家。

2012/2013 年度之通脹加劇增長，爲了保持穩定的服務，車長及其他僱員在年度內亦有薪金增長，令工資成本急劇上升，這項亦是嶼巴的最主要支出。

嶼巴會持續提供安全的客運服務，包括對車長再培訓以提升其駕駛技術水平。

前景

有利因素包括：

- (a) 行走元朗及深圳灣口岸的 B2 路線與行走天水圍和深圳灣口岸的 B2P 路線繼續爲嶼巴帶來可觀的利潤。期望西部通道的進一步發展可增加 B2 和 B2P 路線的人數和收入；
- (b) 嶼巴與昂平 360 簽訂了對雙方都有利的合約。

不利因素包括：

- (a) 燃料價格仍然高企；
- (b) 新東涌路的開放對嶼巴的特別路線服務的收入有一定的影響；
- (c) 嶼巴盈利能力最強的 38 號巴士路線，由於東涌新市鎮人口已接近飽和，其乘客量的增長可能會放慢。

透露更詳盡資料爲嶼巴營運政策之一部份，嶼巴歡迎公眾人士及各有關監管機構，對提高服務質素給予寶貴意見。嶼巴並派出代表出席離島區議會屬下的「交通及運輸委員會」和「旅遊、漁農及環境衛生委員會」等定期舉行的會議。嶼巴更參與「離島區議會」所舉辦的各項活動及派代表出席區內各鄉事委員會活動。

爲求獲得乘客意見以提升嶼巴服務水平，嶼巴安排了一系列與乘客溝通的活動，包括每年最少舉辦 6 次乘客聯絡小組會議。嶼巴會繼續與香港運輸及物流中心合作，在來年進行一系列之「乘客滿意調查」以獲取最新資料，明白乘客的要求，令服務不斷改進。

嶼巴之營運目標，是為向乘客提供安全、充足、準時、舒適、清潔，方便及待客有禮之公共巴士服務。

立法會財務小組亦於 2012 年通過，補助嶼巴購入四部零排放之電動巴士，試用於大嶼山及元朗/深圳灣路線，招標程序經已啟動。

黃松柏
董事
二零一三年八月

新大嶼山巴士(1973)有限公司

(冠忠巴士集團有限公司附屬公司)

企業社會責任

背景

自從引入“企業社會責任”概念後，新大嶼山巴士(1973)有限公司(“嶼巴”)持續面對有關企業社會責任之考驗，此等考驗主要針對其車隊運作與環境保護有關之問題，。嶼巴之主要市場包括本地及來自海外之消費者，和企業客戶及有業務來往之商業機構。

面對上述問題，嶼巴訂立簡稱為 CSR 之企業社會責任政策，而此等政策，亦應與時並進，可持續及配合社會之發展。

為確保新訂立之企業社會責任可以滿足上述條件，嶼巴已採用下列策略：

- (a) 正確及有效地確認與嶼巴企業社會責任有關之問題
- (b) 發展及制訂可以回應社會及市場轉變之企業營運方法
- (c) 為達致企業社會責任之目標，嶼巴亦會獨力或與其他公共交通服務營辦商合作採取適當措施
- (d) 將上述措施之成效，與社區及政府分享及溝通

產品及服務

嶼巴經營專營巴士服務，大部份路線服務新界大嶼山，截至 2013 年 3 月 31 日，嶼巴共有 108 部單層巴士行走 23 條路線。嶼巴並經營分別來往深圳灣與元朗及天水圍之 B2 及 B2P 路線。

企業社會責任之基礎

由於全球化及其對運輸行業所帶來之影響，嶼巴亦覺察到乘客之來源由本地轉為國際化，而供應商之來源，亦變得多元化。

公共交通服務之供應商 / 營辦商，與其相關之公眾，亦應建立連繫，包括

乘客，監察機構，行業內不同界別及有關之社區。“企業社會責任”可以讓此等不同公眾，認識及理解服務供應者之營運方法及情況。

營運商之架構及組織亦不斷變化及發展，以嶼巴為例，政府批出專營權，對營辦商亦有所期望，例如需要與服務使用者(乘客)加強溝通。除此之外，營辦商亦不再全面專利地經營，引入競爭之後，亦要以市場為本作為營運方針。

既然嶼巴之業務經已變為以市場為本，客戶之需求及期望亦因應增加，尤其是經常乘搭嶼巴之乘客。加上來自市場之競爭，嶼巴亦要不斷創新其服務，重新檢視目前之服務水平，尤其是在車隊管理，準時服務及收費等方面，保持競爭力。

企業社會責任之定義

企業社會責任，可以解釋為一套企業應該遵守之行為準則，從而令企業對社會帶來積極及有建設性之影響。生產與銷售產品及服務，商業道德保護環境之措施，招聘員工之條件，遵守平等機會原則及投資與回饋社會，均為良好企業社會責任的例証。

企業社會投資為其中一個評估企業社會責任之標準，亦為一項重要工具，它包含一套實用可行的計劃，可以令企業能將其僱員之時間及專業技能，有效地運用於滿足社會需求之上。

嶼巴之營運應用下列之標準，以達致上述目標：

- (a) 工作場所 – 通過引進平等機會聘用條件
- (b) 供應商 – 嶼巴在採購上採用及確保有關步驟符合商業道德
- (c) 市場 – 宣示嶼巴對消費者承諾之服務水平
- (d) 社會 – 投入社區建設

持份者

嶼巴有不同的持份者，企業社會責任對他們有不同程度的承諾：

- (a) 僱員 – 車長，前線人員(包括站長)，維修人員，行政及文職人員，人力資源及管理階層
- (b) 官方 – 運輸及房屋局，運輸署，政務處及離島區議會
- (c) 客戶 – 乘客及企業客戶

- (d) 供應商 – 巴士製造商及代理商，零件供應商，油公司及其他服務供應商，包括銀行，公共服務及八達通收費系統
- (e) 社區 – 嶼巴路線網絡所覆蓋地區的社群
- (f) 投資者 – 通過持有母公司股份之非直接投資者
- (g) 公眾服務 – 非政府機構
- (h) 業務合作對象 – 運輸行業內的合作伙伴，例如昂坪吊車營辦商，寶蓮禪寺，港鐵公司 (巴士 – 鐵路轉乘計劃)，其他巴士公司 (巴士轉乘計劃)等

企業社會責任的進一步闡釋

企業管治

嶼巴作為專營巴士營辦商，其服務具有甚高之透明度，因為巴士在服務網絡所覆蓋之公路上行駛，必定要維持公共交通服務所具備的優良形象。

此外，政府對巴士營辦商亦有其評核準則，而作為公營事業，嶼巴亦必須與廉政公署緊密合作，防止貪污。

而僱員方面，日常執行任務，亦要遵守既定的工作指引，務求不偏不倚。

平等機會

嶼巴支持在職位聘用，服務提供等方面，引入平等機會守則，為傷殘乘客在上落巴士或在車站候車時，提供相關設施。

安全及環保

路面上之交通意外，可能導致傷亡，亦因此而帶來法律上之訴訟，對嶼巴而言，此等事故會為公司帶來負面形象，影響聲譽，所以嶼巴會繼續為車長提供警覺性及防禦性之駕駛訓練，防止交通意外發生。

有關方面對環境保護所帶出之指引不斷更新，嶼巴亦會與時並進，因應有關發展，引入潔淨能源及採用新科技，藉此減少廢氣排放所帶來的負面效果。

車長及其他員工亦會因長時間工作而感受到壓力，企業社會責任亦會考慮到員工的工作量，在安排工作時盡量減少超時及超量工作，以策安全及保障員工健康。

有效企業管治的良好指引

上述指引並無刻板的準則，管理原則、企業歷史、本土文化、業務背景及監管法規都需要在考慮範圍內，下列特質，可以成為制訂企業管治良好指引的參考資料：

- (a) 企業的服務承諾，必需與所有員工所分享及可以接受，因此必定要有效地與各階層清楚溝通
- (b) 高層管理人員必定要以身作則，保持信用及全情投入實踐企業社會責任
- (c) 企業的價值觀，一定要通過日常營運得以反映
- (d) 企業的資源，制度與架構，必定要能夠支持實踐社會責任所需
- (e) 高層管理人員必需接受訓練，達致水準及能有效地作出決定，具備足夠知識及能力，可以實行社會道德所接受的決策，而在實行時，更可以被社會認同為公正與公平

量化後之企業社會責任措施

在提升本公司之企業社會責任時，嶼巴推行以下之措施，令有關公眾受惠

- (a) 發展新路線
通過每年呈交運輸署之路線發展計劃，以公眾及公司利益為本，申辦新路線
- (b) 票價優惠計劃
實施票價優惠計劃，包括巴士--鐵路轉乘優惠，巴士--巴士轉乘優惠，長者乘車優惠及“長者假日兩元車費優惠”等
- (c) 環保責任
購入配置“歐盟四型”環保引擎之車隊取代環保標準較低之舊車
- (d) 醫療保健
試行引入醫療計劃為所有年屆五十歲之車長提供全身檢查及包括員工在集團之醫保計劃內
- (e) 慈善事業
與“大澳文化基金會”合作保育大澳作為香港其中之一景具歷史漁村之自然環境及生活方式

新大嶼山巴士(1973)有限公司
二零一三年八月

新大嶼山巴士(一九七三)有限公司

營 運 資 料

結算年度3月31日

	2012/2013	2011/2012
1. <u>巴士路線總數</u>		
i 專利普通巴士線	12	12
ii 機場巴士線	1	1
iii 通宵巴士線	3	3
iv 特別巴士線	6	6
v 對外泊開巴士線	1	1
	<u>23</u>	<u>23</u>
2. <u>車 隊 (於結算年度尾)</u>		
i 已登記巴士數量	108	104
ii 已發牌巴士數量	108	104
3. <u>車隊總載客量</u>	7,035	6,727
4. <u>車隊運作能力</u>		
i 平日 (星期一至六, 公眾假期除外)	121.8%	121.1%
ii 假日 (星期日及公眾假期)	139.2%	136.1%
5. <u>時間表的成效</u>	102.0%	102.0%
6. <u>車隊運用</u>	90.6%	89.7%
7. <u>車隊之平均年齡</u>	6.24	6.14
8. <u>乘客人次總數</u>		
i 全年總數 (以千位計算)	22,587,000	21,436,000
ii 平日每日平均乘客總數	59,575	56,978
iii 假日每日平均乘客總數	71,266	65,409
9. <u>巴士收費行車公里 (以千位計算)</u>	7,409,000	7,210,000
10. <u>班次失誤比率</u>	0.07%	0.07%
11. <u>處理由交通投訴組轉介個案的數目 (以每百萬人次計)</u>	1.55	1.26
12. <u>乘客聯絡小組會議舉辦次數</u>	6	6
13. @ <u>其他顧客服務</u>	3	3
14. <u>平均每輛巴士檢查須修正的項目 (由運輸署抽檢)</u>	1.02	0.42
15. <u>牽涉傷人的巴士意外數目 (以每百萬公里計)</u>		
i 輕微意外	2.24	0.81
ii 嚴重意外	0.00	0.14
iii 致命意外	0.00	0.00
16. # <u>機械可靠性</u>		
每輛巴士平均行走多少公里內才會在載客途中發生一次機械故障	100,119	78,365
17. <u>改善服務項目</u>		
i 推出新路線	0	0
ii 改善行車班次	4	6
iii 改善服務質素	0	4
18. <u>服務重組項目</u>		
i 取消巴士路線數目	0	0
ii 減少行車班次、減少車輛數目及重組行車路線以節省巴士資源	0	0

註: 機械可靠性的定義包括所有導致車輛於載客服務中途停駛的故障。

新大嶼山巴士(一九七三)有限公司

專營公共巴士業務之業績
(專營公共巴士業務)

綜合損益賬
(截至該年度三月三十一日止)
(港幣千元)

	2011/2012	2012/2013
營運收入		
車費收入	132,256	141,599
廣告收入	380	470
其他收入	3,891	3,444
	136,527	145,513
營運成本		
員工成本	52,373	56,683
燃油	29,876	30,429
維修保養	11,683	11,364
折舊	12,955	13,209
利息支出	380	340
其他支出	18,448	22,053
	125,715	134,078
營運溢利	10,812	11,435
出售固定資產之收益	534	115
除稅前溢利	11,346	11,550
所得稅	(1,872)	(2,028)
本年度溢利	9,474	9,522
固定資產平均淨值	88,078	88,005
固定資產平均淨值回報(%)	11.12%	11.14%
於3月31日之乘客回饋累計結餘(附註)	624	985

附註:

根據現時當局在審批巴士票價調整的申請時所採用修改後的「經修訂的考慮多方面因素做法」，一個專營巴士營辦商在某年度獲得的回報率若超過按其平均固定資產淨值計算的指定觸發回報率，其高於指定觸發回報率 50% 將會與乘客分享，以舒緩日後車費加價壓力，及向乘客提供巴士車費優惠。該指定觸發回報率於 2010 年 4 月 1 日至 2013 年 3 月 31 日期間為每年 9.7%。

新大嶼山巴士(一九七三)有限公司

(專營公共巴士業務)

綜合財務狀況表
(截至該年度三月三十一日止)
(港幣千元)

	<u>2011/2012</u>	<u>2012/2013</u>
非流動資產		
租賃土地及樓宇	15,660	15,499
巴士站結構	428	503
巴士及其他車輛	66,541	68,169
傢俱,裝修及辦公室設備	718	646
設備及工具	3,171	3,444
電腦	219	386
購買巴士訂金	627	-
	<u>87,364</u>	<u>88,647</u>
流動資產	33,195	41,844
減:流動負債	<u>34,850</u>	<u>38,858</u>
流動負債淨值	<u>(1,655)</u>	<u>2,986</u>
	<u>85,709</u>	<u>91,633</u>
股本	29,117	29,117
損益賑	45,704	50,226
遞延稅項	10,888	12,290
	<u>85,709</u>	<u>91,633</u>

NEW LANTAO BUS CO., (1973) LTD.

新大嶼山巴士（一九七三）有限公司

**FULLER DISCLOSURE OF
FINANCIAL & OPERATIONAL
INFORMATION**

透露更詳盡財務及營運資料

2013/2014

AUGUST 2014

二零一四年八月

NEW LANTAO BUS COMPANY (1973) LIMITED
(A subsidiary of Kwoon Chung Bus Holdings Limited)

FULLER DISCLOSURE OF FINANCIAL AND OPERATIONAL DATA

Background

New Lantao Bus Company (1973) Limited ("NLB") is obliged, as a franchised public bus operator, since 1993, to adhere to the Government's directive in adopting new standards of fuller disclosure for its financial and operational information to the public.

NLB has, since 1993/1994, provided and disclosed the above information. The following documents have been prepared, taking into consideration the above standards, showing the essential financial and operational data of NLB for the latest financial year from 1 April 2013 to 31 March 2014.

In order to provide the public with a fuller understanding on the development and provision of NLB's services, the financial information of the company for the corresponding period of the previous five years have also been included in this paper.

Review of the Year

As at 31 March 2014, NLB was operating 23 franchised public bus routes, mainly on Lantau Island and between Yuen Long/Tin Shui Wai and Shen Zhen Bay Port, with a fleet of 108 single-deck and 2 double-deck buses. These buses have a total passenger carriage capacity of 7,349. The average age of the bus fleet was 6.77 years.

In the year of 2013/2014, NLB had carried an average of 65,311 passengers a day (2012/2013: 61,881).

In the year 2013/2014, NLB had carried a total of 23,839,000 passengers (2012/2013: 22,587,000 passengers); its buses had travelled 7,857,000 km (2012/2013: 7,409,000 km).

For the year ended 31 March 2014, the total turnover was approximately HK\$154.7 million (2012/2013 approximately HKD145.5 million), with a profit of approximately HKD8.46 million (2012/2013: profit of approximately HKD9.52 million).

Impact of population intake of Tung Chung New Town and the adjacent private housing estates have fully fledged, we do not envisage any further drastic increase in population intake of this area, thus reaching the optimum demand of service of NLB's Route 38. On the other hand, the Tung Chung – Ngong Ping Cable Car Link continued to erode both the revenue and profits of NLB's Route 23, which is running parallel with the cable car service.

No Route rationalization programmes have been introduced by NLB in the year under report. Earlier programmes have come into effect and succeeded in bringing about savings on operation costs.

External uncontrollable factors continue to affect NLB's performance, these include weather conditions, the cost of fuel and the fluctuation in exchange rates between US Dollar (which the Hong Kong Dollar has pegged with) and major currencies, in particular, the Japanese Yen and Euro, as almost all of NLB's buses have to rely on the supply of parts from Japan and certain European countries.

Cost of human resources has increased due to inflation in Hong Kong for the period of 2013/2014, in which NLB had to recompense our work force in order to maintain a stable and consistent supply of manpower.

NLB has continued to implement programmes to enhance its service safety. Programmes have been devised to monitor and improve the service standard of drivers.

Prospect

The favourable factors include:

- (a) The bus routes B2 between Yuen Long and Shenzhen Bay Port, and B2P between Tin Shui Wai and Shenzhen Bay Port have continued to produce additional profit. It is hopeful that the patronage and revenue for these routes will rise when western Shenzhen is further developed;
- (b) NLB has continued to cooperate with Ngong Ping 360 Limited, which has been mutually beneficial to both parties.

The less favourable factors include:

- (a) Fuel prices remains turbulent and possibly higher costs;
- (b) The opening of the new Tung Chung Road has affected the special route services of NLB, for both weekdays and Sundays/public holidays;
- (c) The growth in patronage for bus route 38, the most profitable route of NLB, has slowed down as the intake of population into Tung Chung New Town has almost reached saturation.

The process of fuller disclosure is an integrated part of NLB's policy. Opinions from the public and respective supervisory bodies are most welcome. In addition, representatives from NLB have attended regular meetings of the Traffic and Transport Committee and the Fishery, Agriculture, Commerce and Tourism Committee of the Islands District Council. NLB has also participated in various social service functions organized by the Islands District Council and rural committees of Lantau.

In order to obtain opinions of passengers towards our service, NLB has organized a series of passenger liaison programmes, including a minimum of six passenger liaison group meetings to be held each year. NLB has continued to engage the Hong Kong Centre of Transport and Logistics to conduct passenger satisfaction surveys in order to acquire most up to date information on passengers' needs and make service improvements.

It has always been NLB's prime objective in providing a safe, adequate, punctual, comfortable, clean, convenient, courteous and caring public bus service to its passengers.

The Finance Committee of the Legislative Council has recently approved for the provision of funding to subsidize NLB for the purchase of four units of single-deck electric powered buses. Tenders have been issued and submission from interested parties completed for NLB to proceed with the procurement of the above.

Matthew L.P. Wong
Chairman
29 August 2014

NEW LANTAO BUS COMPANY (1973) LIMITED
(A subsidiary of Kwoon Chung Bus Holdings Limited)

CORPORATE SOCIAL RESPONSIBILITY

Background

Since the introduction of a doctrine on Corporate Social Responsibility, New Lantao Bus Co. (1973) Ltd. ("NLB") has continued to encounter intense challenges in this respect, in particular, those with emphasis on environmental impact and traffic control. NLB has the mass consumers (both local and overseas) as its major sources of passengers and revenue, to be supplemented by business and institutional customers.

A policy on Corporate Social Responsibility ("CSR") has been devised to address these concerns, with a view that this policy could be sustainable and adaptable to social changes, and would adapt to these changes accordingly.

In order to ascertain that the CSR of NLB could fulfil the above requisites, the following strategies has been established:

- (a) To successfully define the various issues associated with the company's CSR;
- (b) To develop a strategic business response to social and market changes;
- (c) To initiate action individually, or with fellow public transport operators, in order to accomplish its goals in CSR; and
- (d) To communicate the results of these actions to the community and the Government.

Product and Services

NLB is the franchised public bus service provider in Lantau Island, as at 31 March 2014, NLB was operating 23 franchised bus routes with a fleet of 108 single deck and 2 double deck buses. It also operates Routes B2 and B2P/B2X, which carry passengers between Shen Zhen Bay Port and Yuen Long West Rail Station (B2), and Tin Shui Wai (B2P/B2X), respectively.

Fundamentals of the CSR

In view of globalisation and its impact towards the transport sector, NLB has witnessed its clientele gradually changing from local to international and inter-regional, and that its suppliers have also diversified.

Providers of public transportation service have created a linkage with their target publics: passengers, supervisory authorities, and different sectors of the industry as well as the community. The CSR will allow these publics to understand the work of the respective service providers.

The structure of the service providers is also changing, in the case of NLB; the Franchise granted has certain expectations on the provider, e.g., more interaction with passengers. In addition, the service providers are no longer monopolizing the service; competition would require these companies to become more market-oriented.

As the service of NLB has become market oriented, there are rising expectations from customers, particularly passengers frequently using NLB's services; together with competition from other modes of public transport, these market forces obliged NLB to be continuously creative in providing its service. Market forces may require NLB to re-examine its current service standard, especially on fleet management, punctuality and fare.

Defining the CSR

Corporate Social Responsibility can be defined as the set of standards of behaviour that a company subscribes in order to make its impact on society positive and constructive. The production and selling of goods and services, business ethics, environmental practices, recruitment and employment conditions, approach to equal opportunities and investment in the community are examples of such impact.

Corporate Community Investment is one of the important mechanisms in developing and measuring business standards, it is also an essential tool of CSR, involving a practicable set of programmes and processes that can enable the company to bring the skill and time of its employees for community need.

The following standards can become applicable in various levels of NLB's operations:

- (a) Workplace – through the introduction of equal opportunities in employment by adhering to current legislation governing equal opportunities.
- (b) Suppliers – through dissemination and safeguarding of NLB's standards in business ethics.
- (c) Market – sounding out NLB's obligations to consumers
- (d) Community – contributing to the development of the society, in particular, those community sectors that are deprived of these benefits.

Stakeholders

NLB has a number of major stakeholders, to whom the CSR could be properly addressed:

- (a) Employees – drivers, station masters, maintenance staff, administrative and clerical staff, personnel, management

- (b) Government – Transport and Housing Bureau, Transport Department, Islands District Office and District Council
- (c) Customers – passengers, corporate clients
- (d) Suppliers – vehicle manufacturers and distributors, parts supplier, fuel companies and services suppliers such as banks, utilities and Octopus.
- (e) Communities – neighbourhoods which are served by NLB's network of bus service
- (f) Investors – indirect investors of holding company which is listed on the Hong Kong Stock Exchange
- (g) Public services – NGOs
- (h) Business partners – joint venture partners in transport-related businesses, e.g., Cable Car operator, Po Lin Monastery, MTRC Ltd. as bus-rail interchange partners, and fellow franchised public bus operators in bus-bus interchange partnership.

Insight for CSR Obligation

Corporate Governance

NLB, as a franchised bus operator and a public body, is highly visible, as the buses would frequent the network of routes covered by the company. It is important for the company and its vehicles to be seen to be setting a good example and adhering to high standard of the public transport sector.

In addition, the company has to adhere to the standard of measurement of service by the Government. As a public body, the company must also work closely with the Independent Commission Against Corruption on matters pertinent to corruption prevention.

It is essential for NLB to establish a code of conduct for the employees, so that they can work with suppliers without prejudice.

Equal Opportunities

NLB could advocate equal opportunities in employment, and in the provision of its services, to facilitate passengers with disabilities when boarding and alighting from buses and waiting at termini.

Safety and Environment

Road accidents can cause serious bodily injury and even death, and may also result in legal claims. These can also result in poor image of the company. NLB would warrant continuing providing alert and defensive driving programmes for the drivers.

In order to cope with the changing and improving code of practice regarding environmental friendly measures for franchised bus operators, efforts would be required to put into areas of using cleaner fuel, procuring up-to-date technologies that could alleviate the negative impact of pollution.

Drivers and other workers may feel under pressure to work for long hours without rest, the CSR should ensure that a support network could be available for the employees on workplace safety and to ensure that the working hours are reasonable and their levels of health are satisfactory.

Establishing Guidelines for Effective Corporate Integrity

There is no one precise standard of corporate integrity; the management principles, corporate history, local culture, nature of business and regulatory mechanisms have to be taken into consideration. The following features may serve as the fundamentals in the establishment of such guidelines:

- (a) The corporate obligations must be shared and accepted by members of the company. These have to be clearly communicated to all levels of staff.
- (b) Members of senior management must be personally committed, trustworthy, and willing to achieve those values that the company advocate.

- (c) These values must be reflected in the day to day functioning of the corporation.
- (d) The company's systems and structures must be able to support the implementation of these values.
- (e) Senior management must be trained and acquired the decision-making skills, knowledge, and competencies needed to make ethically sound decisions and act accordingly. The actions must be seen to be just and fair and beneficial to the society.

Quantified Corporate Social Responsibility Measures

The followings are material performances of NLB in the enhancement of the company's CSR, with direct bearing on its services and target publics:

- (a) New Bus Routes

Though the annual submission of Forward Planning Programmes for the forthcoming five years, NLB would explore and develop new routes for approval from Transport Department. This ongoing exercise is for the benefit of the community and could bring in additional revenue to NLB.

- (b) Fare Concession Schemes

Implementation of fare concession schemes, including bus-rail interchange, bus-bus interchange, and Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities". There is also a one day pass for Lantau Routes to provide attractive discounts to passengers who may use the Pass for unlimited travel on these routes.

- (c) Environmental Responsibility

Procurement of new Euro IV and Euro V buses for the fleet to replace older vehicles with less environmentally friendly engines; and trial run on electric-powered and hybrid powered buses.

(d) Health Care

NLB has introduced regular medical examination for drivers who are aged 50 or over; and attachment to the Group's medical insurance scheme.

(e) Charitable Service

Work closely with the Tai O Heritage Foundation in the preservation of landscape and lifestyle of Tai O, as one of the oldest fishing villages in Hong Kong.

New Lantao Bus Co. (1973) Ltd.
29 August 2014

Operational Information for Disclosure by NLB

		<u>Year ended 31 March</u>	
		<u>2013/2014</u>	<u>2012/2013</u>
1.	<u>Total number of bus routes operated</u>		
	(i) Franchised normal routes	12	12
	(ii) Airbus routes	1	1
	(iii) Overnight routes	3	3
	(iv) Special routes	6	6
	(v) Alignment external recreational route	1	1
		<u>23</u>	<u>23</u>
2.	<u>Fleet size at end of reporting period</u>		
	(i) Registered buses	112	108
	(ii) Licensed buses	110	108
3.	<u>Total fleet capacity</u>	7,349	7,035
4.	<u>Operational capability</u>		
	(i) Mondays to Saturdays (except Public Holidays)	125.2%	121.8%
	(ii) Sundays and Public Holidays	139.0%	139.2%
5.	<u>Achievement of schedule</u>	102%	102%
6.	<u>Fleet utilization</u>	90.3%	90.6%
7.	<u>Average age of bus fleet</u>	6.77	6.24
8.	<u>Total number of passengers carried</u>		
	(i) Annual total (to nearest thousand)	23,839,000	22,587,000
	(ii) Average daily passengers on weekdays	63,392	59,575
	(iii) Average daily passengers on Sundays and Public Holidays	73,846	71,266
9.	<u>Paid bus km (to nearest thousand)</u>	7,857,000	7,409,000
10.	<u>Percentage of lost trips</u>	0.09%	0.07%
11.	<u>Number of cases forwarded by TCU and handled by NLB per million passengers in a year</u>	2.35	1.55
12.	<u>No. of Passenger Liaison Group meeting convened</u>	6	6
13.	<u>@ Other customer services</u>	3	3
14.	<u>Average number of bus defects detected per vehicle examination (during spot checked by TD)</u>	1.35	1.02
15.	<u>Number of bus accidents involving injury to person per million vehicle-km</u>		
	(i) Slight accidents	0.87	2.24
	(ii) Serious accidents	0.25	0.00
	(iii) Fatal accidents	0.12	0.00
16.	<u># Mechanical reliability</u>		
	Average No. of km operated before a bus would experience one all breakdown on the road while passengers are on board	99,454	100,119
17.	<u>Service improvement items</u>		
	(i) Number of new routes / new supplementary routes introduced	1	0
	(ii) Frequency improvement	6	4
	(iii) Quality improvements	0	0
18.	<u>Service rationalization items</u>		
	(i) Number of bus routes cancelled	0	0
	(ii) Frequency reduction, vehicle reduction and routes reorganization to save bus resources	0	0

Note: The definition of mechanical reliability takes into account all types of defects leading to vehicle breakdown during passenger services

NEW LANTAO BUS COMPANY (1973) LIMITED
RESULTS FOR FRANCHISED PUBLIC BUS OPERATION
("Franchised Account")

Statement of Comprehensive Income
(Expressed in HK\$'000)

	<u>2012/2013</u>	<u>2013/2014</u>
REVENUE		
Fare Revenue	141,599	151,068
Advertising Income	470	493
Sundry Income	3,444	3,101
	<u>145,513</u>	<u>154,662</u>
OPERATING COSTS		
Staff Costs	56,683	61,807
Fuel and oil	30,429	31,811
Repair & Maintenance	11,364	11,965
Depreciation	13,209	14,514
Interest Expenses	340	201
Other Expenses	<u>22,053</u>	<u>24,486</u>
	134,078	144,784
OPERATING PROFIT	11,435	9,878
Gain on disposal of fixed assets	<u>115</u>	<u>95</u>
PROFIT BEFORE TAX	11,550	9,973
Income tax	<u>(2,028)</u>	<u>(1,514)</u>
PROFIT FOR THE YEAR	9,522	8,459
AVERAGE NET FIXED ASSETS ("ANFA")	88,005	88,198
RETURN ON ANFA (%)	11.14%	9.78%
Accumulated balance of passenger reward as at 31 March (Note)	985	1,021

Note :

Under the revised Modified Basket of Factors (MBOF) approach, which is the existing basis for the Administration to assess bus fare adjustment application, 50% of any return of a franchised bus operator in a given year in excess of a prescribed triggering point of return on its average net fixed assets would be shared with passengers to relieve the pressure for future fare increase and to facilitate the offer of bus fare concessions. The prescribed triggering point of return for the period from 1 April 2010 to 31 March 2014 was 9.7% per annum.

NEW LANTAO BUS COMPANY (1973) LIMITED

("Franchised Account")
Statement of Financial Position
(Expressed in HK\$'000)

	<u>2012/2013</u>	<u>2013/2014</u>
NON-CURRENT ASSETS		
Leasehold land and buildings	15,499	14,948
Bus terminal structure	503	742
Motor buses & vehicles	68,169	67,748
Furniture, fixtures & office equipment	646	583
Equipment & tools	3,444	3,390
Computers	386	339
Deposits paid for purchases of buses	-	-
	<u>88,647</u>	<u>87,750</u>
CURRENT ASSETS	41,844	35,703
LESS: CURRENT LIABILITIES	<u>38,858</u>	<u>28,855</u>
NET CURRENT LIABILITIES	<u>2,986</u>	<u>6,848</u>
	<u>91,633</u>	<u>94,598</u>
SHARE CAPITAL	29,117	29,117
PROFIT AND LOSS ACCOUNT	50,226	53,632
DEFERRED TAX	12,290	11,849
	<u>91,633</u>	<u>94,598</u>

新大嶼山巴士（一九七三）有限公司

(冠忠巴士集團有限公司之附屬公司)

透露更詳盡財務及營運資料

引言

新大嶼山巴士（一九七三）有限公司（「嶼巴」）為了符合政府對公營事業所訂立之管理標準，自 1993 年開始向公眾透露更詳盡之財務及營運資料。

嶼巴自 1993/1994 之財政年度開始，已向公眾披露上述之有關資料，下列之文件乃因應前述之標準而制訂，展示嶼巴由 2013 年 4 月 1 日至 2014 年 3 月 31 日止之主要財務及營運數據。

為求令公眾人士對嶼巴之服務及發展能有進一步之認識，本文件也包括其對上一年度嶼巴之財務狀況。

年度回顧

截至 2014 年 3 月 31 日止，嶼巴經營 23 條專營巴士路線，主要於大嶼山及行走港鐵元朗站至深圳灣口岸的 B2 路線及行走天水圍至深圳灣口岸的 B2P/ B2X 路線。車隊總數為 108 台單層巴士和兩台雙層巴士，總載客數量 7,349 座位，平均車齡 6.77 年。

在 2013 至 2014 年度內，嶼巴乘客量達 23,839,000 (上年度乘客量為 22,587,000)，車隊總行車公里數達 786 萬公里 (上年度為 741 萬公里)。年度內每日平均載客量為 65,311 人次(上年度為 61,881 人次)。

截至 2014 年 3 月 31 日止之財政年度內，嶼巴之營業額約港幣一億五千四百七十萬元 (上年度約港幣一億四千五百五十萬元)並錄得約港幣八百四十六萬元之盈利(上年度約港幣九百五十二萬元)。

由於東涌新市鎮及鄰近屋邨居民的人口增長已差不多飽和，嶼巴 38 號路線 (東涌市中心接駁路線) 的收入增長空間亦變得有限。另一方面，嶼巴正密切注視曾經是最主要收入而與纜車平行路線之 23 號線之前景，自從纜車投入服務，該路線之乘客已明顯大幅下挫。

有見及此，嶼巴已盡力推行路線重組以求節省成本。經多次與當地居民代表及離島區

議會商討後，已於 2010 年完全付諸實行並已見成效。暫時沒有進一步路線重組的時間表。

嶼巴依然受到外來無法控制因素的影響，如天氣變化，油價上升，美元兌主要外幣的匯率波動(由於港幣與美元掛鈎)，尤其是受日元與歐羅的影響更甚，因為嶼巴絕大部份巴士的零件供應都來自日本及部份歐洲國家。

2013/2014 年度之通脹加劇增長，爲了保持穩定的服務，車長及其他僱員在年度內亦有薪金增長，令工資成本急劇上升，這項亦是嶼巴的最主要支出。

嶼巴會持續提供安全的客運服務，包括對車長再培訓以提升其駕駛技術水平。

前景

有利因素包括：

- (a) 行走元朗及深圳灣口岸的 B2 路線與行走天水圍和深圳灣口岸的 B2P/B2X 路線繼續爲嶼巴帶來可觀的利潤。期望西部通道的進一步發展可增加 B2、B2P 和 B2X 路線的人數和收入；
- (b) 嶼巴與昂平 360 簽訂了對雙方都有利的合約。

不利因素包括：

- (a) 燃料價格仍然高企；
- (b) 新東涌路的開放對嶼巴的特別路線服務的收入有一定的影響；
- (c) 嶼巴盈利能力最強的 38 號巴士路線，由於東涌新市鎮人口已接近飽和，其乘客量的增長可能會放慢。

透露更詳盡資料爲嶼巴營運政策之一部份，嶼巴歡迎公眾人士及各有關監管機構，對提高服務質素給予寶貴意見。嶼巴並派出代表出席離島區議會屬下的「交通及運輸委員會」和「旅遊、漁農及環境衛生委員會」等定期舉行的會議。嶼巴更參與「離島區議會」所舉辦的各項活動及派代表出席區內各鄉事委員會活動。

爲求獲得乘客意見以提升嶼巴服務水平，嶼巴安排了一系列與乘客溝通的活動，包括每年最少舉辦 6 次乘客聯絡小組會議。嶼巴會繼續與香港運輸及物流中心合作，在來年進行一系列之「乘客滿意調查」以獲取最新資料，明白乘客的要求，令服務不

斷改進。

嶼巴之營運目標，是為向乘客提供安全、充足、準時、舒適、清潔，方便及待客有禮之公共巴士服務。

近期立法會財務小組亦已通過補助嶼巴購入四部零排放之電動巴士，試用於大嶼山及元朗/深圳灣路線。招標程序經已開始，嶼巴正審核有關標書，然後決定採購中標之供應商。

黃良柏

董事

二零一四年八月

新大嶼山巴士(1973)有限公司

(冠忠巴士集團有限公司附屬公司)

企業社會責任

背景

自從引入“企業社會責任”概念後，新大嶼山巴士(1973)有限公司(“嶼巴”)持續面對有關企業社會責任之考驗，此等考驗主要針對其車隊運作與環境保護有關之問題，。嶼巴之主要市場包括本地及來自海外之消費者，和企業客戶及有業務來往之商業機構。

面對上述問題，嶼巴訂立簡稱為 CSR 之企業社會責任政策，而此等政策，亦應與時並進，可持續及配合社會之發展。

為確保新訂立之企業社會責任可以滿足上述條件，嶼巴已採用下列策略：

- (a) 正確及有效地確認與嶼巴企業社會責任有關之問題
- (b) 發展及制訂可以回應社會及市場轉變之企業營運方法
- (c) 為達致企業社會責任之目標，嶼巴亦會獨力或與其他公共交通服務營辦商合作採取適當措施
- (d) 將上述措施之成效，與社區及政府分享及溝通

產品及服務

嶼巴經營專營巴士服務，大部份路線服務新界大嶼山，截至 2014 年 3 月 31 日，嶼巴共有 108 部單層巴士和兩部雙層巴士行走 23 條路線。嶼巴並經營分別來往深圳灣與元朗及天水圍之 B2、B2P 及 B2X 路線。

企業社會責任之基礎

由於全球化及其對運輸行業所帶來之影響，嶼巴亦覺察到乘客之來源由本地轉為國際化，而供應商之來源，亦變得多元化。

公共交通服務之供應商 / 營辦商，與其相關之公眾，亦應建立連繫，包括乘客，監察機構，行業內不同界別及有關之社區。“企業社會責任”可以讓此等不同公

眾，認識及理解服務供應者之營運方法及情況。

營運商之架構及組織亦不斷變化及發展，以嶼巴為例，政府批出專營權，對營辦商亦有所期望，例如需要與服務使用者(乘客)加強溝通。除此之外，營辦商亦不再全面專利地經營，引入競爭之後，亦要以市場為本作為營運方針。

既然嶼巴之業務經已變為以市場為本，客戶之需求及期望亦因應增加，尤其是經常乘搭嶼巴之乘客。加上來自市場之競爭，嶼巴亦要不斷創新其服務，重新檢視目前之服務水平，尤其是在車隊管理，準時服務及收費等方面，保持競爭力。

企業社會責任之定義

企業社會責任，可以解釋為一套企業應該導守之行為準則，從而令企業對社會帶來積極及有建設性之影響。生產與銷售產品及服務，商業道德保護環境之措施，招聘員工之條件，遵守平等機會原則及投資與回饋社會，均為良好企業社會責任的例証。

企業社會投資為其中一個評估企業社會責任之標準，亦為一項重要工具，它包含一套實用可行的計劃，可以令企業能將其僱員之時間及專業技能，有效地運用於滿足社會需求之上。

嶼巴之營運應用下列之標準，以達致上述目標：

- (a) 工作場所 – 通過引進平等機會聘用條件
- (b) 供應商 – 嶼巴在採購上採用及確保有關步驟符合商業道德
- (c) 市場 – 宣示嶼巴對消費者承諾之服務水平
- (d) 社會 – 投入社區建設

持份者

嶼巴有不同的持份者，企業社會責任對他們有不同程度的承諾：

- (a) 僱員 – 車長，前線人員(包括站長)，維修人員，行政及文職人員，人力資源及管理階層
- (b) 官方 – 運輸及房屋局，運輸署，政務處及離島區議會
- (c) 客戶 – 乘客及企業客戶
- (d) 供應商 – 巴士製造商及代理商，零件供應商，油公司及其他服務供應商，包括銀行，公共服務及八達通收費系統

- (e) 社區 – 嶼巴路線網絡所覆蓋地區的社群
- (f) 投資者 – 通過持有母公司股份之非直接投資者
- (g) 公眾服務 – 非政府機構
- (h) 業務合作對象 – 運輸行業內的合作伙伴，例如昂坪吊車營辦商，寶蓮禪寺，港鐵公司 (巴士 – 鐵路轉乘計劃)，其他巴士公司 (巴士轉乘計劃)等

企業社會責任的進一步闡釋

企業管治

嶼巴作為專營巴士營辦商，其服務具有甚高之透明度，因為巴士在服務網絡所覆蓋之公路上行駛，必定要維持公共交通服務所具備的優良形象。

此外，政府對巴士營辦商亦有其評核準則，而作為公營事業，嶼巴亦必須與廉政公署緊密合作，防止貪污。

而僱員方面，日常執行任務，亦要遵守既定的工作指引，務求不偏不倚。

平等機會

嶼巴支持在職位聘用，服務提供等方面，引入平等機會守則，為傷殘乘客在上落巴士或在車站候車時，提供相關設施。

安全及環保

路面上之交通意外，可能導致傷亡，亦因此而帶來法律上之訴訟，對嶼巴而言，此等事故會為公司帶來負面形象，影響聲譽，所以嶼巴會繼續為車長提供警覺性及防禦性之駕駛訓練，防止交通意外發生。

有關方面對環境保護所帶出之指引不斷更新，嶼巴亦會與時並進，因應有關發展，引入潔淨能源及採用新科技，藉此減少廢氣排放所帶來的負面效果。

車長及其他員工亦會因長時間工作而感受到壓力，企業社會責任亦會考慮到員工的工作量，在安排工作時盡量減少超時及超量工作，以策安全及保障員工健康。

有效企業管治的良好指引

上述指引並無刻板的準則，管理原則、企業歷史、本土文化、業務背景及監

管法規都需要在考慮範圍內，下列特質，可以成為制訂企業管治良好指引的參考資料：

- (a) 企業的服務承諾，必需與所有員工所分享及可以接受，因此必定要有效地與各階層清楚溝通
- (b) 高層管理人員必定要以身作則，保持信用及全情投入實踐企業社會責任
- (c) 企業的價值觀，一定要通過日常營運得以反映
- (d) 企業的資源，制度與架構，必定要能夠支持實踐社會責任所需
- (e) 高層管理人員必需接受訓練，達致水準及能有效地作出決定，具備足夠知識及能力，可以實行社會道德所接受的決策，而在實行時，更可以被社會認同為公正與公平

量化後之企業社會責任措施

在提升本公司之企業社會責任時，嶼巴推行以下之措施，令有關公眾受惠

- (a) 發展新路線
通過每年呈交運輸署之路線發展計劃，以公眾及公司利益為本，申辦新路線。
- (b) 票價優惠計劃
實施票價優惠計劃，包括巴士--鐵路轉乘優惠，巴士--巴士轉乘優惠，長者及合資格殘疾人士公共交通票價優惠計劃。此外，本公司亦提供大嶼山全日通套票，乘客可持票在大嶼山全日乘搭嶼巴之指定路線巴士。
- (c) 環保責任
購入配置“歐盟四型”環保引擎之車隊取代環保標準較低之舊車。
- (d) 醫療保健
試行引入醫療計劃為所有年屆五十歲之車長提供全身檢查及包括員工在集團之醫保計劃內。
- (e) 慈善事業
與“大澳文化基金會”合作保育大澳作為香港其中之一景具歷史漁村之自然環境及生活方式。

新大嶼山巴士(1973)有限公司
二零一四年八月

新大嶼山巴士(一九七三)有限公司

營 運 資 料

結算年度3月31日

	<u>2013/2014</u>	<u>2012/2013</u>
1. <u>巴士路線總數</u>		
i 專利普通巴士線	12	12
ii 機場巴士線	1	1
iii 通宵巴士線	3	3
iv 特別巴士線	6	6
v 對外消閒巴士線	1	1
	<u>23</u>	<u>23</u>
2. <u>車 隊 (於結算年度尾)</u>		
i 已登記巴士數量	112	108
ii 已發牌巴士數量	110	108
3. <u>車隊總載客量</u>	7,349	7,035
4. <u>車隊運作能力</u>		
i 平日 (星期一至六, 公眾假期除外)	125.2%	121.8%
ii 假日 (星期日及公眾假期)	139.0%	139.2%
5. <u>時間表的成效</u>	102.0%	102.0%
6. <u>車隊運用</u>	90.3%	90.6%
7. <u>車隊之平均年齡</u>	6.77	6.24
8. <u>乘客人次總數</u>		
i 全年總數 (以千位計算)	23,839,000	22,587,000
ii 平日每日平均乘客總數	63,392	59,575
iii 假日每日平均乘客總數	73,846	71,266
9. <u>巴士收費行車公里 (以千位計算)</u>	7,857,000	7,409,000
10. <u>班次失誤比率</u>	0.09%	0.07%
11. <u>處理由交通投訴組轉介個案的數目 (以每百萬人次計)</u>	2.35	1.55
12. <u>乘客聯絡小組會議舉辦次數</u>	6	6
13. @ <u>其他顧客服務</u>	3	3
14. <u>平均每輛巴士檢查須修正的項目 (由運輸署抽檢)</u>	1.35	1.02
15. <u>牽涉傷人的巴士意外數目 (以每百萬公里計)</u>		
i 輕微意外	0.87	2.24
ii 嚴重意外	0.25	0.00
iii 致命意外	0.12	0.00
16. # <u>機械可靠性</u>		
每輛巴士平均行走多少公里內才會在載客途中發生一次機械故障	99,454	100,119
17. <u>改善服務項目</u>		
i 推出新路線 / 新輔助路線	1	0
ii 改善行車班次	6	4
iii 改善服務質素	0	0
18. <u>服務重組項目</u>		
i 取消巴士路線數目	0	0
ii 減少行車班次、減少車輛數目及重組行車路線以節省巴士資源	0	0

註: 機械可靠性的定義包括所有導致車輛於載客服務中途停駛的故障。

新大嶼山巴士(一九七三)有限公司

專營公共巴士業務之業績
(專營公共巴士業務)

綜合損益賬
(截至該年度三月三十一日止)
(港幣千元)

	2012/2013	2013/2014
營運收入		
車費收入	141,599	151,068
廣告收入	470	493
其他收入	3,444	3,101
	<u>145,513</u>	<u>154,662</u>
營運成本		
員工成本	56,683	61,807
燃油	30,429	31,811
維修保養	11,364	11,965
折舊	13,209	14,514
利息支出	340	201
其他支出	22,053	24,486
	<u>134,078</u>	<u>144,784</u>
營運溢利	11,435	9,878
出售固定資產之收益	115	95
除稅前溢利	11,550	9,973
所得稅	(2,028)	(1,514)
本年度溢利	9,522	8,459
固定資產平均淨值	88,005	88,198
固定資產平均淨值回報(%)	11.14%	9.78%
於3月31日之乘客回饋累計結餘(附註)	985	1,021

附註:

根據現時當局在審批巴士票價調整的申請時所採用修改後的「經修訂的考慮多方面因素做法」，一個專營巴士營辦商在某年度獲得的回報率若超過按其平均固定資產淨值計算的指定觸發回報率，其高於指定觸發回報率 50% 將會與乘客分享，以舒緩日後車費加價壓力，及向乘客提供巴士車費優惠。該指定觸發回報率於 2010 年 4 月 1 日至 2014 年 3 月 31 日期間為每年 9.7%。

新大嶼山巴士(一九七三)有限公司

(專營公共巴士業務)

綜合財務狀況表
(截至該年度三月三十一日止)
(港幣千元)

	<u>2012/2013</u>	<u>2013/2014</u>
非流動資產		
租賃土地及樓宇	15,499	14,948
巴士站結構	503	742
巴士及其他車輛	68,169	67,748
傢俱,裝修及辦公室設備	646	583
設備及工具	3,444	3,390
電腦	386	339
購買巴士訂金	-	-
	<u>88,647</u>	<u>87,750</u>
流動資產	41,844	35,703
減:流動負債	<u>38,858</u>	<u>28,855</u>
流動負債淨值	<u>2,986</u>	<u>6,848</u>
	<u>91,633</u>	<u>94,598</u>
股本	29,117	29,117
損益賑	50,226	53,632
遞延稅項	12,290	11,849
	<u>91,633</u>	<u>94,598</u>

NEW LANTAO BUS CO., (1973) LTD.

新大嶼山巴士（一九七三）有限公司

**FULLER DISCLOSURE OF
FINANCIAL & OPERATIONAL
INFORMATION**

**透露更詳盡財務及營運資料
2014/2015**

**AUGUST 2015
二零一五年八月**

NEW LANTAO BUS COMPANY (1973) LIMITED
(A subsidiary of Kwoon Chung Bus Holdings Limited)

FULLER DISCLOSURE OF FINANCIAL AND OPERATIONAL DATA

Background

New Lantao Bus Company (1973) Limited ("NLB") is obliged, as a franchised public bus operator, since 1993, to adhere to the Government's directive in adopting new standards of fuller disclosure for its financial and operational information to the public.

NLB has, since 1993/1994, provided and disclosed the above information. The following documents have been prepared, taking into consideration the above standards, showing the essential financial and operational data of NLB for the latest financial year from 1 April 2014 to 31 March 2015.

In order to provide the public with a fuller understanding on the development and provision of NLB's services, the financial information of the company for the corresponding period of the previous five years have also been included in this paper.

Review of the Year

As at 31 March 2015, NLB was operating 23 franchised public bus routes, mainly on Lantau Island and between Yuen Long/Tin Shui Wai and Shen Zhen Bay Port, with a fleet of 112 single-deck and 2 double-deck buses. These buses have a total passenger carriage capacity of 7,607. The average age of the bus fleet was 7.71 years.

In the year of 2014/2015, NLB had carried an average of 70,466 passengers a day (2013/2014: 65,311).

In the year 2014/2015, NLB had carried a total of 25,720,000 passengers (2013/2014: 23,839,000 passengers); its buses had travelled 8,628,000 km (2013/2014: 7,857,000km).

For the year ended 31 March 2015, the total revenue was approximately HKD168.8 million (2013/2014 approximately HKD154.7 million), with a profit of approximately HKD8.90 million (2013/2014: profit of approximately HKD8.46 million).

Impact of population intake of Tung Chung New Town and the adjacent private housing estates have fully fledged, we do not envisage any further drastic increase in population intake of this area, thus reaching the optimum demand of service of NLB's Route 38. On the other hand, the Tung Chung – Ngong Ping Cable Car Link continued to erode both the revenue and profits of NLB's Route 23, which is running parallel with the cable car service.

No Route rationalization programmes have been introduced by NLB in the year under report.

External uncontrollable factors continue to affect NLB's performance, these include weather conditions, the cost of fuel and the fluctuation in exchange rates between US Dollar (which the Hong Kong Dollar has pegged with) and major currencies, in particular, the Japanese Yen and Euro, as almost all of NLB's buses have to rely on the supply of parts from Japan and certain European countries.

Cost of human resources has increased due to inflation in Hong Kong for the period of 2014/2015, in which NLB had to recompense our work force in order to maintain a stable and consistent supply of manpower.

NLB has continued to implement programmes to enhance its service safety. Programmes have been devised to monitor and improve the service standard of drivers.

Prospect

The favourable factors include:

- (a) The bus routes B2 between Yuen Long and Shenzhen Bay Port, and B2P between Tin Shui Wai and Shenzhen Bay Port, and their ancillary route B2X, have continued to produce additional profit;
- (b) NLB has continued to cooperate with Ngong Ping 360 Limited, which has been mutually beneficial to both parties.
- (c) Fuel price has decreased, with a direct impact on the cost elements of NLB's operation

The less favourable factors include:

- (a) The opening of the new Tung Chung Road has affected the special route services of NLB, for both weekdays and Sundays/public holidays;
- (b) The growth in patronage for bus route 38, the most profitable route of NLB, has slowed down as the intake of population into Tung Chung New Town has almost reached saturation.

The process of fuller disclosure is an integrated part of NLB's policy. Opinions from the public and respective supervisory bodies are most welcome. In addition, representatives from NLB have attended regular meetings of the Traffic and Transport Committee and the Fishery, Agriculture, Commerce and Tourism Committee of the Islands District Council. NLB has also participated in various social service functions organized by the Islands District Council and rural committees of Lantau.

In order to obtain opinions of passengers towards our service, NLB has organized a series of passenger liaison programmes, including a minimum of six passenger liaison group meetings to be held each year. NLB has continued to engage the Hong Kong Centre of Transport and Logistics to conduct passenger satisfaction surveys in order to acquire most up to date information on passengers' needs and make service improvements.

It has always been NLB's prime objective in providing a safe, adequate, punctual, comfortable, clean, convenient, courteous and caring public bus service to its passengers.

The Finance Committee of the Legislative Council has recently approved for the provision of funding to subsidize NLB for the purchase of four units of single-deck electric powered buses. The tendering process has been completed and works will commence for the installation of the buses and the design and construction of the power link to the charging stations.

Matthew L.P. Wong, BBS
Chairman
31 August 2015

NEW LANTAO BUS COMPANY (1973) LIMITED
(A subsidiary of Kwoon Chung Bus Holdings Limited)

CORPORATE SOCIAL RESPONSIBILITY

Background

Since the introduction of a doctrine on Corporate Social Responsibility, New Lantao Bus Co. (1973) Ltd. ("NLB") has continued to encounter intense challenges in this respect, in particular, those with emphasis on environmental impact and traffic control. NLB has the mass consumers (both local and overseas) as its major sources of passengers and revenue, to be supplemented by business and institutional customers.

A policy on Corporate Social Responsibility ("CSR") has been devised to address these concerns, with a view that this policy could be sustainable and adaptable to social changes, and would adapt to these changes accordingly.

In order to ascertain that the CSR of NLB could fulfil the above requisites, the following strategies has been established:

- (a) To successfully define the various issues associated with the company's CSR;
- (b) To develop a strategic business response to social and market changes;
- (c) To initiate action individually, or with fellow public transport operators, in order to accomplish its goals in CSR; and
- (d) To communicate the results of these actions to the community and the Government.

Product and Services

NLB is the franchised public bus service provider in Lantau Island, as at 31 March 2015, NLB was operating 23 franchised bus routes with a fleet of 112 single deck and 2 double deck buses. It also operates Routes B2, B2P and B2X, which carry passengers between Shen Zhen Bay Port and Yuen Long West Rail Station (B2), and Tin Shui Wai (B2P and B2X), respectively.

Fundamentals of the CSR

In view of globalisation and its impact towards the transport sector, NLB has witnessed its clientele gradually changing from local to international and inter-regional, and that its suppliers have also diversified.

Providers of public transportation service have created a linkage with their target publics: passengers, supervisory authorities, and different sectors of the industry as well as the community. The CSR will allow these publics to understand the work of the respective service providers.

The structure of the service providers is also changing, in the case of NLB; the Franchise granted has certain expectations on the provider, e.g., more interaction with passengers. In addition, the service providers are no longer monopolizing the service; competition would require these companies to become more market-oriented.

As the service of NLB has become market oriented, there are rising expectations from customers, particularly passengers frequently using NLB's services; together with competition from other modes of public transport, these market forces obliged NLB to be continuously creative in providing its service. Market forces may require NLB to re-examine its current service standard, especially on fleet management, punctuality and fare.

Defining the CSR

Corporate Social Responsibility can be defined as the set of standards of behaviour that a company subscribes in order to make its impact on society positive and constructive. The production and selling of goods and services, business ethics, environmental practices, recruitment and employment conditions, approach to equal opportunities and investment in the community are examples of such impact.

Corporate Community Investment is one of the important mechanisms in developing and measuring business standards, it is also an essential tool of CSR, involving a practicable set of programmes and processes that can enable the company to bring the skill and time of its employees for community need.

The following standards can become applicable in various levels of NLB's operations:

- (a) Workplace – through the introduction of equal opportunities in employment by adhering to current legislation governing equal opportunities and to provide additional opportunities for employees to undergo occupation-related training
- (b) Suppliers – through dissemination and safeguarding of NLB's standards in business ethics.
- (c) Market – sounding out NLB's obligations to consumers
- (d) Community – contributing to the development of the society, in particular, those community sectors that are deprived of these benefits.

Stakeholders

NLB has a number of major stakeholders, to whom the CSR could be properly addressed:

- (a) Employees – drivers, station masters, maintenance staff, administrative and clerical staff, personnel, management

- (b) Government – Transport and Housing Bureau, Transport Department, Islands District Office and District Council
- (c) Customers – passengers, corporate clients
- (d) Suppliers – vehicle manufacturers and distributors, parts supplier, fuel companies and services suppliers such as banks, utilities and Octopus.
- (e) Communities – neighbourhoods which are served by NLB's network of bus service
- (f) Investors – indirect investors of holding company which is listed on the Hong Kong Stock Exchange
- (g) Public services – NGOs
- (h) Business partners – joint venture partners in transport-related businesses, e.g., Cable Car operator, Po Lin Monastery, MTRC Ltd. as bus-rail interchange partners, and fellow franchised public bus operators in bus-bus interchange partnership, and advertisers and their agents in the placement of advertisement on board buses and at stations and terminals

Insight for CSR Obligation

Corporate Governance

NLB, as a franchised bus operator and a public body, is highly visible, as the buses would frequent the network of routes covered by the company. It is important for the company and its vehicles to be seen to be setting a good example and adhering to high standard of the public transport sector.

In addition, the company has to adhere to the standard of measurement of service by the Government. As a public body, the company must also work closely with the Independent Commission Against Corruption on matters pertinent to corruption prevention.

It is essential for NLB to establish a code of conduct for the employees, so that they can work with suppliers without prejudice.

Equal Opportunities

NLB could advocate equal opportunities in employment, and in the provision of its services, to facilitate passengers with disabilities when boarding and alighting from buses and waiting at termini.

Safety and Environment

Road accidents can cause serious bodily injury and even death, and may also result in legal claims. These can also result in poor image of the company. NLB would warrant continuing providing alert and defensive driving programmes for the drivers.

In order to cope with the changing and improving code of practice regarding environmental friendly measures for franchised bus operators, efforts would be required to put into areas of using cleaner fuel, procuring up-to-date technologies that could alleviate the negative impact of pollution. NLB is also going to introduce electric-powered buses to alleviate the impact of pollution.

Drivers and other workers may feel under pressure to work for long hours without rest, the CSR should ensure that a support network could be available for the employees on workplace safety and to ensure that the working hours are reasonable and their levels of health are satisfactory.

Establishing Guidelines for Effective Corporate Integrity

There is no one precise standard of corporate integrity; the management principles, corporate history, local culture, nature of business and regulatory mechanisms have to be taken into consideration. The following features may serve as the fundamentals in the establishment of such guidelines:

- (a) The corporate obligations must be shared and accepted by members of the company. These have to be clearly communicated to all levels of staff.
- (b) Members of senior management must be personally committed, trustworthy, and willing to achieve those values that the company advocate.

- (c) These values must be reflected in the day to day functioning of the corporation.
- (d) The company's systems and structures must be able to support the implementation of these values.
- (e) Senior management must be trained and acquired the decision-making skills, knowledge, and competencies needed to make ethically sound decisions and act accordingly. The actions must be seen to be just and fair and beneficial to the society.

Quantified Corporate Social Responsibility Measures

The followings are material performances of NLB in the enhancement of the company's CSR, with direct bearing on its services and target publics:

(a) New Bus Routes

Though the annual submission of Forward Planning Programmes for the forthcoming five years, NLB would explore and develop new routes for approval from Transport Department. This ongoing exercise is for the benefit of the community and could bring in additional revenue to NLB.

(b) Fare Concession Schemes

Implementation of fare concession schemes, including bus-rail interchange, bus-bus interchange, and Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities". There is also a one day pass for Lantau Routes to provide attractive discounts to passengers who may use the Pass for unlimited travel on these routes.

(c) Environmental Responsibility

Procurement of new Euro V buses for the fleet to replace older vehicles with less environmentally friendly engines; and trial run on electric-powered buses.

(d) Health Care

NLB has introduced regular medical examination for drivers who are aged 50 or over; and attachment to the Group's medical insurance scheme.

(e) Charitable Service

Work closely with the Tai O Heritage Foundation in the preservation of landscape and lifestyle of Tai O, as one of the oldest fishing villages in Hong Kong. In 2015, NLB had also coordinated the "Lantau Walk 2015" to raise fund for the Hong Kong Anti-Cancer Society.

New Lantao Bus Co. (1973) Ltd.
31 August 2015

Operational Information for Disclosure by NLB

		<u>Year ended 31 March</u>	
		<u>2014/2015</u>	<u>2013/2014</u>
1.	<u>Total number of bus routes operated</u>		
	(i) Franchised normal routes	12	12
	(ii) Airbus routes	1	1
	(iii) Overnight routes	3	3
	(iv) Special routes	6	6
	(v) Alignment external recreational route	1	1
		<u>23</u>	<u>23</u>
2.	<u>Fleet size at end of reporting period</u>		
	(i) Registered buses	115	112
	(ii) Licensed buses	114	110
3.	<u>Total fleet capacity</u>	7,607	7,349
4.	<u>Operational capability</u>		
	(i) Mondays to Saturdays (except Public Holidays)	121.3%	125.2%
	(ii) Sundays and Public Holidays	135.3%	139.0%
5.	<u>Achievement of schedule</u>	100%	102%
6.	<u>Fleet utilization</u>	88.8%	90.3%
7.	<u>Average age of bus fleet</u>	7.71	6.77
8.	<u>Total number of passengers carried</u>		
	(i) Annual total (to nearest thousand)	25,720,000	23,839,000
	(ii) Average daily passengers on weekdays	68,376	63,392
	(iii) Average daily passengers on Sundays and Public Holidays	79,430	73,846
9.	<u>Paid bus km (to nearest thousand)</u>	8,628,000	7,857,000
10.	<u>Percentage of lost trips</u>	0.04%	0.09%
11.	<u>Number of cases forwarded by TCU and handled by NLB per million passengers in a year</u>	2.80	2.35
12.	<u>No. of Passenger Liaison Group meeting convened</u>	6	6
13.	<u>@ Other customer services</u>	3	3
14.	<u>Average number of bus defects detected per vehicle examination (during spot checked by TD)</u>	1.00	1.35
15.	<u>Number of bus accidents involving injury to person per million vehicle-km</u>		
	(i) Slight accidents	2.84	0.87
	(ii) Serious accidents	0.34	0.25
	(iii) Fatal accidents	0.00	0.12
16.	<u># Mechanical reliability</u>		
	Average No. of km operated before a bus would experience one all breakdown on the road while passengers are on board	106,523	99,454
17.	<u>Service improvement items</u>		
	(i) Number of new routes / new supplementary routes introduced	1	1
	(ii) Frequency improvement	3	6
	(iii) Quality improvements	3	0
18.	<u>Service rationalization items</u>		
	(i) Number of bus routes cancelled	0	0
	(ii) Frequency reduction, vehicle reduction and routes reorganization to save bus resources	0	0

Note: The definition of mechanical reliability takes into account all types of defects leading to vehicle breakdown during passenger services

NEW LANTAO BUS COMPANY (1973) LIMITED

RESULTS FOR FRANCHISED PUBLIC BUS OPERATION
("Franchised Account")

Statement of Comprehensive Income
(Expressed in HK\$'000)

	<u>2013/2014</u>	<u>2014/2015</u>
REVENUE		
Fare Revenue	151,068	165,275
Advertising Income	493	438
Sundry Income	3,101	3,085
	<u>154,662</u>	<u>168,798</u>
OPERATING COSTS		
Staff Costs	61,807	64,154
Fuel and oil	31,811	29,704
Repair & Maintenance	11,965	14,214
Depreciation	14,514	16,014
Interest Expenses	201	104
Other Expenses	<u>24,486</u>	<u>34,045</u>
	144,784	158,235
OPERATING PROFIT	9,878	10,563
Gain on disposal of fixed assets	<u>95</u>	<u>(4)</u>
PROFIT BEFORE TAX	9,973	10,559
Income tax	<u>(1,514)</u>	<u>(1,655)</u>
PROFIT FOR THE YEAR	8,459	8,904
AVERAGE NET FIXED ASSETS ("ANFA")	88,198	82,221
RETURN ON ANFA (%)	9.78%	10.94%
Accumulated balance of passenger reward as at 31 March (Note)	1,021	1,529

Note :

Under the revised Modified Basket of Factors (MBOF) approach, which is the existing basis for the Administration to assess bus fare adjustment application, 50% of any return of a franchised bus operator in a given year in excess of a prescribed triggering point of return on its average net fixed assets would be shared with passengers to relieve the pressure for future fare increase and to facilitate the offer of bus fare concessions. The prescribed triggering point of return for the period from 1 April 2010 to 31 March 2015 was 9.7% per annum.

NEW LANTAO BUS COMPANY (1973) LIMITED

("Franchised Account")
Statement of Financial Position
(Expressed in HK\$'000)

	<u>2013/2014</u>	<u>2014/2015</u>
NON-CURRENT ASSETS		
Leasehold land and buildings	14,948	14,397
Bus terminal structure	742	958
Motor buses & vehicles	67,748	56,101
Furniture, fixtures & office equipment	583	763
Equipment & tools	3,390	3,325
Computers	339	350
Deposits paid for purchases of buses	-	799
	<u>87,750</u>	<u>76,693</u>
CURRENT ASSETS	35,703	46,641
LESS: CURRENT LIABILITIES	<u>28,855</u>	<u>27,533</u>
NET CURRENT LIABILITIES	<u>6,848</u>	<u>19,108</u>
	<u>94,598</u>	<u>95,801</u>
SHARE CAPITAL	29,117	29,117
PROFIT AND LOSS ACCOUNT	53,632	56,516
DEFERRED TAX	11,849	10,168
	<u>94,598</u>	<u>95,801</u>

新大嶼山巴士（一九七三）有限公司

(冠忠巴士集團有限公司之附屬公司)

透露更詳盡財務及營運資料

引言

新大嶼山巴士（一九七三）有限公司（「嶼巴」）為了符合政府對公營事業所訂立之管理標準，自 1993 年開始向公眾透露更詳盡之財務及營運資料。

嶼巴自 1993/1994 之財政年度開始，已向公眾披露上述之有關資料，下列之文件乃因應前述之標準而制訂，展示嶼巴由 2014 年 4 月 1 日至 2015 年 3 月 31 日止之主要財務及營運數據。

為求令公眾人士對嶼巴之服務及發展能有進一步之認識，本文件也包括其對上一年度嶼巴之財務狀況。

年度回顧

截至 2015 年 3 月 31 日止，嶼巴經營 23 條專營巴士路線，主要於大嶼山及行走港鐵元朗站至深圳灣口岸的 B2 路線及行走天水圍至深圳灣口岸的 B2P/ B2X 路線。車隊總數為 112 台單層巴士和兩台雙層巴士，總載客數量 7,607 座位，平均車齡 7.71 年。

在 2014 至 2015 年度內，嶼巴乘客量達 25,720,000 (上年度乘客量為 23,839,000)，隊總行車公里數達 863 萬公里 (上年度為 786 萬公里)。2014 至 2015 年度內每日平均載客量為 70,466 人次(上年度為 65,311 人次)。

截至 2015 年 3 月 31 日止之財政年度內，嶼巴之營業額約港幣一億六千八百八十萬元 (上年度約港幣一億五千四百七十萬元)並錄得約港幣八百九十萬元之盈利 (上年度約港幣八百四十六萬元)。

由於東涌新市鎮及鄰近屋邨居民的人口增長已差不多飽和，嶼巴 38 號路線 (東涌市中心接駁路線) 的收入增長空間亦變得有限。另一方面，嶼巴正密切注視曾經是最主要收入而與纜車平行路線之 23 號線之前景，自從纜車投入服務，該路線之乘客已明顯大幅下挫。

有見及此，嶼巴已盡力推行路線重組以求節省成本。經多次與當地居民代表及離島區

議會商討後，嶼巴暫時沒有進一步路線重組的時間表。

嶼巴依然受到外來無法控制因素的影響，如天氣變化，油價波動，美元兌主要外幣的匯率波動(由於港幣與美元掛鈎)，尤其是受日元與歐羅的影響更甚，因為嶼巴絕大部份巴士的零件供應都來自日本及部份歐洲國家。

2014/2015 年度之通脹維持增長，為了保持穩定的服務，車長及其他僱員在年度內亦有薪金增長，令工資成本急劇上升，這項亦是嶼巴的最主要支出。

嶼巴會持續提供安全的客運服務，包括對車長再培訓以提升其駕駛技術水平。

前景

有利因素包括：

- (a) 行走元朗及深圳灣口岸的 B2 路線與行走天水圍和深圳灣口岸的 B2P/B2X 路線繼續為嶼巴帶來可觀的利潤。期望西部通道的進一步發展可增加 B2、B2P 和 B2X 路線的人數和收入；
- (b) 嶼巴與昂平 360 繼續合作，推廣大嶼山觀光。
- (c) 燃油價格下調。

不利因素包括：

- (a) 新東涌路的開放對嶼巴的特別路線服務的收入有一定的影響；
- (b) 嶼巴盈利能力最強的 38 號巴士路線，由於東涌新市鎮人口已接近飽和，其乘客量的增長可能會放慢。

透露更詳盡資料為嶼巴營運政策之一部份，嶼巴歡迎公眾人士及各有關監管機構，對提高服務質素給予寶貴意見。嶼巴並派出代表出席離島區議會屬下的「交通及運輸委員會」和「旅遊、漁農及環境衛生委員會」等定期舉行的會議。嶼巴更參與「離島區議會」所舉辦的各項活動及派代表出席區內各鄉事委員會活動。

為求獲得乘客意見以提升嶼巴服務水平，嶼巴安排了一系列與乘客溝通的活動，包括每年最少舉辦 6 次乘客聯絡小組會議。嶼巴會繼續與香港運輸及物流中心合作，在來年進行一系列之「乘客滿意調查」以獲取最新資料，明白乘客的要求，令服務不

斷改進。

嶼巴之營運目標，是為向乘客提供安全、充足、準時、舒適、清潔，方便及待客有禮之公共巴士服務。

近期立法會財務小組亦已通過補助嶼巴購入四部零排放之電動巴士，試用於嶼巴路線。招標程序經已完成，供應商及承辦商將開始組裝巴士及充電器工程。

黃良柏 BBS

董事

二零一五年八月三十一日

新大嶼山巴士(1973)有限公司

(冠忠巴士集團有限公司附屬公司)

企業社會責任

背景

自從引入“企業社會責任”概念後，新大嶼山巴士(1973)有限公司(“嶼巴”)持續面對有關企業社會責任之考驗，此等考驗主要針對其車隊運作與環境保護有關之問題，。嶼巴之主要市場包括本地及來自海外之消費者，和企業客戶及有業務來往之商業機構。

面對上述問題，嶼巴訂立簡稱為 CSR 之企業社會責任政策，而此等政策，亦應與時並進，可持續及配合社會之發展。

為確保新訂立之企業社會責任可以滿足上述條件，嶼巴已採用下列策略：

- (a) 正確及有效地確認與嶼巴企業社會責任有關之問題
- (b) 發展及制訂可以回應社會及市場轉變之企業營運方法
- (c) 為達致企業社會責任之目標，嶼巴亦會獨力或與其他公共交通服務營辦商合作採取適當措施
- (d) 將上述措施之成效，與社區及政府分享及溝通

產品及服務

嶼巴經營專營巴士服務，大部份路線服務新界大嶼山，截至 2015 年 3 月 31 日，嶼巴共有 112 部單層巴士和 2 部雙層巴士行走 23 條路線。嶼巴並經營分別來往深圳灣與元朗及天水圍之 B2、B2P 及 B2X 路線。

企業社會責任之基礎

由於全球化及其對運輸行業所帶來之影響，嶼巴亦覺察到乘客之來源由本地轉為國際化，而供應商之來源，亦變得多元化。

公共交通服務之供應商 / 營辦商，與其相關之公眾，亦應建立連繫，包括乘客，監察機構，行業內不同界別及有關之社區。“企業社會責任”可以讓此等不同公眾，認

識及理解服務供應者之營運方法及情況。

營運商之架構及組織亦不斷變化及發展，以嶼巴為例，政府批出專營權，對營辦商亦有所期望，例如需要與服務使用者(乘客)加強溝通。除此之外，營辦商亦不再全面專利地經營，引入競爭之後，亦要以市場為本作為營運方針。

既然嶼巴之業務經已變為以市場為本，客戶之需求及期望亦因應增加，尤其是經常搭乘嶼巴之乘客。加上來自市場之競爭，嶼巴亦要不斷創新其服務，重新檢視目前之服務水平，尤其是在車隊管理，準時服務及收費等方面，保持競爭力。

企業社會責任之定義

企業社會責任，可以解釋為一套企業應該遵守之行為準則，從而令企業對社會帶來積極及有建設性之影響。生產與銷售產品及服務，商業道德保護環境之措施，招聘員工之條件，遵守平等機會原則及投資與回饋社會，均為良好企業社會責任的例証。

企業社會投資為其中一個評估企業社會責任之標準，亦為一項重要工具，它包含一套實用可行的計劃，可以令企業能將其僱員之時間及專業技能，有效地運用於滿足社會需求之上。

嶼巴之營運應用下列之標準，以達致上述目標：

- (a) 工作場所 – 通過引進平等機會聘用條件，增加培訓機會
- (b) 供應商 – 嶼巴在採購上採用及確保有關步驟符合商業道德
- (c) 市場 – 宣示嶼巴對消費者承諾之服務水平
- (d) 社會 – 投入社區建設

持份者

嶼巴有不同的持份者，企業社會責任對他們有不同程度的承諾：

- (a) 僱員 – 車長，前線人員(包括站長)，維修人員，行政及文職人員，人力資源及管理階層
- (b) 官方 – 運輸及房屋局，運輸署，政務處及離島區議會
- (c) 客戶 – 乘客及企業客戶
- (d) 供應商 – 巴士製造商及代理商，零件供應商，油公司及其他服務供應商，包括銀行，公共服務及八達通收費系統
- (e) 社區 – 嶼巴路線網絡所覆蓋地區的社群

- (f) 投資者 – 通過持有母公司股份之非直接投資者
- (g) 公眾服務 – 非政府機構
- (h) 業務合作對象 – 運輸行業內的合作伙伴，例如昂坪吊車營辦商，寶蓮禪寺，港鐵公司 (巴士 – 鐵路轉乘計劃)，其他巴士公司 (巴士轉乘計劃) 及廣告商等

企業社會責任的進一步闡釋

企業管治

嶼巴作為專營巴士營辦商，其服務具有甚高之透明度，因為巴士在服務網絡所覆蓋之公路上行駛，必定要維持公共交通服務所具備的優良形象。

此外，政府對巴士營辦商亦有其評核準則，而作為公營事業，嶼巴亦必須與廉政公署緊密合作，防止貪污。

而僱員方面，日常執行任務，亦要遵守既定的工作指引，務求不偏不倚。

平等機會

嶼巴支持在職位聘用，服務提供等方面，引入平等機會守則，為傷殘乘客在上落巴士或在車站候車時，提供相關設施。

安全及環保

路面上之交通意外，可能導致傷亡，亦因此而帶來法律上之訴訟，對嶼巴而言，此等事故會為公司帶來負面形象，影響聲譽，所以嶼巴會繼續為車長提供警覺性及防禦性之駕駛訓練，防止交通意外發生。

有關方面對環境保護所帶出之指引不斷更新，嶼巴亦會與時並進，因應有關發展，引入潔淨能源及採用新科技，包括電動巴士，藉此減少廢氣排放所帶來的負面效果。

車長及其他員工亦會因長時間工作而感受到壓力，企業社會責任亦會考慮到員工的工作量，在安排工作時盡量減少超時及超量工作，以策安全及保障員工健康。

有效企業管治的良好指引

上述指引並無刻板的準則，管理原則、企業歷史、本土文化、業務背景及監管法規都需要在考慮範圍內，下列特質，可以成為制訂企業管治良好指引的參考資料：

- (a) 企業的服務承諾，必需與所有員工所分享及可以接受，因此必定要有效地與各階層清楚溝通
- (b) 高層管理人員必定要以身作則，保持信用及全情投入實踐企業社會責任
- (c) 企業的價值觀，一定要通過日常營運得以反映
- (d) 企業的資源，制度與架構，必定要能夠支持實踐社會責任所需
- (e) 高層管理人員必需接受訓練，達致水準及能有效地作出決定，具備足夠知識及能力，可以實行社會道德所接受的決策，而在實行時，更可以被社會認同為公正與公平

量化後之企業社會責任措施

在提升本公司之企業社會責任時，嶼巴推行以下之措施，令有關公眾受惠

- (a) 發展新路線
通過每年呈交運輸署之路線發展計劃，以公眾及公司利益為本，申辦新路線。
- (b) 票價優惠計劃
實施票價優惠計劃，包括巴士--鐵路轉乘優惠，巴士--巴士轉乘優惠，長者及合資格殘疾人士公共交通票價優惠計劃。此外，本公司亦提供大嶼山全日通套票，乘客可持票在大嶼山全日乘搭嶼巴之指定路線巴士。
- (c) 環保責任
購入配置“歐盟五型”環保引擎之車隊取代環保標準較低之舊車及引入電動巴士達致“零排放”。
- (d) 醫療保健
試行引入醫療計劃為所有年屆五十歲之車長提供全身檢查及包括員工在集團之醫保計劃內。
- (e) 慈善事業
與“大澳文化基金會”合作保育大澳作為香港其中之一景具歷史漁村之自然環境及生活方式，在 2015 年更協辦“大嶼行”步行籌款，受益社福機構為香港防癌會。

新大嶼山巴士(1973)有限公司
二零一五年八月三十一日

新大嶼山巴士(一九七三)有限公司

營 運 資 料

結算年度3月31日

	<u>2014/2015</u>	<u>2013/2014</u>
1. <u>巴士路線總數</u>		
i 專利普通巴士線	12	12
ii 機場巴士線	1	1
iii 通宵巴士線	3	3
iv 特別巴士線	6	6
v 對外消閒巴士線	1	1
	<u>23</u>	<u>23</u>
2. <u>車 隊 (於結算年度尾)</u>		
i 已登記巴士數量	115	112
ii 已發牌巴士數量	114	110
3. <u>車隊總載客量</u>	7,607	7,349
4. <u>車隊運作能力</u>		
i 平日 (星期一至六, 公眾假期除外)	121.3%	125.2%
ii 假日 (星期日及公眾假期)	135.3%	139.0%
5. <u>時間表的成效</u>	100.0%	102.0%
6. <u>車隊運用</u>	88.8%	90.3%
7. <u>車隊之平均年齡</u>	7.71	6.77
8. <u>乘客人次總數</u>		
i 全年總數 (以千位計算)	25,720,000	23,839,000
ii 平日每日平均乘客總數	68,376	63,392
iii 假日每日平均乘客總數	79,430	73,846
9. <u>巴士收費行車公里 (以千位計算)</u>	8,628,000	7,857,000
10. <u>班次失誤比率</u>	0.04%	0.09%
11. <u>處理由交通投訴組轉介個案的數目 (以每百萬人次計)</u>	2.80	2.35
12. <u>乘客聯絡小組會議舉辦次數</u>	6	6
13. @ <u>其他顧客服務</u>	3	3
14. <u>平均每輛巴士檢查須修正的項目 (由運輸署抽檢)</u>	1.00	1.35
15. <u>牽涉傷人的巴士意外數目 (以每百萬公里計)</u>		
i 輕微意外	2.84	0.87
ii 嚴重意外	0.34	0.25
iii 致命意外	0.00	0.12
16. # <u>機械可靠性</u>		
每輛巴士平均行走多少公里內才會在載客途中發生一次機械故障	106,523	99,454
17. <u>改善服務項目</u>		
i 推出新路線/新輔助路線	1	1
ii 改善行車班次	3	6
iii 改善服務質素	3	0
18. <u>服務重組項目</u>		
i 取消巴士路線數目	0	0
ii 減少行車班次、減少車輛數目及重組行車路線以節省巴士資源	0	0

註：機械可靠性的定義包括所有導致車輛於載客服務中途停駛的故障。

新大嶼山巴士(一九七三)有限公司

專營公共巴士業務之業績
(專營公共巴士業務)

綜合損益賬
(截至該年度三月三十一日止)
(港幣千元)

	2013/2014	2014/2015
營運收入		
車費收入	151,068	165,275
廣告收入	493	438
其他收入	3,101	3,085
	154,662	168,798
營運成本		
員工成本	61,807	64,154
燃油	31,811	29,704
維修保養	11,965	14,214
折舊	14,514	16,014
利息支出	201	104
其他支出	24,486	34,045
	144,784	158,235
營運溢利	9,878	10,563
出售固定資產之收益	95	(4)
除稅前溢利	9,973	10,559
所得稅	(1,514)	(1,655)
本年度溢利	8,459	8,904
固定資產平均淨值	88,198	82,221
固定資產平均淨值回報(%)	9.78%	10.94%
於3月31日之乘客回饋累計結餘(附註)	1,021	1,529

附註:

根據現時當局在審批巴士票價調整的申請時所採用修改後的「經修訂的考慮多方面因素做法」，一個專營巴士營辦商在某年度獲得的回報率若超過按其平均固定資產淨值計算的指定觸發回報率，其高於指定觸發回報率 50% 將會與乘客分享，以舒緩日後車費加價壓力，及向乘客提供巴士車費優惠。該指定觸發回報率於 2010 年 4 月 1 日至 2015 年 3 月 31 日期間為每年 9.7%。

新大嶼山巴士(一九七三)有限公司

(專營公共巴士業務)

綜 合 財 務 狀 況 表
(截至該年度三月三十一日止)
(港幣千元)

	<u>2013/2014</u>	<u>2014/2015</u>
非流動資產		
租賃土地及樓宇	14,948	14,397
巴士站結構	742	958
巴士及其他車輛	67,748	56,101
傢俱、裝修及辦公室設備	583	763
設備及工具	3,390	3,325
電腦	339	350
購買巴士訂金	-	799
	<u>87,750</u>	<u>76,693</u>
流動資產	35,703	46,641
減：流動負債	<u>28,855</u>	<u>27,533</u>
流動負債淨值	<u>6,848</u>	<u>19,108</u>
	<u>94,598</u>	<u>95,801</u>
股本	29,117	29,117
損益賑	53,632	56,516
遞延稅項	11,849	10,168
	<u>94,598</u>	<u>95,801</u>

NEW LANTAO BUS CO., (1973) LTD.
新大嶼山巴士(一九七三)有限公司

**FULLER DISCLOSURE OF
FINANCIAL & OPERATIONAL
INFORMATION**

透露更詳盡財務及營運資料

2015/2016

AUGUST 2016
二零一六年八月

NEW LANTAO BUS COMPANY (1973) LIMITED
(A subsidiary of Kwoon Chung Bus Holdings Limited)

FULLER DISCLOSURE OF FINANCIAL AND OPERATIONAL DATA

Background

New Lantao Bus Company (1973) Limited ("NLB") is obliged, as a franchised public bus operator, since 1993, to adhere to the Government's directive in adopting new standards of fuller disclosure for its financial and operational information to the public.

NLB has, since 1993/1994, provided and disclosed the above information. The following documents have been prepared, taking into consideration the above standards, showing the essential financial and operational data of NLB for the latest financial year from 1 April 2015 to 31 March 2016.

In order to provide the public with a fuller understanding on the development and provision of NLB's services, the financial information of the company for the corresponding period of the previous five years have also been included in this paper.

Review of the Year

As at 31 March 2016, NLB was operating 23 franchised public bus routes, mainly on Lantau Island and between Yuen Long/Tin Shui Wai and Shen Zhen Bay Port, with a fleet of 114 single-deck and 10 double-deck buses. These buses have a total passenger carriage capacity of 8,684. The average age of the bus fleet was 7.29 years.

In the year of 2015/2016, NLB had carried an average of 69,083 passengers a day (2014/2015: 70,466).

In the year 2015/2016, NLB had carried a total of 25,284,000 passengers (2014/2015: 25,720,000 passengers); its buses had travelled 8,506,000 km (2014/2015: 8,628,000 km).

For the year ended 31 March 2016, the total turnover was approximately HK\$164.9 million (2014/2015 approximately HKD168.8 million), with a profit of approximately HKD4.5 million (2014/2015: profit of approximately HKD8.9 million).

Impact of population intake of Tung Chung New Town and the adjacent private housing estates have fully fledged, we do not envisage any further drastic increase in population intake of this area, thus reaching the optimum demand of service of NLB's Route 38. On the other hand, the Tung Chung – Ngong Ping Cable Car Link continued to erode both the revenue and profits of NLB's Route 23, which is running parallel with the cable car service.

No Route rationalization programmes have been introduced by NLB in the year under report. Earlier programmes have come into effect and succeeded in bringing about savings on operation costs.

External uncontrollable factors continue to affect NLB's performance, these include weather conditions, the cost of fuel and the fluctuation in exchange rates between US Dollar (which the Hong Kong Dollar has pegged with) and major currencies, in particular, the Japanese Yen and Euro, as almost all of NLB's buses have to rely on the supply of parts from Japan and certain European countries; recent decline and subsequent albeit stabilization of fuel price has contributed to savings in cost of fuel.

Cost of human resources has increased due to inflation in Hong Kong for the period of 2015/2016, in which NLB had to recompense our work force in order to maintain a stable and consistent supply of manpower.

NLB has continued to implement programmes to enhance its service safety. Programmes have been devised to monitor and improve the service standard of drivers.

Prospect

The favourable factors include:

- (a) The bus routes B2 between Yuen Long and Shenzhen Bay Port, and B2P between Tin Shui Wai and Shenzhen Bay Port have continued to produce additional profit. It is hopeful that the patronage and revenue for these routes will rise when western Shenzhen is further developed;
- (b) NLB continued to cooperate with Ngong Ping 360 Limited, which has been mutually beneficial to both parties.

The less favourable factors include:

- (a) Movement of fuel price remains unpredictable
- (b) The opening of Lantau roads to outside traffic (for both buses and private cars) has affected the revenue of special route services of NLB, for both weekdays and Sundays/public holidays;
- (c) The growth in patronage for bus route 38, the most profitable route of NLB, has slowed down as the intake of population into Tung Chung New Town has almost reached saturation.

The process of fuller disclosure is an integrated part of NLB's policy. Opinions from the public and respective supervisory bodies are most welcome. In addition, representatives from NLB have attended regular meetings of the Traffic and Transport Committee and the Fishery, Agriculture, Commerce and Tourism Committee of the Islands District Council. NLB has also participated in various social service functions organized by the Islands District Council and rural committees of Lantau.

In order to obtain opinions of passengers towards our service, NLB has organized a series of passenger liaison programmes, including a minimum of six passenger liaison group meetings to be held each year. NLB has continued to engage the Hong Kong Centre of Transport and Logistics to conduct passenger satisfaction surveys in order to acquire most up to date information on passengers' needs and make service improvements.

It has always been NLB's prime objective in providing a safe, adequate, punctual, comfortable, clean, convenient, courteous and caring public bus service to its passengers.

The subsidies to NLB for the purchase of four units of single-deck electric powered buses, have materialized. Tenders have been issued and submission from interested parties completed for NLB to proceed with the procurement of the above.

Matthew L.P. Wong, BBS
Chairman
31 August 2016

NEW LANTAO BUS COMPANY (1973) LIMITED

(A subsidiary of Kwoon Chung Bus Holdings Limited)

CORPORATE SOCIAL RESPONSIBILITY

Background

Since the introduction of a doctrine on Corporate Social Responsibility, New Lantao Bus Co. (1973) Ltd. ("NLB") has continued to encounter intense challenges in this respect, in particular, those with emphasis on environmental impact and traffic control. NLB has the mass consumers (both local and overseas) as its major sources of passengers and revenue, to be supplemented by business and institutional customers.

A policy on Corporate Social Responsibility ("CSR") has been devised to address these concerns, with a view that this policy could be sustainable and adaptable to social changes, and would adapt to these changes accordingly.

In order to ascertain that the CSR of NLB could fulfil the above requisites, the following strategies has been established:

- (a) To successfully define the various issues associated with the company's CSR;
- (b) To develop a strategic business response to social and market changes;
- (c) To initiate action individually, or with fellow public transport operators, in order to accomplish its goals in CSR; and
- (d) To communicate the results of these actions to the community and the Government.

Product and Services

NLB is the franchised public bus service provider in Lantau Island, as at 31 March 2016, NLB was operating 23 franchised bus routes with a fleet of 114 single deck and 10 double deck buses. It also operates Routes B2, B2P and B2X, which carry passengers between Shen Zhen Bay Port and Yuen Long West Rail Station (B2), and Tin Shui Wai (B2P and B2X), respectively.

Fundamentals of the CSR

In view of globalisation and its impact towards the transport sector, NLB has witnessed its clientele gradually changing from local to international and inter-regional, and that its suppliers have also diversified.

Providers of public transportation service have created a linkage with their target publics: passengers, supervisory authorities, and different sectors of the industry as well as the community. The CSR will allow these publics to understand the work of the respective service providers.

The structure of the service providers is also changing, in the case of NLB; the Franchise granted has certain expectations on the provider, e.g., more interaction with passengers. In addition, the service providers are no longer monopolizing the service; competition would require these companies to become more market-oriented.

As the service of NLB has become market oriented, there are rising expectations from customers, particularly passengers frequently using NLB's services; together with competition from other modes of public transport, these market forces obliged NLB to be continuously creative in providing its service. Market forces may require NLB to re-examine its current service standard, especially on fleet management, punctuality and fare.

Defining the CSR

Corporate Social Responsibility can be defined as the set of standards of behaviour that a company subscribes in order to make its impact on society positive and constructive. The production and selling of goods and services, business ethics, environmental practices, recruitment and employment conditions, approach to equal opportunities and investment in the community are examples of such impact.

Corporate Community Investment is one of the important mechanisms in developing and measuring business standards, it is also an essential tool of CSR, involving a practicable set of programmes and processes that can enable the company to bring the skill and time of its employees for community need.

The following standards can become applicable in various levels of NLB's operations:

- (a) Workplace – through the introduction of equal opportunities in employment by adhering to current legislation governing equal opportunities and to provide additional opportunities for employees to undergo occupation-related training
- (b) Suppliers – through dissemination and safeguarding of NLB's standards in business ethics.
- (c) Market – sounding out NLB's obligations to consumers
- (d) Community – contributing to the development of the society, in particular, those community sectors that are deprived of these benefits.

Stakeholders

NLB has a number of major stakeholders, to whom the CSR could be properly addressed:

- (a) Employees – drivers, station masters, maintenance staff, administrative and clerical staff, personnel, management

- (b) Government – Transport and Housing Bureau, Transport Department, Islands District Office and District Council
- (c) Customers – passengers, corporate clients
- (d) Suppliers – vehicle manufacturers and distributors, parts supplier, fuel companies and services suppliers such as banks, utilities and Octopus.
- (e) Communities – neighbourhoods which are served by NLB's network of bus service
- (f) Investors – indirect investors of holding company which is listed on the Hong Kong Stock Exchange
- (g) Public services – NGOs
- (h) Business partners – joint venture partners in transport-related businesses, e.g., Cable Car operator, Po Lin Monastery, MTRC Ltd. as bus-rail interchange partners, and fellow franchised public bus operators in bus-bus interchange partnership, and advertisers and their agents in the placement of advertisement on board buses and at stations and terminals

Insight for CSR Obligation

Corporate Governance

NLB, as a franchised bus operator and a public body, is highly visible, as the buses would frequent the network of routes covered by the company. It is important for the company and its vehicles to be seen to be setting a good example and adhering to high standard of the public transport sector.

In addition, the company has to adhere to the standard of measurement of service by the Government. As a public body, the company must also work closely with the Independent Commission Against Corruption on matters pertinent to corruption prevention.

It is essential for NLB to establish a code of conduct for the employees, so that they can work with suppliers without prejudice.

Equal Opportunities

NLB could advocate equal opportunities in employment, and in the provision of its services, to facilitate passengers with disabilities when boarding and alighting from buses and waiting at termini.

Safety and Environment

Road accidents can cause serious bodily injury and even death, and may also result in legal claims. These can also result in poor image of the company. NLB would warrant continuing providing alert and defensive driving programmes for the drivers.

In order to cope with the changing and improving code of practice regarding environmental friendly measures for franchised bus operators, efforts would be required to put into areas of using cleaner fuel, procuring up-to-date technologies that could alleviate the negative impact of pollution. NLB is also going to introduce electric-powered buses to alleviate the impact of pollution.

Drivers and other workers may feel under pressure to work for long hours without rest, the CSR should ensure that a support network could be available for the employees on workplace safety and to ensure that the working hours are reasonable and their levels of health are satisfactory.

Establishing Guidelines for Effective Corporate Integrity

There is no one precise standard of corporate integrity; the management principles, corporate history, local culture, nature of business and regulatory mechanisms have to be taken into consideration. The following features may serve as the fundamentals in the establishment of such guidelines:

- (a) The corporate obligations must be shared and accepted by members of the company. These have to be clearly communicated to all levels of staff.
- (b) Members of senior management must be personally committed, trustworthy, and willing to achieve those values that the company advocate.

- (c) These values must be reflected in the day to day functioning of the corporation.
- (d) The company's systems and structures must be able to support the implementation of these values.
- (e) Senior management must be trained and acquired the decision-making skills, knowledge, and competencies needed to make ethically sound decisions and act accordingly. The actions must be seen to be just and fair and beneficial to the society.

Quantified Corporate Social Responsibility Measures

The followings are material performances of NLB in the enhancement of the company's CSR, with direct bearing on its services and target publics:

(a) New Bus Routes

Though the annual submission of Forward Planning Programmes for the forthcoming five years, NLB would explore and develop new routes for approval from Transport Department. This ongoing exercise is for the benefit of the community and could bring in additional revenue to NLB.

(b) Fare Concession Schemes

Implementation of fare concession schemes, including bus-rail interchange, bus-bus interchange, and Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities". There is also a one day pass for Lantau Routes to provide attractive discounts to passengers who may use the Pass for unlimited travel on these routes.

(c) Environmental Responsibility

Procurement of new Euro V and Euro VI buses for the fleet to replace older vehicles with less environmentally friendly engines; and trial run on electric-powered buses.

(d) Health Care

NLB has introduced regular medical examination for drivers who are aged 50 or over; and attachment to the Group's medical insurance scheme.

(e) Charitable and Community Service

Work closely with the Tai O Heritage Foundation in the preservation of landscape and lifestyle of Tai O, as one of the oldest fishing villages in Hong Kong. In 2016, NLB had also cooperated with local community, sports and recreational promotion groups by sponsoring their services and activities.

New Lantao Bus Co. (1973) Ltd.
31 August 2016

Operational Information for Disclosure by NLB

		<u>Year ended 31 March</u>	
		<u>2015/2016</u>	<u>2014/2015</u>
1.	<u>Total number of bus routes operated</u>		
	(i) Franchised normal routes	12	12
	(ii) Airbus routes	1	1
	(iii) Overnight routes	3	3
	(iv) Special routes	6	6
	(v) Alignment external recreational route	1	1
		<u>23</u>	<u>23</u>
2.	<u>Fleet size at end of reporting period</u>		
	(i) Registered buses	130	115
	(ii) Licensed buses	124	114
3.	<u>Total fleet capacity</u>	8,684	7,607
4.	<u>Operational capability</u>		
	(i) Mondays to Saturdays (except Public Holidays)	113.6%	121.3%
	(ii) Sundays and Public Holidays	123.7%	135.3%
5.	<u>Achievement of schedule</u>	100%	100%
6.	<u>Fleet utilization</u>	88.5%	88.8%
7.	<u>Average age of bus fleet (licensed fleet)</u>	7.29	7.71
8.	<u>Total number of passengers carried</u>		
	(i) Annual total (to nearest thousand)	25,284,000	25,720,000
	(ii) Average daily passengers on weekdays	66,138	68,376
	(iii) Average daily passengers on Sundays and Public Holidays	80,901	79,430
9.	<u>Paid bus km (to nearest thousand)</u>	8,506,000	8,628,000
10.	<u>Percentage of lost trips</u>	0.03%	0.04%
11.	<u>Number of cases forwarded by TCU and handled by NLB per million passengers in a year</u>	3.92	2.80
12.	<u>No. of Passenger Liaison Group meeting convened</u>	6	6
13.	<u>@ Other customer services</u>	3	3
14.	<u>Average number of bus defects detected per vehicle examination (during spot checked by TD)</u>	1.94	1.00
15.	<u>Number of bus accidents involving injury to person per million vehicle-km</u>		
	(i) Slight accidents	1.96	2.84
	(ii) Serious accidents	0.35	0.34
	(iii) Fatal accidents	0.12	0.00
16. #	<u>Mechanical reliability</u> Average No. of km operated before a bus would experience one all breakdown on the road while passengers are on board	111,918	106,523
17.	<u>Service improvement items</u>		
	(i) Number of new routes / new supplementary routes introduced	1	2
	(ii) Frequency improvement	3	2
	(iii) Quality improvements	4	2
18.	<u>Service rationalization items</u>		
	(i) Number of bus routes cancelled	0	0
	(ii) Frequency reduction, vehicle reduction and routes reorganization to save bus resources	0	0

NEW LANTAO BUS COMPANY (1973) LIMITED
RESULTS FOR FRANCHISED PUBLIC BUS OPERATION
("Franchised Account")

Statement of Comprehensive Income
(Expressed in HK\$'000)

	<u>2014/2015</u>	<u>2015/2016</u>
REVENUE		
Fare Revenue	165,275	161,933
Advertising Income	438	190
Sundry Income	3,085	2,730
	<u>168,798</u>	<u>164,853</u>
OPERATING COSTS		
Staff Costs	64,154	70,184
Fuel and oil	29,704	19,127
Repair & Maintenance	14,214	19,942
Depreciation	16,014	15,564
Interest Expenses	104	35
Other Expenses	<u>34,045</u>	<u>34,276</u>
	158,235	159,128
OPERATING PROFIT	10,563	5,725
Loss on disposal of fixed assets	<u>(4)</u>	<u>(222)</u>
PROFIT BEFORE TAX	10,559	5,503
Income tax	<u>(1,655)</u>	<u>(1,006)</u>
PROFIT FOR THE YEAR	8,904	4,497
AVERAGE NET FIXED ASSETS ("ANFA")	82,221	89,952
RETURN ON ANFA (%)	10.94%	5.03%
Accumulated balance of passenger reward as at 31 March (Note)	1,529	1,529

Note :

Under the revised Modified Basket of Factors (MBOF) approach, which is the existing basis for the Administration to assess bus fare adjustment application, 50% of any return of a franchised bus operator in a given year in excess of a prescribed triggering point of return on its average net fixed assets would be shared with passengers to relieve the pressure for future fare increase and to facilitate the offer of bus fare concessions. The prescribed triggering point of return for the period from 1 April 2010 to 31 March 2016 was 9.7% per annum.

NEW LANTAO BUS COMPANY (1973) LIMITED

**("Franchised Account")
Statement of Financial Position
(Expressed in HK\$'000)**

	<u>2014/2015</u>	<u>2015/2016</u>
NON-CURRENT ASSETS		
Leasehold land and buildings	14,397	13,846
Bus terminal structure	958	903
Motor buses & vehicles	56,101	83,019
Furniture, fixtures & office equipment	763	829
Equipment & tools	3,325	3,605
Computers	350	271
Deposits paid for purchases of buses	799	738
	<u>76,693</u>	<u>103,211</u>
 CURRENT ASSETS	 46,641	 63,452
 LESS: CURRENT LIABILITIES	 <u>27,533</u>	 <u>70,265</u>
 NET CURRENT LIABILITIES	 <u>19,108</u>	 <u>(6,813)</u>
	<u>95,801</u>	<u>96,398</u>
 SHARE CAPITAL	 29,117	 29,117
PROFIT AND LOSS ACCOUNT	56,516	56,012
DEFERRED TAX	10,168	11,194
DEFERRED INCOME	-	75
	<u>95,801</u>	<u>96,398</u>

新大嶼山巴士（一九七三）有限公司

(冠忠巴士集團有限公司之附屬公司)

透露更詳盡財務及營運資料

引言

新大嶼山巴士（一九七三）有限公司（「嶼巴」）為了符合政府對公營事業所訂立之管理標準，自 1993 年開始向公眾透露更詳盡之財務及營運資料。

嶼巴自 1993/1994 之財政年度開始，已向公眾披露上述之有關資料，下列之文件乃因應前述之標準而制訂，展示嶼巴由 2015 年 4 月 1 日至 2016 年 3 月 31 日止之主要財務及營運數據。

為求令公眾人士對嶼巴之服務及發展能有進一步之認識，本文件也包括其對上一年度嶼巴之財務狀況。

年度回顧

截至 2016 年 3 月 31 日止，嶼巴經營 23 條專營巴士路線，主要於大嶼山及行走港鐵元朗站至深圳灣口岸的 B2 路線及行走天水圍至深圳灣口岸的 B2P/B2X 路線。車隊總數為 114 台單層巴士和 10 台雙層巴士，總載客數量 8,684 座位，平均車齡 7.29 年。

在 2015 至 2016 年度內，嶼巴乘客量達 25,284,000 (上年度乘客量為 25,720,000)，車隊總行車公里數達 851 萬公里 (上年度為 863 萬公里)。2015 至 2016 年度內每日平均載客量為 69,083 人次(上年度為 70,466 人次)。

截至 2016 年 3 月 31 日止之財政年度內，嶼巴之營業額約港幣一億六千四百九十萬元 (上年度約港幣一億六千八百八十萬元)並錄得約港幣四百五十萬元之盈利 (上年度約港幣八百九十萬元萬元)。

由於東涌新市鎮及鄰近屋邨居民的人口增長已差不多飽和，嶼巴 38 號路線 (東涌市中心接駁路線) 的收入增長空間亦變得有限。另一方面，嶼巴正密切注視曾經是最主要收入而與纜車平行路線之 23 號線之前景，自從纜車投入服務，該路線之乘客已明顯大幅下挫。

嶼巴在本年度沒有進一步路線重組的時間表，而早前推行的計劃已達到預期之效益。

嶼巴依然受到外來無法控制因素的影響，如天氣變化，油價波動，美元兌主要外幣的匯率波動(由於港幣與美元掛鈎)，尤其是受日元與歐羅的影響更甚，因為嶼巴絕大部份巴士的零件供應都來自日本及部份歐洲國家。最近下跌及漸趨穩定的油價為嶼巴節省了燃油成本。

2015/2016 年度之通脹維持增長，為了保持穩定的服務，車長及其他僱員在年度內亦有薪金增長，令工資成本急劇上升，這項亦是嶼巴的最主要支出。

嶼巴會持續提供安全的客運服務，包括對車長再培訓以提升其駕駛技術水平。

前景

有利因素包括：

- (a) 行走元朗及深圳灣口岸的 B2 路線與行走天水圍和深圳灣口岸的 B2P/B2X 路線繼續為嶼巴帶來可觀的利潤。期望西部通道的進一步發展可增加 B2、B2P 和 B2X 路線的人數和收入；
- (b) 嶼巴與昂平 360 繼續合作，推廣大嶼山觀光。

不利因素包括：

- (a) 燃油價格之不穩定性
- (b) 新東涌路開放予外界，包括巴士及私家車，對大嶼山巴士的特別路線服務在平日及假日的收入也受到影響
- (c) 嶼巴盈利能力最強的 38 號巴士路線，由於東涌新市鎮人口已接近飽和，其乘客量的增長可能會放慢。

透露更詳盡資料為嶼巴營運政策之一部份，嶼巴歡迎公眾人士及各有關監管機構，對提高服務質素給予寶貴意見。嶼巴並派出代表出席離島區議會屬下的「交通及運輸委員會」和「旅遊、漁農及環境衛生委員會」等定期舉行的會議。嶼巴更參與「離島區議會」所舉辦的各項活動及派代表出席區內各鄉事委員會活動。

為求獲得乘客意見以提升嶼巴服務水平，嶼巴安排了一系列與乘客溝通的活動，包括每年最少舉辦 6 次乘客聯絡小組會議。嶼巴會繼續與香港運輸及物流中心合作，在來年進行一系列之「乘客滿意調查」以獲取最新資料，明白乘

客的要求，令服務不斷改進。

嶼巴之營運目標，是為向乘客提供安全、充足、準時、舒適、清潔，方便及待客有禮之公共巴士服務。

近期立法會財務小組亦已通過補助嶼巴購入四部零排放之電動巴士，試用於嶼巴路線。招標程序經已完成。

黃良柏 BBS

董事

二零一六年八月三十一日

新大嶼山巴士(1973)有限公司

(冠忠巴士集團有限公司附屬公司)

企業社會責任

背景

自從引入“企業社會責任”概念後，新大嶼山巴士(1973)有限公司(“嶼巴”)持續面對有關企業社會責任之考驗，此等考驗主要針對其車隊運作與環境保護有關之問題，。嶼巴之主要市場包括本地及來自海外之消費者，和企業客戶及有業務來往之商業機構。

面對上述問題，嶼巴訂立簡稱為 CSR 之企業社會責任政策，而此等政策，亦應與時並進，可持續及配合社會之發展。

為確保新訂立之企業社會責任可以滿足上述條件，嶼巴已採用下列策略：

- (a) 正確及有效地確認與嶼巴企業社會責任有關之問題
- (b) 發展及制訂可以回應社會及市場轉變之企業營運方法
- (c) 為達致企業社會責任之目標，嶼巴亦會獨力或與其他公共交通服務營辦商合作採取適當措施
- (d) 將上述措施之成效，與社區及政府分享及溝通

產品及服務

嶼巴經營專營巴士服務，大部份路線服務新界大嶼山，截至 2016 年 3 月 31 日，嶼巴共有 114 部單層巴士和 10 部雙層巴士行走 23 條路線。嶼巴並經營分別來往深圳灣與元朗及天水圍之 B2、B2P 及 B2X 路線。

企業社會責任之基礎

由於全球化及其對運輸行業所帶來之影響，嶼巴亦覺察到乘客之來源由本地轉為國際化，而供應商之來源，亦變得多元化。

公共交通服務之供應商 / 營辦商，與其相關之公眾，亦應建立連繫，包括乘客，監察機構，行業內不同界別及有關之社區。“企業社會責任”可以讓此等不同公眾，認識及理解服務供應者之營運方法及情況。

營運商之架構及組織亦不斷變化及發展，以嶼巴為例，政府批出專營權，對營辦商亦有所期望，例如需要與服務使用者(乘客)加強溝通。除此之外，營辦商亦不再全面專利地經營，引入競爭之後，亦要以市場為本作為營運方針。

既然嶼巴之業務經已變為以市場為本，客戶之需求及期望亦因應增加，尤其是經常乘搭嶼巴之乘客。加上來自市場之競爭，嶼巴亦要不斷創新其服務，重新檢視目前之服務水平，尤其是在車隊管理，準時服務及收費等方面，保持競爭力。

企業社會責任之定義

企業社會責任，可以解釋為一套企業應該遵守之行為準則，從而令企業對社會帶來積極及有建設性之影響。生產與銷售產品及服務，商業道德保護環境之措施，招聘員工之條件，遵守平等機會原則及投資與回饋社會，均為良好企業社會責任的例証。

企業社會投資為其中一個評估企業社會責任之標準，亦為一項重要工具，它包含一套實用可行的計劃，可以令企業能將其僱員之時間及專業技能，有效地運用於滿足社會需求之上。

嶼巴之營運應用下列之標準，以達致上述目標：

- (a) 工作場所 – 通過引進平等機會聘用條件，增加培訓機會
- (b) 供應商 – 嶼巴在採購上採用及確保有關步驟符合商業道德
- (c) 市場 – 宣示嶼巴對消費者承諾之服務水平
- (d) 社會 – 投入社區建設

持份者

嶼巴有不同的持份者，企業社會責任對他們有不同程度的承諾：

- (a) 僱員 – 車長，前線人員(包括站長)，維修人員，行政及文職人員，

人力資源及管理階層

- (b) 官方 – 運輸及房屋局，運輸署，政務處及離島區議會
- (c) 客戶 – 乘客及企業客戶
- (d) 供應商 – 巴士製造商及代理商，零件供應商，油公司及其他服務供應商，包括銀行，公共服務及八達通收費系統
- (e) 社區 – 嶼巴路線網絡所覆蓋地區的社群
- (f) 投資者 – 通過持有母公司股份之非直接投資者
- (g) 公眾服務 – 非政府機構
- (h) 業務合作對象 – 運輸行業內的合作伙伴，例如昂坪吊車營辦商，寶蓮禪寺，港鐵公司 (巴士 – 鐵路轉乘計劃)，其他巴士公司 (巴士轉乘計劃) 及廣告商等

企業社會責任的進一步闡釋

企業管治

嶼巴作為專營巴士營辦商，其服務具有甚高之透明度，因為巴士在服務網絡所覆蓋之公路上行駛，必定要維持公共交通服務所具備的優良形象。

此外，政府對巴士營辦商亦有其評核準則，而作為公營事業，嶼巴亦必須與廉政公署緊密合作，防止貪污。

而僱員方面，日常執行任務，亦要遵守既定的工作指引，務求不偏不倚。

平等機會

嶼巴支持在職位聘用，服務提供等方面，引入平等機會守則，為傷殘乘客在上落巴士或在車站候車時，提供相關設施。

安全及環保

路面上之交通意外，可能導致傷亡，亦因此而帶來法律上之訴訟，對嶼巴而言，此等事故會為公司帶來負面形象，影響聲譽，所以嶼巴會繼續為車長提供警覺性及防禦性之駕駛訓練，防止交通意外發生。

有關方面對環境保護所帶出之指引不斷更新，嶼巴亦會與時並進，因應有關發展，引入潔淨能源及採用新科技，包括電動巴士，藉此減少廢氣排放所

帶來的負面效果。

車長及其他員工亦會因長時間工作而感受到壓力，企業社會責任亦會考慮到員工的工作量，在安排工作時盡量減少超時及超量工作，以策安全及保障員工健康。

有效企業管治的良好指引

上述指引並無刻板的準則，管理原則、企業歷史、本土文化、業務背景及監管法規都需要在考慮範圍內，下列特質，可以成為制訂企業管治良好指引的參考資料：

- (a) 企業的服務承諾，必需與所有員工所分享及可以接受，因此必定要有效地與各階層清楚溝通
- (b) 高層管理人員必定要以身作則，保持信用及全情投入實踐企業社會責任
- (c) 企業的價值觀，一定要通過日常營運得以反映
- (d) 企業的資源，制度與架構，必定要能夠支持實踐社會責任所需
- (e) 高層管理人員必需接受訓練，達致水準及能有效地作出決定，具備足夠知識及能力，可以實行社會道德所接受的決策，而在實行時，更可以被社會認同為公正與公平

量化後之企業社會責任措施

在提升本公司之企業社會責任時，嶼巴推行以下之措施，令有關公眾受惠

- (a) 發展新路線
通過每年呈交運輸署之路線發展計劃，以公眾及公司利益為本，申辦新路線。
- (b) 票價優惠計劃
實施票價優惠計劃，包括巴士--鐵路轉乘優惠，巴士--巴士轉乘優惠，長者及合資格殘疾人士公共交通票價優惠計劃。此外，本公司亦提供大嶼山全日通套票，乘客可持票在大嶼山全日乘搭嶼巴之指定路線巴士。
- (c) 環保責任
購入配置“歐盟五型及六型”環保引擎之車隊取代環保標準較低之舊車及引入電動巴士達致“零排放”。

(d) 醫療保健

試行引入醫療計劃為所有年屆五十歲之車長提供全身檢查及包括員工在集團之醫保計劃內。

(e) 慈善事業

與“大澳文化基金會”合作保育大澳作為香港其中之一景具歷史漁村之自然環境及生活方式。此外嶼巴亦與大嶼山之地區組織合作，支持及贊助本地康樂、體育及文化事業的發展。

新大嶼山巴士(1973)有限公司

二零一六年八月三十一日

新大嶼山巴士(一九七三)有限公司

營 運 資 料

結算年度3月31日

	<u>2015/2016</u>	<u>2014/2015</u>
1. <u>巴士路線總數</u>		
i 專利普通巴士線	12	12
ii 機場巴士線	1	1
iii 通宵巴士線	3	3
iv 特別巴士線	6	6
v 對外消閒巴士線	1	1
	<u>23</u>	<u>23</u>
2. <u>車 隊 (於結算年度尾)</u>		
i 已登記巴士數量	130	115
ii 已發牌巴士數量	124	114
3. <u>車隊總載客量</u>	8,684	7,607
4. <u>車隊運作能力</u>		
i 平日 (星期一至六, 公眾假期除外)	113.6%	121.3%
ii 假日 (星期日及公眾假期)	123.7%	135.3%
5. <u>時間表的成效</u>	100.0%	100.0%
6. <u>車隊運用</u>	88.5%	88.8%
7. <u>車隊之平均年齡</u>	7.29	7.71
8. <u>乘客人次總數</u>		
i 全年總數 (以千位計算)	25,284,000	25,720,000
ii 平日每日平均乘客總數	66,138	68,376
iii 假日每日平均乘客總數	80,901	79,430
9. <u>巴士收費行車公里 (以千位計算)</u>	8,506,000	8,628,000
10. <u>班次失誤比率</u>	0.03%	0.04%
11. <u>處理由交通投訴組轉介個案的數目 (以每百萬人次計)</u>	3.92	2.80
12. <u>乘客聯絡小組會議舉辦次數</u>	6	6
13. @ <u>其他顧客服務</u>	3	3
14. <u>平均每輛巴士檢查須修正的項目 (由運輸署抽檢)</u>	1.94	1.00
15. <u>牽涉傷人的巴士意外數目 (以每百萬公里計)</u>		
i 輕微意外	1.96	2.84
ii 嚴重意外	0.35	0.34
iii 致命意外	0.12	0.00
16. # <u>機械可靠性</u>		
每輛巴士平均行走多少公里內才會在載客途中 發生一次機械故障	111,918	106,523
17. <u>改善服務項目</u>		
i 推出新路線/新輔助路線	1	2
ii 改善行車班次	3	2
iii 改善服務質素	4	2
18. <u>服務重組項目</u>		
i 取消巴士路線數目	0	0
ii 減少行車班次、減少車輛數目及重組行車路線 以節省巴士資源	0	0

新大嶼山巴士(一九七三)有限公司

專營公共巴士業務之業績
(專營公共巴士業務)

綜合損益賬
(截至該年度三月三十一日止)
(港幣千元)

	2014/2015	2015/2016
營運收入		
車費收入	165,275	161,933
廣告收入	438	190
其他收入	3,085	2,730
	<u>168,798</u>	<u>164,853</u>
營運成本		
員工成本	64,154	70,184
燃油	29,704	19,127
維修保養	14,214	19,942
折舊	16,014	15,564
利息支出	104	35
其他支出	34,045	34,276
	<u>158,235</u>	<u>159,128</u>
營運溢利	10,563	5,725
出售固定資產之虧損	(4)	(222)
除稅前溢利	10,559	5,503
所得稅	(1,655)	(1,006)
本年度溢利	8,904	4,497
固定資產平均淨值	82,221	89,952
固定資產平均淨值回報(%)	10.94%	5.03%
於3月31日之乘客回饋累計結餘(附註)	1,529	1,529

附註:

根據現時當局在審批巴士票價調整的申請時所採用修改後的「經修訂的考慮多方面因素做法」，一個專營巴士營辦商在某年度獲得的回報率若超過按其平均固定資產淨值計算的指定觸發回報率，其高於指定觸發回報率 50% 將會與乘客分享，以舒緩日後車費加價壓力，及向乘客提供巴士車費優惠。該指定觸發回報率於 2010 年 4 月 1 日至 2016 年 3 月 31 日期間為每年 9.7%。

新大嶼山巴士(一九七三)有限公司

(專營公共巴士業務)

綜合財務狀況表
(截至該年度三月三十一日止)
(港幣千元)

	2014/2015	2015/2016
非流動資產		
租賃土地及樓宇	14,397	13,846
巴士站結構	958	903
巴士及其他車輛	56,101	83,019
傢俱、裝修及辦公室設備	763	829
設備及工具	3,325	3,605
電腦	350	271
購買巴士訂金	799	738
	<u>76,693</u>	<u>103,211</u>
流動資產	46,641	63,452
減：流動負債	<u>27,533</u>	<u>70,265</u>
流動負債淨值	<u>19,108</u>	<u>(6,813)</u>
	<u>95,801</u>	<u>96,398</u>
股本	29,117	29,117
損益賬	56,516	56,012
遞延稅項	10,168	11,194
遞延收益	-	75
	<u>95,801</u>	<u>96,398</u>

2016/2017

透露更詳盡財務及營運資料
及 企業社會責任

**Fuller Disclosure of Financial and
Operational Data
& Corporate Social Responsibility**

新大嶼山巴士(一九七三)有限公司
(冠忠巴士集團有限公司之附屬公司)

New Lantao Bus Company (1973) Limited
(A subsidiary of Kwoon Chung Bus Holdings Limited)

FULLER DISCLOSURE OF FINANCIAL AND OPERATIONAL DATA

Background

New Lantau Bus Company (1973) Limited (“NLB”) is obliged, as a franchised public bus operator, since 1993, to adhere to the Government’s directive in adopting new standards of fuller disclosure for its financial and operational information to the public.

NLB has, since 1993/1994, provided and disclosed the above information. The following documents have been prepared, taking into consideration the above standards, showing the essential financial and operational data of NLB for the latest financial year from 1 April 2016 to 31 March 2017.

In order to provide the public with a fuller understanding on the development and provision of NLB’s services, the financial information of the company for the corresponding period of the previous five years have also been included in this paper.

Review of the Year

As at 31 March 2017, NLB was operating 23 franchised public bus routes, mainly on Lantau Island and between Yuen Long / Tin Shui Wai and Shenzhen Bay Port, with a fleet of 113 single-deck and 10 double-deck buses. These buses have a total passenger carriage capacity of 8,827. The average age of the bus fleet was 7.31 years.

In the year of 2016/2017, NLB had carried an average of 74,402 passengers a day (2015/2016: 69,083).

In the year 2016/2017, NLB had carried a total of 27,157,000 passengers (2015/2016: 25,284,000 passengers); its buses had travelled 8,678,000 km (2015/2016: 8,506,000 km).

For the year ended 31 March 2017, the total turnover was approximately HK\$172.6 million (2015/2016 approximately HKD164.9 million), with a profit of approximately HKD7.7 million (2015/2016: profit of approximately HKD4.5 million).

Impact of population intake of Tung Chung New Town and the adjacent private housing estates have fully fledged, we do not envisage any further drastic increase in population intake of this area, thus reaching the optimum demand of service of NLB's Route 38. On the other hand, the Tung Chung – Ngong Ping Cable Car Link continued to erode both the revenue and profits of NLB's Route 23, which is running parallel with the cable car service.

A number of route serving Tung Chung North include Route 37, 37M & 37H have been extended to Ying Tung Estate to cater new population demand of new private properties development and public housing estate on early 2017. Earlier programmes have come into effect and succeeded in bringing about savings on operation costs.

External uncontrollable factors continue to affect NLB's performance, these include weather conditions, the cost of fuel and the fluctuation in exchange rates between US Dollar (which the Hong Kong Dollar has pegged with) and Euro, as almost all of NLB's buses have to rely on the supply of parts from certain European countries; recent decline and subsequent albeit stabilization of fuel price has contributed to savings in cost of fuel.

Cost of human resources has increased due to inflation in Hong Kong for the period of 2016/2017, in which NLB had to recompense our work force in order to maintain a stable and consistent supply of manpower.

NLB has continued to implement programmes to enhance its service safety. Programmes have been devised to monitor and improve the service standard of drivers.

Prospect

The favourable factors include:

1. The bus routes B2 between Yuen Long and Shenzhen Bay Port, and B2P between Tin Shui Wai and Shenzhen Bay Port have continued to produce additional profit. It is hopeful that the patronage and revenue for these routes will rise when western Shenzhen is further developed;
2. NLB continued to cooperate with Ngong Ping 360 Limited, which has been mutually beneficial to both parties;
3. Extra travel demand generate from new population intake in Tung Chung North (Ying Tung Estate), new Home Ownership Scheme housing estate at Mui Wo,

Tung Chung Area 39 (south of Yat Tung Estate), Tung Chung Area 27 (opposite North Lantau Hospital) and Tung Chung Area 54 (adjacent to Century Link) in the coming years;

4. Extra travel demand between north Lantau and Hong Kong Port of the Hong Kong – Zhuhai – Macao Bridge. The new port is target to commence its service by Q4 2017; and,
5. Government announce a blueprint of East Lantau Metropolis and Tung Chung New Town extension plan which further develop Lantau to be a sizeable residential and business community.

The less favourable factors include:

1. Movement of fuel price remains unpredictable;
2. The opening of Lantau roads to outside traffic (for both buses and private cars) has affected the revenue of special route services of NLB, for both weekdays and Sundays/public holidays; and,
3. The growth in patronage for bus route 38, the most profitable route of NLB, has slowed down as the intake of population into Tung Chung New Town has almost reached saturation.

The process of fuller disclosure is an integrated part of NLB's policy. Opinions from the public and respective supervisory bodies are most welcome. In addition, representatives from NLB have attended regular meetings of the Traffic and Transport Committee and the Fishery, Agriculture, Commerce and Tourism Committee of the Islands District Council. NLB has also participated in various social service functions organized by the Islands District Council and rural committees of Lantau.

In order to obtain opinions of passengers towards our service, NLB has organized a series of passenger liaison group meetings by each year. NLB has appointed Department of Business and Administration of IVE (Institute of Vocational Education) to conduct passenger satisfaction surveys in order to acquire most up to date information on passengers' needs and make service improvements.

It has always been NLB's prime objective in providing a safe, adequate, punctual, comfortable, clean, convenient, courteous and caring public bus service to its passengers.

The subsidies to NLB for the purchase of four units of single-deck electric powered buses, have materialized. The supporting facilities are under installation in progress and the first unit of electric bus should put in service by end of this year.

Matthew L.P. Wong, BBS
Chairman
31 August 2017

CORPORATE SOCIAL RESPONSIBILITY

Background

Since the introduction of a doctrine on Corporate Social Responsibility, New Lantau Bus Co. (1973) Ltd. (“NLB”) has continued to encounter intense challenges in this respect, in particular, those with emphasis on environmental impact and traffic control. NLB has the mass consumers (both local and overseas) as its major sources of passengers and revenue, to be supplemented by business and institutional customers.

A policy on Corporate Social Responsibility (“CSR”) has been devised to address these concerns, with a view that this policy could be sustainable and adaptable to social changes, and would adapt to these changes accordingly.

In order to ascertain that the CSR of NLB could fulfil the above requisites, the following strategies has been established:

1. To successfully define the various issues associated with the company’s CSR;
2. To develop a strategic business response to social and market changes;
3. To initiate action individually, or with fellow public transport operators, in order to accomplish its goals in CSR; and
4. To communicate the results of these actions to the community and the Government.

Product and Services

NLB is the franchised public bus service provider in Lantau Island, as at 31 March 2017, NLB was operating 23 franchised bus routes with a fleet of 113 single deck and 10 double deck buses. It also operates Routes B2, B2P and B2X, which carry passengers between Shenzhen Bay Port and Yuen Long West Rail Station (B2), and Tin Shui Wai (B2P and B2X), respectively.

Fundamentals of the CSR

In view of globalisation and its impact towards the transport sector, NLB has witnessed its clientele gradually changing from local to international and inter-regional, and that its suppliers have also diversified.

Providers of public transportation service have created a linkage with their target publics: passengers, supervisory authorities, and different sectors of the industry as well as the community. The CSR will allow these publics to understand the work of the respective service providers.

The structure of the service providers is also changing, in the case of NLB; the Franchise granted has certain expectations on the provider, e.g., more interaction with passengers. In addition, the service providers are no longer monopolizing the service; competition would require these companies to become more market-oriented.

As the service of NLB has become market oriented, there are rising expectations from customers, particularly passengers frequently using NLB's services; together with competition from other modes of public transport, these market forces obliged NLB to be continuously creative in providing its service. Market forces may require NLB to re-examine its current service standard, especially on fleet management, punctuality and fare.

Defining the CSR

Corporate Social Responsibility can be defined as the set of standards of behaviour that a company subscribes in order to make its impact on society positive and constructive. The production and selling of goods and services, business ethics, environmental practices, recruitment and employment conditions, approach to equal opportunities and investment in the community are examples of such impact.

Corporate Community Investment is one of the important mechanisms in developing and measuring business standards, it is also an essential tool of CSR, involving a practicable set of programmes and processes that can enable the company to bring the skill and time of its employees for community need.

The following standards can become applicable in various levels of NLB's operations:

1. Workplace – through the introduction of equal opportunities in employment by adhering to current legislation governing equal opportunities and to provide additional opportunities for employees to undergo occupation-related training.
2. Suppliers – through dissemination and safeguarding of NLB's standards in business ethics.
3. Market – sounding out NLB's obligations to consumers.
4. Community – contributing to the development of the society, in particular, those community sectors that are deprived of these benefits.

Stakeholders

NLB has a number of major stakeholders, to whom the CSR could be properly addressed:

1. Employees – drivers, station masters, maintenance staff, administrative and clerical staff, personnel, management.
2. Government – Transport and Housing Bureau, Transport Department, Islands District Office and District Council.
3. Customers – passengers, corporate clients.
4. Suppliers – vehicle manufacturers and distributors, parts supplier, fuel companies and services suppliers such as banks, utilities and Octopus.
5. Communities – neighbourhoods which are served by NLB's network of bus service.
6. Investors – indirect investors of holding company which is listed on the Hong Kong Stock Exchange.
7. Public services – NGOs.

8. Business partners – joint venture partners in transport-related businesses, e.g., Cable Car operator, Po Lin Monastery, MTRC Ltd. as bus-rail interchange partners, and fellow franchised public bus operators in bus-bus interchange partnership, and advertisers and their agents in the placement of advertisement on board buses and at stations and terminals.

Insight for CSR Obligation

Corporate Governance

NLB, as a franchised bus operator and a public body, is highly visible, as the buses would frequent the network of routes covered by the company. It is important for the company and its vehicles to be seen to be setting a good example and adhering to high standard of the public transport sector.

In addition, the company has to adhere to the standard of measurement of service by the Government. As a public body, the company must also work closely with the Independent Commission Against Corruption on matters pertinent to corruption prevention.

It is essential for NLB to establish a code of conduct for the employees, so that they can work with suppliers without prejudice.

Equal Opportunities

NLB could advocate equal opportunities in employment, and in the provision of its services, to facilitate passengers with disabilities when boarding and alighting from buses and waiting at termini.

Safety and Environment

Road accidents can cause serious bodily injury and even death, and may also result in legal claims. These can also result in poor image of the company. NLB would warrant continuing providing alert and defensive driving programmes for the drivers.

In order to cope with the changing and improving code of practice regarding environmental friendly measures for franchised bus operators, efforts would be required to put into areas of using cleaner fuel, procuring up-to-date technologies that could alleviate the negative impact of pollution. NLB is also going to introduce electric-powered buses to alleviate the impact of pollution.

Drivers and other workers may feel under pressure to work for long hours without rest, the CSR should ensure that a support network could be available for the employees on workplace safety and to ensure that the working hours are reasonable and their levels of health are satisfactory.

Establishing Guidelines for Effective Corporate Integrity

There is no one precise standard of corporate integrity; the management principles, corporate history, local culture, nature of business and regulatory mechanisms have to be taken into consideration. The following features may serve as the fundamentals in the establishment of such guidelines:

1. The corporate obligations must be shared and accepted by members of the company. These have to be clearly communicated to all levels of staff.
2. Members of senior management must be personally committed, trustworthy, and willing to achieve those values that the company advocate.
3. These values must be reflected in the day to day functioning of the corporation.
4. The company's systems and structures must be able to support the implementation of these values.
5. Senior management must be trained and acquired the decision-making skills, knowledge, and competencies needed to make ethically sound decisions and act accordingly. The actions must be seen to be just and fair and beneficial to the society.

Quantified Corporate Social Responsibility Measures

The followings are material performances of NLB in the enhancement of the company's CSR, with direct bearing on its services and target publics:

1. New Bus Routes

Though the annual submission of Forward Planning Programmes for the forthcoming five years, NLB would explore and develop new routes for approval from Transport Department. This ongoing exercise is for the benefit of the community and could bring in additional revenue to NLB.

2. Fare Concession Schemes

Implementation of fare concession schemes, including bus-rail interchange, bus-bus interchange, and Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities". There is also a one day pass for Lantau Routes to provide attractive discounts to passengers who may use the Pass for unlimited travel on these routes.

3. Environmental Responsibility

Procurement of new Euro V and Euro VI buses for the fleet to replace older vehicles with less environmentally friendly engines; and trial run on electric-powered buses.

4. Health Care

NLB has introduced regular medical examination for drivers who are aged 50 or over; and attachment to the Group's medical insurance scheme. A voluntary scheme is offered to employee who aged 50 or above to provide financial subsidies for Colonoscopy examination.

5. Charitable and Community Service

Introduce an internship programme with local secondary education institute, which offer participant more opportunities of exposure in local community. NLB had also cooperated with local community, sports and recreational promotion groups by sponsoring their services and activities.

New Lantao Bus Company (1973) Limited
31 August 2017

New Lantao Bus Company (1973) Limited Operations Data

		Year ended 31 March	
		2016/2017	2015/2016
1.	<u>Total number of bus routes operated</u>		
	(i) Franchised normal routes	12	12
	(ii) Airbus routes	1	1
	(iii) Overnight routes	3	3
	(iv) Special routes	6	6
	(v) Alignment external recreational route	1	1
		23	23
2.	<u>Fleet size at end of reporting period</u>		
	(i) Registered buses	124	130
	(ii) Licensed buses	123	124
3.	<u>Total fleet capacity</u>	8,827	8,684
4.	<u>Operational capability</u>		
	(i) Mondays to Saturdays (except Public Holidays)	110.5%	113.6%
	(ii) Sundays and Public Holidays	116.0%	123.7%
5.	<u>Achievement of schedule</u>	100%	100%
6.	<u>Fleet utilization</u>	86.8%	88.5%
7.	<u>Average age of bus fleet (licensed fleet)</u>	7.31	7.29
8.	<u>Total number of passengers carried</u>		
	(i) Annual total (to nearest thousand)	27,157,000	25,284,000
	(ii) Average daily passengers on weekdays	71,960	66,138
	(iii) Average daily passengers on Sundays and Public Holidays	85,466	80,901
9.	<u>Paid bus km (to nearest thousand)</u>	8,678,000	8,506,000
10.	<u>Percentage of lost trips</u>	0.30%	0.03%
11.	<u>Number of cases forwarded by TCU and handled by NLB per million passengers in a year</u>	3.06	3.92
12.	<u>No. of Passenger Liaison Group meeting convened</u>	6	6
13.	<u>@ Other customer services</u>	3	3
14.	<u>Average number of bus defects detected per vehicle examination (during spot checked by TD)</u>	0.97	1.94
15.	<u>Number of bus accidents involving injury to person per million vehicle-km</u>		
	(i) Slight accidents	1.69	1.96
	(ii) Serious accidents	0.23	0.35
	(iii) Fatal accidents	0.00	0.12
16. #	<u>Mechanical reliability</u> Average No. of km operated before a bus would experience one all breakdown on the road while passengers are on board	77,479	111,918
17.	<u>Service improvement items</u>		
	(i) Number of new routes / new supplementary routes introduced	2	1
	(ii) Frequency improvement	2	3
	(iii) Quality improvements	6	4
18.	<u>Service rationalization items</u>		
	(i) Number of bus routes cancelled	0	0
	(ii) Frequency reduction, vehicle reduction and routes reorganization to save bus resources	0	0

Note: The definition of mechanical reliability takes into account all types of defects leading to vehicle breakdown during passenger services

New Lantao Bus Company (1973) Limited

Statement of Comprehensive Income

(Expressed in HK\$'000)

	2015/2016	2016/2017
REVENUE		
Fare Revenue	161,933	169,767
Advertising Income	190	87
Sundry Income	2,730	2,795
	164,853	172,649
OPERATING COSTS		
Staff Costs	70,184	76,054
Fuel and oil	19,127	19,098
Repair & Maintenance	19,942	15,063
Depreciation	15,564	16,624
Interest Expenses	35	793
Other Expenses	34,276	35,203
	159,128	162,835
OPERATING PROFIT	5,725	9,814
Loss on disposal of fixed assets	(222)	(540)
PROFIT BEFORE TAX	5,503	9,274
Income tax	(1,006)	(1,569)
PROFIT FOR THE YEAR	4,497	7,705
AVERAGE NET FIXED ASSETS ("ANFA")	89,952	105,238
RETURN ON ANFA (%)	5.03%	7.95%
Accumulated balance of passenger reward as at 31 March (Note)	1,529	1,529

Note :

Under the revised Modified Basket of Factors (MBOF) approach, which is the existing basis for the Administration to assess bus fare adjustment application, 50% of any return of a franchised bus operator in a given year in excess of a prescribed triggering point of return on its average net fixed assets would be shared with passengers to relieve the pressure for future fare increase and to facilitate the offer of bus fare concessions. The prescribed triggering point of return for the period from 1 April 2010 to 31 March 2017 was 9.7% per annum.

New Lantao Bus Company (1973) Limited

Statement of Financial Position

(Expressed in HK\$'000)

	<u>2015/2016</u>	<u>2016/2017</u>
NON-CURRENT ASSETS		
Leasehold land and buildings	13,846	17,567
Bus terminal structure	903	761
Motor buses & vehicles	83,019	83,852
Furniture, fixtures & office equipment	829	708
Equipment & tools	3,605	4,144
Computers	271	234
Deposits paid for purchases of buses	738	-
	<u>103,211</u>	<u>107,266</u>
CURRENT ASSETS	63,452	48,977
LESS: CURRENT LIABILITIES	<u>70,265</u>	<u>32,582</u>
NET CURRENT ASSETS / (LIABILITIES)	<u>(6,813)</u>	<u>16,395</u>
	<u>96,398</u>	<u>123,661</u>
SHARE CAPITAL	29,117	29,117
PROFIT AND LOSS ACCOUNT	56,012	63,718
INTEREST - BEARING BANK BORROWING	-	18,000
DEFERRED TAX	11,194	12,763
DEFERRED INCOME	75	63
	<u>96,398</u>	<u>123,661</u>

透露更詳盡財務及營運資料

引言

新大嶼山巴士（一九七三）有限公司（「嶼巴」）為了符合政府對公營事業所訂立之管理標準，自 1993 年開始向公眾透露更詳盡之財務及營運資料。

嶼巴自 1993/1994 之財政年度開始，已向公眾披露上述之有關資料，下列之文件乃因應前述之標準而制訂，展示嶼巴由 2016 年 4 月 1 日至 2017 年 3 月 31 日止之主要財務及營運數據。

為求令公眾人士對嶼巴之服務及發展能有進一步之認識，本文件也包括其對上一年度嶼巴之財務狀況。

年度回顧

截至 2017 年 3 月 31 日止，嶼巴經營 23 條專營巴士路線，主要於大嶼山及行走港鐵元朗站至深圳灣口岸的 B2 路線及行走天水圍至深圳灣口岸的 B2P/ B2X 路線。車隊總數為 113 台單層巴士和 10 台雙層巴士，總載客數量 8,827 座位，平均車齡 7.31 年。

在 2016 至 2017 年度內，嶼巴乘客量達 27,157,000 (上年度乘客量為 25,284,000)，車隊總行車公里數達 868 萬公里 (上年度為 851 萬公里)。2016 至 2017 年度內每日平均載客量為 74,402 人次(上年度為 69,083 人次)。

截至 2017 年 3 月 31 日止之財政年度內，嶼巴之營業額約港幣一億七千二百六十萬元 (上年度約港幣一億六千四百九十萬元)並錄得約港幣七百七十萬元之盈利 (上年度約港幣四百五十萬元)。

由於東涌新市鎮及鄰近屋邨居民的人口增長已差不多飽和，嶼巴 38 號路線 (東涌市中心接駁路線) 的收入增長空間亦變得有限。另一方面，嶼巴正密切注視曾經是最主要收入而與纜車平行路線之 23 號線之前景，自從纜車投入服務，該路線之乘客已明顯大幅下挫。

嶼巴在本年初配合東涌北一帶新建房屋入伙，延長了一系列服務東涌北的路線，包括第 37、37M 及 37H 號線，以迎東邨為終點站；而早前推行的計劃已達到預期之效益。

嶼巴依然受到外來無法控制因素的影響，如天氣變化，油價波動，美元兌主要外幣的匯率波動(由於港幣與美元掛鈎)，尤其是受歐羅的影響更甚，因為嶼巴絕大部份巴士的零件供應都來自部份歐洲國家。最近下跌及漸趨穩定的油價為嶼巴節省了燃油成本。

2016/2017 年度之通脹維持增長，為了保持穩定的服務，車長及其他僱員在年度內亦有薪金增長，令工資成本急劇上升，這項亦是嶼巴的最主要支出。

嶼巴會持續提供安全的客運服務，包括對車長再培訓以提升其駕駛技術水平。

前景

有利因素包括：

1. 行走元朗及深圳灣口岸的 B2 路線與行走天水圍和深圳灣口岸的 B2P/B2X 路線繼續為嶼巴帶來可觀的利潤。期望西部通道的進一步發展可增加 B2、B2P 和 B2X 路線的人數和收入；
2. 嶼巴與昂平 360 繼續合作，推廣大嶼山觀光；
3. 位於東涌北(迎東邨)、梅窩的居者有其屋屋苑、東涌第 39 區 (逸東邨以南)、東涌第 27 區 (北大嶼山醫院對面)及東涌第 54 區 (東環附近)的新建房屋會於來年陸續落成，帶動新增乘客需求；
4. 位於大嶼山北部的港珠澳大橋目標於 2017 年尾具備通車條件，帶動新增乘客需求，及；
5. 政府公佈發展東大嶼都會藍圖及進一步擴展東涌新市鎮計劃、令大嶼山發展成具規模的住宅及商業社區。

不利因素包括：

1. 燃油價格之不穩定性；
2. 新東涌路開放予外界，包括巴士及私家車，對大嶼山巴士的特別路線服務在平日及假日的收入也受到影響，及；
3. 嶼巴盈利能力最強的 38 號巴士路線，由於東涌新市鎮人口已接近飽和，其乘客量的增長可能會放慢。

透露更詳盡資料為嶼巴營運政策之一部份，嶼巴歡迎公眾人士及各有關監管機構，對提高服務質素給予寶貴意見。嶼巴並派出代表出席離島區議會屬下的「交通及運輸委員會」和「旅遊、漁農及環境衛生委員會」等定期舉行的會議。嶼巴更參與「離島區議會」所舉辦的各項活動及派代表出席區內各鄉事委員會活動。

為求獲得乘客意見以提升嶼巴服務水平，嶼巴安排了一系列的乘客聯絡小組會議。年內，嶼巴與香港專業教育學院的工商管理系合作，在來年進行一系列之「乘客滿意調查」以獲取最新資料，明白乘客的要求，令服務不斷改進。

嶼巴之營運目標，是為向乘客提供安全、充足、準時、舒適、清潔，方便及待客有禮之公共巴士服務。

近期立法會財務小組亦已通過補助嶼巴購入四部零排放之電動巴士，試用於嶼巴路線。我們現正籌備安裝後勤設備，並計劃第一輛電動巴士可於 2017 年年尾投入服務。

黃良柏 BBS
主席
2017 年 8 月 31 日

背景

自從引入“企業社會責任”概念後，新大嶼山巴士(1973)有限公司(“嶼巴”)持續面對有關企業社會責任之考驗，此等考驗主要針對其車隊運作與環境保護有關之問題。嶼巴之主要市場包括本地及來自海外之消費者，和企業客戶及有業務來往之商業機構。

面對上述問題，嶼巴訂立簡稱為 CSR 之企業社會責任政策，而此等政策，亦應與時並進，可持續及配合社會之發展。

為確保新訂立之企業社會責任可以滿足上述條件，嶼巴已採用下列策略：

1. 正確及有效地確認與嶼巴企業社會責任有關之問題
2. 發展及制訂可以回應社會及市場轉變之企業營運方法
3. 為達致企業社會責任之目標，嶼巴亦會獨力或與其他公共交通服務營辦商合作採取適當措施
4. 將上述措施之成效，與社區及政府分享及溝通

產品及服務

嶼巴經營專營巴士服務，大部份路線服務新界大嶼山，截至 2017 年 3 月 31 日，嶼巴共有 113 部單層巴士和 10 部雙層巴士行走 23 條路線。嶼巴並經營分別來往深圳灣與元朗及天水圍之 B2、B2P 及 B2X 路線。

企業社會責任之基礎

由於全球化及其對運輸行業所帶來之影響，嶼巴亦覺察到乘客之來源由本地轉為國際化，而供應商之來源，亦變得多元化。

公共交通服務之供應商 / 營辦商，與其相關之公眾，亦應建立連繫，包括乘客，監察機構，行業內不同界別及有關之社區。“企業社會責任”可以讓此等不同公眾，認識及理解服務供應者之營運方法及情況。

營運商之架構及組織亦不斷變化及發展，以嶼巴為例，政府批出專營權，對營辦商亦有所期望，例如需要與服務使用者(乘客)加強溝通。除此之外，營辦商亦不再全面專利地經營，引入競爭之後，亦要以市場為本作為營運方針。

既然嶼巴之業務經已變為以市場為本，客戶之需求及期望亦因應增加，尤其是經常乘搭嶼巴之乘客。加上來自市場之競爭，嶼巴亦要不斷創新其服務，重新檢視目前之服務水平，尤其是在車隊管理，準時服務及收費等方面，保持競爭力。

企業社會責任之定義

企業社會責任，可以解釋為一套企業應該導守之行為準則，從而令企業對社會帶來積極及有建設性之影響。生產與銷售產品及服務，商業道德保護環境之措施，招聘員工之條件，遵守平等機會原則及投資與回饋社會，均為良好企業社會責任的例証。

企業社會投資為其中一個評估企業社會責任之標準，亦為一項重要工具，它包含一套實用可行的計劃，可以令企業能將其僱員之時間及專業技能，有效地運用於滿足社會需求之上。

嶼巴之營運應用下列之標準，以達致上述目標：

1. 工作場所 – 通過引進平等機會聘用條件，增加培訓機會
2. 供應商 – 嶼巴在採購上採用及確保有關步驟符合商業道德
3. 市場 – 宣示嶼巴對消費者承諾之服務水平
4. 社會 – 投入社區建設

持份者

嶼巴有不同的持份者，企業社會責任對他們有不同程度的承諾：

1. 僱員 – 車長，前線人員(包括站長)，維修人員，行政及文職人員，人力資源及管理階層
2. 官方 – 運輸及房屋局，運輸署，政務處及離島區議會
3. 客戶 – 乘客及企業客戶
4. 供應商 – 巴士製造商及代理商，零件供應商，油公司及其他服務供應商，包括銀行，公共服務及八達通收費系統
5. 社區 – 嶼巴路線網絡所覆蓋地區的社群
6. 投資者 – 通過持有母公司股份之非直接投資者
7. 公眾服務 – 非政府機構
8. 業務合作對象 – 運輸行業內的合作伙伴，例如昂坪吊車營辦商，寶蓮禪寺，港鐵公司(巴士 – 鐵路轉乘計劃)，其他巴士公司(巴士轉乘計劃)及廣告商等

企業社會責任的進一步闡釋

企業管治

嶼巴作為專營巴士營辦商，其服務具有甚高之透明度，因為巴士在服務網絡所覆蓋之公路上行駛，必定要維持公共交通服務所具備的優良形象。

此外，政府對巴士營辦商亦有其評核準則，而作為公營事業，嶼巴亦必須與廉政公署緊密合作，防止貪污。

而僱員方面，日常執行任務，亦要遵守既定的工作指引，務求不偏不倚。

平等機會

嶼巴支持在職位聘用，服務提供等方面，引入平等機會守則，為傷殘乘客在上落巴士或在車站候車時，提供相關設施。

安全及環保

路面上之交通意外，可能導致傷亡，亦因此而帶來法律上之訴訟，對嶼巴而言，此等事故會為公司帶來負面形象，影響聲譽，所以嶼巴會繼續為車長提供警覺性及防禦性之駕駛訓練，防止交通意外發生。

有關方面對環境保護所帶出之指引不斷更新，嶼巴亦會與時並進，因應有關發展，引入潔淨能源及採用新科技，包括電動巴士，藉此減少廢氣排放所帶來的負面效果。

車長及其他員工亦會因長時間工作而感受到壓力，企業社會責任亦會考慮到員工的工作量，在安排工作時盡量減少超時及超量工作，以策安全及保障員工健康。

有效企業管治的良好指引

上述指引並無刻板的準則，管理原則、企業歷史、本土文化、業務背景及監管法規都需要在考慮範圍內，下列特質，可以成為制訂企業管治良好指引的參考資料：

1. 企業的服務承諾，必需與所有員工所分享及可以接受，因此必定要有效地與各階層清楚溝通
2. 高層管理人員必定要以身作則，保持信用及全情投入實踐企業社會責任
3. 企業的價值觀，一定要通過日常營運得以反映
4. 企業的資源，制度與架構，必定要能夠支持實踐社會責任所需
5. 高層管理人員必需接受訓練，達致水準及能有效地作出決定，具備足夠知識及能力，可以實行社會道德所接受的決策，而在實行時，更可以被社會認同為公正與公平

量化後之企業社會責任措施

在提升本公司之企業社會責任時，嶼巴推行以下之措施，令有關公眾受惠

1. 發展新路線

通過每年呈交運輸署之路線發展計劃，以公眾及公司利益為本，申辦新路線。

2. 票價優惠計劃

實施票價優惠計劃，包括巴士--鐵路轉乘優惠，巴士--巴士轉乘優惠，長者及合資格殘疾人士公共交通票價優惠計劃。此外，本公司亦提供大嶼山全日通套票，乘客可持票在大嶼山全日乘搭嶼巴之指定路線巴士。

3. 環保責任

購入配置”歐盟五型及六型”環保引擎之車隊取代環保標準較低之舊車及引入電動巴士達致”零排放”。

4. 醫療保健

試行引入醫療計劃為所有年屆五十歲之車長提供全身檢查及包括員工在集團之醫保計劃內。同時，年屆五十歲之職員亦可參加公司志願性大腸鏡檢資助計劃。

5. 慈善事業

我們與本地中學教育機構合作，推出實習生計劃，藉工作機會令參加者於社區擴闊層面。此外嶼巴亦與大嶼山之地區組織合作，支持及贊助本地康樂、體育及文化事業的發展。

新大嶼山巴士(一九七三)有限公司
2017 年 8 月 31 日

新大嶼山巴士(一九七三)有限公司

營運資料

		結算年度3月31日	
		2016/2017	2015/2016
1.	<u>巴士路線總數</u>		
i	專利普通巴士線	12	12
ii	機場巴士線	1	1
iii	通宵巴士線	3	3
iv	特別巴士線	6	6
v	對外消閒巴士線	1	1
		23	23
2.	<u>車隊 (於結算年度尾)</u>		
i	已登記巴士數量	124	130
ii	已發牌巴士數量	123	124
3.	<u>車隊總載客量</u>	8,827	8,684
4.	<u>車隊運作能力</u>		
i	平日 (星期一至六，公眾假期除外)	110.5%	113.6%
ii	假日 (星期日及公眾假期)	116.0%	123.7%
5.	<u>時間表的成效</u>	100.0%	100.0%
6.	<u>車隊運用</u>	86.8%	88.5%
7.	<u>車隊之平均年齡</u>	7.31	7.29
8.	<u>乘客人次總數</u>		
i	全年總數 (以千位計算)	27,157,000	25,284,000
ii	平日每日平均乘客總數	71,960	66,138
iii	假日每日平均乘客總數	85,466	80,901
9.	<u>巴士收費行車公里 (以千位計算)</u>	8,678,000	8,506,000
10.	<u>班次失誤比率</u>	0.30%	0.03%
11.	<u>處理由交通投訴組轉介個案的數目 (以每百萬人次計)</u>	3.06	3.92
12.	<u>乘客聯絡小組會議舉辦次數</u>	6	6
13.	<u>@ 其他顧客服務</u>	3	3
14.	<u>平均每輛巴士檢查須修正的項目 (由運輸署抽檢)</u>	0.97	1.94
15.	<u>牽涉傷人的巴士意外數目 (以每百萬公里計)</u>		
i	輕微意外	1.69	1.96
ii	嚴重意外	0.23	0.35
iii	致命意外	0.00	0.12
16.	<u># 機械可靠性</u>		
	每輛巴士平均行走多少公里內才會在載客途中發生一次機械故障	77,479	111,918
17.	<u>改善服務項目</u>		
i	推出新路線/新輔助路線	2	1
ii	改善行車班次	2	3
iii	改善服務質素	6	4
18.	<u>服務重組項目</u>		
i	取消巴士路線數目	0	0
ii	減少行車班次、減少車輛數目及重組行車路線以節省巴士資源	0	0

註: 機械可靠性的定義包括所有導致車輛於載客服務中途停駛的故障。

新大嶼山巴士(一九七三)有限公司
綜合損益表 (截至該年度 3 月 31 日止)

(港幣千元)

	2015/2016	2016/2017
營運收入		
車費收入	161,933	169,767
廣告收入	190	87
其他收入	2,730	2,795
	164,853	172,649
營運成本		
員工成本	70,184	76,054
燃油	19,127	19,098
維修保養	19,942	15,063
折舊	15,564	16,624
利息支出	35	793
其他支出	34,276	35,203
	159,128	162,835
營運溢利	5,725	9,814
出售固定資產之虧損	(222)	(540)
除稅前溢利	5,503	9,274
所得稅	(1,006)	(1,569)
本年度溢利	4,497	7,705
固定資產平均淨值	89,952	105,238
固定資產平均淨值回報 (%)	5.03%	7.95%
於 3 月 31 日之乘客回饋累計結餘 (附註)	1,529	1,529

附註:

根據現時當局在審批巴士票價調整的申請時所採用修改後的「經修訂的考慮多方面因素做法」，一個專營巴士營辦商在某年度獲得的回報率若超過按其平均固定資產淨值計算的指定觸發回報率，其高於指定觸發回報率 50% 將會與乘客分享，以舒緩日後車費加價壓力，及向乘客提供巴士車費優惠。該指定觸發回報率於 2010 年 4 月 1 日至 2017 年 3 月 31 日期間為每年 9.7%。

新大嶼山巴士(一九七三)有限公司

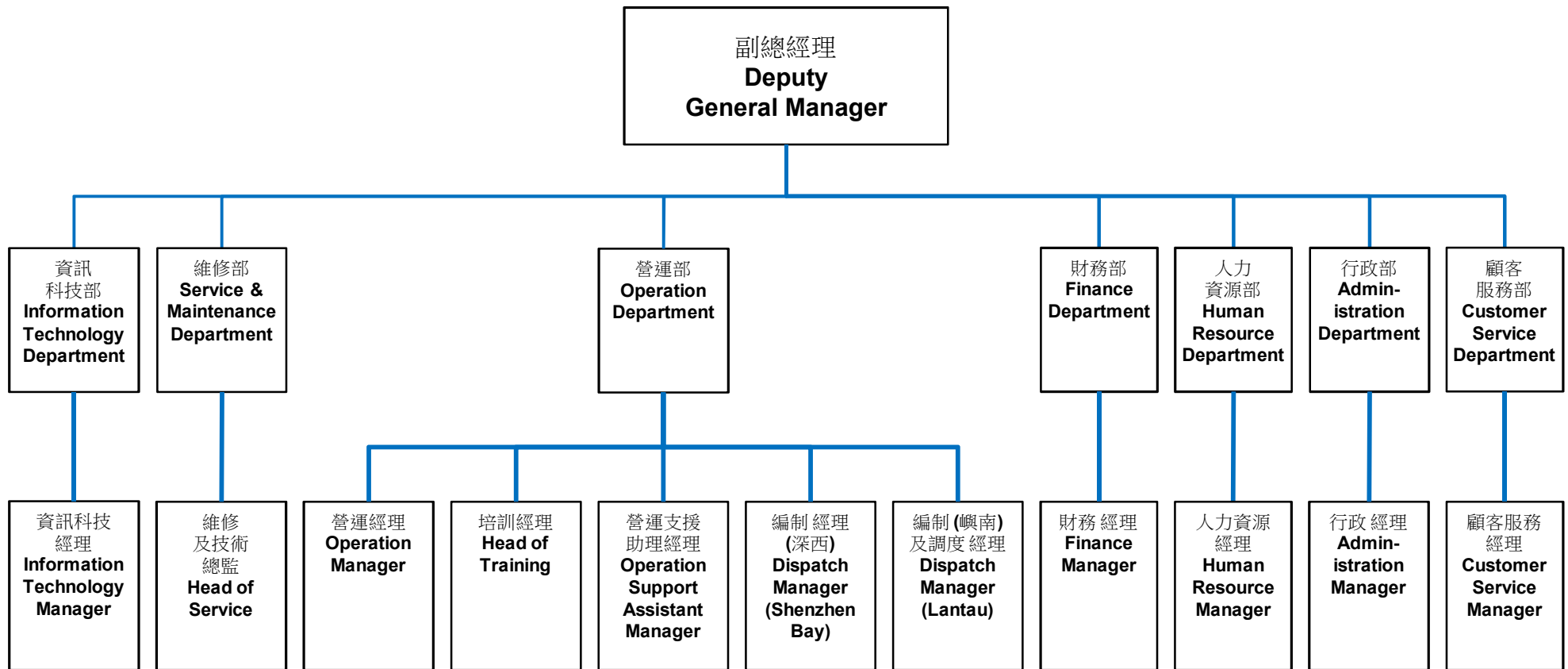
綜合財務狀況表 (截至該年度 3 月 31 日止)

(港幣千元)

	2015/2016	2016/2017
非流動資產		
租賃土地及樓宇	13,846	17,567
巴士站結構	903	761
巴士及其他車輛	83,019	83,852
傢俱,裝修及辦公室設備	829	708
設備及工具	3,605	4,144
電腦	271	234
購買巴士訂金	738	-
	103,211	107,266
流動資產	63,452	48,977
減：流動負債	70,265	32,582
流動資產/(負債)淨值	(6,813)	16,395
	96,398	123,661
股本	29,117	29,117
損益賑	56,012	63,718
計息銀行借款	-	18,000
遞延稅項	11,194	12,763
遞延收益	75	63
	96,398	123,661

香港柴灣創富道 8 號 3 樓
3/F, 8 Cheong Fu Road, Chai Wan, Hong Kong
www.nlb.com.hk

Organization chart of New Lantao Bus Company (1973) Limited



New Lantao Bus Company (1973) Limited

Board of Directorship (as on February 2018)

Mr. Wong Leung Pak, Matthew

Mr. Wong Cheuk On, James

Mr. Lo Man Po

Mr. Wong Cheuk Tim, Timothy

Under Secretary for Transport & Housing (Dr. So Wai Man, Raymond)

Commissioner for Transport (Ms. Mable Chan)

New Lantao Bus Company (1973) Limited

Vision, Mission, Values & Corporate Governance

Our Vision

We aim to be an excellent public transport sector in Hong Kong

Our Mission

Provide safe, reliable, excellent and sustainable bus service for passengers

Our Values

1. People Oriented

We care our passengers, provide reliable, safe and high quality bus service. We care our member of staff with respect, trust and maintain communication

2. Strive for improvement

We make our best effort to promote service quality, establish a standard, developing our staff, effective use of technology

3. Connect community

We base on Lantau and Northwest NT, devote to maintain local connection, expand our network and participate community affair

Corporate Governance

Our values of Company are supported by corporate governance. The management continues to invest resources with best effort, continue communicating with stakeholders, acquiring expertise for professional management, with higher ethical value for the sustainable development of the Company.

Annex 3

Passenger Liaison Group Meeting Reports

NLB乘客聯絡小組會議簡報 - 2017 年 05 月

日期： 5月29日(週一)
時間： 16:00 - 18:00
地點： 梅窩巴士總站

受訪人數： 10人 (男：7、女：3) 整體服務滿意度： 平均 8.1 分 (10為滿分)

受訪個案編號：	受訪者年齡：	乘搭NLB的習慣：	整體服務滿意度：	意見內容：
2017-PLG-MAY-001	25歲或以下	每星期不少於5天	7	應要清潔香口膠積，安全帶隨處在地上，污漕，要求加密班次。
2017-PLG-MAY-002	26 - 44 歲	每個月不多於15天	8	Timetable for route 3M is accurate. Sectional fare from Mui Wo to Pui O is quite expensive for such a short distance. LCD display for ETA is good. Staff's English in the bus terminus is not good.
2017-PLG-MAY-003	45 - 64 歲	每個月不多於15天	9	早上搭3M去到梅窩熟食市場站已經沒有位坐要企，好天就好多人沒有位坐，昂平360停駛後多了人搭巴士。
2017-PLG-MAY-004	65 歲或以上	每個月不多於15天	10	車程快，司機揸得好。東涌站搭23號排隊上車去昂平最近多了很多人。
2017-PLG-MAY-005	65 歲或以上	每個月不多於15天	8	對班次及清潔等普遍滿意。最近總站更換了新式LCD顯示屏幕，資料清晰。
2017-PLG-MAY-006	26 - 44 歲	不常乘車	7	班次由東涌往昂平或梅窩的等候時間頗長。對LCD顯示屏幕裝置滿意。
2017-PLG-MAY-007	26 - 44 歲	每星期不少於5天	8	平日由梅窩出東涌下下都要企，無位坐，或者要揀A35搭，過了塘福就有位坐。老人家無位坐要坐樓梯。假日車費很貴。3月個唔見咗好快就搵返。11號巴士有試過 0750 及 0800 時間沒有到水口站。水口往梅窩的11號巴士，早上10
2017-PLG-MAY-008	65 歲或以上	每星期不少於5天	8	準時，整體滿意。有時貝澳中途上車很多人，難搭車。
2017-PLG-MAY-009	65 歲或以上	每個月不多於15天	9	速度及整體尚算滿意。
2017-PLG-MAY-010	45 - 64 歲	每個月不多於15天	7	車速快，轉彎急，長沙中途站往東涌等得耐，LCD顯示屏幕太遠，看不到。

回應跟進：

很高興今次遇乘客會面得到正面的回饋，大部份乘客對我們於巴士總站加裝LCD顯示屏，展示班次資料方便乘客。

過往我們一直有聆聽乘客的聲音，日後仍會繼續為乘客提供更優質的巴士服務。

下次會議日期： 6月29日(週四)
下次會議時間： 16:00 - 18:00
下次會議地點： 元朗巴士總站

NLB乘客聯絡小組會議簡報 - 2017 年6 月

日期： 6月29日
時間： 16:00-18:00
地點： 元朗巴士總站

受訪人數： 7人 (男：3、女：4)

平均 8.3 分 (10為滿分)

受訪個案編號：	受訪者年齡：	乘搭NLB的習慣：	整體服務滿意度：	意見內容：
2017-PLG-JUN-001	26 - 44 歲	每星期不少於5天	10	班次非常密，站內有椅坐，又干淨，整體都好好
2017-PLG-JUN-002	26 - 44 歲	每星期不少於5天	3	試過打咗鐘唔開門，司機一時叫前門落，一時叫後門落，唔知想點。
2017-PLG-JUN-003	45 - 64 歲	不常乘車	7	地鐵站內落巴士站唔夠清楚指示，總括都幾好，奇怪有長椅，讚好清潔。
2017-PLG-JUN-004	26 - 44 歲	每個月不多於15天	8	整體OK，但有時遇到車內報站器冇聲。
2017-PLG-JUN-005	26 - 44 歲	每個月不多於15天	10	整體滿意，各方面都好好，香港的司機站長特別關顧各方面，例如禮貌等等。
2017-PLG-JUN-006	26 - 44 歲	不常乘車	10	整體滿意，都幾好，冷氣又夠涼。
2017-PLG-JUN-007	26 - 44 歲	每星期不少於5天	10	每日早上6點在深圳灣搭頭班車，如果班次再密D就最好，不用趕車，令返工遲到。

回應跟進：

回應個案002：乘客乘搭的是B2，深圳灣口岸至元朗之路線。因應分段收費模型，若乘客於藍地至洪水橋範圍落車，車長會開中門落客。若乘客於洪水橋以後之巴士站落車則需繳付車資差價HKD3.50，為方便乘客，車長會開前門落客，這是一貫的做法。車上亦貼有收費告示，以便提醒乘客。

回應個案004：已通知車房留意有關情況，暫未發現有關問題，巴士於日後定期檢查時會仔細檢查有關情況。

下次會議日期： 7月31日(週一)
下次會議時間： 16:00 - 18:00
下次會議地點： 逸東邨巴士總站

NLB乘客聯絡小組會議簡報 - 2017 年7月31日

日期： 7月31日(週一)
時間： 16:00 - 18:00
地點： 逸東巴士總站

受訪人數： 10人 (男：2、女：8)

平均 6.8 分 (10為滿分)

受訪個案編號：	受訪者年齡：	乘搭NLB的習慣：	整體服務滿意度：	意見內容：
2017-PLG-JUL-001	26 - 44 歲	每個月不多於15天	6	東環客戶服務處,孫小姐(經理)-知悉37M於12/7/2017已加密班次，仍要求37M早上7時開始加密班次(現時10分鐘一班，07:10-08:22，6分鐘班)；放工時間:18:30開始亦要求加密。另外，星期六、日10:00-17:00(現時15分鐘班)亦要求加密班次
2017-PLG-JUL-002	26 - 44 歲	每星期不少於5天	6	司機要改善服務態度，大聲呼喝行快D。早上09:00-07:15班次不穩定。
2017-PLG-JUL-003	26 - 44 歲	每星期不少於5天	9	每日搭38出港鐵，各方面都OK
2017-PLG-JUL-004	25歲或以下	每星期不少於5天	7	38有時唔夠冷氣；37在07:00-09:00班次要加密
2017-PLG-JUL-005	26 - 44 歲	每個月不多於15天	8	38號巴士, 08:00逸東要加密班次(排長龍)；23:00港鐵要加密班次(排長龍)
2017-PLG-JUL-006	26 - 44 歲	每星期不少於5天	3	BB車經常被要求收起先可以上車，購物放在BB車後,如果在富東或港鐵站上車,應該酌情不用收車。司機又惡，經常大聲鬧乘客。
2017-PLG-JUL-007	26 - 44 歲	每個月不多於15天	8	38號巴士, 08:00逸東要加密班次(排長龍)；23:00港鐵要加密班次(排長龍)
2017-PLG-JUL-008	65 歲或以上	每個月不多於15天	7	38,冷氣OK,早上08:00排長龍,等5-6分鐘先可以上到車
2017-PLG-JUL-009	25歲或以下	每星期不少於5天	6	38,空調有問題，夏天好熱，冬天好凍，有甲由由。早上放工班次OK
2017-PLG-JUL-010	45 - 64 歲	每個月不多於15天	8	司機呼喝小朋友行快D。冷氣唔多足夠。如果乘坐企在前門，司機又唔開車

回應跟進：

回應個案006：為保障乘客安全，我們會要求乘客需先將嬰兒車接合，然後上車。車廂提供之輪椅泊位的安全帶並不適用於嬰兒車，因其設計及高度是按照直立椅背使用。
有關乘客反映之班次情況，抽查七月份的班次記錄，於乘客描述的時段，星期一至五早上繁忙時段，每日已提供約有35班加班車服務。我們會繼續留意有關時段的載客量而再作檢討。

NLB乘客聯絡小組會議簡報 - 2017 年 09 月

日期： 9月28日(週四)
 時間： 15:00 - 17:00
 地點： 大澳巴士總站

受訪人數： 8人 (男：5、女：3)

平均 8.5 分 (10為滿分)

受訪個案編號：	受訪者年齡：	乘搭NLB的習慣：	整體服務滿意度：	意見內容：
2017-PLG-SEP-001	45 - 64 歲	不常乘車	8	內地遊客，第一次來香港，換了全日通，感覺不錯、方便。
2017-PLG-SEP-002	45 - 64 歲	不常乘車	8	Easy to find bus stop 、cheap 、very clean in bus
2017-PLG-SEP-003	26 - 44 歲	不常乘車	10	由東涌搭23號上昂坪，很快、舒服，各方面都好好。
2017-PLG-SEP-004	45 - 64 歲	不常乘車	8	Easy to exchange 全日通，side board is clear to look at the time of next bus
2017-PLG-SEP-005	45 - 64 歲	每個月不多於15天	8	搭23號上昂坪，假期有加班車，司機駕駛態度OK。09:10東涌開出班次，有乘客中途在石壁坳引水道通道落車，司機主動問乘客有無落錯車(細心)
2017-PLG-SEP-006	26 - 44 歲	不常乘車	8	由昂坪去大澳班次比較疏；特別在假日，搭23號落東涌比較多人
2017-PLG-SEP-007	65 歲或以上	不常乘車	8	梅窩司機主動建議先搭車上昂坪，再去大澳，可能車內人少，冷氣比較凍。
2017-PLG-SEP-008	45 - 64 歲	不常乘車	10	昂坪落大澳班次疏，明白平日少人，密D班次比較好，而且好方便。

回應跟進：

本月乘客意見，大致滿意，沒有跟進項目。

下次會議日期： 10月25日(週三)
 下次會議時間： 10:00 - 12:00
 下次會議地點： 昂坪巴士總站

NLB乘客聯絡小組會議簡報 - 2017 年 10 月

日期： 10月25日(週三)
 時間： 10:00 - 12:00
 地點： 昂坪巴士總站

受訪人數： 8人 (男：4、女：4)

平均 8.6 分 (10為滿分)

受訪個案編號：	受訪者年齡：	乘搭NLB的習慣：	整體服務滿意度：	意見內容：
2017-PLG-OCT-001	45 - 64 歲	不常乘車	8	German tourist, bus speed ok, fast, clean, air con ok
2017-PLG-OCT-002	65 歲或以上	不常乘車	9	東涌入大澳\$2,坐關用愛座,方便
2017-PLG-OCT-003	65 歲或以上	每星期不少於5天	10	班次ok,車廂清潔,加班又密,方便出入,大澳總站排隊比較晒,如果總站客滿,分站上唔到車
2017-PLG-OCT-004	45 - 64 歲	不常乘車	10	坐位舒服,清潔,因為不知有時間表,等了1號車1/2小時
2017-PLG-OCT-005	45 - 64 歲	不常乘車	8	東涌直接到大澳,跟著去昂坪,再返東涌,快及方便
2017-PLG-OCT-006	26 - 44 歲	不常乘車	9	fare cheap, driver nice, easy to find stop in Tung Chung
2017-PLG-OCT-007	45 - 64 歲	每星期不少於5天	8	班次密,好早就有車,有時要企,有D晒
2017-PLG-OCT-008	26 - 44 歲	每個月不多於15天	7	假期好多人等車,知道有加班車,可否再加車,好長龍,站長有維持秩序,算ok

回應跟進：

本月乘客意見，大致滿意，沒有跟進項目。

下次會議日期： 10月27日(週四)
 下次會議時間： 15:00 - 17:00
 下次會議地點： 逸東邨巴士總站

NLB乘客聯絡小組會議簡報 - 2017 年 12 月

日期：12月29日(週五)
時間：10:00 - 12:00
地點：東涌巴士總站

受訪人數：12人 (男：8、女：4)

平均 7.4分 (10為滿分)

受訪個案編號：	受訪者年齡：	乘搭NLB的習慣：	整體服務滿意度：	意見內容：
2017-PLG-DEC-001	45 - 64 歲	不常乘車	9	南山目的地,如果係假日比較貴,中途等車比較難上車,大致服務OK
2017-PLG-DEC-002	65 歲或以上	不常乘車	9	冷氣涼D比較好,其他都OK,又有加班車,快,方便,站頭坐椅清潔
2017-PLG-DEC-003	45 - 64 歲	每個月不多於15天	7	早上經常好多人等車11號 (富東) 3-4架先上到
2017-PLG-DEC-004	26 - 44 歲	每個月不多於15天	8	平均服務ok,假日車資貴
2017-PLG-DEC-005	45 - 64 歲	每個月不多於15天	7	坐11號有時車速好快,飛站
2017-PLG-DEC-006	65 歲或以上	每個月不多於15天	6	有d車冇安全帶,中途站飛站,車冷氣有時太凍
2017-PLG-DEC-007	65 歲或以上	不常乘車	8	有2蚊優惠,司機有禮,車次密
2017-PLG-DEC-008	26 - 44 歲	每星期不少於5天	7	車次密,返工方便,放工比較疏
2017-PLG-DEC-009	65 歲或以上	不常乘車	8	一般服務都幾好,多人員在站協助,有禮對待老人家
2017-PLG-DEC-010	45 - 64 歲	每個月不多於15天	6	有時飛站,特別假日在中途站(水口)
2017-PLG-DEC-011	45 - 64 歲	每個月不多於15天	7	假日車費貴,但又太多人,要求加多D班次(伯公拗)
2017-PLG-DEC-012	26 - 44 歲	不常乘車	7	試過車上有落車鐘,要大叫才可落車,班次算密(11號)

回應跟進：

回應個案001、004、011：有關路線之收費模式是經過運輸署批准，平衡整體路線的收費。

回應個案006：根據運輸署要求，若座位為沒有遮擋的座椅就必需安裝安全帶，所以並非所有座位當有此需要。

下次會議日期：TBA
下次會議時間：TBA
下次會議地點：TBA

NLB Passenger Liaison Group Meeting Reports – May 2017

Date: 29 May (Monday)

Time: 16:00 – 18:00

Venue: Mui Wo Bus Terminal

Number of interviewees: 10 (M: 7, F: 3) Satisfaction with overall services: Average score of 8.1 (out of 10)

Interviewee case number	Age of interviewee (years old)	Frequency of taking NLB	Satisfaction with overall services	Opinion
2017-PLG-MAY-001	≤25	Not less than 5 days per week	7	Chewing gum stain should be cleaned. Seatbelts are everywhere on the ground and are dirty. Please enhance bus frequencies.
2017-PLG-MAY-002	26-44	Not more than 15 days per month	8	Timetable for route 3M is accurate. Sectional fare from Mui Wo to Pui O is quite expensive for such a short distance. LCD display for ETA is good. Staff's English in the bus terminus is not good.
2017-PLG-MAY-003	45-64	Not more than 15 days per month	9	No seats available when I take 3M to the Mui Wo Cooked Food Market Stop in the morning so I have to stand. On a fine day, many people do not have a seat. More people take the bus after Ngong Ping 360 ceased operation
2017-PLG-MAY-004	≥65	Not more than 15 days per month	10	Bus rides were fast, drivers drive well. A lot more people are taking No.23 from Tung Chung Station to Ngong Ping recently recently.
2017-PLG-MAY-005	≥65	Not more than 15 days per month	8	Generally satisfied with bus frequency and cleanliness. Recently bus terminal has replaced new LCD displays which provide clear information.
2017-PLG-MAY-006	26-44	Not often	7	Waiting time for bus rides from Tung Chung to Ngong Ping or Mui Wo is quite long. Satisfied with LCD display device.
2017-PLG-MAY-007	26-44	Not less than 5 days per week	8	On weekdays, there are no seats and you always need to stand when getting on buses at Mui Wo to Tung Chung. Otherwise, you need to take A35, as there will be seats after Tong Fuk stop. Elderlies have no seats and have to sit on staircases. Bus fares on holidays are expensive. I lost my suitcase in March but was found very quickly. No. 11 buses had missed trips to Shui Hau stop at 0750 and 0800. No. 11 buses from Shui Hau to Mui Wo, at 10am in the morning...
2017-PLG-MAY-008	≥65	Not less than 5 days per week	8	Punctual, satisfied overall. Many people get on at Pui O at times, hard to get on the ride.
2017-PLG-MAY-009	≥65	Not more than 15 days per month	9	Quite satisfied with bus speed and satisfied overall.
2017-PLG-MAY-010	45-64	Not more than 15 days per month	7	Fast bus speed, sharp turns, Cheung Sha stop to Tung Chung requires long waiting time, LCD displays too far and cannot be viewed.

Follow-up response

We are pleased to receive the positive responses from passengers. Most passengers consider that the installation of LCD displays at bus terminals, showing information of bus frequencies have brought them convenience.

We have in the past always listened to the voices of passengers and will continue to provide passengers with better bus services in the future.

Next meeting date: 29 June (Thursday)

Next meeting time: 16:00 – 18:00

Next meeting venue: Yuen Long Bus Terminal

NLB Passenger Liaison Group Meeting Reports – June 2017

Date: 29 June

Time: 16:00 – 18:00

Venue: Yuen Long Bus Terminal

Number of interviewees: 7 (M: 3, F: 4) Satisfaction with overall services: Average score of 8.3 (out of 10)

Interviewee case number	Age of interviewee (years old)	Frequency of taking NLB	Satisfaction with overall services	Opinion
2017-PLG-JUN-001	26-44	Not less than 5 days per week	10	Bus frequency is high; Seats are available at bus stops and are clean, quite good overall.
2017-PLG-JUN-002	26-44	Not less than 5 days per week	3	Have pressed the stop bell but the door didn't open. Drivers sometimes open front door, sometimes open back exit door, which is quite confusing.
2017-PLG-JUN-003	45-64	Not often	7	Not enough directions to bus stops inside MTR stations. Overall is good, surprised to see long benches, cleanliness is also commended
2017-PLG-JUN-004	26-44	Not more than 15 days per month	8	Okay overall, but has experienced an occasion where the stop-reporter on the bus fails to make any noise
2017-PLG-JUN-005	26-44	Not more than 15 days per month	10	Overall satisfied with all respects. Drivers and station staff pay special attention to all aspects, such as politeness etc..
2017-PLG-JUN-006	26-44	Not often	10	Satisfied overall, quite good, air-con is cold enough.
2017-PLG-JUN-007	26-44	Not less than 5 days per week	10	I take the first bus at 6:00 am in Shenzhen Bay. Would be better if the bus frequency is increased, so that I do not need to be too rush or late for work.

Follow-up response

In response to case 002, the bus taken by the passenger is no. B2, a route from Shenzhen Bay Port to Yuen Long. In response to the sectional fare model, if passengers get off between Lam Tei and Hung Shui Kiu station, the bus captain will open the middle door for passengers to exit. If passengers get off at the stations after Hung Shui Kiu, they will need to pay a fare difference of HKD 3.50. For the convenience of passengers, the bus captain will open the front door for passengers to exit. This is a consistent practice. A notice on the fare charges is also posted on the car to remind passengers.

In response to case 004, the depots have been notified to pay attention to the relevant situation and no such problem has been found. The bus will carefully examine the situation in the future during regular inspection.

Next meeting date: 31 July (Monday)

Next meeting time: 16:00 – 18:00

Next meeting venue: Yat Tung Bus Terminal

NLB Passenger Liaison Group Meeting Reports – 31 July 2017

Date: 31 July (Monday)

Time: 16:00 – 18:00

Venue: Yat Tung Bus Terminal

Number of interviewees: 10 (M: 2, F: 8) Satisfaction with overall services: Average score of 6.8 (out of 10)

Interviewee case number	Age of interviewee (years old)	Frequency of taking NLB	Satisfaction with overall services	Opinion
2017-PLG-JUL-001	26-44	Not more than 15 days per month	6	Century Link customer service, Ms. Sun (manager) knew 37M already increased frequency on 12 July 2017, but still requested 37M to increase frequency at 7am (currently every 10 min, 07:10-08:22, every 6 min) and to increase frequency after work time, 18:30. Separately, also requested to increase frequency on Saturdays and Sundays 10:00-17:00 (currently every 15mins).
2017-PLG-JUL-002	26-44	Not less than 5 days per week	6	Drivers need to improve their attitude, they always shout at passengers to walk faster. Bus frequency between 09:00-07:15 in the morning is unstable.
2017-PLG-JUL-003	26-44	Not less than 5 days per week	9	Takes no.38 to MTR every day, everything is okay.
2017-PLG-JUL-004	≤25	Not less than 5 days per week	7	No.38's air-con is not enough at times; no.37 bus frequency between 07:00-09:00 needs to be increased.
2017-PLG-JUL-005	26-44	Not more than 15 days per month	8	No.38 bus needs to increase frequency at Yat Tung at 08:00(long queues); MTR needs to increase frequency at 23:00(long queues).
2017-PLG-JUL-006	26-44	Not less than 5 days per week	3	Always asked to fold the baby stroller before getting on the bus, sometimes purchased goods are placed on
2017-PLG-JUL-007	26-44	Not more than 15 days per month	8	No.38 bus needs to increase frequency at Yat Tung at 08:00(long queues); MTR needs to increase frequency at 23:00(long queues).
2017-PLG-JUL-008	≥65	Not more than 15 days per month	7	No.38, air-con is fine; long queues in the morning at 08:00; need to wait 5-6 minutes to get on the bus
2017-PLG-JUL-009	≤25	Not less than 5 days per week	6	No.38, there are some problems with the air-con, very hot in the summer, very cold in the winter, and there are cockroaches. Frequencies in the morning and after work are okay.
2017-PLG-JUL-010	45-64	Not more than 15 days per month	8	Drivers shout at children to talk faster, air-con is not enough. If passengers stand at the front door, drivers would not begin driving.

Follow-up response

In response to case 006, to ensure the safety of passengers, we will ask passengers to first fold the stroller and then get on the bus. The seat belts provided in the wheelchair berths are not suitable for strollers because their design and height are made in accordance with the upright back of seats.

Regarding passengers' comments on bus frequencies, we have spot checked the bus frequencies in July. At the time referred by passengers, i.e. rush hours from Monday to Friday, there were approximately 35 additional bus services provided per day. We will continue monitoring the passenger capacity during the relevant period and conduct further reviews.

NLB Passenger Liaison Group Meeting Reports – September 2017

Date: 28 Sept (Thurs)

Time: 15:00 – 17:00

Venue: Tai O Bus Terminal

Number of interviewees: 8 (M: 5, F: 3) Satisfaction with overall services: Average score of 8.5 (out of 10)

Interviewee case number	Age of interviewee (years old)	Frequency of taking NLB	Satisfaction with overall services	Opinion
2017-PLG-SEP-001	45-64	Not often	8	Mainland tourists, first time coming to Hong Kong, used day pass. Feels good and convenient.
2017-PLG-SEP-002	45-64	Not often	8	Easy to find bus stop, cheap, very clean in bus
2017-PLG-SEP-003	26-44	Not often	10	Took No. 23 from Tung Chung to Ngong Ping. It is fast and comfortable, good in all aspects.
2017-PLG-SEP-004	45-64	Not often	8	Easy to exchange day pass, side board is clear to look at the time of next bus
2017-PLG-SEP-005	45-64	Not more than 15 days per month	8	Took No. 23 to Ngong Ping, there are additional bus services on holidays. Drivers' attitude is okay. Bus sets off from Tung Chung at 09:10, passengers exited at Shek Pik Au W.W.O. Access Road en route, drivers would ask if the passengers had exited at the wrong stop (caring)
2017-PLG-SEP-006	26-44	Not often	8	Low bus frequencies from Ngong Ping to Tai O; in particular, more people take No.23 to Tung Chung during holidays.
2017-PLG-SEP-007	≥65	Not often	8	Mui Wo drivers actively recommend [me] to take the bus to Ngong Ping, then to Tai O. May be due to the low number of people in the bus, the air-conditioning was quite cold.
2017-PLG-SEP-008	45-64	Not often	10	Low bus frequencies from Ngong Ping to Tai O; I understand that there are only few passengers during normal days, but an increased frequency would be better, making it more convenient for passengers.

Follow-up response

Passengers' opinion this month is largely satisfactory, no follow-up items.

Next meeting date: 25 Oct (Wed)

Next meeting time: 10:00 – 12:00

Next meeting venue: Ngong Ping Bus Terminal

NLB Passenger Liaison Group Meeting Reports – October 2017

Date: 25 Oct (Wed)

Time: 10:00 – 12:00

Venue: Ngong Ping Bus Terminal

Number of interviewees: 8 (M: 4, F: 4) Satisfaction with overall services: Average score of 8.6 (out of 10)

Interviewee case number	Age of interviewee (years old)	Frequency of taking NLB	Satisfaction with overall services	Opinion
2017-PLG-OCT-001	45-64	Not often	8	German tourist, bus speed ok, fast, clean, air con ok
2017-PLG-OCT-002	≥65	Not often	9	Tung Chung to Tai O \$2, sits on priority seat, convenient.
2017-PLG-OCT-003	≥65	Not less than 5 days per week	10	Frequencies are okay, bus compartment is clean, additional services are frequent, facilitates access, exposed to sun when lining up at Tai O bus terminal. If bus is full from the terminal, passengers cannot get on from other stations.
2017-PLG-OCT-004	45-64	Not often	10	Seats comfortable, clean, as I did not know there's timetable, waited for the No. 1 bus for half an hour.
2017-PLG-OCT-005	45-64	Not often	8	Directly goes to Tai O from Tung Chung, then to Ngong Ping, and then back to Tung Chung, fast and easy.
2017-PLG-OCT-006	26-44	Not often	9	Fare cheap, driver nice, easy to find stop in Tung Chung
2017-PLG-OCT-007	45-64	Not less than 5 days per week	8	Frequency is high, bus arrives early, needs to stand at times, quite a waste
2017-PLG-OCT-008	26-44	Not more than 15 days per month	7	Many people line up during holidays, know that there are additional bus services, can more buses be added? a long queue, station caption has to maintain order, quite ok

Follow-up response

Passengers' opinion this month is largely satisfactory, no follow-up items.

Next meeting date: 27 Oct (Thur)

Next meeting time: 15:00 – 17:00

Next meeting venue: Yat Tung Bus Terminal

NLB Passenger Liaison Group Meeting Reports – December 2017

Date: 29 Dec (Fri)

Time: 10:00 – 12:00

Venue: Tung Chung Bus Terminal

Number of interviewees: 12 (M: 8, F: 4) Satisfaction with overall services: Average score of 7.4 (out of 10)

Interviewee case number	Age of interviewee (years old)	Frequency of taking NLB	Satisfaction with overall services	Opinion
2017-PLG-DEC-001	45-64	Not often	9	Destination was Nam Shan; quite expensive during holidays, quite difficult to get on bus halfway, overall service is okay.
2017-PLG-DEC-002	≥65	Not often	9	Would be better if air-con is cooler, others are okay. There are additional bus services, convenient, seats at the station are clean
2017-PLG-DEC-003	45-64	Not more than 15 days per month	7	A lot of people line up for no.11 (Fu Tung) in the morning, need to wait for 3-4 buses to get on.
2017-PLG-DEC-004	26-44	Not more than 15 days per month	8	Overall service is okay, holiday fares are expensive
2017-PLG-DEC-005	45-64	Not more than 15 days per month	7	No.11 bus speed is very fast at times, would skip certain stops
2017-PLG-DEC-006	≥65	Not more than 15 days per month	6	Some buses have no seatbelts, would skip stops en route, air-con sometimes too cold
2017-PLG-DEC-007	≥65	Not often	8	Have \$2 promotion, drivers are polite, high bus frequency
2017-PLG-DEC-008	26-44	Not less than 5 days per week	7	High bus frequency, convenient for going to work, bus frequency is low after work.
2017-PLG-DEC-009	≥65	Not often	8	Generally service is quite good; a lot of staff are at stations to provide assistance, polite towards elderlies.
2017-PLG-DEC-010	45-64	Not more than 15 days per month	6	Sometimes would skip stops, would skip en route stops especially during holidays (Shui Kou)
2017-PLG-DEC-011	45-64	Not more than 15 days per month	7	Bus fares expensive during holidays, but there are too many people. Request increasing bus frequencies (Pak Kung Au)
2017-PLG-DEC-012	26-44	Not often	7	Once experienced a bus with no stop bell, had to shout “getting off”, bus frequency is high (no. 11)

Follow-up response

In response to case 001, 004, 011: the charging method of the relevant routes has been approved by the TD in order to balance the fare of the overall route.

In response to case 006, according to the TD's request, seat belts must be installed on seats without cover or shield, so not all seats have such need.

Next meeting date: TBA

Next meeting time: TBA

Next meeting venue: TBA

Annex 4

Passengers' Satisfaction Survey Reports



Member of VTC Group
VTC 機構成員

Passenger Satisfaction Survey (August 2012)

New Lantao Bus Co. (1973) Ltd.

Final Report

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (August – Sept 2012)

Final Report

1. Background

- 1.1. This report contains the results obtained in the Passengers' Satisfaction Survey (PSS) on bus services provided by New Lantao Bus Co. (1973) Ltd. (NLB) during August to September 2012.
- 1.2. In the year 2000, NLB was required by the Transport Department (TD) to submit PSS annually as part of the assessment of its service quality.
- 1.3. This is the twelfth PSS of the NLB. The history of the PSS exercises conducted by the NLB was shown below:

Survey	Period
Pilot	Jun 2000
First PSS	Aug-Sept 2000
Second PSS	Feb-Apr 2001
Third PSS	Nov-Dec 2001
Fourth PSS	Aug 2002
Fifth PSS	Jul-Aug 2003
Sixth PSS	Nov 2004
Seventh PSS	Jul 2005
Eighth PSS	Aug 2006
Ninth PSS	Aug 2007
Tenth PSS	Jul-Aug 2008
Eleventh PSS	Aug 2009
Twelfth PSS	Aug 2010
Thirteenth PSS	Jul-Aug 2011
Fourteenth	Aug – Sept 2012

- 1.4. The survey was conducted from 14 Aug 2012 to 30 Sep 2012 (fulfilled the minimal period of 14 consecutive days required by the TD).
- 1.5. The questionnaire of this PSS is shown in Appendix I. The questionnaire was developed in the Pilot PSS and slightly amendments were made during the past PSSs.

2. Objectives of the Study

- 2.1. This passenger satisfaction survey aims to grasp the passengers' perception on the satisfaction level of various aspects of the services provided by the franchised bus operator – New Lantao Bus Co. (1973) Ltd.
- 2.2. The data and information obtained from this survey are to keep the track record of the services quality of the bus services and to gauge the satisfaction levels of various aspects of the bus services.
- 2.3. The survey helps the company to identify key aspects for improvement.

- 2.4. This study can also facilitate the following targets:
 - 2.4.1. to develop a framework to conduct regular survey and to portray the satisfaction levels of various aspects of the services provided by NLB;
 - 2.4.2. to illustrate the trends of the level of satisfaction of various key drivers;
 - 2.4.3. to act as a tool to maintain the track record;
 - 2.4.4. to act as a feedback to the management of the service provider;
 - 2.4.5. to provide objective data to communicate with stakeholders.

3. **The Survey**

3.1. **Survey Design**

- 3.1.1. Face-to-face interview was conducted at the bus termini and onboard but in case of peak period and when the buses were with over 80% of their allowed capacity, interview was conducted at terminus.
- 3.1.2. Respondents were asked to indicate their personal views on the level of satisfaction with a spectrum that contains “very satisfied”, “quite satisfied”, “neither satisfied nor dissatisfied”, “quite dissatisfied” and “very dissatisfied” on overall impression of the services provided.
- 3.1.3. Different aspects of the services provided by NLB would be tested to see whether the aspects would affect the perception of the overall satisfaction of the passengers. The aspects tested in this survey were called “key drivers” in the analysis below.
- 3.1.4. There were 22 key drivers in the survey which were identified as the factors affecting the satisfaction level of the passengers. The key drivers were divided into eight categories. The key drivers and their categories were shown in Section 3.3. Other data on personal and travel characteristics were also obtained from the survey.
- 3.1.5. In the analysis, data from 21 key drivers were examined as the key driver on Octopus was only an indication and not provided directly by the NLB.

3.2. **Survey Questionnaire**

- 3.2.1. The questionnaire was designed and agreed with the NLB and the TD in 2001.
- 3.2.2. For the questionnaire, please see Appendix I.

3.3. **Key Drivers**

- 3.3.1. Information
 - Bus stop – route information
 - Bus stop – fare information
 - Fare collection box information
 - On-board – route information
 - On-board – telephone hotline
- 3.3.2. Convenience
 - Frequency
 - Octopus

- 3.3.3. Comfort
 - Smoothness
 - Design and location of bus shelter
 - Numbers and installation of seats
 - Cleanliness
 - Comfort of seats
 - Air conditioning
 - Terminus – waiting environment
 - Terminus – queuing arrangement
- 3.3.4. Staff Attitude
 - Driver's attitude
- 3.3.5. Complaints & Suggestions
 - Channels to express opinions
- 3.3.6. Safety
 - Driving speed
 - Driving skills
 - Traffic regulations compliance
- 3.3.7. Environment
 - Means to combat air pollution
- 3.3.8. Value for Money
 - "Value-for-Money"
- 3.3.9. Expectation
 - Expectation
- 3.4. **Sampling Method**
 - 3.4.1. Due to the services provided by NLB were geographically specific and the market share of NLB to the total franchised bus services was small, a territory-wide survey (such as telephone interview or postal questionnaire) is not appropriate. Therefore, route-specific survey was chosen and the targets of the survey were those who had taken the services of the NLB during the last three months.
 - 3.4.2. The sample size was determined by the equation stated in section 3.5.1. Samples would be drawn from different routes according to the patronage of the route. That means if the patronage of the route was 20% of the total patronage, the sample size drawn should be around 20% of the total sample size.
 - 3.4.3. On the other hand, the sample size allocation and the number of hours that the survey would be assigned to the routes and number of hours that the survey taken would be scheduled to fulfil both the route requirement and ration between Weekday and Sunday.
 - 3.4.4. For each assigned route, interviewers would conduct survey on-board and take random selection to the passengers nearby their seats selected. The seat selected was the empty seat of the most rear and right window one. Interviewer would move to the other empty seat till the journey ended or till allocated time was up. Interviewer would have a random table and they would take the Kth passenger according to the random table.
 - 3.4.5. One interviewer was assigned to one route and the interviewers will use this systematic sampling method to conduct survey onboard. The

interviewers used the journey time to finish the interview. The expected interview time for one questionnaire was around 6 minutes. Therefore, in one hour, 10 questionnaires would be conducted. With the time of taking rest and moving around different buses, the sample obtained in one section (3 hours) should be around 25-30.

- 3.4.6. If the buses were usually full such as in peak hours of Sunday or holiday, a random sampling method was adopted at the queue of that route; i.e., interviewer had a random table and they took the Kth passenger according to the random table. A question on whether the interviewee had taken the survey within these 2 weeks had been asked to avoid double count of the respondents.
- 3.4.7. If a selected passenger refused to take the survey, interviewers were instructed to turn to the one following in the queue or sit next to the previous ones who refused to answer the survey. Cumulative counting would be employed on this systematic sampling.
- 3.4.8. A sample size of at least 400 was required for overall passengers in order to obtain a more accurate result.
- 3.4.9. A sample size of at least 30 on each category was required in order to maintain the basic statistical significance on this category of passengers. The categorization of interviewee was shown in section 4.

3.5. Sample Size

- 3.5.1. The sample size is determined by the following equation:

$$n = (Z^2 \sigma^2) / e^2$$

- The desired confidence level, which determines the value of Z, the critical value from the normal distribution
 - The acceptance sample error e
 - The standard deviation σ
 - By calculation with the parameters obtained last year, the total sample size would be 600. In order to have a more accurate results. This survey would try to obtain sample size of each category to more than 600. A sample size of more than 600 was required for each category of passengers (except tourist) in order to obtain a more accurate result. This was calculated by assuming the parameters of the last survey. The sample error e is 5%; the standard deviation σ was estimated as 0.63 (the figure is obtained from the overall sample of the PSS 2011); the confidence level was 95%.
- 3.5.2. A sample size of at least 30 on each category was required in order to maintain the basic statistical significance on this category of passengers. The categorization of interviewee was as follows: All passengers, weekday passengers; Sunday and holiday passengers, HK residents, Lantau island related passengers, and tourists.
 - 3.5.3. The criteria for tourists were those who do not possess HK ID card and the purposes of their travel were travel or leisure in question K2.
 - 3.5.4. With this expectation, we allocated around 350 survey hours on this exercise and employing 8-10 IVE students to conduct the survey.

3.5.5. The targeted interviewees were:

- those onboard passengers or queuing at the selected the routes;
- those passengers that had taken NLB's services within the past three months;
- excluding those who were NLB's staff or family members of NLB's staff; and
- excluding those who were working at related public transport industry / market research companies.

3.5.6. Response Rate

- (Total number of attempts – refuse to answer – partially finished) / Total number of attempts,
where the total number of attempts excluded those made on respondents who were NLB's staff or family of the staff / working at related public transport industry / market research companies, and completed the same survey within 2 weeks.

3.6. **Survey Periods**

3.6.1. The survey period had at least cover 14 consecutive days. This assureds the results of the survey would not be affected by a single event in a particular day of the survey period. The survey would cover Weekdays and Sunday/public holidays. Moreover, it would also cover both morning and afternoon peaks.

3.6.2. If the weather was too bad for taking survey such as under typhoon signal No.3; landslide signal; flooding signal; rainstorm signal, the survey would be stopped immediately or postponed according to the situations. The supervisor of the survey had the power to terminate or postpone the survey regarding the safety of the interviewers.

3.7. **Survey Schedule**

3.7.1. The survey covered both morning and afternoon so that the data obtained would not only represent certain time-specific group of passengers.

3.7.2. Survey periods in each terminus would be assigned according to the characteristics of the travel patterns.

3.7.3. The survey recruited 8-10 IVE students as interviewers. Each survey session would have one student. They were instructed to survey specific route until the expected numbers of successful samples were obtained.

3.7.4. We assumed one man-hour would conducted 8-10 samples. Around 350 man-hours would be allocated to the PSS. The hours that covered in each peak of various terminus were shown in the following table:

Table 3.1 Coverage of the survey

Routes	Weekday AM peak	Weekday PM peak	Sunday/PH AM peak	Sunday/PH PM peak
With OD of Tai O and Ngong Ping and R1	0830-1200	1430-2030	0830-1200	1430-1800
Non- Tai O and Ngong Ping	0830-1200	1630-2030	0830-1200	1600-2000
Route B2	0830-1200	1430-1800	0900-1230	1430-1800

3.8. Field Work Procedures

- 3.8.1. Survey supervisor lead the survey team to have on-site observations each routes
- 3.8.2. Classroom training had been provided to the survey team members in order to learn the meaning of the questions and the technique to be used in face-to-face interview.
- 3.8.3. Briefing notes were distributed to the team members.
- 3.8.4. Pilot test had been conducted in order to familiar with the environment and test the validity of the questionnaire.
- 3.8.5. Supervisor monitored the survey progress.
- 3.8.6. Emergency measures and procedures were developed in case of adverse weather and traffic problem.

3.9. Quality Control

- 3.9.1. Data collection stage – A supervisor was employed to oversee the collection of data. On-site random checking was conducted. Intermediate review will be made by the team.
- 3.9.2. Data processing stage – Cross checking on data processing would be made. The cross checking had been done by manual checking so that the statistics transfer from computer to written report were being checked.
- 3.9.3. Additional sessions did not add as the number of sample size was met the requirements.

4. Survey Results

4.1. Response Rate

- 4.1.1. During the survey period, 5,348 attempts were made – (A)
- 4.1.2. Non-eligible: 226 (related industries: 24; repeated interviewees: 172; under 11 year old: 30) – (B)
- 4.1.3. Not taking NLB services in the past three months: 1352 (C)
- 4.1.4. Refuse to answer: 1,507 – (D)
- 4.1.5. Partially finished: 326 – (E)
- 4.1.6. Successfully enumerated: 1,929 – (F)
- 4.1.7. Response rate for this study is 64.21% $[(A) - (B) - (D) - (E)] / (A) - (B)$
- 4.1.8. Completion rate is 36.07% $(F) / (A)$

4.2. Categorization of Interviewees – Analysis is conducted with the following categories of passengers:

- 4.2.1. Overall interviewees
- 4.2.2. Sunday passengers
- 4.2.3. Weekday passengers
- 4.2.4. Hong Kong residents (with HKID card)

- 4.2.5. Tourists
- 4.2.6. Lantau-related passengers (those who live or regularly have work/school trips in Lantau)
- 4.3. **Overall Satisfaction Indexes**
- 4.3.1. The score of the overall satisfaction of different categories of passengers were shown in the Table 4.1.
- 4.3.2. The satisfaction levels were shown by three kinds of indexes: mean score (for very satisfied = 5 and very dissatisfied = 1); marks scale (from 0 to 100); and % of satisfied passengers (i.e. % of very satisfied plus quite satisfied passengers).
- 4.3.3. The general information on the bus services and the demographic data of the interviewed passengers were shown in Appendix II.
- 4.3.4. The numbers of respondents answered in different key drivers were different (see Tables 4.2 to 4.13), the reasons were as follows:
- Some respondents had no opinions on certain key drivers such as environmental pollution, channels to express opinion.
 - Some respondents had not considered these aspects when they used the services.
 - Some respondents might not be patient when they had already answered 20 or more questions, therefore the response rate for the latter questions were generally lower than those of the beginning of the survey. We would regard as successfully enumerated if all the questions related to key drivers were answered.
- 4.4. **Summary of the Results**
- 4.4.1. Overall

Table 4.1 Overall satisfaction indexes by various categories of passengers (2011)

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau -related
Sample Size	1929	603	1326	1646	156	1026
% of Satisfied passengers	36.50	35.16	37.10	32.69	80.13	29.05
Average Score (1 – very unsatisfied; 5 – very satisfied)	3.21	3.20	3.21	3.15	3.82	3.08
Standard deviation (average score)	0.75	0.72	0.76	0.75	0.43	0.77
Covert to 0-100 marks scale*	55.18	54.93	55.30	53.77	70.51	52.02

* marks are converted with the formula as mark = number of score of 5 x 100 + number of score of 4 x 75 + number of score of 3 x 50 + number of score of 2 x 25 + number of score of 1 x 0

Table 4.2 The performance of various key drivers (Overall) (2012)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A5)	36.50	3.21	55.18	1929
Information				
Bus stop – route information (B2)	44.38	3.35	58.70	1913
Bus stop – fare information (B3)	46.11	3.39	59.68	1913
Fare collection box information (B4)	40.66	3.32	58.01	1866
On-board – route information (B5)	28.14	2.95	48.85	1830
On-board – telephone hotline (B6)	18.70	2.89	47.31	1717
Convenience				
Frequency (C1)	31.05	3.11	52.72	1923
Octopus (C3)	30.84	3.16	53.87	1164
Comfort				
Smoothness (D1)	65.71	3.68	66.91	1817
Design and location of bus shelters (D2)	38.51	3.28	56.93	1906
Number and installation of seats (D3)	39.13	3.26	56.55	1927
Internal cleanliness (D4)	56.19	3.54	63.58	1929
Comfort of seats (D5)	50.86	3.50	62.36	1925
Air-conditioning (D7)	41.98	3.30	57.57	1865
Terminus – waiting environment (D9)	30.59	3.12	52.94	1896
Terminus – queuing arrangement (D10)	47.93	3.39	59.82	1882
Staff Attitudes				
Drivers' attitudes (E1)	39.13	3.32	57.87	1789
Complaints & Suggestions				
Channels to express opinions (F1)	19.81	3.02	50.52	1479
Safety				
Driving speed (G1)	53.75	3.47	61.72	1799
Driving skills (G3)	54.49	3.57	64.12	1747
Traffic regulations compliance (G4)	61.57	3.76	69.02	1738
Environmental Protection				
Means to combat air pollution (H1)	24.72	3.15	53.81	1497
Value for Money				
Value for money (I1)	34.68	3.18	54.50	1782
Expectation				
Expectation (J2)	36.91	3.27	56.77	1772

* excluding those with no comment.

Table 4.3(a) Ranking of the satisfied key drivers (Overall) (2012)

Ranks	Key drivers	% of satisfied passengers
1	Smoothness (D1)	65.71
2	Traffic regulations compliance (G4)	61.57
3	Internal Cleanliness (D4)	56.19
4	Driving skills (G3)	54.49
5	Driving speed (G1)	53.75
6	Comfort of seats (D5)	50.86
7	Terminus – queuing arrangement (D10)	47.93
8	Bus stop – fare information (B3)	46.11
9	Bus stop – route information (B2)	44.38
10	Air-conditioning (D7)	41.98
11	Fare collection box information (B4)	40.68
12	Number and installation of seats (D3)	39.13
13	Drivers' attitudes (E1)	39.13
14	Design and location of bus shelters (D2)	38.51
15	Expectation (J2)	36.91
16	Value for money (I1)	34.68
17	Frequency (C1)	31.05
18	Terminus – waiting environment (D9)	30.59
19	On-board – route information (B5)	28.14
20	Means to combat air pollution (H1)	24.72
21	Channels to express opinions (F1)	19.81
22	On-board – telephone hotline (B6)	18.70

Table 4.3(b) Ranking of the dissatisfied key drivers (Overall) (2012)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – route information (B5)	29.07
2	On-board – telephone hotline (B6)	25.16
3	Frequency (C1)	20.91
4	Terminus – waiting environment (D9)	19.67
5	Channels to express opinions (F1)	17.65
6	Number and installation of seats (D3)	15.98
7	Value for money (I1)	15.04
8	Air-conditioning (D7)	14.80
9	Design and location of bus shelters (D2)	13.01
10	Internal cleanliness (D4)	13.00
11	Bus stop – route information (B2)	12.86
12	Fare collection box information (B4)	12.54
13	Bus stop – fare information (B3)	11.61
14	Terminus – queuing arrangement (D10)	11.53
15	Driving speed (G1)	11.51
16	Expectation (J2)	10.89
17	Means to combat air pollution (H1)	10.89
18	Drivers' attitudes (E1)	10.12
19	Comfort of seats (D5)	8.99
20	Driving skills (G3)	6.81
21	Traffic regulations compliance (G4)	5.24
22	Smoothness (D1)	4.51

4.4.2. Sunday

Table 4.4 The performance of various key drivers (Sunday) (2012)

Key drivers	% of satisfied passengers	Converted to 0-100 marks	Average score (1 – very unsatisfied; 5 – very satisfied)	No. of respondents
Overall Satisfaction (A5)	35.16	3.20	54.93	603
Information				
Bus stop – route information (B2)	43.14	3.32	57.90	598
Bus stop – fare information (B3)	45.91	3.36	58.97	599
Fare collection box information (B4)	43.61	3.34	58.43	587
On-board – route information (B5)	25.82	2.88	46.88	577
On-board – telephone hotline (B6)	18.46	2.94	48.45	547
Convenience				
Frequency (C1)	33.95	3.15	53.68	598
Octopus (C3)	32.37	3.24	56.07	346
Comfort				
Smoothness (D1)	65.16	3.69	67.15	554
Design and location of bus shelters (D2)	38.68	3.29	57.31	592
Number and installation of seats (D3)	38.13	3.27	56.77	598
Internal cleanliness (D4)	55.98	3.54	63.37	602
Comfort of seats (D5)	46.83	3.44	61.00	600
Air-conditioning (D7)	38.44	3.26	56.57	575
Terminus – waiting environment (D9)	32.21	3.18	54.47	593
Terminus – queuing arrangement (D10)	48.31	3.40	60.05	592
Staff Attitudes				
Drivers' attitudes (E1)	40.18	3.34	58.44	560
Complaints & Suggestions				
Channels to express opinions (F1)	18.63	3.05	51.23	467
Safety				
Driving speed (G1)	50.79	3.41	60.27	567
Driving skills (G3)	53.17	3.56	63.88	553
Traffic regulations compliance (G4)	59.45	3.72	67.94	545
Environmental Protection				
Means to combat air pollution (H1)	26.79	3.19	54.64	474
Value for Money				
Value for money (I1)	33.22	3.15	53.71	566
Expectation				
Expectation (J2)	35.52	3.24	56.00	563

* excluding those with no comment.

Table 4.5(a) Ranking of the satisfied key drivers (Sunday) (2012)

Ranks	Key drivers	% of satisfied passengers
1	Smoothness (D1)	65.16
2	Traffic regulations compliance (G4)	59.45
3	Internal cleanliness (D4)	55.98
4	Driving skills (G3)	53.17
5	Driving speed (G1)	50.79
6	Terminus – queuing arrangement (D10)	48.31
7	Comfort of seats (D5)	46.83
8	Bus stop – fare information (B3)	45.91
9	Fare collection box information (B4)	43.61
10	Bus stop – route information (B2)	43.14
11	Drivers' attitudes (E1)	40.18
12	Design and location of bus shelters (D2)	38.62
13	Air-conditioning (D7)	38.44
14	Number and installation of seats (D3)	38.13
15	Expectation (J2)	35.52
16	Frequency (C1)	33.95
17	Value for money (I1)	33.22
18	Terminus – waiting arrangement (D9)	32.21
19	Means to combat air pollution (H1)	26.79
20	On-board – route information (B5)	25.82
21	Channels to express opinions (F1)	18.63
22	On-board – telephone hotline (B6)	18.46

Table 4.5(b) Ranking of the dissatisfied key drivers (Sunday) (2012)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – route information (B5)	31.89
2	On-board – telephone hotline (B6)	21.02
3	Frequency (C1)	20.23
4	Terminus – waiting environment (D9)	16.53
5	Value for money (I1)	16.25
6	Channels to express opinions (F1)	15.20
7	Air-conditioning (D7)	14.44
8	Bus stop – route information (B2)	14.05
9	Number and installation of seats (D3)	13.88
10	Driving speed (G1)	13.76
11	Bus stop – fare information (B3)	13.69
12	Fare collection box information (B4)	13.46
13	Expectation (J2)	12.61
14	Internal cleanliness (D4)	12.29
15	Design and location of bus shelters (D2)	11.66
16	Terminus – queuing arrangement (D10)	11.66
17	Means to combat air pollution (H1)	10.55
18	Drivers' attitudes (E1)	10.18
19	Comfort of seats (D5)	10.17
20	Driving skills (G3)	7.41
21	Traffic regulations compliance (G4)	5.87
22	Smoothness (D1)	3.43

4.4.3. Weekday

Table 4.6 The performance of various key drivers (Weekday) (2012)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents
Overall Satisfaction (A5)	37.10	3.21	55.30	1326
Information				
Bus stop – route information (B2)	44.93	3.36	59.07	1315
Bus stop – fare information (B3)	46.20	3.40	60.01	1314
Fare collection box information (B4)	39.33	3.31	57.82	1279
On-board – route information (B5)	29.21	2.99	49.76	1253
On-board – telephone hotline (B6)	18.80	2.87	46.77	1170
Convenience				
Frequency (C1)	29.74	3.09	52.28	1325
Octopus (C3)	30.20	3.12	52.93	818
Comfort				
Smoothness (D1)	65.95	3.67	66.81	1263
Design and location of bus shelters (D2)	38.43	3.27	56.75	1314
Number and installation of seats (D3)	39.58	3.26	56.45	1326
Internal cleanliness (D4)	56.28	3.55	63.68	1326
Comfort of seats (D5)	52.68	3.52	62.98	1325
Air-conditioning (D7)	43.57	3.32	58.02	1290
Terminus – waiting environment (D9)	29.85	3.09	52.25	1303
Terminus – queuing arrangement (D10)	47.75	3.39	59.71	1290
Staff Attitudes				
Drivers' attitudes (E1)	38.65	3.30	57.61	1229
Complaints & Suggestions				
Channels to express opinions (F1)	20.36	3.01	50.20	1012
Safety				
Driving speed (G1)	55.11	3.50	62.38	1232
Driving skills (G3)	55.11	3.57	64.24	1194
Traffic regulations compliance (G4)	62.53	3.78	69.51	1193
Environmental Protection				
Means to combat air pollution (H1)	23.75	3.14	53.42	1023
Value for Money				
Value for money (I1)	35.36	3.19	54.87	1216
Expectation				
Expectation (J2)	37.55	3.28	57.13	1209

* excluding those with no comment.

Table 4.7(a) Ranking of the satisfied key drivers (Weekday) (2012)

Ranks	Key drivers	% of satisfied passengers
1	Smoothness (D1)	65.95
2	Traffic regulations compliance (G4)	62.53
3	Internal cleanliness (D4)	56.28
4	Driving speed (G1)	55.11
5	Driving skills (G3)	55.11
6	Comfort of seats (D5)	52.68
7	Terminus – queuing arrangement (D10)	47.75
8	Bus stop – fare information (B3)	46.20
9	Bus stop – route information (B2)	44.94
10	Air-conditioning (D7)	43.57
11	Number and installation of seats (D3)	39.58
12	Fare collection box information (B4)	39.33
13	Drivers' attitudes (E1)	38.65
14	Design and location of bus shelters (D2)	38.43
15	Expectation (J2)	37.55
16	Value for money (I1)	35.36
17	Terminus – waiting environment (D9)	29.85
18	Frequency (C1)	29.74
19	On-board – route information (B5)	29.21
20	Means to combat air pollution (H1)	23.75
21	Channels to express opinions (F1)	20.36
22	On-board – telephone hotline (B6)	18.80

Table 4.7(b) Ranking of the dissatisfied key drivers (Weekday) (2012)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – route information (B5)	27.77
2	On-board – telephone hotline (B6)	27.09
3	Frequency (C1)	21.21
4	Terminus – waiting environment (D9)	21.11
5	Channels to express opinions (F1)	18.78
6	Number and installation of seats (D3)	16.93
7	Air-conditioning (D7)	14.96
8	Value for money (I1)	14.47
9	Design and location of bus shelters (D2)	13.62
10	Internal cleanliness (D4)	13.32
11	Bus stop – route information (B2)	12.32
12	Fare collection box information (B4)	12.12
13	Terminus – queuing arrangement (D10)	11.47
14	Means to combat air pollution (H1)	11.05
15	Bus stop – fare information (B3)	10.65
16	Driving speed (G1)	10.47
17	Expectation (J2)	10.09
18	Drivers' attitudes (E1)	10.09
19	Comfort of seats (D5)	8.45
20	Driving skills (G3)	6.53
21	Smoothness (D1)	4.99
22	Traffic regulations compliance (G4)	4.95

4.4.4. Hong Kong residents

Table 4.8 The performance of various key drivers (HK Residents) (2012)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents
Overall Satisfaction (A5)	32.69	3.15	53.77	1646
Information				
Bus stop – route information (B2)	41.75	3.31	57.63	1631
Bus stop – fare information (B3)	43.10	3.34	58.38	1631
Fare collection box information (B4)	39.27	3.28	57.03	1589
On-board – route information (B5)	24.63	2.89	47.15	1559
On-board – telephone hotline (B6)	18.98	2.88	46.87	1470
Convenience				
Frequency (C1)	32.05	3.10	52.54	1641
Octopus (C3)	29.68	3.13	53.34	1085
Comfort				
Smoothness (D1)	62.10	3.62	65.56	1541
Design and location of bus shelters (D2)	35.59	3.23	55.84	1627
Number and installation of seats (D3)	39.09	3.25	56.20	1645
Internal cleanliness (D4)	52.18	3.44	60.95	1646
Comfort of seats (D5)	47.93	3.44	60.98	1642
Air-conditioning (D7)	38.79	3.25	56.16	1588
Terminus – waiting environment (D9)	27.05	3.06	51.56	1634
Terminus – queuing arrangement (D10)	44.61	3.33	58.36	1632
Staff Attitudes				
Drivers' attitudes (E1)	38.62	3.30	57.40	1564
Complaints & Suggestions				
Channels to express opinions (F1)	19.94	3.01	50.19	1309
Safety				
Driving speed (G1)	50.38	3.40	60.11	1590
Driving skills (G3)	51.67	3.52	62.92	1554
Traffic regulations compliance (G4)	59.12	3.70	67.45	1546
Environmental Protection				
Means to combat air pollution (H1)	22.96	3.12	52.97	1324
Value for Money				
Value for money (I1)	31.39	3.13	53.24	1596
Expectation				
Expectation (J2)	33.29	3.22	55.58	1601

* excluding those with no comment.

Table 4.9(a) Ranking of the satisfied key drivers (HK Residents) (2012)

Ranks	Key drivers	% of satisfied passengers
1	Smoothness (D1)	62.10
2	Traffic regulations compliance (G4)	59.12
3	Internal cleanliness (D4)	52.18
4	Driving skills (G3)	51.67
5	Driving speed (G1)	50.38
6	Comfort of seats (D5)	47.93
7	Terminus – queuing arrangement (D10)	44.61
8	Bus stop – fare information (B3)	43.10
9	Bus stop – route information (B2)	41.75
10	Fare collection box information (B4)	39.27
11	Number and installation of seats (D3)	39.09
12	Air-conditioning (D7)	38.79
13	Drivers' attitudes (E1)	38.62
14	Design and location of bus shelters (D2)	35.59
15	Expectation (J2)	33.29
16	Frequency (C1)	32.05
17	Value for money (I1)	31.39
18	Terminus – waiting environment (D9)	27.05
19	On-board – route information (B5)	24.63
20	Means to combat air pollution (H1)	22.96
21	Channels to express opinions (F1)	19.94
22	On-board – telephone hotline (B6)	18.98

Table 4.9(b) Ranking of the dissatisfied key drivers (HK Residents) (2012)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – route information (B5)	30.40
2	On-board – telephone hotline (B6)	26.74
3	Frequency (C1)	22.55
4	Terminus – waiting environment (D9)	21.60
5	Channels to express opinions (F1)	18.95
6	Value for money (I1)	16.54
7	Air-conditioning (D7)	16.37
8	Number and installation of seats (D3)	16.41
9	Internal cleanliness (D4)	14.56
10	Design and location of bus shelters (D2)	14.01
11	Fare collection box information (B4)	13.97
12	Bus stop – route information (B2)	13.80
13	Terminus – queuing arrangement (D10)	12.87
14	Driving speed (G1)	12.83
15	Bus stop – fare information (B3)	12.63
16	Means to combat air pollution (H1)	12.09
17	Expectation (J2)	11.93
18	Drivers' attitudes (E1)	11.13
19	Comfort of seats (D5)	9.50
20	Driving skills (G3)	7.47
21	Traffic regulations compliance (G4)	5.69
22	Smoothness (D1)	4.80

4.4.5. Tourists

Table 4.10 The performance of various key drivers (Tourists) (2012)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents
Overall Satisfaction (A5)	80.13	3.82	70.51	156
Information				
Bus stop – route information (B2)	75.64	3.84	70.99	156
Bus stop – fare information (B3)	78.85	3.93	73.24	156
Fare collection box information (B4)	58.55	3.72	68.09	152
On-board – route information (B5)	55.63	3.44	60.93	151
On-board telephone hotline (B6)	21.64	3.10	52.43	134
Convenience				
Frequency (C1)	17.95	3.12	53.05	156
Octopus (C3)	35.71	3.29	57.14	14
Comfort				
Smoothness (D1)	94.87	4.14	78.53	156
Design and location of bus shelters (D2)	63.23	3.65	66.29	155
Number and installation of seats (D3)	41.03	3.42	60.42	156
Internal cleanliness (D4)	94.23	4.51	87.66	156
Comfort of seats (D5)	80.13	4.09	77.24	156
Air-conditioning (D7)	77.56	3.90	72.44	156
Terminus – waiting environment (D9)	62.18	3.62	65.54	156
Terminus – queuing arrangement (D10)	83.33	3.96	73.88	156
Staff Attitudes				
Drivers' attitudes (E1)	41.72	3.48	62.09	151
Complaints & Suggestions				
Channels to express opinions (F1)	16.24	3.14	53.42	117
Safety				
Driving speed (G1)	89.61	4.12	78.08	154
Driving skills (G3)	79.36	4.01	75.32	155
Traffic regulations compliance (G4)	85.71	4.41	85.23	154
Environmental Protection				
Means to combat air pollution (H1)	41.67	3.47	61.81	144
Value for Money				
Value for money (I1)	66.45	3.67	66.77	155
Expectation				
Expectation (J2)	75.33	3.78	69.5	150

* excluding those with no comment.

Table 4.11(a) Ranking of the satisfied key drivers (Tourists) (2012)

Ranks	Key drivers	% of satisfied passengers
1	Smoothness (D1)	94.87
2	Internal cleanliness (D4)	94.23
3	Driving speed (G1)	89.6
4	Traffic regulations compliance (G4)	85.71
5	Terminus – queuing arrangement (D10)	83.33
6	Comfort of seats (D5)	80.13
7	Driving skills (G3)	79.36
8	Bus stop – fare information (B3)	78.84
9	Air-conditioning (D7)	77.56
10	Bus stop – route information (B2)	75.64
11	Expectation (J2)	75.33
12	Value for money (I1)	66.45
13	Design and location of bus shelters (D2)	63.23
14	Terminus – waiting environment (D9)	62.18
15	Fare collection box information (B4)	58.55
16	On-board – route information (B5)	55.63
17	Drivers' attitudes (E1)	47.72
18	Means to combat air pollution (H1)	41.67
19	Number and installation of seats (D3)	41.03
20	On-board – telephone hotline (B6)	21.64
21	Frequency (C1)	17.95
22	Channels to express opinions (F1)	16.24

Table 4.11(b) Ranking of the dissatisfied key drivers (Tourists) (2012)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – route information (B5)	19.87
2	Number and installation of seats (D3)	12.18
3	On-board – telephone hotline (B6)	10.15
4	Frequency (C1)	7.05
5	Channels to express opinions (F1)	3.42
6	Bus stop – route information (B2)	3.21
7	Design and location of bus shelters (D2)	1.94
8	Internal cleanliness (D4)	1.92
9	Terminus – waiting environment (D9)	1.92
10	Comfort of seats (D5)	1.28
11	Air-conditioning (D7)	1.28
12	Bus stop – fare information (B3)	0.64
13	Terminus – queuing arrangement (D10)	0.64
14	Driving speed (G1)	0.00
15	Drivers' attitudes (E1)	0.00
16	Fare collection box information (B4)	0.00
17	Expectation (J2)	0.00
18	Traffic regulations compliance (G4)	0.00
19	Value for money (I1)	0.00
20	Means to combat air pollution (H1)	0.00
21	Smoothness (D1)	0.00
22	Driving skills (G3)	0.00

4.4.6. Lantau-related passengers

Table 4.12 The performance of various key drivers (Lantau-related Passengers) (2012)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents
Overall Satisfaction (A5)	29.05	3.08	52.02	1026
Information				
Bus stop – route information (B2)	41.78	3.32	57.92	1010
Bus stop – fare information (B3)	39.17	3.32	57.93	1006
Fare collection box information (B4)	38.77	3.29	57.16	988
On-board – route information (B5)	24.17	2.87	46.82	960
On-board – telephone hotline (B6)	22.16	2.87	46.81	916
Convenience				
Frequency (C1)	39.20	3.17	54.13	1023
Octopus (C3)	33.54	3.19	54.70	802
Comfort				
Smoothness (D1)	61.88	3.62	65.44	1002
Design and location of bus shelters (D2)	37.40	3.26	56.57	1016
Number and installation of seats (D3)	41.76	3.33	58.15	1025
Internal cleanliness (D4)	50.05	3.37	59.25	1027
Comfort of seats (D5)	49.90	3.46	61.38	1022
Air-conditioning (D7)	37.08	3.19	54.76	1014
Terminus – waiting environment (D9)	28.68	3.06	51.47	1018
Terminus – Queuing arrangement (D10)	43.48	3.33	58.23	1012
Staff Attitudes				
Drivers' attitudes (E1)	41.03	3.28	57.06	992
Complaints & Suggestions				
Channels to express opinions (F1)	24.04	3.04	50.90	832
Safety				
Driving speed (G1)	50.65	3.39	59.71	999
Driving skills (G3)	54.86	3.57	64.22	988
Traffic regulations compliance (G4)	60.48	3.72	67.89	992
Environmental Protection				
Means to combat air pollution (H1)	26.91	3.14	53.48	862
Value for Money				
Value for money (I1)	29.21	3.06	51.63	996
Expectation				
Expectation (J2)	33.50	3.24	55.97	988

* excluding those with no comment.

Table 4.13(a) Ranking of the satisfied key drivers (Landau-related Passengers) (2012)

Ranks	Key drivers	% of satisfied passengers
1	Smoothness (D1)	61.88
2	Traffic regulations compliance (G4)	60.48
3	Driving skills (G3)	58.86
4	Driving speed (G1)	50.65
5	Internal cleanliness (D4)	50.05
6	Comfort of seats (D5)	49.90
7	Terminus – queuing arrangement (D10)	43.48
8	Bus stop – route information (B2)	41.78
9	Number and installation of seats (D3)	41.76
10	Drivers' attitudes (E1)	41.03
11	Frequency (C1)	39.20
12	Bus stop – fare information (B3)	39.17
13	Fare collection box information (B4)	38.77
14	Design and location of bus shelters (D2)	37.40
15	Air-conditioning (D7)	37.08
16	Expectation (J2)	33.50
17	Value for money (I1)	29.22
18	Terminus – waiting environment (D9)	28.68
19	Means to combat air pollution (H1)	26.91
20	On-board – route information (B5)	24.17
21	Channels to express opinions (F1)	24.04
22	On-board – telephone hotline (B6)	22.16

Table 4.13(b) Ranking of the dissatisfied key drivers (Lantau-related Passengers) (2012)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – route information (B5)	31.67
2	On-board – telephone hotline (B6)	28.93
3	Terminus – waiting environment (D9)	24.06
4	Frequency (C1)	23.95
5	Air-conditioning (D7)	20.41
6	Channels to express opinions (F1)	20.31
7	Value for money (I1)	19.98
8	Internal cleanliness (D4)	17.92
9	Driving speed (G1)	14.82
10	Drivers' attitudes (E1)	14.32
11	Means to combat air pollution (H1)	14.15
12	Fare collection box information (B4)	13.87
13	Number and installation of seats (D3)	13.66
14	Design and location of bus shelters (D2)	13.58
15	Bus stop – route information (B2)	13.37
16	Terminus – queuing arrangement (D10)	13.04
17	Expectation (J2)	11.24
18	Bus stop – fare information (B3)	11.13
19	Comfort of seats (D5)	10.18
20	Driving skills (G3)	7.19
21	Smoothness (D1)	6.09
22	Traffic regulations compliance (G4)	5.34

4.5. Passenger's Satisfaction on Various Key Drivers

4.5.1. The top five most appreciated and top five most dislike key drivers were summarised in the Table 4.14 as follows:

Table 4.14 Most satisfied and dissatisfied key drivers

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Sample	1929	603	1326	1646	156	1026
Most Appreciated Key Drivers						
1 st	Smoothness (D1)	Smoothness (D1)	Smoothness (D1)	Smoothness (D1)	Smoothness (D1)	Smoothness (D1)
2 nd	Traffic regulations compliance (G4)	Traffic regulations compliance (G4)	Traffic regulations compliance (G4)	Traffic regulations compliance (G4)	Internal cleanliness (D4)	Traffic regulations compliance (G4)
3 rd	Internal Cleanliness (D4)	Internal cleanliness (D4)	Internal cleanliness (D4)	Internal cleanliness (D4)	Driving speed (G1)	Driving skills (G3)
4 th	Driving skills (G3)	Driving skills (G3)	Driving speed (G1)	Driving skills (G3)	Traffic regulations compliance (G4)	Driving speed (G1)
5 th	Driving speed (G1)	Driving speed (G1)	Driving skills (G3)	Driving speed (G1)	Terminus – queuing arrangement (D10)	Internal cleanliness (D4)
Most Disliked Key Drivers						
1 st	On-board – route information (B5)	On-board – route information (B5)	On-board – route information (B5)	On-board – route information (B5)	On-board – route information (B5)	On-board – route information (B5)
2 nd	On-board – telephone hotline (B6)	On-board – telephone hotline (B6)	On-board – telephone hotline (B6)	On-board – telephone hotline (B6)	Number and installation of seats (D3)	On-board – telephone hotline (B6)
3 rd	Frequency (C1)	Frequency (C1)	Frequency (C1)	Frequency (C1)	On-board – telephone hotline (B6)	Terminus – waiting environment (D9)
4 th	Terminus – waiting environment (D9)	Terminus – waiting environment (D9)	Terminus – waiting environment (D9)	Terminus – waiting environment (D9)	Frequency (C1)	Frequency (C1)
5 th	Channels to express opinions (F1)	Value for money (I1)	Channels to express opinions (F1)	Channels to express opinions (F1)	Channels to express opinions (F1)	Air-conditioning (D7)

4.5.2. Common key drivers that passengers appreciate:

- Smoothness (D1)
- Traffic regulations compliance (G4)
- Internal Cleanliness (D4)
- Driving skills (G3)
- Driving speed (G1)

4.5.3. Common key drivers that passengers are not satisfied with, they were:

- On-board – route information (B5)
- On-board – telephone hotline (B6)
- Frequency (C1)
- Terminus – waiting environment (D9)
- Channels to express opinions (F1)

4.6. **Sample Error**

4.6.1. The summary of error predictions on various categories of passengers are as follows:

Table 4.15 Sample error by category of passengers

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Sample Size	1929	603	1326	1646	156	1026
<i>95% Confidence Level</i>						
Average Scores	3.21	3.20	3.21	3.15	3.82	3.08
S.D.	0.75	0.72	0.76	0.75	0.43	0.77
Error of average score	1.043	1.796	1.274	1.150	1.766	1.530
<i>Binomial Analysis</i>						
p	0.365	0.352	0.371	0.327	0.801	0.291
1 – p = q	0.635	0.648	0.629	0.673	0.199	0.709
Binomial % Error	2.148	3.812	2.600	2.266	6.265	2.779

4.6.2. It is suggested that the targeted sample error of this survey will be less than 5% and the estimated sample size will be more than 400. After this survey, the errors calculated for different categories are all less than 5% with 95% confidence level. The similar results are also found in Binomial Analysis except for tourist category which scores 6.265%.

4.6.3. These show that the sample sizes of this category are not enough. Readers should pay caution on interpreting the assertions and arguments on these areas.

5. **Comparison**

5.1. **Methods to be Used in Comparing Various Survey Results**

5.1.1. Direct comparisons

The results on mean of overall satisfaction in different categories were recorded and the statistics obtained can be compared to give an overview on the trend of the quality of the services provided. (see Table 5.1)

Table 5.1 Change in mean scores of various categories in the past PSSs

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Mean score (Aug 2000)	3.33	3.29	3.38	3.33	3.52	NA
Mean score	3.22	3.25	3.16	3.18	3.46	3.03

(Feb 2001)						
Mean score						
(Nov 2001)	3.24	3.35	3.17	3.19	3.87	3.09
Mean score						
(Aug 2002)	3.05	2.98	3.08	3.01	3.61	2.94
Mean score						
(Aug 2003)	3.23	3.17	3.26	3.21	3.78	3.22
Mean Score						
(Nov 2004)	3.39	3.38	3.40	3.37	3.90	3.39
Mean Score						
(Jul 2005)	3.25	3.29	3.23	3.18	3.90	3.16
Mean Score						
(Aug 2006)	3.36	3.31	3.37	3.33	3.51	3.24
Mean Score						
(Aug 2007)	3.32	3.31	3.33	3.29	3.66	3.25
Mean Score						
(Aug 2008)	3.24	3.24	3.24	3.21	3.65	3.19
Mean Score						
(Aug 2009)	3.31	3.29	3.31	3.29	3.62	3.28
Mean Score						
(Aug 2010)	3.23	3.30	3.21	3.20	3.23	3.18
Mean Score						
(Aug 2011)	3.49	3.46	3.49	3.50	3.22	3.50
Mean Score						
(Aug 2012)	3.21	3.20	3.21	3.15	3.82	3.08

Over the past 14 PSSs, the mean score of the overall passengers in this year is among the middle various years (ranging from 3.05 to 3.49). The scores are similar to the score of years 2003 and 2010. Score of this year shows a significant decrease in the score level compare with that of last year (except tourist category).

5.1.2. Difference between two samples – t-test

- To know whether the recent PSS (Aug 2012) results on overall satisfaction are significantly higher or lower than the corresponding results in different PSSs, hypothesis testing is used to help us to find it out.
- The test statistics used to determine the differences between the population means are based on the differences between the samples. A null hypothesis that the means of the two populations are the same is set. If the null hypothesis is not rejected, then we assume that there is no significant difference in the performances of the overall satisfaction between this survey and that of the past survey under that particular category of passengers. If the test statistics indicate that there are significant differences, we have to further test whether it is “higher than” or “lower than” the previous means scores on past PSSs.

- Therefore, null hypotheses of “higher than and equal to” and “smaller than and equal to” are also set to test whether the quality of service on that particular key driver has recorded significant improvement or decline.
- The test statistics are drawn under the overall satisfaction and different key drivers. For the t-test, a 0.01 /0.05 significance levels are used to determine the critical t value.
- The test results are shown in Table 5.2 to Table 5.3.

5.2. Results

5.2.1. Overall satisfaction

The mean score of various categories recorded higher in the values than those of the PSS in 2011, the hypothesis testing concluded that there were improvements in the satisfactions of various aspects of the services of NLB provided in 2012 compare with that of the service quality in 2011. These might conclude that the decrease in scores might main come from the categories from Weekdays, Sundays, Hong Kong resident and Lantau-related categories.

Table 5.2 Test statistics on overall satisfaction (Aug 2011 vs Aug 2012)

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Mean score (Aug 2011)	3.49	3.46	3.49	3.50	3.22	3.50
S.D.	0.63	0.61	0.63	0.63	0.54	0.66
Sample size	1895	316	1579	1844	36	840
Mean score (Aug 2012)	3.21	3.20	3.21	3.15	3.82	3.08
S.D.	0.75	0.72	0.76	0.75	0.43	0.77
Sample size	1929	603	1326	1646	156	1026
Different of means	-0.28	-0.26	-0.28	-0.35	0.6	-0.42
t-value	-12.51#	-5.76#	-10.68#	-14.83#	6.23#	-12.68#
Hypothesis testing Implications Comparing Aug 2011 and Aug 2012	lower	lower	lower	Lower	better	Lower

^ $p < 0.05$

$p < 0.01$

5.2.2. Different key drivers (overall passengers)

5.2.2.1. Difference of mean test is also employed to test the differences of means of various key drivers by comparing the means of August 2011 and that of August 2012 to see whether significant improvements were existed.

5.2.2.2. By the test using 95% confidence level (i.e. critical value is +/- 1.645), most the key drivers have shown reject of the null hypotheses which assume 2012 has better score than that of 2011; or assume 2012 has lower score than that of 2011. For perceived better / poorer quality level, one tailed tests are conducted. (i.e. critical values are 1.645 and 2.326 at 0.05 and 0.01 significance level respectively).

Table 5.3 Difference of mean test for all key drivers (Comparing Aug 2011 and Aug 2012 data)

Key drivers	B2	B3	B4	B5	B6	C1
Mean score (Aug 2011)	3.46	3.42	3.35	3.12	3.03	3.37
S.D.	0.67	0.75	0.80	0.78	0.79	0.79
Sample size	1851	1974	1856	1760	1720	1866
Mean score (Aug 2012)	3.35	3.39	3.32	2.95	2.89	3.11
S.D.	0.77	0.77	0.76	0.93	0.78	0.81
Sample size	1913	1913	1866	1830	1717	1923
Different of means	-0.11	-0.03	-0.03	-0.16	0.14	-0.26
t-value	-4.78#	-1.10	-1.35	-5.75#	-5.15#	-10.08#
Implications in service quality	lower	No change	No change	lower	lower	Lower

Key drivers	D1	D2	D3	D4	D5	D7
Mean score (Aug 2011)	3.61	3.02	3.15	3.35	3.39	3.37
S.D.	0.70	0.87	0.56	0.86	0.82	0.83
Sample size	1872	1872	1881	1880	1887	1868
Mean score (Aug 2012)	3.68	3.28	3.26	3.54	3.50	3.30
S.D.	0.68	0.74	0.85	0.92	0.79	0.80
Sample size	1817	1906	1927	1931	1925	1965
Different of means	0.06	0.26	0.11	0.19	0.10	-0.07
t-value	2.83#	9.81#	4.14#	6.64#	3.87#	-2.51^
Implications in service quality	better	better	better	better	better	Lower

Key drivers	D9	D10	E1	F1	G1	G3
Mean score (Aug 2011)	3.10	3.36	3.43	3.23	3.54	3.64
S.D.	0.75	0.74	0.70	0.72	0.7	0.7
Sample size	1845	1849	1769	1628	1825	1787
Mean score (Aug 2012)	3.12	3.39	3.31	3.02	3.47	3.57
S.D.	0.76	0.76	0.77	0.68	0.78	0.76
Sample size	1896	1882	1789	1479	1799	1747
Different of means	0.02	0.03	-0.12	-0.21	-0.07	-0.07
t-value	0.76	1.21	-4.83#	-8.25#	-2.82#	-2.98#
Implications in service quality	No change	No change	lower	lower	lower	lower

Key drivers	G4	H1	I1
Mean score (Aug 2011)	3.72	3.09	3.04
S.D.	0.77	0.69	0.75
Sample size	1815	1638	1829
Mean score (Aug 2012)	3.76	3.15	3.18
S.D.	0.83	0.67	0.78
Sample size	1738	1497	1782
Different of means	0.04	0.07	-0.06
t-value	1.52	2.70^	-2.31^
Implications in service quality	No change	lower	lower

^ p < 0.05

p < 0.01

5.2.2.3. Most of the key drivers indicate significant decreases in satisfaction level. (see table 5.3)

5.2.2.4. Some key drivers obtain increase in service level. These drivers are mainly in Group D key drivers (D1 to D5).

--- END ---

Appendix I

訪問員姓名： _____
受訪日期： _____ 假日／非假日*
訪問時間： 開始_____：_____ 結束_____：_____
天氣： _____
受訪者是： 正排隊 / 或乘搭_____號巴士

你好，我係香港專業教育學院學生 [展示證件]，我依家同新大嶼山巴士公司做緊一項有關該公司巴士的服務的乘客滿意程度調查，可否阻你幾分鐘時間，去完成一份問卷呢？

A1 (只問在巴士站等候時被選中的被訪者) 請問你過往三個月有沒有乘搭新大嶼山巴士公司的巴士？

有 _____ → A2 沒有 _____ 【問卷完，記錄於特別情況記錄表】

A2 請問你或者屋企人是公共運輸機構或市場研究公司的職員？

不是 _____ → A3 是 _____ 【問卷完，記錄於特別情況記錄表】

A3 請問你過往兩星期有沒有被同樣的調查訪問過？

沒有 _____ → A4 有 _____ 【問卷完，記錄於特別情況記錄表】

A4 請問你年齡是否11 歲 或以上? (只訪問外觀未能辨別之受訪者)

不是 _____ → A5 是 _____ 【問卷完，記錄於特別情況記錄表】

A5 請問你有幾經常乘搭新大嶼山巴士公司的巴士？ (來回作一次計算)

- a. 一年少於一次
- b. 一個月少於一次
- c. 一星期少於一次
- d. 一星期一至五次
- e. 一星期五次以上

A6 根據你過往三個月乘搭新大嶼山巴士公司巴士的經驗，你對佢整體服務滿意程度如何？

【讀出答案，若受訪者說有意見或不表示意見，即作冇意見論】

【不要向被訪者展示問卷】

【以後題目，除特別提問外，均須依照此方式進行訪問】

【可出示提示咭】

非常滿意..... 5

幾滿意..... 4

冇話滿意或者唔滿意..... 3

唔係幾滿意..... 2

非常唔滿意..... 1

冇意見【不要讀出】

INFORMATION

B1 整體來說，你認為新大嶼山巴士公司所提供給乘客的路線或收費等資料是否足夠？
足夠 _____ 不足夠 _____（邊方面唔足夠呢？_____）

B2 對於巴士站所提供的巴士路線資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B3 對於巴士站所提供的巴士收費資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B4 巴士車廂內錢箱附近所展示的巴士收費資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B5 請問你對於巴士車廂內所提供的巴士路線資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B6 對於巴士車廂內展示熱線電話標貼的顯眼程度有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

CONVENIENCE

C1 請問你對新大嶼山巴士公司的班次安排有幾滿意呢？【如班次疏密及頭尾班車時間等】

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

C2 你通常會使用那一種方法支付車費？

八達通 → C3 / 現金 → D1

C3 你對八達通在大嶼山的增值設施有幾滿意呢？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

COMFORT

D1 對於巴士行駛時的穩定順暢程度，你有幾滿意？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D2 你有幾滿意巴士站的上蓋設計／擺放位置呢？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D3 對於車廂內的座位擺設與數量，你有幾滿意？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D4 你有幾滿意巴士內的清潔程度？

非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D5 你有幾滿意巴士座位的舒適程度？

非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D6 在一般情況下，你會喜歡選用有空調抑或冇空調的巴士，即使收費係有唔同？

有空調..... 1
無空調..... 2

D7 你有幾滿意空調巴士內的溫度？

非常滿意..... 5 → D9
幾滿意..... 4 → D9
有話滿意或者唔滿意..... 3 → D9
唔係幾滿意..... 2 → D8
非常唔滿意..... 1 → D8
有意見【不要讀出】

D8 你唔滿意空調巴士內的溫度，係因為.....？

太熱..... 1
太凍..... 2
唔一致／時熱時凍..... 3

D9 你有幾滿意巴士總站內的候車環境？

非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D10 你有幾滿意巴士總站內的排隊設施及安排？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

STAFF ATTITUDE

E1 你有幾滿意巴士車長的服務態度？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

COMPLAINTS & SUGGESTIONS

F1 請問你對新大嶼山巴士公司的提供渠道俾乘客表達意見方面有幾滿意呢？

- 非常滿意..... 5 → G1
幾滿意..... 4 → G1
冇話滿意或者唔滿意..... 3 → G1
唔係幾滿意..... 2 → F2
非常唔滿意..... 1 → F2
冇意見【不要讀出】

F2 咁你認為可以點樣改善呢？

SAFETY

根據三個月內，你對以下幾方面巴士安全程度有幾滿意。

G1 你對車長駕駛時車速控制有幾滿意？

- 非常滿意..... 5 → G3
幾滿意..... 4 → G3
冇話滿意或者唔滿意..... 3 → G3
唔係幾滿意..... 2 → G2
非常唔滿意..... 1 → G2
冇意見【不要讀出】

G2 你覺得係太快定太慢？

- 太快 1
太慢 2
有時太快，有時太慢..... 3

G3 你有幾滿意車長的駕駛技術？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1

冇意見【不要讀出】

G4 你對車長的遵守交通燈號同交通規則方面，有幾滿意？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1

冇意見【不要讀出】

ENVIRONMENT

H1 對於新大嶼山巴士公司減低巴士所產生的空氣污染呢方面的工作你有幾滿意？

【若受訪人說唔知新大嶼山巴士公司在環保方面有什麼工作，即作冇意見論】

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1

冇意見【不要讀出】

VALUE FOR MONEY

I1 如果話新大嶼山巴士公司服務是物有所值，你有幾同意呢？

- 非常同意..... 5
幾同意..... 4
冇話同意或者唔同意..... 3
唔係幾同意..... 2
非常唔同意..... 1

冇意見【不要讀出】

CONCLUSION

J1 你認為新大嶼山巴士公司在那方面需要作進一步改善？

【不要讀出，只需記錄頭三個答案】

資訊提供.....	1
巴士密度.....	2
巴士準時.....	3
巴士舒適.....	4
職員態度.....	5
車長技術.....	6
安全	7
其他（請註明：_____）	

J2 你認為新大嶼山巴士公司的服務是否滿足到你的期望？

非常滿意.....	5
幾滿意.....	4
有話滿意或者唔滿意.....	3
唔係幾滿意.....	2
非常唔滿意.....	1
有意見【不要讀出】	

PERSONAL DATA

K1 請問你今年幾多歲呢？【展示答案讓受訪者指出或讀出】

11-17	0
18-24	1
25-29	2
30-34	3
35-39	4
40-44	5
45-49	6
50-54	7
55-59	8
60-65	9
65以上.....	10

K2 你今次乘搭新大嶼山巴士的主要目的是？

回家【請再問回家前的活動是什麼】／_____

旅遊 / 玩樂 / 遠足	1
工作.....	2
上學.....	3
探望親友 / 社交	4
宗教： 拜佛 食齋 掃墓 求籤 等	5
購物.....	6
其他（請註明：如看醫生；比賽_____）	7

K3 你是否香港的居民？【是否持有香港身份証】

是 → K4

否 → K7

K4 你係唔係大嶼山居民（包括東涌）？

是 → K7

否 → K5

K5 你係唔係在大嶼山返工或返學？

是 → K7

否 → K6

K6 在大嶼山乘搭巴士，你認為幾多分鐘係可接受的等候巴士時間？【不要讀出】

a. 少於5分鐘1

b. 5-15分鐘2

c. 16-30分鐘3

d. 31-60分鐘4

e. 超過60分鐘5

只問大嶼山居民及在大嶼山工作及上學人士

K7 在大嶼山乘搭巴士，你認為幾多分鐘係可接受的等候巴士時間？【不要讀出】

a. 少於5分鐘1

b. 5-15分鐘2

c. 16-30分鐘3

d. 31-60分鐘4

e. 超過60分鐘5

L1 性別 (必需)（可觀察）： 男 — 女 —

建議

M1 對新大嶼山巴士公司其他建議：

*K4 K5 K6 K7 於元朗調查中無須詢問

< 完 >

New Lantao Bus Co. (1973) Ltd.

Passengers'

Satisfaction Survey (Aug Sept 2012)

Name of interviewer: _____

Survey period : _____ Pubic holiday/Non-public holiday*

Survey Schedule : beginning from _____:_____ ends at _____:_____

Weather : _____

Interviewee is : lining up / or riding on no. _____bus

Hi, I am a **student of Hong Kong Institute of Vocational Education** [shows identification document]. I am currently conducting a survey on passengers' satisfaction level on **New Lantao Bus Company's** bus services. Do you mind spending a few minutes to complete a survey?

A1 (Only asked interviewee who were waiting at the bus terminal) Did you ride on New Lantao Bus Company buses in the past three months?

Yes _____ A2 No _____ [record in special situation chart after completion of survey]

A2 Are you or any of your household members a staff of any public transport agencies or market research companies?

Yes _____ A3 No _____ [record in special situation chart after completion of survey]

A3 Have you been interviewed by the same survey in the past two weeks?

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A4 Are you aged 11 year-old or above? (only ask those whose age cannot be distinguished from appearance)

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A5 How often do you ride on New Lantao Bus Company's buses? (return trip counts as one)

- a. less than once a year
- b. less than once a month
- c. less than once a week
- d. 1-5 times a week
- e. more than 5 times a week

A6 Based on your experience of riding on New Lantao Bus Company's buses in the past three months, how satisfied are you with their overall service?

[Please read out the answers. If the interviewee says that he/she does not have or express any opinion, it should be considered as no opinion]

[Do not show the survey to the interviewees]

[All subsequent questions, except for special questions, shall be made in accordance with such method]

[May show tips card]

Extremely satisfied..... 5
Quite satisfied..... 4
Does not express satisfied or not..... 3
Not quite satisfied 2
Extremely dissatisfied 1
No opinion [Do not read out this choice]

INFORMATION

B1 Overall, do you think that the information such as routes and fees provided by the New Lantao Bus Company to passengers is sufficient?

Sufficient _____ Insufficient _____ (What aspects are insufficient? _____)

B2 How satisfied are you with the information of bus routes provided at bus stops?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B3 How satisfied are you with the information of bus fees provided at bus stops?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B4 How satisfied are you with the information of bus fees shown near the fare box inside bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B5 How satisfied are you with the information of bus routes provided in bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B6 How satisfied are you with the conspicuousness of hotline signs shown in bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

New Lantau Bus Co. (1973) Ltd.
Passengers'
Satisfaction Survey (Aug Sept 2012)

CONVENIENCE

C1 How satisfied are you with the frequency arrangement provided by New Lantau Bus Co? [e.g. bus frequency and arrival time of first and last bus]

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

C2 Which method do you usually use to pay fares?

Octopus → C3 / Cash → D1

C3 How satisfied are you with Octopus' add-value facilities on Lantau Island?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

COMFORT

D1 How satisfied are you with the degree of stability and smoothness of bus drives?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

D2 How satisfied are you with the design of bus stop shelter / location of bus stops?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

D3 How satisfied are you with the seat position and numbers inside bus compartments?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

D4 How satisfied are you with the cleanliness inside buses?

- Very satisfied..... 5
- Quite satisfied..... 4
- Neither satisfied nor dissatisfied..... 3
- Quite dissatisfied..... 2
- Very dissatisfied..... 1
- No opinion [Do not read out this choice]

D5 How satisfied are you with the comfort level of bus seats?

- Very satisfied..... 5
- Quite satisfied..... 4
- Neither satisfied nor dissatisfied..... 3
- Quite dissatisfied..... 2
- Very dissatisfied..... 1
- No opinion [Do not read out this choice]

D6 Generally, would you choose buses with air conditioning or without air conditioning, even if the fares are different?

- With air-con..... 1
- Without air-con..... 2

D7 How satisfied are you with the temperature of air-conditioned buses?

- Very satisfied..... 5 → D9
- Quite satisfied..... 4 → D9
- Neither satisfied nor dissatisfied..... 3 → D9
- Quite dissatisfied..... 2 → D8
- Very dissatisfied..... 1 → D8
- No opinion [Do not read out this choice]

D8 You are dissatisfied with the temperature of air-conditioned buses, and the reason is...?

- Too hot..... 1
- Too cold..... 2
- Inconsistent/ gets hot at times and cold at times..... 3

D9 How satisfied are you with the environment while waiting at bus terminals?

- Very satisfied..... 5
- Quite satisfied..... 4
- Neither satisfied nor dissatisfied..... 3
- Quite dissatisfied..... 2
- Very dissatisfied..... 1
- No opinion [Do not read out this choice]

D10 How satisfied are you with the queuing facilities and arrangements at bus terminals?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied..... 2
Very dissatisfied..... 1
No opinion [Do not read out this choice]

STAFF ATTITUDE

E1 How satisfied are you with bus captains' service attitude?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied..... 2
Very dissatisfied..... 1
No opinion [Do not read out this choice]

COMPLAINTS & SUGGESTIONS

F1 How satisfied are you with the channels provided by the New Lantao Bus Company for passengers to express their opinions?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied..... 2
Very dissatisfied..... 1
No opinion [Do not read out this choice]

F2 What do you think can be improved?

SAFETY

According to the past three months, how satisfied are you with the following aspects concerning bus safety.

G1 How satisfied are you with the speed control of bus captains while driving?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied..... 2
Very dissatisfied..... 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

Passengers'

Satisfaction Survey (Aug Sept 2012)

G2 Do you think they are too fast or too slow?

Too fast.....1
Too slow.....2
Too fast at times and too slow at times.....3

G3 How satisfied are you with the driving skills of bus captains?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied..... 2
Very dissatisfied..... 1
No opinion [Do not read out this choice]

G4 How satisfied are you with the bus captains' compliance with traffic signals and traffic rules?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied..... 2
Very dissatisfied..... 1
No opinion [Do not read out this choice]

ENVIRONMENT

H1 How satisfied are you with the work of New Lantao Bus Company in reducing air pollution created buses?

[If the interviewee does not know what environmental protection work is conducted by New Lantao Bus Company, then pick no opinion]

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied..... 2
Very dissatisfied..... 1
No opinion [Do not read out this choice]

VALUE FOR MONEY

I1 How much do you agree if it is said that New Lantao Bus Company services are value for money?

Very much agree..... 5
Quite agree..... 4
Neither agree nor disagree..... 3
Do not quite agree..... 2
Very much disagree..... 1
No opinion [Do not read out this choice]

CONCLUSION

J1 What areas do you think New Lantao Bus Company needs further improvements?

[Do not read out options, record the first three answers]

Information provided..... 1
 Bus frequency..... 2
 Bus punctuality..... 3
 Bus comfortability..... 4
 Staff attitude..... 5
 Drivers skill..... 6
 Safety 7
 Others (Please specify : _____)

J2 Does the services provided by New Lantao Bus Company satisfy your expectations?

Very satisfied..... 5
 Quite satisfied..... 4
 Neither satisfied nor dissatisfied..... 3
 Quite dissatisfied 2
 Very dissatisfied 1
 No opinion [Do not read out this choice]

PERSONAL DATA

K1 What is your age? [Show the choices for interviewees or read them out]

11-17 0
 18-24 1
 25-29 2
 30-34 3
 35-39 4
 40-44 5
 45-49 6
 50-54 7
 55-59 8
 60-65 9
 Above 65..... 10

K2 What is the primary purpose of your present ride on New Lantao Bus?

Returning home [**Please ask what is the activity beforehand**]/ _____
 Travel / have fun / hiking..... 1
 Go to work..... 2
 Go to school..... 3
 Visit relatives/friends..... 4
 Religious: worship fasting grave-visit seek fortune etc. 5
 Shopping..... 6
 Others (Please specify: e.g. visit the doctor, competition _____ 7)

K3 Are you a Hong Kong resident? [holds HKID card or not]

Yes → K4

No → K7

K4 Are you a resident of Lantau Island (including Tung Chung)?

Yes → K7

No → K5

K5 Do you work or go to school in Lantau Island?

Yes → K7

No → K6

K6 How many minutes of waiting time do you consider acceptable? [Don't read them out]

- a. Less than 5 mins..... 1
- b. 5-15 mins..... 2
- c. 16-30 mins 3
- d. 31-60 4
- e. Over 60 mins..... 5

Only ask Lantau Island residents and those who work/go to school in Lantau Island

K7 How many minutes of waiting time do you consider acceptable? [Don't read them out]

- f. Less than 5 mins..... 1
- g. 5-15 mins..... 2
- h. 16-30 mins 3
- i. 31-60 4
- j. Over 60 mins..... 5

L1 Gender (Necessary) (can observe): M ____ F ____

Recommendation

M1 Other recommendations to New Lantao Bus Company:

*K4 K5 K6 K7 need not be asked for Yuen Long survey

<END>

Appendix II

Appendix II

Other Information

A4 How often do you patronise the services of NLB?

	< 1 per year	< 1 per month	< 1 per week	1-5 per week	> 5 per week	refuse	Total
Number	129	340	380	819	250	19	1937
%	6.73	17.73	19.81	42.70	13.03	0.99	100

B1 Generally speaking, do you think that the bus fare and route information provided by the NLB is sufficient?

Information	Enough	Not enough	Refuse
Number	1845	54	38
%	95.25	2.79	1.96

C2 Which method of payment do you usually use?

Payment Method	Octopus	Cash	Refuse
Number	1570	362	5
%	81.05	18.69	0.26

D6 Under normal circumstance, would you prefer in a bus with or without air-conditioning, given the existing differences in fees?

	Air-conditioned	Non Air-conditioned	Refuse
Number	1927	2	8
%	88.48	0.1	0.41

D8 Are you dissatisfied with the temperature of the air-conditioned buses?

	Too Hot	Too Cold	Inconsistent
Number	72	56	135
%	3.86	3.00	7.24

G2 Do you feel the bus captains drive too fast or too slow?

	Too Fast	Too Slow	Inconsistent
Number	15	22	137
%	0.83	1.22	7.62

K6 How long would you consider reasonable / acceptable for waiting for buses at Lantau Island? (for non-Lantau passengers)

	< 5 min	5-15 min	16-30 min	31-60 min	> 60 min
Number	46	362	79	3	0
%	9.39	73.88	16.12	0.61	0.00

K7 How long would you consider reasonable / acceptable for waiting for buses at Lantau Island? (for Lantau-related passengers)

	< 5 min	5-15 min	16-30 min	31-60 min	> 60 min	Not answer
Number	503	444	39	1	0	39
%	49.03	43.27	3.80	0.10	0.00	3.80

Demographic Data

K1 Age

Age	Number	%
> 11-17	51	2.63
18-24	203	10.48
25-29	301	15.54
30-34	413	21.32
35-39	348	17.97
40-44	197	10.17
45-49	84	4.34
50-54	63	3.25
55-59	32	1.65
60-64	34	1.76
65 or above	30	1.55
Refuse	181	9.34

K2 Trip Purposes

Trip Purposes	Number	%
Recreation	584	30.15
Work	542	27.98
School	82	4.23
Social	231	11.93
Religion	79	4.08
Shopping	264	13.63
Refuse / un-classify	225	8.00

K3 HK Resident and Tourist

	HK Residents	Tourist	Refuse / not disclose
Number	1646	156	126
%	85.37	8.09	6.4

K4 Resident at Lantau Island

Lantau-related	Yes	No	Not answer*
Number	948	480	218
%	57.59	29.16	13.24

*out of 1646 HK residents

M1 Sex

Sex	Male	Female
Number	1012	925
%	52.25	47.75



Member of VTC Group
VTC 機構成員

Passenger Satisfaction Survey (November 2013)

New Lantao Bus Co. (1973) Ltd.

Final Report

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov – Dec 2013)

Final Report

1. Background

- 1.1. This report contains the results obtained in the Passengers' Satisfaction Survey (PSS) on bus services provided by New Lantao Bus Co. (1973) Ltd. (NLB) during November to December 2013.
- 1.2. In year 2000, NLB was required by the Transport Department (TD) to submit PSS annually as part of the assessment of its service quality.
- 1.3. This is the fifteenth PSS of the NLB. The history of the PSS exercises conducted by the NLB is shown below:

Survey	Period
Pilot	Jun 2000
First PSS	Aug-Sept 2000
Second PSS	Feb-Apr 2001
Third PSS	Nov-Dec 2001
Fourth PSS	Aug 2002
Fifth PSS	Jul-Aug 2003
Sixth PSS	Nov 2004
Seventh PSS	Jul 2005
Eighth PSS	Aug 2006
Ninth PSS	Aug 2007
Tenth PSS	Jul-Aug 2008
Eleventh PSS	Aug 2009
Twelfth PSS	Aug 2010
Thirteenth PSS	Jul-Aug 2011
Fourteenth PSS	Aug – Sept 2012
Fifteenth PSS	Nov – Dec 2013

- 1.4. The survey was conducted from 09 Nov 2013 to 21 Dec 2013 (fulfilled the minimal period of 14 consecutive days required by the TD).
- 1.5. The questionnaire of this PSS is shown in Appendix I. The questionnaire was developed in the Pilot PSS and slight amendments were made from the past PSSs.

2. Objectives of the Study

- 2.1. This passenger satisfaction survey aims to grasp the passengers' perception on the satisfaction level of various aspects of the services provided by the franchised bus operator – New Lantao Bus Co. (1973) Ltd.
- 2.2. The data and information obtained from this survey are to keep the track record of the services quality of the bus services and to gauge the satisfaction levels of various aspects of the bus services.
- 2.3. The survey helps the company to identify key aspects for improvement.

- 2.4. This study can also facilitate the following targets:
 - 2.4.1. to develop a framework to conduct regular survey and to portray the satisfaction levels of various aspects of the services provided by NLB;
 - 2.4.2. to illustrate the trends of the level of satisfaction of various key drivers;
 - 2.4.3. to act as a tool to maintain the track record;
 - 2.4.4. to act as a feedback to the management of the service provider;
 - 2.4.5. to provide objective data to communicate with stakeholders.

3. **The Survey**

3.1. **Survey Design**

- 3.1.1. Face-to-face interview was conducted on-board but in case of peak period and when the buses were with over 80% of their allowed capacity, interview was conducted at terminus.
- 3.1.2. Respondents were asked to indicate their personal views on the level of satisfaction with a spectrum that contains “very satisfied”, “quite satisfied”, “neither satisfied nor dissatisfied”, “quite dissatisfied” and “very dissatisfied” on overall impression of the services provided.
- 3.1.3. Different aspects of the services provided by NLB would be tested to see whether these aspects would affect the perception of the overall satisfaction of the passengers. The aspects tested in this survey were called “key drivers” in the analysis below.
- 3.1.4. There were 22 key drivers in the survey which were identified as the factors affecting the satisfaction level of the passengers. The key drivers were divided into eight categories. The key drivers and their categories were shown in Section 3.3. Other data on personal and travel characteristics were also obtained from the survey.
- 3.1.5. In the analysis, data from 21 key drivers were examined as the key driver on Octopus was only an indication and the add value service was not provided directly by the NLB.

3.2. **Survey Questionnaire**

- 3.2.1. The questionnaire was designed and agreed with the NLB and the TD in 2001.
- 3.2.2. For the questionnaire, please see Appendix I.

3.3. **Key Drivers**

- 3.3.1. Information
 - Bus stop – route information
 - Bus stop – fare information
 - Fare collection box information
 - On-board – route information
 - On-board – telephone hotline
- 3.3.2. Convenience
 - Frequency
 - Octopus

- 3.3.3. Comfort
 - Smoothness
 - Design and location of bus shelter
 - Numbers and installation of seats
 - Cleanliness
 - Comfort of seats
 - Air conditioning
 - Terminus – waiting environment
 - Terminus – queuing arrangement
- 3.3.4. Staff Attitude
 - Driver's attitude
- 3.3.5. Complaints & Suggestions
 - Channels to express opinions
- 3.3.6. Safety
 - Driving speed
 - Driving skills
 - Traffic regulations compliance
- 3.3.7. Environment
 - Means to combat air pollution
- 3.3.8. Value for Money
 - "Value-for-Money"
- 3.3.9. Expectation
 - Expectation
- 3.4. **Sampling Method**
 - 3.4.1. Due to the services provided by NLB were geographically specific and the market share of NLB to the total franchised bus services was small, a territory-wide survey (such as telephone interview or postal questionnaire) was not appropriate. Therefore, route-specific survey was chosen and the targets of the survey were those who had taken the services of the NLB during the last three months.
 - 3.4.2. The sample size was determined by the equation stated in section 3.5.1. Samples would be drawn from different routes according to the patronage of the route. That means if the patronage of the route was 20% of the total patronage, the sample size drawn should be around 20% of the total sample size.
 - 3.4.3. On the other hand, the sample size allocation and the number of hours that the survey would be assigned to the routes and number of hours that the survey taken would be scheduled to fulfil both the route requirement and ration between Weekday and Sunday.
 - 3.4.4. For each assigned route, interviewers would conduct survey on-board and take random selection to the passengers nearby their seats selected. The seat selected was the empty seat of the most rear and right window one. Interviewer would move to the other empty seat till the journey ended or till allocated time was up. Interviewer would have a random table and they would take the Kth passenger according to the random table.
 - 3.4.5. One interviewer was assigned to one route and the interviewers used this systematic sampling method to conduct survey on-board. The

interviewers used the journey time to finish the interview. The expected interview time for one questionnaire was around 6 minutes. Therefore, in one hour, 10 questionnaires would be conducted. With the time of taking rest and moving around different buses, the sample obtained in one section (3 hours) should be around 10-20.

- 3.4.6. If the buses were usually full such as in peak hours of Sunday or holiday, a random sampling method was adopted at the queue of that route; i.e., interviewer had a random table and they took the Kth passenger according to the random table. A question on whether the interviewee had taken the survey within these 2 weeks had been asked to avoid double count of the respondents.
- 3.4.7. If a selected passenger refused to take the survey, interviewers were instructed to turn to the one following in the queue or sit next to the ones who refused to answer the survey. Cumulative counting would be employed on this systematic sampling.
- 3.4.8. A sample size of at least 400 was agreed and required for overall passengers in order to obtain a more accurate result.
- 3.4.9. A sample size of at least 30 on each category was required in order to maintain the basic statistical significance on this category of passengers. The categorization of interviewee was shown in section 4.

3.5. Sample Size

- 3.5.1. The sample size is determined by the following equation:

$$n = (Z^2 \sigma^2) / e^2$$

- The desired confidence level, which determines the value of Z, the critical value from the normal distribution
 - The acceptance sample error e
 - The standard deviation σ
 - By calculation with the parameters obtained last year, the desired total sample size would be around 230 in order to have more accurate results. A sample size of more than 230 was required for each category of passengers (except tourist) in order to obtain a more accurate result. This was calculated by assuming the parameters of the last survey. The sample error e is 3%; the standard deviation σ was estimated as 0.75 (the figure is obtained from the overall sample of the PSS 2012); the confidence level was 95%.
- 3.5.2. A sample size of at least 30 on each category was required in order to maintain the basic statistical significance on this category of passengers. The categorization of interviewee was as follows: All passengers, weekday passengers; Sunday and holiday passengers, HK residents, Lantau Island related passengers, and Tourists.
 - 3.5.3. The criteria for tourists were those who did not possess Hong Kong ID card and the purposes of their travel were travel or leisure in question K2.
 - 3.5.4. With this expectation, we allocated around 300 survey hours on this exercise and employing 5-8 IVE students to conduct the survey.

3.5.5. The targeted interviewees were:

- those on-board passengers or queuing at the selected the routes;
- those passengers that had taken NLB's services within the past three months;
- excluding those who were NLB's staff or family members of NLB's staff; and
- excluding those who were working at related public transport industry / market research companies.

3.5.6. Response Rate

- (Total number of attempts – refuse to answer – partially finished) / Total number of attempts

where the total number of attempts excluded those made on respondents who were NLB's staff or family of the staff / working at related public transport industry / market research companies, and completed the same survey within 2 weeks.

3.6. **Survey Periods**

3.6.1. The survey period had at least covered 14 consecutive days. This assured the results of the survey would not be affected by a single event in a particular day of the survey period. The survey would cover Weekdays and Sunday/public holidays. Moreover, it would also cover both morning and afternoon peaks.

3.6.2. If the weather was too rough for taking survey such as under typhoon signal No.3; landslide signal; flooding signal; rainstorm signal, the survey would be stopped immediately or postponed according to the situations. The supervisor of the survey had the power to terminate or postpone the survey regarding the safety of the interviewers.

3.7. **Survey Schedule**

3.7.1. The survey covered both morning and afternoon so that the data obtained would not only represent certain time-specific group of passengers.

3.7.2. Survey periods in each terminus would be assigned according to the characteristics of the travel patterns.

3.7.3. The survey recruited 5-8 IVE students as interviewers. Each survey session would have one student. They were instructed to survey specific route until the expected numbers of successful samples were obtained.

3.7.4. We assumed one man-hour would conduct 6-8 samples. Around 200 man-hours would be allocated to the PSS. The hours that covered in each peak of various terminus were shown in the following table:

Table 3.1 Coverage of the survey

Routes	Weekday AM peak	Weekday PM peak	Sunday/PH AM peak	Sunday/PH PM peak
With OD of Tai O and Ngong Ping and R1	0830-1200	1430-2030	0830-1200	1430-1800
Non- Tai O and Ngong Ping	0830-1200	1630-2030	0830-1200	1600-2000
Route B2/ B2P	0830-1200	1430-1800	0900-1230	1430-1800

3.8. Field Work Procedures

- 3.8.1. Survey supervisor lead the survey team to have on-site observations each routes
- 3.8.2. Classroom training had been provided to the survey team members in order to learn the meaning of the questions and the technique to be used in face-to-face interview.
- 3.8.3. Briefing notes were distributed to the team members.
- 3.8.4. Pilot test had been conducted in order to familiar with the environment and test the validity of the questionnaire.
- 3.8.5. Supervisor monitored the survey progress.
- 3.8.6. Emergency measures and procedures were developed in case of adverse weather and traffic problem.

3.9. Quality Control

- 3.9.1. Data collection stage – A supervisor was employed to oversee the collection of data. On-site random checking was conducted. Intermediate review will be made by the team.
- 3.9.2. Date processing stage – Cross checking on data processing would be made. The cross checking had been done by manual checking so that the statistics transfer from computer to written report were being checked.
- 3.9.3. Additional sessions did not add as the number of sample size was met the requirements.

4. Survey Results

4.1. Response Rate

- 4.1.1. During the survey period, attempts were made 3,170– (A)
- 4.1.2. Non-eligible:112 (related industries:54; repeated interviewees: 58) – (B)
- 4.1.3. Not taking NLB services in the past three months:318 (C)
- 4.1.4. Refuse to answer: 1,786 – (D)
- 4.1.5. Partially finished: 13 – (E)
- 4.1.6. Successfully enumerated: 941 – (F)
- 4.1.7. Response rate for this study is $1259 / 3058 = 41.17\%$ [(A) –(B) - (D) – (E)] / (A) – (B)
- 4.1.8. Completion rate is $941/3,170 = 29.69\%$ (F) / (A)

4.2. Categorization of Interviewees – Analysis is conducted with the following categories of passengers:

- 4.2.1. Overall interviewees
- 4.2.2. Sunday passengers
- 4.2.3. Weekday passengers
- 4.2.4. Hong Kong residents (with HKID card)
- 4.2.5. Tourists

4.2.6. Lantau-related passengers (those who live or regularly have work/school trips in Lantau)

4.3. **Overall Satisfaction Indexes**

4.3.1. The score of the overall satisfaction of different categories of passengers were shown in the Table 4.1.

4.3.2. The satisfaction levels were shown by three kinds of indexes: mean score (for very satisfied = 5 and very dissatisfied = 1); marks scale (from 0 to 100); and % of satisfied passengers (i.e. % of very satisfied plus quite satisfied passengers).

4.3.3. The general information on the bus services and the demographic data of the interviewed passengers were shown in Appendix II.

4.3.4. The numbers of respondents answered in different key drivers were different (see Tables 4.2 to 4.13), the reasons were as follows:

- Some respondents had no opinions on certain key drivers such as environmental pollution, channels to express opinion.
- Some respondents had not considered these aspects when they used the services.
- Some respondents might not be patient when they had already answered 20 or more questions, therefore the response rate for the latter questions were generally lower than those of the beginning of the survey. We would regard as successfully enumerated if all the questions related to key drivers were answered.

4.4. **Summary of the Results**

4.4.1. Overall (Question Number A6)

Table 4.1 Overall satisfaction indexes by various categories of passengers (2013)

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Sample Size	941	254	687	863*	55*	443
% of Satisfied passengers	61.11	58.66	62.01	61.07	70.91	72.23
Average Score (1 – very unsatisfied; 5 – very satisfied)	3.70	3.66	3.72	3.70	3.85	3.89
Standard deviation (average score)	0.75	0.76	0.74	0.74	0.80	0.73
Covert to 0-100 marks scale*	67.53	66.54	67.90	67.50	71.36	72.23

* 23 interviewees refused to disclose their identities

* marks are converted with the formula as mark = number of score of 5 x 100 + number of score of 4 x 75 + number of score of 3 x 50 + number of score of 2 x 25 + number of score of 1 x 0

Table 4.2 The performance of various key drivers (Overall) (2013)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	61.11	3.70	67.53	941
Information				
Bus stop – route information (B2)	40.09	3.49	62.26	938
Bus stop – fare information (B3)	40.96	3.51	62.63	940
Fare collection box information (B4)	31.02	3.37	59.14	935
On-board – route information (B5)	33.08	3.31	57.76	934
On-board – telephone hotline (B6)	25.98	3.25	56.41	843
Convenience				
Frequency (C1)	45.04	3.49	52.30	937
Octopus (C3)	40.96	3.42	60.43	647
Comfort				
Smoothness (D1)	53.20	3.72	67.96	938
Design and location of bus shelters (D2)	43.78	3.60	65.09	941
Number and installation of seats (D3)	46.65	3.54	63.42	941
Internal cleanliness (D4)	52.18	3.70	67.48	941
Comfort of seats (D5)	48.24	3.65	66.32	939
Air-conditioning (D6)	36.63	3.33	58.31	939
Terminus – waiting environment (D8)	35.92	3.41	60.28	927
Terminus – queuing arrangement (D9)	34.35	3.42	60.50	917
Staff Attitudes				
Drivers' attitudes (E1)	43.83	3.61	65.16	899
Complaints & Suggestions				
Channels to express opinions (F1)	31.92	3.39	59.70	755
Safety				
Driving speed (G1)	44.99	3.59	64.81	898
Driving skills (G3)	54.94	3.75	68.56	901
Traffic regulations compliance (G4)	47.94	3.65	66.13	899
Environmental Protection				
Means to combat air pollution (H1)	25.49	3.19	54.79	506
Value for Money				
Value for money (I1)	36.63	3.43	60.84	890
Expectation				
Expectation (J2)	52.15	3.61	65.16	884

* excluding those with no comment.

Table 4.3(a) Ranking of the satisfied key drivers (Overall) (2013)

Ranks	Key drivers	% of satisfied passengers
1	Driving skills (G3);	54.94
2	Smoothness (D1)	53.20
3	Internal Cleanliness (D4)	52.18
4	Expectation (J2)	52.15
5	Comfort of seats (D5)	48.24
6	Traffic regulations compliance (G4)	47.94
7	Number and installation of seats (D3)	46.65
8	Frequency (C1)	45.04
9	Driving speed (G1)	44.99
10	Drivers' attitudes (E1)	43.83
11	Design and location of bus shelters (D2)	43.78
12	Bus stop – fare information (B3)	40.96
13	Bus stop – route information (B2)	40.09
14	Air-conditioning (D6)	36.63
15	Value for money (I1)	36.63
16	Terminus – waiting environment (D8)	35.92
17	Terminus – queuing arrangement ((D9)	34.35
18	On-board – route information (B5)	33.08
19	Channels to express opinions (F1)	31.92
20	Fare collection box information (B4)	31.02
21	On-board – telephone hotline (B6)	25.98
22	Means to combat air pollution (H1)	25.49

Table 4.3(b) Ranking of the dissatisfied key drivers (Overall) (2013)

Ranks	Key drivers	% of dissatisfied passengers
1	Means to combat air pollution (H1)	16.60
2	Air-conditioning (D6)	15.23
3	On-board – route information (B5)	12.74
4	Frequency (C1)	11.74
5	On-board – telephone hotline (B6)	11.74
6	Number and installation of seats (D3)	11.16
7	Value for money (I1)	7.64
8	Terminus – waiting environment (D8)	7.12
9	Fare collection box information (B4)	6.74
10	Channels to express opinions (F1)	6.09
11	Driving speed (G1)	5.46
12	Design and location of bus shelters (D2)	5.42
13	Expectation (J2)	5.32
14	Comfort of seats (D5)	4.79
15	Internal cleanliness (D4)	4.68
16	Terminus – queuing arrangement (D9)	4.47
17	Traffic regulations compliance (G4)	4.12
18	Drivers' attitudes (E1)	4.12
19	Bus stop – route information (B2)	4.05
20	Bus stop – fare information (B3)	4.04
21	Smoothness (D1)	3.73
22	Driving skills (G3)	3.11

4.4.2. Sunday

Table 4.4 The performance of various key drivers (Sunday) (2013)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents
Overall Satisfaction (A6)	58.66	3.66	66.54	254
Information				
Bus stop – route information (B2)	33.60	3.39	59.68	253
Bus stop – fare information (B3)	37.01	3.41	60.24	254
Fare collection box information (B4)	27.95	3.31	57.87	254
On-board – route information (B5)	30.43	3.27	56.72	253
On-board – telephone hotline (B6)	23.63	3.20	54.96	237
Convenience				
Frequency (C1)	38.25	3.33	58.17	251
Octopus (C3)	39.78	3.41	60.36	181
Comfort				
Smoothness (D1)	53.75	3.71	67.69	253
Design and location of bus shelters (D2)	40.55	3.56	64.07	254
Number and installation of seats (D3)	46.49	3.47	61.71	254
Internal cleanliness (D4)	47.24	3.62	65.45	254
Comfort of seats (D5)	42.13	3.56	63.88	254
Air-conditioning (D6)	35.18	3.29	57.31	253
Terminus – waiting environment (D8)	34.68	3.39	59.78	248
Terminus – queuing arrangement (D9)	37.19	3.42	60.54	242
Staff Attitudes				
Drivers' attitudes (E1)	48.12	3.66	66.42	239
Complaints & Suggestions				
Channels to express opinions (F1)	29.76	3.31	57.80	205
Safety				
Driving speed (G1)	46.67	3.60	65.00	240
Driving skills (G3)	52.72	3.70	67.57	239
Traffic regulations compliance (G4)	46.41	3.61	65.30	237
Environmental Protection				
Means to combat air pollution (H1)	25.81	3.19	54.64	124
Value for Money				
Value for money (I1)	34.60	3.39	59.81	237
Expectation				
Expectation (J2)	48.95	3.54	63.50	237

* excluding those with no comment.

Table 4.5(a) Ranking of the satisfied key drivers (Sunday) (2013)

Ranks	Key drivers	% of satisfied passengers
1	Smoothness (D1)	53.75
2	Driving skills (G3)	52.72
3	Expectation (J2)	48.95
4	Drivers' attitudes (E1)	48.12
5	Internal cleanliness (D4)	47.24
6	Driving speed (G1)	46.67
7	Number and installation of seats (D3)	46.46
8	Traffic regulations compliance (G4)	46.41
9	Comfort of seats (D5)	42.13
10	Design and location of bus shelters (D2)	40.55
11	Frequency (C1)	38.25
12	Terminus – queuing arrangement (D9)	37.19
13	Bus stop – fare information (B3)	37.01
14	Air-conditioning (D6)	35.18
15	Terminus – waiting arrangement (D8)	34.68
16	Value for money (I1)	34.60
17	Bus stop – route information (B2)	33.60
18	On-board – route information (B5)	30.34
19	Channels to express opinions (F1)	29.76
20	Fare collection box information (B4)	27.95
21	Means to combat air pollution (H1)	25.81
22	On-board – telephone hotline (B6)	23.63

Table 4.5(b) Ranking of the dissatisfied key drivers (Sunday) (2013)

Ranks	Key drivers	% of dissatisfied passengers
1	Means to combat air pollution (H1)	19.35
2	Air-conditioning (D6)	15.81
3	Number and installation of seats (D3)	14.96
4	Frequency (C1)	13.55
5	On-board – route information (B5)	12.25
6	On-board – telephone hotline (B6)	12.24
7	Value for money (I1)	8.86
8	Channels to express opinions (F1)	7.80
9	Terminus – waiting environment (D8)	7.26
10	Comfort of seats (D5)	7.09
11	Driving speed (G1)	7.08
12	Bus stop – fare information (B3)	6.69
13	Design and location of bus shelters (D2)	6.30
14	Fare collection box information (B4)	5.91
15	Expectation (J2)	5.91
16	Traffic regulations compliance (G4)	5.91
17	Internal cleanliness (D4)	5.51
18	Terminus – queuing arrangement (D9)	4.96
19	Bus stop – route information (B2)	4.74
20	Smoothness (D1)	4.74
21	Driving skills (G3)	4.18
22	Drivers' attitudes (E1)	3.77

4.4.3. Weekday

Table 4.6 The performance of various key drivers (Weekday) (2013)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents
Overall Satisfaction (A6)	62.01	3.72	67.90	687
Information				
Bus stop – route information (B2)	42.48	3.52	63.21	685
Bus stop – fare information (B3)	42.42	3.54	63.52	686
Fare collection box information (B4)	32.16	3.38	59.62	681
On-board – route information (B5)	34.07	3.33	58.15	681
On-board – telephone hotline (B6)	26.90	3.27	56.97	606
Convenience				
Frequency (C1)	47.52	3.55	63.81	686
Octopus (C3)	41.42	3.42	60.46	466
Comfort				
Smoothness (D1)	52.99	3.72	68.07	685
Design and location of bus shelters (D2)	44.98	3.62	65.47	687
Number and installation of seats (D3)	46.72	3.56	64.05	687
Internal cleanliness (D4)	54.00	3.73	68.23	687
Comfort of seats (D5)	50.51	3.69	67.23	685
Air-conditioning (D6)	37.17	3.35	58.67	686
Terminus – waiting environment (D8)	36.68	3.42	60.46	679
Terminus – queuing arrangement (D9)	33.33	3.42	60.48	675
Staff Attitudes				
Drivers' attitudes (E1)	42.27	3.59	64.70	660
Complaints & Suggestions				
Channels to express opinions (F1)	32.73	3.42	60.41	550
Safety				
Driving speed (G1)	44.39	3.59	64.74	658
Driving skills (G3)	55.74	3.76	68.92	662
Traffic regulations compliance (G4)	48.49	3.66	66.43	662
Environmental Protection				
Means to combat air pollution (H1)	25.39	3.19	54.84	382
Value for Money				
Value for money (I1)	37.37	3.45	61.22	653
Expectation				
Expectation (J2)	53.32	3.63	65.77	647

* excluding those with no comment.

Table 4.7(a) Ranking of the satisfied key drivers (Weekday) (2013)

Ranks	Key drivers	% of satisfied passengers
1	Driving skills (G3)	55.74
2	Internal cleanliness (D4)	54.00
3	Expectation (J2)	53.32
4	Smoothness (D1)	52.99
5	Comfort of seats (D5)	50.51
6	Traffic regulations compliance (G4)	48.49
7	Frequency (C1)	47.52
8	Number and installation of seats (D3)	46.72
9	Design and location of bus shelters (D2)	44.98
10	Driving speed (G1)	44.38
11	Bus stop – route information (B2)	42.48
12	Bus stop – fare information (B3)	42.42
13	Drivers' attitudes (E1)	42.27
14	Value for money (I1)	37.37
15	Air-conditioning (D6)	37.17
16	Terminus – waiting environment (D8)	36.38
17	On-board – route information (B5)	34.07
18	Terminus – queuing arrangement (D9)	33.33
19	Channels to express opinions (F1)	32.73
20	Fare collection box information (B4)	32.16
21	On-board – telephone hotline (B6)	26.90
22	Means to combat air pollution (H1)	25.39

Table 4.7(b) Ranking of the dissatisfied key drivers (Weekday) (2013)

Ranks	Key drivers	% of dissatisfied passengers
1	Means to combat air pollution (H1)	15.71
2	Air-conditioning (D6)	15.01
3	On-board – route information (B5)	12.92
4	On-board – telephone hotline (B6)	11.55
5	Frequency (C1)	11.08
6	Number and installation of seats (D3)	9.75
7	Value for money (I1)	7.20
8	Terminus – waiting environment (D8)	7.07
9	Fare collection box information (B4)	7.05
10	Channels to express opinions (F1)	5.45
11	Expectation (J2)	5.10
12	Design and location of bus shelters (D2)	5.09
13	Driving speed (G1)	4.86
14	Internal cleanliness (D4)	4.37
15	Terminus – queuing arrangement (D9)	4.30
16	Drivers' attitudes (E1)	4.24
17	Comfort of seats (D5)	3.94
18	Bus stop – route information (B2)	3.80
19	Traffic regulations compliance (G4)	3.47
20	Smoothness (D1)	3.36
21	Bus stop – fare information (B3)	3.06
22	Driving skills (G3)	2.72

4.4.4. Hong Kong residents

Table 4.8 The performance of various key drivers (HK Residents) (2013)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents
Overall Satisfaction (A6)	61.07	3.70	67.50	863
Information				
Bus stop – route information (B2)	38.86	3.48	61.98	862
Bus stop – fare information (B3)	39.10	3.49	62.18	862
Fare collection box information (B4)	28.67	3.34	58.54	858
On-board – route information (B5)	31.82	3.30	57.60	858
On-board – telephone hotline (B6)	25.87	3.26	56.53	804
Convenience				
Frequency (C1)	45.70	3.51	62.85	860
Octopus (C3)	42.46	3.46	61.39	610
Comfort				
Smoothness (D1)	52.26	3.71	67.80	861
Design and location of bus shelters (D2)	42.99	3.60	64.95	863
Number and installation of seats (D3)	45.89	3.54	62.32	863
Internal cleanliness (D4)	51.10	3.69	67.29	863
Comfort of seats (D5)	47.56	3.65	66.21	862
Air-conditioning (D6)	35.92	3.33	58.14	863
Terminus – waiting environment (D8)	36.25	3.41	60.34	858
Terminus – queuing arrangement (D9)	34.54	3.42	60.48	854
Staff Attitudes				
Drivers' attitudes (E1)	43.45	3.61	65.18	840
Complaints & Suggestions				
Channels to express opinions (F1)	31.77	3.39	59.80	727
Safety				
Driving speed (G1)	44.29	3.59	64.64	840
Driving skills (G3)	54.39	3.74	68.44	842
Traffic regulations compliance (G4)	46.67	3.64	65.80	840
Environmental Protection				
Means to combat air pollution (H1)	25.88	3.21	55.23	483
Value for Money				
Value for money (I1)	34.80	3.41	60.25	839
Expectation				
Expectation (J2)	51.20	3.60	64.89	836

* excluding those with no comment.

Table 4.9(a) Ranking of the satisfied key drivers (HK Residents) (2013)

Ranks	Key drivers	% of satisfied passengers
1	Driving skills (G3)	54.39
2	Smoothness (D1)	52.26
3	Expectation (J2)	51.20
4	Internal cleanliness (D4)	51.10
5	Comfort of seats (D5)	47.59
6	Traffic regulations compliance (G4)	46.67
7	Number and installation of seats (D3)	45.89
8	Frequency (C1)	45.70
9	Driving speed (G1)	44.29
10	Drivers' attitudes (E1)	43.45
11	Design and location of bus shelters (D2)	42.99
12	Bus stop – fare information (B3)	39.10
13	Bus stop – route information (B2)	38.86
14	Terminus – waiting environment (D8)	36.25
15	Air-conditioning (D6)	35.92
16	Value for money (I1)	34.80
17	Terminus – queuing arrangement (D9)	35.54
18	On-board – route information (B5)	31.80
19	Channels to express opinions (F1)	31.77
20	Fare collection box information (B4)	28.67
21	Means to combat air pollution (H1)	25.88
22	On-board – telephone hotline (B6)	25.87

Table 4.9(b) Ranking of the dissatisfied key drivers (HK Residents) (2013)

Ranks	Key drivers	% of dissatisfied passengers
1	Means to combat air pollution (H1)	15.73
2	Air-conditioning (D6)	14.95
3	On-board – route information (B5)	12.47
4	On-board – telephone hotline (B6)	11.44
5	Frequency (C1)	11.16
6	Number and installation of seats (D3)	11.01
7	Value for money (I1)	8.10
8	Fare collection box information (B4)	6.99
9	Terminus – waiting environment (D8)	6.99
10	Channels to express opinions (F1)	6.05
11	Driving speed (G1)	5.71
12	Design and location of bus shelters (D2)	5.45
13	Expectation (J2)	5.38
14	Comfort of seats (D5)	4.99
15	Internal cleanliness (D4)	4.63
16	Terminus – queuing arrangement (D9)	4.45
17	Traffic regulations compliance (G4)	4.40
18	Bus stop – fare information (B3)	4.18
19	Smoothness (D1)	3.95
20	Bus stop – route information (B2)	3.94
21	Drivers' attitudes (E1)	3.81
22	Driving skills (G3)	3.33

4.4.5. Tourists

Table 4.10 The performance of various key drivers (Tourists) (2013)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents
Overall Satisfaction (A6)	70.91	3.85	71.36	55
Information				
Bus stop – route information (B2)	64.15	3.79	69.81	53
Bus stop – fare information (B3)	69.09	3.84	70.91	55
Fare collection box information (B4)	66.67	3.78	69.44	54
On-board – route information (B5)	56.60	3.58	69.44	53
On-board telephone hotline (B6)	28.57	3.29	57.14	21
Convenience				
Frequency (C1)	37.04	3.28	56.94	54
Octopus (C3)	4.55	2.50	37.50	22
Comfort				
Smoothness (D1)	64.81	3.89	72.22	54
Design and location of bus shelters (D2)	56.36	3.76	69.09	55
Number and installation of seats (D3)	69.09	3.87	71.82	55
Internal cleanliness (D4)	72.73	3.98	74.55	55
Comfort of seats (D5)	67.27	3.89	72.27	55
Air-conditioning (D6)	50.94	3.58	64.62	53
Terminus – waiting environment (D8)	37.25	3.51	62.75	51
Terminus – queuing arrangement (D9)	35.29	3.53	63.24	51
Staff Attitudes				
Drivers' attitudes (E1)	52.00	3.66	66.50	50
Complaints & Suggestions				
Channels to express opinions (F1)	42.86	3.38	59.52	21
Safety				
Driving speed (G1)	55.10	3.69	67.35	49
Driving skills (G3)	64.71	3.84	71.08	51
Traffic regulations compliance (G4)	68.63	3.86	71.57	51
Environmental Protection				
Means to combat air pollution (H1)	19.05	2.86	46.43	21
Value for Money				
Value for money (I1)	65.22	3.83	70.65	46
Expectation				
Expectation (J2)	72.09	3.86	71.51	43

* excluding those with no comment.

Table 4.11(a) Ranking of the satisfied key drivers (Tourists) (2013)

Ranks	Key drivers	% of satisfied passengers
1	Internal cleanliness (D4)	72.73
2	Expectation (J2)	72.09
3	Bus stop – fare information (B3)	69.09
4	Number and installation of seats (D3)	69.09
5	Traffic regulations compliance (G4)	68.63
6	Comfort of seats (D5)	67.27
7	Fare collection box information (B4)	66.67
8	Value for money (I1)	65.22
9	Smoothness (D1)	64.81
10	Driving skills (G3)	64.71
11	Bus stop – route information (B2)	64.15
12	On-board – route information (B5)	56.60
13	Design and location of bus shelters (D2)	56.36
14	Driving speed (G1)	55.10
15	Drivers' attitudes (E1)	52.00
16	Air-conditioning (D6)	50.94
17	Channels to express opinions (F1)	42.86
18	Terminus – waiting environment (D8)	37.25
19	Frequency (C1)	37.04
20	Terminus – queuing arrangement (D9)	35.29
21	On-board – telephone hotline (B6)	28.57
22	Means to combat air pollution (H1)	19.05

Table 4.11(b) Ranking of the dissatisfied key drivers (Tourists) (2013)

Ranks	Key drivers	% of dissatisfied passengers
1	Means to combat air pollution (H1)	33.33
2	Frequency (C1)	16.67
3	On-board – telephone hotline (B6)	14.29
4	Air-conditioning (D6)	13.21
5	On-board – route information (B5)	7.55
6	Drivers' attitudes (E1)	6.00
7	Number and installation of seats (D3)	5.45
8	Channels to express opinions (F1)	4.76
9	Terminus – waiting environment (D8)	3.92
10	Design and location of bus shelters (D2)	3.64
11	Expectation (J2)	2.33
12	Driving speed (G1)	2.04
13	Bus stop – route information (B2)	1.89
14	Fare collection box information (B4)	1.85
15	Comfort of seats (D5)	1.82
16	Internal cleanliness (D4)	0.00
17	Bus stop – fare information (B3)	0.00
18	Traffic regulations compliance (G4)	0.00
19	Value for money (I1)	0.00
20	Terminus – queuing arrangement (D9)	0.00
21	Smoothness (D1)	0.00
22	Driving skills (G3)	0.00

4.4.6. Lantau-related passengers

Table 4.12 The performance of various key drivers (Lantau-related Passengers) (2013)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents
Overall Satisfaction (A6)	72.23	3.89	72.23	443
Information				
Bus stop – route information (B2)	37.02	3.55	63.83	443
Bus stop – fare information (B3)	34.99	3.54	63.43	443
Fare collection box information (B4)	29.35	3.47	61.63	443
On-board – route information (B5)	30.47	3.42	60.55	443
On-board – telephone hotline (B6)	29.29	3.43	60.81	437
Convenience				
Frequency (C1)	51.24	3.75	68.74	443
Octopus (C3)	43.01	3.63	65.72	272
Comfort				
Smoothness (D1)	52.14	3.86	71.39	443
Design and location of bus shelters (D2)	48.53	3.81	70.26	443
Number and installation of seats (D3)	49.89	3.79	69.75	443
Internal cleanliness (D4)	52.60	3.87	71.67	443
Comfort of seats (D5)	51.24	3.84	70.99	443
Air-conditioning (D6)	38.60	3.37	59.26	443
Terminus – waiting environment (D8)	33.86	3.47	61.63	443
Terminus – Queuing arrangement (D9)	31.90	3.47	61.65	442
Staff Attitudes				
Drivers' attitudes (E1)	49.43	3.71	70.31	437
Complaints & Suggestions				
Channels to express opinions (F1)	37.31	3.59	64.70	386
Safety				
Driving speed (G1)	48.62	3.78	69.50	436
Driving skills (G3)	52.75	3.86	71.27	436
Traffic regulations compliance (G4)	49.89	3.82	70.29	435
Environmental Protection				
Means to combat air pollution (H1)	31.46	3.43	60.86	267
Value for Money				
Value for money (I1)	40.27	3.59	64.87	437
Expectation				
Expectation (J2)	56.29	3.76	69.05	437

* excluding those with no comment.

Table 4.13(a) Ranking of the satisfied key drivers (Landau-related Passengers) (2013)

Ranks	Key drivers	% of satisfied passengers
1	Expectation (J2)	56.29
2	Driving skills (G3)	52.75
3	Internal cleanliness (D4)	52.60
4	Smoothness (D1)	52.14
5	Comfort of seats (D5)	51.24
6	Frequency (C1)	51.24
7	Number and installation of seats (D3)	49.89
8	Traffic regulations compliance (G4)	49.89
9	Drivers' attitudes (E1)	49.43
10	Driving speed (G1)	48.62
11	Design and location of bus shelters (D2)	48.53
12	Value for money (I1)	40.27
13	Air-conditioning (D6)	38.60
14	Channels to express opinions (F1)	37.31
15	Bus stop – route information (B2)	37.02
16	Bus stop – fare information (B3)	34.99
17	Terminus – waiting environment (D8)	33.86
18	Terminus – queuing arrangement (D9)	31.90
19	Means to combat air pollution (H1)	31.46
20	On-board – route information (B5)	30.47
21	Fare collection box information (B4)	29.35
22	On-board – telephone hotline (B6)	29.29

Table 4.13(b) Ranking of the dissatisfied key drivers (Lantau-related Passengers) (2013)

Ranks	Key drivers	% of dissatisfied passengers
1	Air-conditioning (D6)	18.51
2	Frequency (C1)	8.13
3	Means to combat air pollution (H1)	7.12
4	On-board – route information (B5)	6.77
5	Number and installation of seats (D3)	6.32
6	On-board – telephone hotline (B6)	5.72
7	Terminus – waiting environment (D8)	4.51
8	Value for money (I1)	3.43
9	Design and location of bus shelters (D2)	3.39
10	Smoothness (D1)	2.93
11	Driving speed (G1)	2.75
12	Driving skills (G3)	2.52
13	Terminus – queuing arrangement (D9)	2.49
14	Bus stop – route information (B2)	2.48
15	Bus stop – fare information (B3)	2.48
16	Internal cleanliness (D4)	2.48
17	Comfort of seats (D5)	2.48
18	Expectation (J2)	2.29
19	Fare collection box information (B4)	2.26
20	Channels to express opinions (F1)	2.07
21	Traffic regulations compliance (G4)	2.07
22	Drivers' attitudes (E1)	2.06

4.5. Passenger's Satisfaction on Various Key Drivers

4.5.1. The top five most appreciated and top five most dislike key drivers were summarised in the Table 4.14 as follows:

Table 4.14 Most satisfied and dissatisfied key drivers

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Sample						
Most Appreciated Key Drivers						
1 st	Driving skills (G3)	Smoothness (D1)	Driving skills (G3)	Driving skills (G3)	Internal cleanliness (D4)	Expectation (J2)
2 nd	Smoothness (D1)	Driving skills (G3)	Internal cleanliness (D4)	Smoothness (D1)	Expectation (J2)	Driving skills (G3)
3 rd	Internal cleanliness (D4)	Expectation (J2)	Expectation (J2)	Expectation (J2)	Bus stop – fare information (B3)	Internal cleanliness (D4)
4 th	Expectation (J2)	Drivers' attitudes (E1)	Smoothness (D1)	Internal cleanliness (D4)	Number and installation of seats (D3)	Smoothness (D1)
5 th	Comfort of seats (D5)	Internal cleanliness (D4)	Comfort of seats (D5)	Comfort of seats (D5)	Traffic regulations compliance (G4)	Comfort of seats (D5)
Most Disliked Key Drivers						
1 st	Means to combat air pollution (H1)	Means to combat air pollution (H1)	Means to combat air pollution (H1)	Means to combat air pollution (H1)	Means to combat air pollution (H1)	Air-conditioning (D6)
2 nd	Air-conditioning (D6)	Air-conditioning (D6)	Air-conditioning (D6)	Air-conditioning (D6)	Frequency (C1)	Frequency (C1)
3 rd	On-board – route information (B5)	Number and installation of seats (D3)	On-board – route information (B5)	On-board – route information (B5)	On-board – telephone hotline (B6)	Means to combat air pollution (H1)
4 th	Frequency (C1)	Frequency (C1)	On-board – telephone hotline (B6)	On-board – telephone hotline (B6)	Air-conditioning (D6)	On-board – route information (B5)
5 th	On-board – telephone hotline (B6)	On-board – route information (B5)	Frequency (C1)	Frequency (C1)	On-board – route information (B5)	Number and installation of seats (D3)

4.5.2. Common key drivers that passengers appreciate:

- Expectation (J2)
- Driving Skills (G3)
- Internal Cleanliness (D4)
- Smoothness (D1)
- Comfort of Seats (D5)

4.5.3. Common key drivers that passengers are not satisfied with, they were:

- Means to combat air pollution (H1)
- Air-conditioning (D6)
- Frequency (C1)
- On-board – route information (B5)
- On-board – telephone hotline (B6)

4.6. Sample Error

4.6.1. The summary of error predictions on various categories of passengers are as follows:

Table 4.15 Sample error by category of passengers

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Sample Size	941	254	687	863	55	443
<i>95% Confidence Level</i>						
Average Scores	3.70	3.66	3.72	3.70	3.85	3.89
S.D.	0.75	0.76	0.74	0.74	0.80	0.73
Error of average score	1.30	2.55	1.49	1.33	5.49	1.75
<i>Binomial Analysis</i>						
p	0.61	0.59	0.62	0.61	0.71	0.72
1 – p = q	0.39	0.41	0.38	0.39	0.29	0.28
% Error	3.11	6.06	3.63	3.25	12.00	4.17

4.6.2. It is suggested that the targeted sample error of this survey will be less than 5% and the estimated sample size will be more than 230. After this survey, the errors calculated for different categories are all less than 5% with 95% confidence level (except the category tourist was slightly higher than 5% due to the small sample size of 55). The similar result was also found in Binomial Analysis except for tourist category which scores 12.00%.

4.6.3. These show that the sample sizes of category tourist was not enough. Readers should pay caution on interpreting the assertions and arguments on these areas.

5. Comparison

5.1. Methods to be Used in Comparing Various Survey Results

5.1.1. Direct comparisons

The results on mean of overall satisfaction in different categories were recorded and the statistics obtained can be compared to give an overview on the trend of the quality of the services provided. (see Table 5.1)

Table 5.1 Change in mean scores of various categories in the past PSSs

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Mean score (Aug 2000)	3.33	3.29	3.38	3.33	3.52	NA
Mean score (Feb 2001)	3.22	3.25	3.16	3.18	3.46	3.03
Mean score (Nov 2001)	3.24	3.35	3.17	3.19	3.87	3.09
Mean score (Aug 2002)	3.05	2.98	3.08	3.01	3.61	2.94
Mean score (Aug 2003)	3.23	3.17	3.26	3.21	3.78	3.22
Mean Score (Nov 2004)	3.39	3.38	3.40	3.37	3.90	3.39
Mean Score (Jul 2005)	3.25	3.29	3.23	3.18	3.90	3.16
Mean Score (Aug 2006)	3.36	3.31	3.37	3.33	3.51	3.24
Mean Score (Aug 2007)	3.32	3.31	3.33	3.29	3.66	3.25
Mean Score (Aug 2008)	3.24	3.24	3.24	3.21	3.65	3.19
Mean Score (Aug 2009)	3.31	3.29	3.31	3.29	3.62	3.28
Mean Score (Aug 2010)	3.23	3.30	3.21	3.20	3.23	3.18
Mean Score (Aug 2011)	3.49	3.46	3.49	3.50	3.22	3.50
Mean Score (Aug 2012)	3.21	3.20	3.21	3.15	3.82	3.08
Mean Score (Nov 2013)	3.70	3.66	3.72	3.70	3.85	3.89

Over the past 15 PSSs, the mean score of the overall passengers in this year is among the middle various years (ranging from 3.05 to 3.70). The scores are similar to the score of years 2003 and 2010. Score of this year shows a significant increase in the score level compare with that of last year (except tourist)

5.1.2. Difference between two samples – t-test

- To know whether the recent PSS (Nov2013) results on overall satisfaction are significantly higher or lower than the corresponding results in different PSSs, hypothesis testing is used to help us to find it out.

- The test statistics used to determine the differences between the population means are based on the differences between the samples. A null hypothesis that the means of the two populations are the same is set. If the null hypothesis is not rejected, then we assume that there is no significant difference in the performances of the overall satisfaction between this survey and that of the past survey under that particular category of passengers. If the test statistics indicate that there are significant differences, we have to further test whether it is “higher than” or “lower than” the previous means scores on past PSSs.
- Therefore, null hypotheses of “higher than and equal to” and “smaller than and equal to” are also set to test whether the quality of service on that particular key driver has recorded significant improvement or decline.
- The test statistics are drawn under the overall satisfaction and different key drivers. For the t-test, a 0.01 /0.05 significance levels are used to determine the critical t value.
- The test results are shown in Table 5.2 to Table 5.3.

5.2. Results

5.2.1. Overall satisfaction

The mean score of various categories recorded higher in the values than those of the PSS in 2012, the hypothesis testing concluded that there were improvements in the satisfactions of various aspects of the services of NLB provided in 2013 compare with that of the service quality in 2012. These might conclude that the decrease in scores might main come from the categories from Weekdays, Sundays, Hong Kong resident and Lantau-related categories.

Table 5.2 Test statistics on overall satisfaction (Aug 2012 vs Nov 2013)

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Mean score (Aug 2012)	3.21	3.20	3.21	3.15	3.82	3.08
S.D.	0.75	0.72	0.76	0.75	0.43	0.77
Sample size	1929	603	1326	1646	156	1026
Mean score (Nov 2013)	3.70	3.66	3.72	3.70	3.85	3.89
S.D.	0.75	0.76	0.74	0.74	0.80	0.73
Sample size	941	254	687	863	55	443
Difference of means	0.49	0.46	0.51	0.55	0.03	0.81
t-value	16.43#	8.21#	14.53#	17.60#	0.26	19.19#
Hypothesis testing Implications Comparing Aug 2012 and Nov 2013	Better	Better	Better	Better	No change	Better

5.2.2. Different key drivers (overall passengers)

5.2.2.1. Difference of mean test is also employed to test the differences of means of various key drivers by comparing the means of August 2012 and that of November 2013 to see whether significant improvements were existed.

5.2.2.2. By the test using 95% confidence level (i.e. critical value is +/- 1.645), most the key drivers have shown reject of the null hypotheses which assume 2013 has better score than that of 2012; or assume 2013 has lower score than that of 2012. For perceived better / poorer quality level, one tailed tests are conducted. (i.e. critical values are 1.645 and 2.326 at 0.05 and 0.01 significance level respectively).

Table 5.3 Difference of means test for all key drivers (Comparing Aug 2012 and Nov 2013 data)

Key drivers	B2	B3	B4	B5	B6	C1
Mean score (Aug 2012)	3.35	3.39	3.32	2.95	2.89	3.11
S.D.	0.77	0.77	0.76	0.93	0.78	0.81
Sample size	1913	1913	1866	1830	1717	1923
Mean score (Nov 2013)	3.49	3.51	3.37	3.31	3.25	3.49
S.D.	0.77	0.79	0.79	0.90	0.87	1.02
Sample size	938	940	935	934	843	937
Difference of means	0.14	0.12	0.05	0.36	0.36	0.38
t-value	4.56#	3.85#	1.60	9.84#	10.17#	9.97#
Implications in service quality	Better	Better	No change	Better	Better	Better

Key drivers	D1	D2	D3	D4	D5	D6
Mean score (Aug 2012)	3.68	3.28	3.26	3.54	3.45	3.30
S.D.	0.68	0.74	0.85	0.92	0.79	0.80
Sample size	1817	1906	1927	1931	1925	1965
Mean score (Nov 2013)	3.72	3.60	3.54	3.70	3.65	3.33
S.D.	0.86	0.90	1.04	0.90	0.91	1.06
Sample size	938	941	941	941	939	939
Difference of means	0.04	0.32	0.28	0.16	0.20	0.03
t-value	1.24	9.44#	7.17#	4.44#	5.76#	0.77
Implications in service quality	No change	Better	Better	Better	Better	No change

Key drivers	D8	D9	E1	F1	G1	G3
Mean score (Aug 2012)	3.12	3.39	3.31	3.02	3.47	3.57
S.D.	0.76	0.76	0.77	0.68	0.78	0.76
Sample size	1896	1882	1789	1479	1799	1747
Mean score (Nov 2013)	3.41	3.42	3.61	3.39	3.59	3.75
S.D.	0.81	0.78	0.87	0.81	0.88	0.85
Sample size	927	917	899	755	898	901
Difference of means	0.29	0.03	0.29	0.37	0.12	0.18
t-value	9.11#	0.96	8.47#	10.76#	3.46#	5.35#
Implications in service quality	Better	No change	Better	Better	Better	Better

Key drivers	G4	H1	I1
Mean score (Aug 2012)	3.76	3.15	3.18
S.D.	0.83	0.67	0.78
Sample size	1738	1497	1782
Mean score (Nov 2013)	3.65	3.19	3.43
S.D.	0.86	0.93	0.86
Sample size	899	506	890
Difference of means	-0.11	0.04	0.25
t-value	-3.15#	0.89	7.30#
Implications in service quality	Poorer	No change	Better

^ p < 0.05

p < 0.01

- 5.2.2.3. Most of the key drivers indicated significant increases in satisfaction levels. (see table 5.3)
- 5.2.2.4. Some key drivers had no change in quality. These drivers were B4, D1, D6, D9 and H1.
- 5.2.2.5. One key driver obtained decrease in service quality, it was G4 (comply to traffic regulation).

--- END ---

Appendix I

訪問員姓名： _____
受訪日期： _____ 假日／非假日*
訪問時間： 開始_____：_____ 結束_____：_____
天氣： _____
受訪者是： 正排隊 / 或乘搭_____號巴士

你好，我係香港專業教育學院學生 [展示證件]，我依家同新大嶼山巴士公司做緊一項有關該公司巴士的服務的乘客滿意程度調查，可否阻你幾分鐘時間，去完成一份問卷呢？

A1 (只問在巴士站等候時被選中的被訪者) 請問你過往三個月有沒有乘搭新大嶼山巴士公司的巴士？

有 _____ → A2 沒有 _____ 【問卷完，記錄於特別情況記錄表】

A2 請問你或者屋企人是公共運輸機構或市場研究公司的職員？

不是 _____ → A3 是 _____ 【問卷完，記錄於特別情況記錄表】

A3 請問你過往兩星期有沒有被同樣的調查訪問過？

沒有 _____ → A4 有 _____ 【問卷完，記錄於特別情況記錄表】

A4 請問你年齡是否11 歲或以上? (只訪問外觀未能辨別之受訪者)

不是 _____ → A5 是 _____ 【問卷完，記錄於特別情況記錄表】

A5 請問你有幾經常乘搭新大嶼山巴士公司的巴士？(來回作一次計算)

- a. 一年少於一次
- b. 一個月少於一次
- c. 一星期少於一次
- d. 一星期一至五次
- e. 一星期五次以上

A6 根據你過往三個月乘搭新大嶼山巴士公司巴士的經驗，你對佢整體服務滿意程度如何？

【讀出答案，若受訪者說有意見或不表示意見，即作有意見論】

【不要向被訪者展示問卷】

【以後題目，除特別提問外，均須依照此方式進行訪問】

【可出示提示咭】

非常滿意..... 5

幾滿意..... 4

冇話滿意或者唔滿意..... 3

唔係幾滿意..... 2

非常唔滿意..... 1

有意見【不要讀出】

INFORMATION

B1 整體來說，你認為新大嶼山巴士公司所提供給乘客的路線或收費等資料是否足夠？
足夠 _____ 不足夠 _____（邊方面唔足夠呢？_____）

B2 對於巴士站所提供的巴士路線資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B3 對於巴士站所提供的巴士收費資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B4 巴士車廂內錢箱附近所展示的巴士收費資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B5 請問你對於巴士車廂內所提供的巴士路線資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B6 對於巴士車廂內展示熱線電話標貼的顯眼程度有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

CONVENIENCE

C1 請問你對新大嶼山巴士公司的班次安排有幾滿意呢？【如班次疏密及頭尾班車時間等】

- 非常滿意..... 5
- 幾滿意..... 4
- 有話滿意或者唔滿意..... 3
- 唔係幾滿意..... 2
- 非常唔滿意..... 1
- 有意見【不要讀出】

C2 你通常會使用那一種方法支付車費？

八達通 → C3 / 現金 → D1

C3 你對八達通在大嶼山的增值設施有幾滿意呢？

- 非常滿意..... 5
- 幾滿意..... 4
- 有話滿意或者唔滿意..... 3
- 唔係幾滿意..... 2
- 非常唔滿意..... 1
- 有意見【不要讀出】

COMFORT

D1 對於巴士行駛時的穩定順暢程度，你有幾滿意？

- 非常滿意..... 5
- 幾滿意..... 4
- 有話滿意或者唔滿意..... 3
- 唔係幾滿意..... 2
- 非常唔滿意..... 1
- 有意見【不要讀出】

D2 你有幾滿意巴士站的上蓋設計／擺放位置呢？

- 非常滿意..... 5
- 幾滿意..... 4
- 有話滿意或者唔滿意..... 3
- 唔係幾滿意..... 2
- 非常唔滿意..... 1
- 有意見【不要讀出】

D3 對於車廂內的座位擺設與數量，你有幾滿意？

- 非常滿意..... 5
- 幾滿意..... 4
- 有話滿意或者唔滿意..... 3
- 唔係幾滿意..... 2
- 非常唔滿意..... 1
- 有意見【不要讀出】

D4 你有幾滿意巴士內的清潔程度？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

D5 你有幾滿意巴士座位的舒適程度？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

D6 你有幾滿意空調巴士內的溫度？

非常滿意..... 5 → D9
幾滿意..... 4 → D9
冇話滿意或者唔滿意..... 3 → D9
唔係幾滿意..... 2 → D8
非常唔滿意..... 1 → D8
冇意見【不要讀出】

D7 你唔滿意空調巴士內的溫度，係因為.....？

太熱..... 1
太凍..... 2
唔一致／時熱時凍..... 3

D8 你有幾滿意巴士總站內的候車環境？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

D9 你有幾滿意巴士總站內的排隊設施及安排？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

STAFF ATTITUDE

E1 你有幾滿意巴士車長的服務態度？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

COMPLAINTS & SUGGESTIONS

F1 請問你對新大嶼山巴士公司的提供渠道俾乘客表達意見方面有幾滿意呢？

- 非常滿意..... 5 → G1
幾滿意..... 4 → G1
冇話滿意或者唔滿意..... 3 → G1
唔係幾滿意..... 2 → F2
非常唔滿意..... 1 → F2
冇意見【不要讀出】

F2 咁你認為可以點樣改善呢？

SAFETY

根據三個月內，你對以下幾方面巴士安全程度有幾滿意。

G1 你對車長駕駛時車速控制有幾滿意？

- 非常滿意..... 5 → G3
幾滿意..... 4 → G3
冇話滿意或者唔滿意..... 3 → G3
唔係幾滿意..... 2 → G2
非常唔滿意..... 1 → G2
冇意見【不要讀出】

G2 你覺得係太快定太慢？

太快	1
太慢	2
有時太快，有時太慢.....	3

G3 你有幾滿意車長的駕駛技術？

非常滿意.....	5
幾滿意.....	4
冇話滿意或者唔滿意.....	3
唔係幾滿意	2
非常唔滿意	1
冇意見【不要讀出】	

G4 你對車長的遵守交通燈號同交通規則方面，有幾滿意？

非常滿意.....	5
幾滿意.....	4
冇話滿意或者唔滿意.....	3
唔係幾滿意	2
非常唔滿意	1
冇意見【不要讀出】	

ENVIRONMENT

H1 對於新大嶼山巴士公司減低巴士所產生的空氣污染呢方面的工作你有幾滿意？

【若受訪人說唔知新大嶼山巴士公司在環保方面有什麼工作，即作冇意見論】

非常滿意.....	5
幾滿意.....	4
冇話滿意或者唔滿意.....	3
唔係幾滿意	2
非常唔滿意	1
冇意見【不要讀出】	

VALUE FOR MONEY

I1 如果話新大嶼山巴士公司服務是物有所值，你有幾同意呢？

非常同意.....	5
幾同意.....	4
冇話同意或者唔同意.....	3
唔係幾同意	2
非常唔同意	1
冇意見【不要讀出】	

CONCLUSION

J1 你認為新大嶼山巴士公司在那方面需要作進一步改善？

【不要讀出，只需記錄頭三個答案】

資訊提供.....	1
巴士密度.....	2
巴士準時.....	3
巴士舒適.....	4
職員態度.....	5
車長技術.....	6
安全	7
其他（請註明：_____）	

J2 你認為新大嶼山巴士公司的服務是否滿足到你的期望？

非常滿意.....	5
幾滿意.....	4
有話滿意或者唔滿意.....	3
唔係幾滿意.....	2
非常唔滿意.....	1
有意見【不要讀出】	

PERSONAL DATA

K1 請問你今年幾多歲呢？【展示答案讓受訪者指出或讀出】

11-17	0
18-24	1
25-29	2
30-34	3
35-39	4
40-44	5
45-49	6
50-54	7
55-59	8
60-65	9
65以上.....	10

K2 你今次乘搭新大嶼山巴士的主要目的是？

回家【請再問回家前的活動是什麼】／_____

旅遊 / 玩樂 / 遠足	1
工作.....	2
上學.....	3
探望親友 / 社交	4
宗教： 拜佛 食齋 掃墓 求籤 等	5
購物.....	6
其他（請註明：如看醫生；比賽_____）	7

K3 你是否香港的居民？【是否持有香港身份証】

是 → K4

否 → K7

K4 你係唔係大嶼山居民（包括東涌）？

是 → K7

否 → K5

K5 你係唔係在大嶼山返工或返學？

是 → K7

否 → K6

K6 在大嶼山乘搭巴士，你認為幾多分鐘係可接受的等候巴士時間？【不要讀出】

a. 少於5分鐘1

b. 5-15分鐘2

c. 16-30分鐘3

d. 31-60分鐘4

e. 超過60分鐘5

只問大嶼山居民及在大嶼山工作及上學人士

K7 在大嶼山乘搭巴士，你認為幾多分鐘係可接受的等候巴士時間？【不要讀出】

a. 少於5分鐘1

b. 5-15分鐘2

c. 16-30分鐘3

d. 31-60分鐘4

e. 超過60分鐘5

L1 性別 (必需)（可觀察）： 男 — 女 —

建議

M1 對新大嶼山巴士公司其他建議：

*K4 K5 K6 K7 於元朗調查中無須詢問

< 完 >

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2013)

Name of interviewer: _____

Survey period : _____ Pubic holiday/Non-public holiday*

Survey Schedule : beginning from _____:_____ ends at _____:_____

Weather : _____

Interviewee is : lining up / or riding on no. _____ bus

Hi, I am a **student of Hong Kong Institute of Vocational Education** [shows identification document]. I am currently conducting a survey on passengers' satisfaction level on **New Lantao Bus Company's** bus services. Do you mind spending a few minutes to complete a survey?

A1 (Only asked interviewee who were waiting at the bus terminal) Did you ride on New Lantao Bus Company buses in the past three months?

Yes _____ A2 No _____ [record in special situation chart after completion of survey]

A2 Are you or any of your household members a staff of any public transport agencies or market research companies?

Yes _____ A3 No _____ [record in special situation chart after completion of survey]

A3 Have you been interviewed by the same survey in the past two weeks?

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A4 Are you aged 11 year-old or above? (only ask those whose age cannot be distinguished from appearance)

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A5 How often do you ride on New Lantao Bus Company's buses? (return trip counts as one)

- a. less than once a year
- b. less than once a month
- c. less than once a week
- d. 1-5 times a week
- e. more than 5 times a week

A6 Based on your experience of riding on New Lantao Bus Company's buses in the past three months, how satisfied are you with their overall service?

[Please read out the answers. If the interviewee says that he/she does not have or express any opinion, it should be considered as no opinion]

[Do not show the survey to the interviewees]

[All subsequent questions, except for special questions, shall be made in accordance with such method]

[May show tips card]

Extremely satisfied..... 5
Quite satisfied..... 4
Does not express satisfied or not..... 3
Not quite satisfied 2
Extremely dissatisfied 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2013)

INFORMATION

B1 Overall, do you think that the information such as routes and fees provided by the New Lantao Bus Company to passengers is sufficient?

Sufficient _____ Insufficient _____ (What aspects are insufficient? _____)

B2 How satisfied are you with the information of bus routes provided at bus stops?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B3 How satisfied are you with the information of bus fees provided at bus stops?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B4 How satisfied are you with the information of bus fees shown near the fare box inside bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B5 How satisfied are you with the information of bus routes provided in bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B6 How satisfied are you with the conspicuousness of hotline signs shown in bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2013)

CONVENIENCE

C1 How satisfied are you with the frequency arrangement provided by New Lantao Bus Co? [e.g. bus frequency and arrival time of first and last bus]

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

C2 Which method do you usually use to pay fares?

Octopus → C3 / Cash → D1

C3 How satisfied are you with Octopus' add-value facilities on Lantau Island?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

COMFORT

D1 How satisfied are you with the degree of stability and smoothness of bus drives?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

D2 How satisfied are you with the design of bus stop shelter / location of bus stops?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

D3 How satisfied are you with the seat position and numbers inside bus compartments?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2013)

D4 How satisfied are you with the cleanliness inside buses?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

D5 How satisfied are you with the comfort level of bus seats?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

D6 How satisfied are you with the temperature of air-conditioned buses?

Very satisfied.....	5 → D9
Quite satisfied.....	4 → D9
Neither satisfied nor dissatisfied.....	3 → D9
Quite dissatisfied.....	2 → D8
Very dissatisfied.....	1 → D8
No opinion [Do not read out this choice]	

D7 You are dissatisfied with the temperature of air-conditioned buses, and the reason is...?

Too hot.....	1
Too cold.....	2
Inconsistent/ gets hot at times and cold at times.....	3

D8 How satisfied are you with the environment while waiting at bus terminals?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2013)

D9 How satisfied are you with the queuing facilities and arrangements at bus terminals?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

STAFF ATTITUDE

E1 How satisfied are you with bus captains' service attitude?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

COMPLAINTS & SUGGESTIONS

F1 How satisfied are you with the channels provided by the New Lantao Bus Company for passengers to express their opinions?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

F2 What do you think can be improved?

SAFETY

According to the past three months, how satisfied are you with the following aspects concerning bus safety.

G1 How satisfied are you with the speed control of bus captains while driving?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2013)

G2 Do you think they are too fast or too slow?

Too fast.....	1
Too slow.....	2
Too fast at times and too slow at times.....	3

G3 How satisfied are you with the driving skills of bus captains?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

G4 How satisfied are you with the bus captains' compliance with traffic signals and traffic rules?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

ENVIRONMENT

H1 How satisfied are you with the work of New Lantao Bus Company in reducing air pollution created buses?

[If the interviewee does not know what environmental protection work is conducted by New Lantao Bus Company, then pick no opinion]

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

VALUE FOR MONEY

I1 How much do you agree if it is said that New Lantao Bus Company services are value for money?

Very much agree.....	5
Quite agree.....	4
Neither agree nor disagree.....	3
Do not quite agree.....	2
Very much disagree.....	1
No opinion [Do not read out this choice]	

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2013)

CONCLUSION

J1 What areas do you think New Lantao Bus Company needs further improvements?

[Do not read out options, record the first three answers]

Information provided..... 1
Bus frequency..... 2
Bus punctuality..... 3
Bus comfortability..... 4
Staff attitude..... 5
Drivers skill..... 6
Safety 7
Others (Please specify : _____)

J2 Does the services provided by New Lantao Bus Company satisfy your expectations?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

PERSONAL DATA

K1 What is your age? [Show the choices for interviewees or read them out]

11-17 0
18-24 1
25-29 2
30-34 3
35-39 4
40-44 5
45-49 6
50-54 7
55-59 8
60-65 9
Above 65..... 10

K2 What is the primary purpose of your present ride on New Lantao Bus?

Returning home [**Please ask what is the activity beforehand**]/ _____

Travel / have fun / hiking..... 1
Go to work..... 2
Go to school..... 3
Visit relatives/friends..... 4
Religious: worship fasting grave-visit seek fortune etc. 5
Shopping..... 6
Others (Please specify: e.g. visit the doctor, competition _____ 7)

New Lantau Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2013)

K3 Are you a Hong Kong resident? [holds HKID card or not]

Yes → K4

No → K7

K4 Are you a resident of Lantau Island (including Tung Chung)?

Yes → K7

No → K5

K5 Do you work or go to school in Lantau Island?

Yes → K7

No → K6

K6 How many minutes of waiting time do you consider acceptable? [Don't read them out]

- a. Less than 5 mins..... 1
- b. 5-15 mins..... 2
- c. 16-30 mins 3
- d. 31-60 4
- e. Over 60 mins..... 5

Only ask Lantau Island residents and those who work/go to school in Lantau Island

K7 How many minutes of waiting time do you consider acceptable? [Don't read them out]

- f. Less than 5 mins..... 1
- g. 5-15 mins..... 2
- h. 16-30 mins 3
- i. 31-60 4
- j. Over 60 mins..... 5

L1 Gender (Necessary) (can observe): M ____ F ____

Recommendation

M1 Other recommendations to New Lantau Bus Company:

*K4 K5 K6 K7 need not be asked for Yuen Long survey

<END>

Appendix II

Appendix II

Other Information

A4 How often do you patronise the services of NLB?

	< 1 per year	< 1 per month	< 1 per week	1-5 per week	> 5 per week	refuse	Total
Number	158	108	51	187	435	2	941
%	16.83	11.50	5.43	19.91	46.33	0.2	100

B1 Generally speaking, do you think that the bus fare and route information provided by the NLB is sufficient?

Information	Enough	Not enough	Refuse
Number	925	10	6
%	98.3	1.06	0.64

C2 Which method of payment do you usually use?

Payment Method	Octopus	Cash	Refuse
Number	885	45	4
%	94.05	4.78	0.43

D6 Are you dissatisfied with the temperature of the air-conditioned buses?

	Too Hot	Too Cold	Inconsistent
Number	32	62	45
%	3.41	6.60	4.76

G2 Do you feel the bus captains drive too fast or too slow?

	Too Fast	Too Slow	Inconsistent
Number	10	19	6
%	1.11	2.12	0.67

K6 How long would you consider reasonable / acceptable for waiting for buses at Lantau Island? (for non-Lantau passengers)

	< 5 min	5-15 min	16-30 min	31-60 min	> 60 min
Number	130	185	31	7	0
%	36.83	52.41	8.78	1.98	0.00

K7 How long would you consider reasonable / acceptable for waiting for buses at Lantau Island? (for Lantau-related passengers)

	< 5 min	5-15 min	16-30 min	31-60 min	> 60 min	Not answer
Number	74	259	107	1	0	2
%	16.70	58.47	24.15	0.23	0.00	0.45

Demographic Data

K1 Age

Age	Number	%
> 11-17	23	2.44
18-24	55	5.84
25-29	54	5.74
30-34	138	14.67
35-39	166	17.64
40-44	218	23.17
45-49	151	16.05
50-54	82	8.71
55-59	26	2.76
60-64	13	1.38
65 or above	2	0.21
Refuse	13	1.38

K2 Trip Purposes

Trip Purposes	Number	%
Recreation	424	45.06
Work	291	30.92
School	54	5.24
Social	105	11.16
Religion	2	0.21
Shopping	34	3.61
Refuse / un-classify	31	3.29

K3 HK Resident and Tourist

	HK Residents	Tourist	Refuse / not disclose
Number	864	55	22
%	91.82	5.84	2.34

K4 Resident at Lantau Island

Lantau-related	Yes	No	Not answer*
Number	421	372	71
%	48.73	43.06	8.22

*out of 1646 HK residents

M1 Sex

Sex	Male	Female
Number	592	349
%	62.91	37.09



Member of VTC Group
VTC 機構成員

Passenger Satisfaction Survey (November 2014)

New Lantao Bus Co. (1973) Ltd.

Draft Report

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov – Dec 2014)

Final Report

1. Background

- 1.1. This report contains the results obtained in the Passengers' Satisfaction Survey (PSS) on bus services provided by the New Lantao Bus Co. (1973) Ltd. (NLB) during November to December 2014.
- 1.2. In year 2000, NLB was required by the Transport Department (TD) to submit PSS annually as part of the assessment of its service quality.
- 1.3. This is the 16th PSS of NLB. The history of the PSS exercises conducted by NLB is shown below:

Survey	Period
Pilot	Jun 2000
First PSS	Aug-Sept 2000
Second PSS	Feb-Apr 2001
Third PSS	Nov-Dec 2001
Fourth PSS	Aug 2002
Fifth PSS	Jul-Aug 2003
Sixth PSS	Nov 2004
Seventh PSS	Jul 2005
Eighth PSS	Aug 2006
Ninth PSS	Aug 2007
Tenth PSS	Jul-Aug 2008
Eleventh PSS	Aug 2009
Twelfth PSS	Aug 2010
Thirteenth PSS	Jul-Aug 2011
Fourteenth PSS	Aug-Sept 2012
Fifteenth PSS	Nov-Dec 2013
Sixteenth PSS	Nov-Dec 2014

- 1.4. The survey was conducted from 16 November 2014 to 31 December 2014 (fulfilled the minimal period of 14 consecutive days required by TD).
- 1.5. The questionnaire of this PSS is shown in Appendix I. The questionnaire was developed in the Pilot PSS and slight amendments were made from the past PSSs.

2. Objectives of the Study

- 2.1. This passenger satisfaction survey aims to grasp the passengers' perception on the satisfaction level of various aspects of the services provided by the franchised bus operator – New Lantao Bus Co. (1973) Ltd.
- 2.2. The data and information obtained from this survey are to keep the track record of the services quality of the bus services and to gauge the satisfaction levels of various aspects of the bus services.
- 2.3. The survey helps the company to identify key aspects for improvement.

- 2.4. This study can also facilitate the following targets:
 - 2.4.1. to develop a framework to conduct regular survey and to portray the satisfaction levels of various aspects of the services provided by NLB;
 - 2.4.2. to illustrate the trends of the level of satisfaction of various key drivers;
 - 2.4.3. to act as a tool to maintain the track record;
 - 2.4.4. to act as a feedback to the management of the service provider;
 - 2.4.5. to provide objective data to communicate with stakeholders.

3. The Survey

3.1. Survey Design

- 3.1.1. Face-to-face interview was conducted on-board but in case of peak period and when the buses were with over 80% of their allowed capacity, interview was conducted at terminus.
- 3.1.2. Respondents were asked to indicate their personal views on the level of satisfaction with a spectrum that contains “very satisfied”, “quite satisfied”, “neither satisfied nor dissatisfied”, “quite dissatisfied” and “very dissatisfied” on overall impression of the services provided.
- 3.1.3. Different aspects of the services provided by NLB would be tested to see whether these aspects would affect the perception of the overall satisfaction of the passengers. The aspects tested in this survey were called “key drivers” in the analysis below.
- 3.1.4. There were 22 key drivers in the survey which were identified as the factors affecting the satisfaction level of the passengers. The key drivers were divided into eight categories. The key drivers and their categories were shown in Section 3.3. Other data on personal and travel characteristics were also obtained from the survey.
- 3.1.5. In the analysis, data from 21 key drivers were examined as the key driver on Octopus was only an indication and the add value service was not provided directly by the NLB.

3.2. Survey Questionnaire

- 3.2.1. The questionnaire was designed and agreed with the NLB and the TD in 2001.
- 3.2.2. For the questionnaire, please see Appendix I.

3.3. Key Drivers

- 3.3.1. Information
 - Bus stop – route information
 - Bus stop – fare information
 - Fare collection box information
 - On-board – route information
 - On-board – telephone hotline
- 3.3.2. Convenience
 - Frequency
 - Octopus

- 3.3.3. Comfort
 - Smoothness
 - Design and location of bus shelter
 - Numbers and installation of seats
 - Cleanliness
 - Comfort of seats
 - Air conditioning
 - Terminus – waiting environment
 - Terminus – queuing arrangement
- 3.3.4. Staff Attitude
 - Driver's attitude
- 3.3.5. Complaints & Suggestions
 - Channels to express opinions
- 3.3.6. Safety
 - Driving speed
 - Driving skills
 - Traffic regulations compliance
- 3.3.7. Environment
 - Means to combat air pollution
- 3.3.8. Value for Money
 - "Value-for-Money"
- 3.3.9. Expectation
 - Expectation
- 3.4. **Sampling Method**
 - 3.4.1. Due to the services provided by NLB were geographically specific and the market share of NLB to the total franchised bus services was small, a territory-wide survey (such as telephone interview or postal questionnaire) was not appropriate. Therefore, route-specific survey was chosen and the targets of the survey were those who had taken the services of the NLB during the last three months.
 - 3.4.2. The sample size was determined by the equation stated in section 3.5.1. Samples would be drawn from different routes according to the patronage of the route. That means if the patronage of the route was 20% of the total patronage, the sample size drawn should be around 20% of the total sample size.
 - 3.4.3. On the other hand, the sample size allocation and the number of hours that the survey would be assigned to the routes and number of hours that the survey taken would be scheduled to fulfil both the route requirement and ration between Weekday and Sunday.
 - 3.4.4. For each assigned route, interviewers would conduct survey on-board and take random selection to the passengers nearby their seats selected. The seat selected was the empty seat of the most rear and right window one. Interviewer would move to the other empty seat till the journey ended or till allocated time was up. Interviewer would have a random table and they would take the Kth passenger according to the random table.
 - 3.4.5. One interviewer was assigned to one route and the interviewers used this systematic sampling method to conduct survey on-board. The

interviewers used the journey time to finish the interview. The expected interview time for one questionnaire was around 6 minutes. Therefore, in one hour, 10 questionnaires would be conducted. With the time of taking rest and moving around different buses, the sample obtained in one section (3 hours) should be around 10-20.

- 3.4.6. If the buses were usually full such as in peak hours of Sunday or holiday, a random sampling method was adopted at the queue of that route; i.e., interviewer had a random table and they took the K^{th} passenger according to the random table. A question on whether the interviewee had taken the survey within these 2 weeks had been asked to avoid double count of the respondents.
- 3.4.7. If a selected passenger refused to take the survey, interviewers were instructed to turn to the one following in the queue or sit next to the ones who refused to answer the survey. Cumulative counting would be employed on this systematic sampling.
- 3.4.8. A sample size of at least 400 was agreed and required for overall passengers in order to obtain a more accurate result.
- 3.4.9. A sample size of at least 30 on each category was required in order to maintain the basic statistical significance on this category of passengers. The categorization of interviewee was shown in section 4.

3.5. Sample Size

- 3.5.1. The sample size is determined by the following equation:

$$n = (Z^2 \sigma^2) / e^2$$

- The desired confidence level, which determines the value of Z , the critical value from the normal distribution
 - The acceptance sample error e
 - The standard deviation σ
 - By calculation with the parameters obtained last year, the desired total sample size would be around 230 in order to have more accurate results. A sample size of more than 230 was required for each category of passengers (except tourist) in order to obtain a more accurate result. This was calculated by assuming the parameters of the last survey. The sample error e is 3%; the standard deviation σ was estimated as 0.75 (the figure is obtained from the overall sample of the PSS 2013); the confidence level was 95%.
- 3.5.2. A sample size of at least 30 on each category was required in order to maintain the basic statistical significance on this category of passengers. The categorization of interviewee was as follows: All passengers, weekday passengers; Sunday and holiday passengers, HK residents, Lantau Island related passengers, and Tourists.
 - 3.5.3. The criteria for tourists were those who did not possess Hong Kong ID card and the purposes of their travel were travel or leisure in question K2.
 - 3.5.4. With this expectation, we allocated around 300 survey hours on this exercise and employing 5-8 IVE students to conduct the survey.

3.5.5. The targeted interviewees were:

- those on-board passengers or queuing at the selected the routes;
- those passengers that had taken NLB's services within the past three months;
- excluding those who were NLB's staff or family members of NLB's staff; and
- excluding those who were working at related public transport industry / market research companies.

3.5.6. Response Rate

- (Total number of attempts-refuse to answer-partially finished) / Total number of attempts

where the total number of attempts excluded those made on respondents who were NLB's staff or family of the staff / working at related public transport industry / market research companies, and completed the same survey within 2 weeks.

3.6. Survey Periods

3.6.1. The survey period had at least covered 14 consecutive days. This assured the results of the survey would not be affected by a single event in a particular day of the survey period. The survey would cover Weekdays and Sundays / public holidays. Moreover, it would also cover both morning and afternoon peaks.

3.6.2. If the weather was too rough for taking survey such as under typhoon signal No.3; landslide signal; flooding signal; rainstorm signal, the survey would be stopped immediately or postponed according to the situations. The supervisor of the survey had the power to terminate or postpone the survey regarding the safety of the interviewers.

3.7. Survey Schedule

3.7.1. The survey covered both morning and afternoon so that the data obtained would not only represent certain time-specific group of passengers.

3.7.2. Survey periods in each terminus would be assigned according to the characteristics of the travel patterns.

3.7.3. The survey recruited 5-8 IVE students as interviewers. Each survey session would have one student. They were instructed to survey specific route until the expected numbers of successful samples were obtained.

3.7.4. We assumed one man-hour would conduct 6-8 samples. Around 200 man-hours would be allocated to the PSS. The hours that covered in each peak of various terminus were shown in the following table:

Table 3.1 Coverage of the survey

Routes	Weekday AM peak	Weekday PM peak	Sunday/PH AM peak	Sunday/PH PM peak
With OD of Tai O and Ngong Ping and R1	0830-1200	1430-2030	0830-1200	1430-1800
Non-Tai O and Ngong Ping	0830-1200	1630-2030	0830-1200	1600-2000
Route B2/ B2P	0830-1200	1430-1800	0900-1230	1430-1800

3.8. Field Work Procedures

- 3.8.1. Survey supervisor lead the survey team to have on-site observations each routes.
- 3.8.2. Classroom training had been provided to the survey team members in order to learn the meaning of the questions and the technique to be used in face-to-face interview.
- 3.8.3. Briefing notes were distributed to the team members.
- 3.8.4. Pilot test had been conducted in order to familiarize with the environment and test the validity of the questionnaire.
- 3.8.5. Supervisor monitored the survey progress.
- 3.8.6. Emergency measures and procedures were developed in case of adverse weather and traffic problem.

3.9. Quality Control

- 3.9.1. Data collection stage – A supervisor was employed to oversee the collection of data. On-site random checking was conducted. Intermediate review will be made by the team.
- 3.9.2. Data processing stage – Cross checking on data processing would be made. The cross checking had been done by manual checking so that the statistics transfer from computer to written report were being checked.
- 3.9.3. Additional sessions did not added as the number of sample size was met the requirements.

4. Survey Results

4.1. Response Rate

- 4.1.1. During the survey period, attempts were made: 2,696 – (A)
- 4.1.2. Non-eligible: 91 (related industries: 19; repeated interviewees: 72) – (B)
- 4.1.3. Not taking NLB services in the past three months: 282 – (C)
- 4.1.4. Refuse to answer: 1,469 – (D)
- 4.1.5. Partially finished: 20 – (E)
- 4.1.6. Successfully enumerated: 834 – (F)
- 4.1.7. Response rate for this study is $1,116 / 2,605 = 42.84\%$ – [(A)-(B)-(D)-E] / [(A)-(B)]
- 4.1.8. Completion rate is $834 / 2,696 = 30.93\%$ – [(F) / (A)]

4.2. Categorization of Interviewees – Analysis is conducted with the following categories of passengers:

- 4.2.1. Overall interviewees
- 4.2.2. Sunday passengers
- 4.2.3. Weekday passengers
- 4.2.4. Hong Kong residents (with HKID card)
- 4.2.5. Tourists
- 4.2.6. Lantau residents

4.3. Overall Satisfaction Indexes

- 4.3.1. The score of the overall satisfaction of different categories of passengers were shown in the Table 4.1.
- 4.3.2. The satisfaction levels were shown by three kinds of indexes: mean score (for very satisfied = 5 and very dissatisfied = 1); marks scale (from 0 to 100); and % of satisfied passengers (i.e. % of very satisfied plus quite satisfied passengers).

4.3.3. The general information on the bus services and the demographic data of the interviewed passengers were shown in Appendix II.

4.3.4. The numbers of respondents answered in different key drivers were different (see Tables 4.2 to 4.13), the reasons were as follows:

- Some respondents had no opinions on certain key drivers such as environmental pollution, channels to express opinion.
- Some respondents had not considered these aspects when they used the services.
- Some respondents might not be patient when they had already answered 20 or more questions, therefore the response rate for the latter questions were generally lower than those of the beginning of the survey. We would regard as successfully enumerated if all the questions related to key drivers were answered.

4.4. Summary of the Results

4.4.1. Overall (Question Number A6)

Table 4.1 Overall satisfaction indexes by various categories of passengers (2014)

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau
Sample Size	834	196	638	702	119	430
% of Satisfied passengers	25.30	30.61	23.67	28.06	10.08	31.40
Average Score (1 – very unsatisfied; 5 – very satisfied)	3.236	3.276	3.224	3.262	3.101	3.288
Standard deviation (average score)	0.493	0.551	0.474	0.515	0.302	0.559
Covert to 0-100 marks scale*	55.47	56.89	55.60	56.55	52.52	27.21

13 interviewees refused to disclose their identities.

* marks are converted with the formula as mark = number of score of “5” x 100 + number of score of “4” x 75 + number of score of “3” x 50 + number of score of “2” x 25 + number of score of “1” x 0

Table 4.2 The performance of various key drivers (Overall) (2014)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	25.30	3.23	55.47	834
Information				
Bus stop – route information (B2)	47.71	3.48	60.73	828
Bus stop – fare information (B3)	46.56	3.46	60.14	829
Fare collection box information (B4)	36.54	3.36	57.54	821
On-board – route information (B5)	27.13	3.26	55.53	822
On-board – telephone hotline (B6)	23.98	3.20	55.00	809
Convenience				
Frequency (C1)	47.88	3.44	58.03	827
Octopus (C3)	46.23	3.44	60.75	729
Comfort				
Smoothness (D1)	50.66	3.51	60.81	831
Design and location of bus shelters (D2)	32.22	3.32	56.20	810
Number and installation of seats (D3)	33.89	3.22	55.22	832
Internal cleanliness (D4)	55.13	3.55	62.46	829
Comfort of seats (D5)	42.49	3.40	59.19	826
Air-conditioning (D6)	44.20	3.41	59.92	828
Terminus – waiting environment (D8)	27.49	3.26	56.25	815
Terminus – queuing arrangement (D9)	37.76	3.36	58.38	813
Staff Attitudes				
Drivers' attitudes (E1)	30.60	3.30	56.72	804
Complaints & Suggestions				
Channels to express opinions (F1)	22.24	3.20	54.84	760
Safety				
Driving speed (G1)	40.37	3.38	59.13	805
Driving skills (G3)	39.53	3.40	59.36	807
Traffic regulations compliance (G4)	46.09	3.46	60.68	805
Environmental Protection				
Means to combat air pollution (H1)	16.47	3.14	53.33	607
Value for Money				
Value for money (I1)	22.09	3.21	54.70	815
Expectation				
Expectation (J2)	26.75	3.25	55.93	785

* excluding those with no comment.

Table 4.3(a) Ranking of the satisfied key drivers (Overall) (2014)

Ranks	Key drivers	% of satisfied passengers
1	Internal Cleanliness (D4)	55.13
2	Smoothness (D1)	50.66
3	Frequency (C1)	47.88
4	Bus stop – route information (B2)	47.71
5	Bus stop – fare information (B3)	46.56
6	Traffic regulations compliance (G4)	46.09
7	Air-conditioning (D6)	44.20
8	Comfort of seats (D5)	42.49
9	Driving speed (G1)	40.37
10	Driving skills (G3)	39.53
11	Terminus – queuing arrangement ((D9)	37.76
12	Fare collection box information (B4)	36.64
13	Number and installation of seats (D3)	33.89
14	Design and location of bus shelters (D2)	32.22
15	Drivers' attitudes (E1)	30.60
16	Terminus – waiting environment (D8)	27.49
17	On-board – route information (B5)	27.13
18	Expectation (J2)	26.75
19	On-board – telephone hotline (B6)	23.98
20	Channels to express opinions (F1)	22.24
21	Value for money (I1)	22.09
22	Means to combat air pollution (H1)	16.47

Table 4.3(b) Ranking of the dissatisfied key drivers (Overall) (2014)

Ranks	Key drivers	% of dissatisfied passengers
1	Number and installation of seats (D3)	11.42
2	Frequency (C1)	5.44
3	On-board – telephone hotline (B6)	4.20
4	Air-conditioning (D6)	3.87
5	Comfort of seats (D5)	3.39
6	Channels to express opinions (F1)	2.76
7	On-board – route information (B5)	2.68
8	Driving speed (G1)	2.49
9	Means to combat air pollution (H1)	2.47
10	Design and location of bus shelters (D2)	2.47
11	Expectation (J2)	2.29
12	Fare collection box information (B4)	2.44
13	Terminus – queuing arrangement (D9)	2.09
14	Value for money (I1)	2.09
15	Drivers' attitudes (E1)	1.99
16	Terminus – waiting environment (D8)	1.96
17	Bus stop – fare information (B3)	1.81
18	Internal cleanliness (D4)	1.81
19	Bus stop – route information (B2)	1.57
20	Smoothness (D1)	1.56
21	Traffic regulations compliance (G4)	1.49
22	Driving skills (G3)	0.50

4.4.2. Sunday

Table 4.4 The performance of various key drivers (Sunday) (2014)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	30.61	3.28	56.89	196
Information				
Bus stop – route information (B2)	50.26	3.49	62.18	195
Bus stop – fare information (B3)	43.59	3.43	60.64	195
Fare collection box information (B4)	41.05	3.38	59.47	190
On-board – route information (B5)	31.94	3.29	57.33	191
On-board – telephone hotline (B6)	30.65	3.26	56.59	186
Convenience				
Frequency (C1)	48.45	3.43	60.83	194
Octopus (C3)	46.86	3.43	60.71	175
Comfort				
Smoothness (D1)	49.74	3.49	62.31	195
Design and location of bus shelters (D2)	37.77	3.35	58.78	188
Number and installation of seats (D3)	35.20	3.19	54.85	196
Internal cleanliness (D4)	60.00	3.59	64.62	195
Comfort of seats (D5)	47.18	3.44	60.90	195
Air-conditioning (D6)	42.78	3.36	59.02	194
Terminus – waiting environment (D8)	29.47	3.28	57.11	190
Terminus – queuing arrangement (D9)	40.74	3.40	59.92	189
Staff Attitudes				
Drivers' attitudes (E1)	31.52	3.28	57.07	184
Complaints & Suggestions				
Channels to express opinions (F1)	36.53	3.32	57.93	167
Safety				
Driving speed (G1)	37.97	3.36	58.96	187
Driving skills (G3)	37.63	3.38	59.41	186
Traffic regulations compliance (G4)	50.80	3.49	62.30	187
Environmental Protection				
Means to combat air pollution (H1)	32.80	3.29	57.20	125
Value for Money				
Value for money (I1)	26.98	3.27	56.61	189
Expectation				
Expectation (J2)	30.98	3.28	56.93	184

* excluding those with no comment.

Table 4.5(a) Ranking of the satisfied key drivers (Sunday) (2014)

Ranks	Key drivers	% of satisfied passengers
1	Internal cleanliness (D4)	60.00
2	Traffic regulations compliance (G4)	50.80
3	Bus stop – route information (B2)	50.26
4	Smoothness (D1)	49.74
5	Frequency (C1)	48.45
6	Comfort of seats (D5)	47.18
7	Bus stop – fare information (B3)	43.59
8	Air-conditioning (D6)	42.78
9	Fare collection box information (B4)	41.06
10	Terminus – queuing arrangement (D9)	40.74
11	Driving speed (G1)	37.97
12	Design and location of bus shelters (D2)	37.77
13	Driving skills (G3)	37.63
14	Channels to express opinions (F1)	36.53
15	Number and installation of seats (D3)	35.20
16	Means to combat air pollution (H1)	32.80
17	On-board – route information (B5)	31.94
18	Drivers' attitudes (E1)	31.52
19	Expectation (J2)	30.98
20	On-board – telephone hotline (B6)	30.65
21	Terminus– waiting arrangement (D8)	29.47
22	Value for money (I1)	26.98

Table 4.5(b) Ranking of the dissatisfied key drivers (Sunday) (2014)

Ranks	Key drivers	% of dissatisfied passengers
1	Number and installation of seats (D3)	14.80
2	Air-conditioning (D6)	6.70
3	Frequency (C1)	6.19
4	On-board – telephone hotline (B6)	5.38
5	Channels to express opinions (F1)	4.79
6	Fare collection box information (B4)	4.21
7	Comfort of seats (D5)	4.10
8	Drivers' attitudes (E1)	3.80
9	Design and location of bus shelters (D2)	3.72
10	On-board – route information (B5)	3.66
11	Expectation (J2)	3.26
12	Bus stop – route information (B2)	3.08
13	Terminus – queuing arrangement (D9)	2.65
14	Bus stop – fare information (B3)	2.56
15	Means to combat air pollution (H1)	2.40
16	Driving speed (G1)	2.14
17	Traffic regulations compliance (G4)	2.14
18	Smoothness (D1)	2.05
19	Internal cleanliness (D4)	2.05
20	Terminus – waiting environment (D8)	1.58
21	Value for money (I1)	1.06
22	Driving skills (G3)	0.54

4.4.3. Weekday

Table 4.6 The performance of various key drivers (Weekday) (2014)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	23.67	3.22	55.60	638
Information				
Bus stop – route information (B2)	46.92	3.47	61.77	633
Bus stop – fare information (B3)	47.48	3.48	61.91	634
Fare collection box information (B4)	35.18	3.35	58.80	631
On-board – route information (B5)	25.67	3.25	56.14	631
On-board – telephone hotline (B6)	21.99	3.19	54.66	623
Convenience				
Frequency (C1)	47.71	3.44	61.06	633
Octopus (C3)	46.03	3.45	61.23	554
Comfort				
Smoothness (D1)	50.94	3.52	62.93	636
Design and location of bus shelters (D2)	30.55	3.30	57.60	622
Number and installation of seats (D3)	33.49	3.23	55.74	636
Internal cleanliness (D4)	53.63	3.54	63.41	634
Comfort of seats (D5)	41.05	3.40	59.87	631
Air-conditioning (D6)	44.64	3.43	60.69	634
Terminus – waiting environment (D8)	26.88	3.25	56.32	625
Terminus – queuing arrangement (D9)	36.86	3.35	58.86	624
Staff Attitudes				
Drivers' attitudes (E1)	30.32	3.30	57.46	620
Complaints & Suggestions				
Channels to express opinions (F1)	18.21	3.17	54.17	593
Safety				
Driving speed (G1)	41.10	3.39	59.75	618
Driving skills (G3)	40.10	3.40	60.06	621
Traffic regulations compliance (G4)	44.66	3.44	61.08	618
Environmental Protection				
Means to combat air pollution (H1)	12.24	3.10	52.44	482
Value for Money				
Value for money (I1)	20.61	3.19	54.75	626
Expectation				
Expectation (J2)	25.46	3.24	56.07	601

* excluding those with no comment.

Table 4.7(a) Ranking of the satisfied key drivers (Weekday) (2014)

Ranks	Key drivers	% of satisfied passengers
1	Internal cleanliness (D4)	53.63
2	Smoothness (D1)	50.94
3	Frequency (C1)	47.71
4	Bus stop – fare information (B3)	47.48
5	Bus stop – route information (B2)	46.92
6	Traffic regulations compliance (G4)	44.66
7	Air-conditioning (D6)	44.64
8	Driving speed (G1)	41.10
9	Comfort of seats (D5)	41.05
10	Driving skills (G3)	40.10
11	Terminus – queuing arrangement (D9)	36.86
12	Fare collection box information (B4)	35.18
13	Number and installation of seats (D3)	33.49
14	Design and location of bus shelters (D2)	30.55
15	Drivers' attitudes (E1)	30.32
16	Terminus – waiting environment (D8)	26.88
17	On-board – route information (B5)	25.67
18	Expectation (J2)	25.46
19	On-board – telephone hotline (B6)	21.99
20	Value for money (I1)	20.61
21	Channels to express opinions (F1)	18.21
22	Means to combat air pollution (H1)	12.24

Table 4.7(b) Ranking of the dissatisfied key drivers (Weekday) (2014)

Ranks	Key drivers	% of dissatisfied passengers
1	Number and installation of seats (D3)	10.38
2	Frequency (C1)	5.21
3	On-board – telephone hotline (B6)	3.85
4	Comfort of seats (D5)	3.17
5	Air-conditioning (D6)	3.00
6	Driving speed (G1)	2.59
7	Means to combat air pollution (H1)	2.49
8	Value for money (I1)	2.40
9	On-board – route information (B5)	2.38
10	Channels to express opinions (F1)	2.19
11	Design and location of bus shelters (D2)	2.09
12	Terminus – waiting environment (D8)	2.08
13	Expectation (J2)	2.00
14	Terminus – queuing arrangement (D9)	1.92
15	Fare collection box information (B4)	1.90
16	Internal cleanliness (D4)	1.74
17	Bus stop – fare information (B3)	1.58
18	Drivers' attitudes (E1)	1.49
19	Smoothness (D1)	1.42
20	Traffic regulations compliance (G4)	1.29
21	Bus stop – route information (B2)	1.11
22	Driving skills (G3)	0.48

4.4.4. Hong Kong residents

Table 4.8 The performance of various key drivers (HK Residents) (2014)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	28.06	3.26	56.55	702
Information				
Bus stop – route information (B2)	48.56	3.48	61.93	696
Bus stop – fare information (B3)	48.06	3.48	61.91	697
Fare collection box information (B4)	35.65	3.35	58.70	690
On-board – route information (B5)	26.48	3.24	56.11	691
On-board – telephone hotline (B6)	23.20	3.20	54.88	681
Convenience				
Frequency (C1)	47.99	3.43	60.63	696
Octopus (C3)	44.98	3.43	60.71	607
Comfort				
Smoothness (D1)	50.79	3.51	62.63	699
Design and location of bus shelters (D2)	31.62	3.30	57.61	680
Number and installation of seats (D3)	32.71	3.20	54.93	700
Internal cleanliness (D4)	54.09	3.54	63.41	697
Comfort of seats (D5)	41.50	3.39	59.65	694
Air-conditioning (D6)	42.39	3.39	59.66	696
Terminus – waiting environment (D8)	28.86	3.28	56.82	686
Terminus – queuing arrangement (D9)	39.97	3.39	59.59	688
Staff Attitudes				
Drivers' attitudes (E1)	33.43	3.32	58.07	685
Complaints & Suggestions				
Channels to express opinions (F1)	22.93	3.20	55.07	641
Safety				
Driving speed (G1)	40.82	3.39	59.61	686
Driving skills (G3)	42.67	3.43	60.70	689
Traffic regulations compliance (G4)	49.20	3.49	62.12	687
Environmental Protection				
Means to combat air pollution (H1)	18.81	3.15	53.83	489
Value for Money				
Value for money (I1)	25.25	3.24	55.92	697
Expectation				
Expectation (J2)	29.72	3.28	56.95	673

* excluding those with no comment.

Table 4.9(a) Ranking of the satisfied key drivers (HK Residents) (2014)

Ranks	Key drivers	% of satisfied passengers
1	Internal cleanliness (D4)	54.09
2	Smoothness (D1)	50.79
3	Traffic regulations compliance (G4)	49.20
4	Bus stop – route information (B2)	48.56
5	Bus stop – fare information (B3)	48.06
6	Frequency (C1)	47.99
7	Driving skills (G3)	42.67
8	Air-conditioning (D6)	42.39
9	Comfort of seats (D5)	41.50
10	Driving speed (G1)	40.82
11	Terminus – queuing arrangement (D9)	39.97
12	Fare collection box information (B4)	35.65
13	Drivers' attitudes (E1)	33.43
14	Number and installation of seats (D3)	32.71
15	Design and location of bus shelters (D2)	31.62
16	Expectation (J2)	29.72
17	Terminus – waiting environment (D8)	28.86
18	On-board – route information (B5)	26.48
19	Value for money (I1)	25.25
20	On-board – telephone hotline (B6)	23.20
21	Channels to express opinions (F1)	22.93
22	Means to combat air pollution (H1)	18.81

Table 4.9(b) Ranking of the dissatisfied key drivers (HK Residents) (2014)

Ranks	Key drivers	% of dissatisfied passengers
1	Number and installation of seats (D3)	12.57
2	Frequency (C1)	5.89
3	Air-conditioning (D6)	4.45
4	On-board – telephone hotline (B6)	4.41
5	Comfort of seats (D5)	3.89
6	Channels to express opinions (F1)	3.28
7	On-board – route information (B5)	3.18
8	Means to combat air pollution (H1)	3.07
9	Driving speed (G1)	2.77
10	Expectation (J2)	2.67
11	Design and location of bus shelters (D2)	2.65
12	Fare collection box information (B4)	2.61
13	Terminus – queuing arrangement (D9)	2.47
14	Value for money (I1)	2.44
15	Terminus – waiting environment (D8)	2.19
16	Drivers' attitudes (E1)	2.19
17	Bus stop – route information (B2)	1.87
18	Bus stop – fare information (B3)	1.87
19	Internal cleanliness (D4)	1.87
20	Traffic regulations compliance (G4)	1.75
21	Smoothness (D1)	1.72
22	Driving skills (G3)	0.58

4.4.5. Tourists

Table 4.10 The performance of various key drivers (Tourists) (2014)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	10.08	3.10	52.52	119
Information				
Bus stop – route information (B2)	43.70	3.47	61.77	119
Bus stop – fare information (B3)	40.34	3.44	60.92	119
Fare collection box information (B4)	43.70	3.45	61.34	119
On-board – route information (B5)	31.09	3.33	58.19	119
On-board telephone hotline (B6)	29.31	3.29	57.33	116
Convenience				
Frequency (C1)	49.15	3.59	64.62	118
Octopus (C3)	26.25	3.57	64.29	112
Comfort				
Smoothness (D1)	52.10	3.58	64.50	119
Design and location of bus shelters (D2)	36.13	3.40	59.87	119
Number and installation of seats (D3)	43.70	3.45	61.35	119
Internal cleanliness (D4)	60.50	3.62	65.55	119
Comfort of seats (D5)	50.42	3.54	63.45	119
Air-conditioning (D6)	57.14	3.59	64.71	119
Terminus – waiting environment (D8)	21.01	3.21	55.25	119
Terminus – queuing arrangement (D9)	26.05	3.26	56.51	119
Staff Attitudes				
Drivers' attitudes (E1)	14.29	3.14	53.57	119
Complaints & Suggestions				
Channels to express opinions (F1)	18.49	3.19	54.62	119
Safety				
Driving speed (G1)	38.66	3.39	59.66	119
Driving skills (G3)	21.01	3.21	55.25	119
Traffic regulations compliance (G4)	27.73	3.28	56.93	119
Environmental Protection				
Means to combat air pollution (H1)	6.72	3.07	51.68	119
Value for Money				
Value for money (I1)	3.36	3.03	50.84	119
Expectation				
Expectation (J2)	8.85	3.09	52.21	113

* excluding those with no comment.

Table 4.11(a) Ranking of the satisfied key drivers (Tourists) (2014)

Ranks	Key drivers	% of satisfied passengers
1	Internal cleanliness (D4)	60.50
2	Air-conditioning (D6)	57.14
3	Smoothness (D1)	52.10
4	Comfort of seats (D5)	50.42
5	Frequency (C1)	49.15
6	Bus stop – route information (B2)	43.70
7	Fare collection box information (B4)	43.70
8	Number and installation of seats (D3)	43.70
9	Bus stop – fare information (B3)	40.34
10	Driving speed (G1)	38.66
11	Design and location of bus shelters (D2)	36.13
12	On-board – route information (B5)	31.09
13	On-board telephone hotline (B6)	29.31
14	Traffic regulations compliance (G4)	27.73
15	Terminus – queuing arrangement (D9)	26.05
16	Terminus – waiting environment (D8)	21.01
17	Driving skills (G3)	21.01
18	Channels to express opinions (F1)	18.49
19	Drivers' attitudes (E1)	14.29
20	Expectation (J2)	8.85
21	Means to combat air pollution (H1)	6.72
22	Value for money (I1)	3.36

Table 4.11(b) Ranking of the dissatisfied key drivers (Tourists) (2014)

Ranks	Key drivers	% of dissatisfied passengers
1	Means to combat air pollution (H1)	0.0
2	Frequency (C1)	0.0
3	On-board – telephone hotline (B6)	0.0
4	Air-conditioning (D6)	0.0
5	On-board – route information (B5)	0.0
6	Drivers' attitudes (E1)	0.0
7	Number and installation of seats (D3)	0.0
8	Channels to express opinions (F1)	0.0
9	Terminus – waiting environment (D8)	0.0
10	Design and location of bus shelters (D2)	0.0
11	Expectation (J2)	0.0
12	Driving speed (G1)	0.0
13	Bus stop – route information (B2)	0.0
14	Fare collection box information (B4)	0.0
15	Comfort of seats (D5)	0.0
16	Internal cleanliness (D4)	0.0
17	Bus stop – fare information (B3)	0.0
18	Traffic regulations compliance (G4)	0.0
19	Value for money (I1)	0.0
20	Terminus – queuing arrangement (D9)	0.0
21	Smoothness (D1)	0.0
22	Driving skills (G3)	0.0

4.4.6. Lantau-related passengers

Table 4.12 The performance of various key drivers (Lantau-related Passengers) (2014)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	31.40	3.29	57.21	430
Information				
Bus stop – route information (B2)	50.82	3.49	62.24	425
Bus stop – fare information (B3)	48.59	3.47	61.85	426
Fare collection box information (B4)	35.85	3.34	58.55	424
On-board – route information (B5)	27.29	3.25	56.18	425
On-board – telephone hotline (B6)	24.04	3.20	54.87	416
Convenience				
Frequency (C1)	51.41	3.42	60.39	426
Octopus (C3)	42.01	3.39	59.73	388
Comfort				
Smoothness (D1)	51.05	3.49	62.24	427
Design and location of bus shelters (D2)	32.69	3.31	57.63	416
Number and installation of seats (D3)	28.84	3.10	52.50	430
Internal cleanliness (D4)	52.11	3.51	62.74	426
Comfort of seats (D5)	39.62	3.35	58.84	424
Air-conditioning (D6)	42.72	3.37	59.27	426
Terminus – waiting environment (D8)	31.91	3.29	57.33	423
Terminus – Queuing arrangement (D9)	44.81	3.43	60.79	424
Staff Attitudes				
Drivers' attitudes (E1)	34.60	3.33	58.35	422
Complaints & Suggestions				
Channels to express opinions (F1)	21.55	3.18	54.51	399
Safety				
Driving speed (G1)	40.33	3.37	59.19	419
Driving skills (G3)	42.52	3.43	60.63	421
Traffic regulations compliance (G4)	48.09	3.47	61.72	418
Environmental Protection				
Means to combat air pollution (H1)	15.59	3.10	52.57	263
Value for Money				
Value for money (I1)	25.76	3.23	55.86	427
Expectation				
Expectation (J2)	31.46	3.28	57.07	410

* excluding those with no comment.

Table 4.13(a) Ranking of the satisfied key drivers (Landau-related Passengers) (2014)

Ranks	Key drivers	% of satisfied passengers
1	Internal cleanliness (D4)	52.11
2	Frequency (C1)	51.41
3	Smoothness (D1)	51.05
4	Bus stop – route information (B2)	50.82
5	Bus stop – fare information (B3)	48.59
6	Traffic regulations compliance (G4)	48.09
7	Terminus – queuing arrangement (D9)	44.81
8	Air-conditioning (D6)	42.72
9	Driving skills (G3)	42.52
10	Driving speed (G1)	40.33
11	Comfort of seats (D5)	39.62
12	Fare collection box information (B4)	35.85
13	Drivers' attitudes (E1)	34.60
14	Design and location of bus shelters (D2)	32.69
15	Terminus – waiting environment (D8)	31.91
16	Expectation (J2)	31.46
17	Number and installation of seats (D3)	28.84
18	On-board – route information (B5)	27.29
19	Value for money (I1)	25.76
20	On-board – telephone hotline (B6)	24.04
21	Channels to express opinions (F1)	21.55
22	Means to combat air pollution (H1)	15.59

Table 4.13(b) Ranking of the dissatisfied key drivers (Lantau-related Passengers) (2014)

Ranks	Key drivers	% of dissatisfied passengers
1	Number and installation of seats (D3)	17.44
2	Frequency (C1)	8.69
3	Air-conditioning (D6)	6.34
4	On-board – telephone hotline (B6)	5.53
5	Comfort of seats (D5)	5.19
6	Means to combat air pollution (H1)	4.56
7	Channels to express opinions (F1)	4.51
8	Driving speed (G1)	4.06
9	Fare collection box information (B4)	4.01
10	On-board – route information (B5)	4.00
11	Expectation (J2)	3.90
12	Value for money (I1)	3.75
13	Design and location of bus shelters (D2)	3.37
14	Terminus – waiting environment (D8)	3.31
15	Terminus – queuing arrangement (D9)	3.30
16	Internal cleanliness (D4)	3.05
17	Drivers' attitudes (E1)	2.84
18	Bus stop – route information (B2)	2.82
19	Bus stop – fare information (B3)	2.82
20	Smoothness (D1)	2.58
21	Traffic regulations compliance (G4)	2.63
22	Driving skills (G3)	0.95

4.5. Passenger's Satisfaction on Various Key Drivers

4.5.1. The top five most appreciated and top five most dislike key drivers were summarized in the Table 4.14 as follows:

Table 4.14 Most satisfied and dissatisfied key drivers

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Sample						
Most Appreciated Key Drivers						
1 st	Internal cleanliness (D4)	Internal cleanliness (D4)	Internal cleanliness (D4)	Internal cleanliness (D4)	Internal cleanliness (D4)	Internal cleanliness (D4)
2 nd	Smoothness (D1)	Traffic regulations compliance (G4)	Internal cleanliness (D4)	Smoothness (D1)	Air-conditioning (D6)	Frequency (C1)
3 rd	Frequency (C1)	Bus stop – route information (B2)	Frequency (C1)	Traffic regulations compliance (G4)	Comfort of seats (D5)	Smoothness (D1)
4 th	Bus stop – route information (B2)	Smoothness (D1)	Bus stop – fare information (B3)	Bus stop – route information (B2)	Frequency (C1)	Bus stop – route information (B2)
5 th	Bus stop – fare information (B3)	Frequency (C1)	Bus stop – route information (B2)	Bus stop – fare information (B3)	Bus stop – route information (B2)	Bus stop – fare information (B3)
Most Disliked Key Drivers						
1 st	Number and installation of seats (D3)	Number and installation of seats (D3)	Number and installation of seats (D3)	Number and installation of seats (D3)	NA*	Number and installation of seats (D3)
2 nd	Frequency (C1)	Air-conditioning (D6)	Frequency (C1)	Frequency (C1)	NA*	Frequency (C1)
3 rd	On-board – telephone hotline (B6)	Frequency (C1)	On-board – telephone hotline (B6)	Air-conditioning (D6)	NA*	Air-conditioning (D6)
4 th	Air-conditioning (D6)	On-board – telephone hotline (B6)	Comfort of seats (D5)	On-board – telephone hotline (B6)	NA*	On-board – telephone hotline (B6)
5 th	Comfort of seats (D5)	Channels to express opinions (F1)	Air-conditioning (D6)	Comfort of seats (D5)	NA*	Comfort of seats (D5)

*No one in this category chooses dissatisfaction on those key drivers.

4.5.2. Common key drivers that passengers appreciate:

- Internal Cleanliness (D4)
- Smoothness (D1)
- Frequency (C1)
- Traffic regulation compliance (G4)
- Bus stop – route information (B2)

4.5.3. Common key drivers that passengers are not satisfied with, they were:

- Number and installation of seats (D3)
- Frequency (C1)
- Air-conditioning (D6)
- On-board – telephone hotline (B6)

4.6. **Sample Error**

4.6.1. The summary of error predictions on various categories of passengers are as follows:

Table 4.15 Sample error by category of passengers

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau
Sample Size	834	196	638	702	119	430
95% Confidence Level						
Average Scores	3.236	3.276	3.224	3.262	3.101	3.288
S.D.	0.493	0.551	0.474	0.515	0.302	0.559
Error of average score	1.03	2.35	1.14	1.17	1.75	1.61
Binomial Analysis						
p	0.747	0.694	0.763	0.719	0.899	0.686
1 – p = q	0.253	0.306	0.237	0.281	0.101	0.314
% Error	2.950	6.452	3.298	3.324	5.414	4.387

4.6.2. It is suggested that the targeted sample error of this survey will be less than 5% and the estimated sample size will be more than 230. After this survey, the errors calculated for different categories are all less than 5% with 95% confidence level. The similar result was also found in Binomial Analysis except for tourist category which scores 6.5%.

4.6.3. These show that the sample sizes of category tourist were enough.

5. Comparison

5.1. **Methods to be Used in Comparing Various Survey Results**

5.1.1. Direct comparisons

The results on mean of overall satisfaction in different categories were recorded and the statistics obtained can be compared to give an overview on the trend of the quality of the services provided. (see Table 5.1)

Table 5.1 Change in mean scores of various categories in the past PSSs

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau- related
Mean score (Aug 2000)	3.33	3.29	3.38	3.33	3.52	NA
Mean score (Feb 2001)	3.22	3.25	3.16	3.18	3.46	3.03
Mean score (Nov 2001)	3.24	3.35	3.17	3.19	3.87	3.09
Mean score (Aug 2002)	3.05	2.98	3.08	3.01	3.61	2.94
Mean score (Aug 2003)	3.23	3.17	3.26	3.21	3.78	3.22
Mean Score (Nov 2004)	3.39	3.38	3.40	3.37	3.90	3.39
Mean Score (Jul 2005)	3.25	3.29	3.23	3.18	3.90	3.16
Mean Score (Aug 2006)	3.36	3.31	3.37	3.33	3.51	3.24
Mean Score (Aug 2007)	3.32	3.31	3.33	3.29	3.66	3.25
Mean Score (Aug 2008)	3.24	3.24	3.24	3.21	3.65	3.19
Mean Score (Aug 2009)	3.31	3.29	3.31	3.29	3.62	3.28
Mean Score (Aug 2010)	3.23	3.30	3.21	3.20	3.23	3.18
Mean Score (Aug 2011)	3.49	3.46	3.49	3.50	3.22	3.50
Mean Score (Aug 2012)	3.21	3.20	3.21	3.21	3.82	3.08
Mean Score (Nov 2013)	3.70	3.66	3.72	3.70	3.85	3.89
Mean Score (Nov 2014)	3.24	3.28	3.22	3.26	3.10	3.29

Over the past 15 PSSs, the mean score of the overall passengers in this year is among the lower end of various years (ranging from 3.05 to 3.70). The scores are similar to the score of years 2001, 2005, 2008 and 2010. Score of this year shows significant decreases on the score levels of all categories compare with those of last year.

5.1.2. Difference between two samples – t-test

- To know whether the recent PSS (Nov2014) results on overall satisfaction are significantly higher or lower than the corresponding results in different PSSs, hypothesis testing is used to help us to find it out.

- The test statistics used to determine the differences between the population means are based on the differences between the samples. A null hypothesis that the means of the two populations are the same is set. If the null hypothesis is not rejected, then we assume that there is no significant difference in the performances of the overall satisfaction between this survey and that of the past survey under that particular category of passengers. If the test statistics indicate that there are significant differences, we have to further test whether it is “higher than” or “lower than” the previous means scores on past PSSs.
- Therefore, null hypotheses of “higher than and equal to” and “smaller than and equal to” are also set to test whether the quality of service on that particular key driver has recorded significant improvement or decline.
- The test statistics are drawn under the overall satisfaction and different key drivers. For the t-test, a 0.01 / 0.05 significance levels are used to determine the critical t value.
- The test results are shown in Table 5.2 to Table 5.3.

5.2. Results

5.2.1. Overall satisfaction

The mean score of various categories recorded lower in the values than those of the PSS in 2013, the hypothesis testing concluded that there were improvements in the satisfactions of various aspects of the services of NLB provided in 2014 compare with that of the service quality in 2013. These might conclude that the decrease in scores in all the categories from overall, Weekdays, Sundays, Hong Kong residents, tourists and Lantau-related categories.

Table 5.2 Test statistics on overall satisfaction (Nov 2013 vs Nov 2014)

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Mean score (Nov 2013)	3.70	3.66	3.72	3.70	3.85	3.89
S.D.	0.75	0.76	0.74	0.74	0.80	0.73
Sample size	941	254	687	863	55	443
Mean score (Nov 2014)	3.236	3.267	3.224	3.262	3.101	3.288
S.D.	0.493	0.551	0.474	0.515	0.302	0.559
Sample size	834	196	638	702	119	430
Difference of means	-0.464	-0.384	-0.496	-0.438	-0.749	-0.602
t-value	15.56#	6.20#	14.63#	13.77#	6.73#	13.70#
Hypothesis testing Implications Comparing Nov 2013 and Nov 2014	Lower	Lower	Lower	Lower	Lower	Lower

#: $p < 0.01$

5.2.2. Different key drivers (overall passengers)

5.2.2.1. Difference of mean test is also employed to test the differences of means of various key drivers by comparing the means of November 2013 and that of November 2014 to see whether significant improvements were existed.

5.2.2.2. By the test using 95% confidence level (i.e. critical value is +/- 1.645), most the key drivers have shown reject of the null hypotheses which assume 2014 has better score than that of 2013; or assume 2014 has lower score than that of 2013. For perceived better / poorer quality level, one tailed tests are conducted (i.e. critical values are 1.645 and 2.326 at 0.05 and 0.01 significance level respectively).

Table 5.3 Difference of means test for all key drivers (Comparing Nov 2013 and Nov 2014 data)

Key drivers	B2	B3	B4	B5	B6	C1
Mean score (Nov 2013)	3.49	3.51	3.37	3.31	3.25	3.49
S.D.	0.77	0.79	0.79	0.90	0.87	1.02
Sample size	938	940	935	934	843	937
Mean score (Nov 2014)	3.475	3.464	3.358	3.257	3.024	3.44
S.D.	0.555	0.565	0.560	0.519	0.509	0.715
Sample size	828	829	829	822	809	827
Difference of means	-0.015	-0.046	-0.012	0.053	-0.226	-0.05
t-value	-0.47	-1.42	0.37	-1.53	-6.47#	-1.20
Implications in service quality	No change	No change	No change	No change	Lower	No change

Key drivers	D1	D2	D3	D4	D5	D6
Mean score (Nov 2013)	3.72	3.60	3.54	3.70	3.65	3.33
S.D.	0.86	0.90	1.04	0.90	0.91	1.06
Sample size	938	941	941	941	939	939
Mean score (Nov 2014)	3.511	3.315	3.221	3.548	3.404	3.412
S.D.	0.574	0.561	0.719	0.56	0.58	0.58
Sample size	831	810	832	829	826	828
Difference of means	-0.209	-0.285	-0.319	-0.152	-0.246	0.082
t-value	-6.07	-8.06#	-7.58#	-4.32#	-6.85#	2.05^
Implications in service quality	Lower	Lower	Lower	Lower	Lower	Lower

Key drivers	D8	D9	E1	F1	G1	G3
Mean score (Nov 2013)	3.41	3.42	3.61	3.39	3.59	3.75
S.D.	0.81	0.78	0.87	0.81	0.88	0.85
Sample size	927	917	899	755	898	901
Mean score (Nov 2014)	3.26	3.364	3.295	3.2	3.383	3.397
S.D.	0.492	0.551	0.515	0.476	0.562	0.512
Sample size	815	813	804	760	805	807
Difference of means	-0.15	-0.056	-0.315	0.19	-0.207	-0.353
t-value	-4.73#	-1.74^	-9.20#	-5.56#	-5.84#	-10.52#
Implications in service quality	Lower	Lower	Lower	Lower	Lower	Lower

Key drivers	G4	H1	I1
Mean score (Nov 2013)	3.65	3.19	3.43
S.D.	0.86	0.93	0.86
Sample size	899	506	890
Mean score (Nov 2014)	3.455	3.137	3.207
S.D.	0.544	0.459	0.47
Sample size	805	607	785
Difference of means	-0.195	-0.053	0.223
t-value	-5.65#	-1.17	-6.69#
Implications in service quality	Lower	No change	Lower

^ p < 0.05

p < 0.01

- 5.2.2.3. Most of the key drivers indicated significant decreases in satisfaction levels (see table 5.3).
- 5.2.2.4. Some key drivers had no change in quality. These drivers were B2, B3, B4, B5, C1, and H1.
- 5.2.2.5. No key driver obtained increase in service quality.

--- END ---

Appendix I

訪問員姓名： _____
受訪日期： _____ 假日／非假日*
訪問時間： 開始_____：_____ 結束_____：_____
天氣： _____
受訪者是： 正排隊 / 或乘搭_____號巴士

你好，我係香港專業教育學院學生 [展示証件]，我依家同新大嶼山巴士公司做緊一項有關該公司巴士的服務的乘客滿意程度調查，可否阻你幾分鐘時間，去完成一份問卷呢？

A1 (只問在巴士站等候時被選中的被訪者) 請問你過往三個月有沒有乘搭新大嶼山巴士公司的巴士？

有 _____ → A2 沒有 _____ 【問卷完，記錄於特別情況記錄表】

A2 請問你或者屋企人是公共運輸機構或市場研究公司的職員？

不是 _____ → A3 是 _____ 【問卷完，記錄於特別情況記錄表】

A3 請問你過往兩星期有沒有被同樣的調查訪問過？

沒有 _____ → A4 有 _____ 【問卷完，記錄於特別情況記錄表】

A4 請問你年齡是否11 歲 或以上? (只訪問外觀未能辨別之受訪者)

不是 _____ → A5 是 _____ 【問卷完，記錄於特別情況記錄表】

A5 請問你有幾經常乘搭新大嶼山巴士公司的巴士？ (來回作一次計算)

- a. 一年少於一次
- b. 一個月少於一次
- c. 一星期少於一次
- d. 一星期一至五次
- e. 一星期五次以上

A6 根據你過往三個月乘搭新大嶼山巴士公司巴士的經驗，你對佢整體服務滿意程度如何？

【讀出答案，若受訪者說有意見或不表示意見，即作冇意見論】

【不要向被訪者展示問卷】

【以後題目，除特別提問外，均須依照此方式進行訪問】

【可出示提示咭】

非常滿意..... 5

幾滿意..... 4

冇話滿意或者唔滿意..... 3

唔係幾滿意..... 2

非常唔滿意..... 1

冇意見【不要讀出】

INFORMATION

B1 整體來說，你認為新大嶼山巴士公司所提供給乘客的路線或收費等資料是否足夠？
足夠 _____ 不足夠 _____（邊方面唔足夠呢？_____）

B2 對於巴士站所提供的巴士路線資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B3 對於巴士站所提供的巴士收費資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B4 巴士車廂內錢箱附近所展示的巴士收費資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B5 請問你對於巴士車廂內所提供的巴士路線資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B6 對於巴士車廂內展示熱線電話標貼的顯眼程度有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

CONVENIENCE

C1 請問你對新大嶼山巴士公司的班次安排有幾滿意呢？【如班次疏密及頭尾班車時間等】

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

C2 你通常會使用那一種方法支付車費？

八達通 → C3 / 現金 → D1

C3 你對八達通在大嶼山的增值設施有幾滿意呢？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

COMFORT

D1 對於巴士行駛時的穩定順暢程度，你有幾滿意？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D2 你有幾滿意巴士站的上蓋設計／擺放位置呢？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D3 對於車廂內的座位擺設與數量，你有幾滿意？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D4 你有幾滿意巴士內的清潔程度？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

D5 你有幾滿意巴士座位的舒適程度？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

D6 你有幾滿意空調巴士內的溫度？

非常滿意..... 5 → D9
幾滿意..... 4 → D9
冇話滿意或者唔滿意..... 3 → D9
唔係幾滿意..... 2 → D8
非常唔滿意..... 1 → D8
冇意見【不要讀出】

D7 你唔滿意空調巴士內的溫度，係因為.....？

太熱..... 1
太凍..... 2
唔一致／時熱時凍..... 3

D8 你有幾滿意巴士總站內的候車環境？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

D9 你有幾滿意巴士總站內的排隊設施及安排？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

STAFF ATTITUDE

E1 你有幾滿意巴士車長的服務態度？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

COMPLAINTS & SUGGESTIONS

F1 請問你對新大嶼山巴士公司的提供渠道俾乘客表達意見方面有幾滿意呢？

- 非常滿意..... 5 → G1
幾滿意..... 4 → G1
冇話滿意或者唔滿意..... 3 → G1
唔係幾滿意..... 2 → F2
非常唔滿意..... 1 → F2
冇意見【不要讀出】

F2 咁你認為可以點樣改善呢？

SAFETY

根據三個月內，你對以下幾方面巴士安全程度有幾滿意。

G1 你對車長駕駛時車速控制有幾滿意？

- 非常滿意..... 5 → G3
幾滿意..... 4 → G3
冇話滿意或者唔滿意..... 3 → G3
唔係幾滿意..... 2 → G2
非常唔滿意..... 1 → G2
冇意見【不要讀出】

G2 你覺得係太快定太慢？

太快	1
太慢	2
有時太快，有時太慢.....	3

G3 你有幾滿意車長的駕駛技術？

非常滿意.....	5
幾滿意.....	4
冇話滿意或者唔滿意.....	3
唔係幾滿意	2
非常唔滿意	1
冇意見【不要讀出】	

G4 你對車長的遵守交通燈號同交通規則方面，有幾滿意？

非常滿意.....	5
幾滿意.....	4
冇話滿意或者唔滿意.....	3
唔係幾滿意	2
非常唔滿意	1
冇意見【不要讀出】	

ENVIRONMENT

H1 對於新大嶼山巴士公司減低巴士所產生的空氣污染呢方面的工作你有幾滿意？

【若受訪人說唔知新大嶼山巴士公司在環保方面有什麼工作，即作冇意見論】

非常滿意.....	5
幾滿意.....	4
冇話滿意或者唔滿意.....	3
唔係幾滿意	2
非常唔滿意	1
冇意見【不要讀出】	

VALUE FOR MONEY

I1 如果話新大嶼山巴士公司服務是物有所值，你有幾同意呢？

非常同意.....	5
幾同意.....	4
冇話同意或者唔同意.....	3
唔係幾同意	2
非常唔同意	1
冇意見【不要讀出】	

CONCLUSION

J1 你認為新大嶼山巴士公司在那方面需要作進一步改善？

【不要讀出，只需記錄頭三個答案】

資訊提供.....	1
巴士密度.....	2
巴士準時.....	3
巴士舒適.....	4
職員態度.....	5
車長技術.....	6
安全	7
其他（請註明：_____）	

J2 你認為新大嶼山巴士公司的服務是否滿足到你的期望？

非常滿意.....	5
幾滿意.....	4
有話滿意或者唔滿意.....	3
唔係幾滿意.....	2
非常唔滿意.....	1
有意見【不要讀出】	

PERSONAL DATA

K1 請問你今年幾多歲呢？【展示答案讓受訪者指出或讀出】

11-17	0
18-24	1
25-29	2
30-34	3
35-39	4
40-44	5
45-49	6
50-54	7
55-59	8
60-65	9
65以上.....	10

K2 你今次乘搭新大嶼山巴士的主要目的是？

回家【請再問回家前的活動是什麼】／_____

旅遊 / 玩樂 / 遠足	1
工作.....	2
上學.....	3
探望親友 / 社交	4
宗教： 拜佛 食齋 掃墓 求籤 等	5
購物.....	6
其他（請註明：如看醫生；比賽_____）	7

K3 你是否香港的居民？【是否持有香港身份証】

是 → K4

否 → K7

K4 你係唔係大嶼山居民（包括東涌）？

是 → K7

否 → K5

K5 你係唔係在大嶼山返工或返學？

是 → K7

否 → K6

K6 在大嶼山乘搭巴士，你認為幾多分鐘係可接受的等候巴士時間？【不要讀出】

a. 少於5分鐘1

b. 5-15分鐘2

c. 16-30分鐘3

d. 31-60分鐘4

e. 超過60分鐘5

只問大嶼山居民及在大嶼山工作及上學人士

K7 在大嶼山乘搭巴士，你認為幾多分鐘係可接受的等候巴士時間？【不要讀出】

a. 少於5分鐘1

b. 5-15分鐘2

c. 16-30分鐘3

d. 31-60分鐘4

e. 超過60分鐘5

L1 性別 (必需)（可觀察）： 男 — 女 —

建議

M1 對新大嶼山巴士公司其他建議：

*K4 K5 K6 K7 於元朗調查中無須詢問

< 完 >

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2014)

Name of interviewer: _____

Survey period : _____ Pubic holiday/Non-public holiday*

Survey Schedule : beginning from _____:_____ ends at _____:_____

Weather : _____

Interviewee is : lining up / or riding on no. _____ bus

Hi, I am a **student of Hong Kong Institute of Vocational Education** [shows identification document]. I am currently conducting a survey on passengers' satisfaction level on **New Lantao Bus Company's** bus services. Do you mind spending a few minutes to complete a survey?

A1 (Only asked interviewee who were waiting at the bus terminal) Did you ride on New Lantao Bus Company buses in the past three months?

Yes _____ A2 No _____ [record in special situation chart after completion of survey]

A2 Are you or any of your household members a staff of any public transport agencies or market research companies?

Yes _____ A3 No _____ [record in special situation chart after completion of survey]

A3 Have you been interviewed by the same survey in the past two weeks?

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A4 Are you aged 11 year-old or above? (only ask those whose age cannot be distinguished from appearance)

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A5 How often do you ride on New Lantao Bus Company's buses? (return trip counts as one)

- a. less than once a year
- b. less than once a month
- c. less than once a week
- d. 1-5 times a week
- e. more than 5 times a week

A6 Based on your experience of riding on New Lantao Bus Company's buses in the past three months, how satisfied are you with their overall service?

[Please read out the answers. If the interviewee says that he/she does not have or express any opinion, it should be considered as no opinion]

[Do not show the survey to the interviewees]

[All subsequent questions, except for special questions, shall be made in accordance with such method]

[May show tips card]

Extremely satisfied..... 5
Quite satisfied..... 4
Does not express satisfied or not..... 3
Not quite satisfied 2
Extremely dissatisfied 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2014)

INFORMATION

B1 Overall, do you think that the information such as routes and fees provided by the New Lantao Bus Company to passengers is sufficient?

Sufficient _____ Insufficient _____ (What aspects are insufficient? _____)

B2 How satisfied are you with the information of bus routes provided at bus stops?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B3 How satisfied are you with the information of bus fees provided at bus stops?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B4 How satisfied are you with the information of bus fees shown near the fare box inside bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B5 How satisfied are you with the information of bus routes provided in bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B6 How satisfied are you with the conspicuousness of hotline signs shown in bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

CONVENIENCE

C1 How satisfied are you with the frequency arrangement provided by New Lantau Bus Co? [e.g. bus frequency and arrival time of first and last bus]

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

C2 Which method do you usually use to pay fares?

Octopus → C3 / Cash → D1

C3 How satisfied are you with Octopus' add-value facilities on Lantau Island?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

COMFORT

D1 How satisfied are you with the degree of stability and smoothness of bus drives?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

D2 How satisfied are you with the design of bus stop shelter / location of bus stops?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

D3 How satisfied are you with the seat position and numbers inside bus compartments?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2014)

D4 How satisfied are you with the cleanliness inside buses?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

D5 How satisfied are you with the comfort level of bus seats?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

D6 How satisfied are you with the temperature of air-conditioned buses?

Very satisfied.....	5 → D9
Quite satisfied.....	4 → D9
Neither satisfied nor dissatisfied.....	3 → D9
Quite dissatisfied.....	2 → D8
Very dissatisfied.....	1 → D8
No opinion [Do not read out this choice]	

D7 You are dissatisfied with the temperature of air-conditioned buses, and the reason is...?

Too hot.....	1
Too cold.....	2
Inconsistent/ gets hot at times and cold at times.....	3

D8 How satisfied are you with the environment while waiting at bus terminals?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2014)

D9 How satisfied are you with the queuing facilities and arrangements at bus terminals?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

STAFF ATTITUDE

E1 How satisfied are you with bus captains' service attitude?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

COMPLAINTS & SUGGESTIONS

F1 How satisfied are you with the channels provided by the New Lantao Bus Company for passengers to express their opinions?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

F2 What do you think can be improved?

SAFETY

According to the past three months, how satisfied are you with the following aspects concerning bus safety.

G1 How satisfied are you with the speed control of bus captains while driving?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2014)

G2 Do you think they are too fast or too slow?

Too fast.....	1
Too slow.....	2
Too fast at times and too slow at times.....	3

G3 How satisfied are you with the driving skills of bus captains?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

G4 How satisfied are you with the bus captains' compliance with traffic signals and traffic rules?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

ENVIRONMENT

H1 How satisfied are you with the work of New Lantao Bus Company in reducing air pollution created buses?

[If the interviewee does not know what environmental protection work is conducted by New Lantao Bus Company, then pick no opinion]

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

VALUE FOR MONEY

I1 How much do you agree if it is said that New Lantao Bus Company services are value for money?

Very much agree.....	5
Quite agree.....	4
Neither agree nor disagree.....	3
Do not quite agree.....	2
Very much disagree.....	1
No opinion [Do not read out this choice]	

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2014)

CONCLUSION

J1 What areas do you think New Lantao Bus Company needs further improvements?

[Do not read out options, record the first three answers]

Information provided..... 1
Bus frequency..... 2
Bus punctuality..... 3
Bus comfortability..... 4
Staff attitude..... 5
Drivers skill..... 6
Safety 7
Others (Please specify : _____)

J2 Does the services provided by New Lantao Bus Company satisfy your expectations?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

PERSONAL DATA

K1 What is your age? [Show the choices for interviewees or read them out]

11-17 0
18-24 1
25-29 2
30-34 3
35-39 4
40-44 5
45-49 6
50-54 7
55-59 8
60-65 9
Above 65..... 10

K2 What is the primary purpose of your present ride on New Lantao Bus?

Returning home [**Please ask what is the activity beforehand**]/ _____

Travel / have fun / hiking..... 1
Go to work..... 2
Go to school..... 3
Visit relatives/friends..... 4
Religious: worship fasting grave-visit seek fortune etc. 5
Shopping..... 6
Others (Please specify: e.g. visit the doctor, competition _____ 7)

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Nov 2014)

K3 Are you a Hong Kong resident? [holds HKID card or not]

Yes → K4

No → K7

K4 Are you a resident of Lantau Island (including Tung Chung)?

Yes → K7

No → K5

K5 Do you work or go to school in Lantau Island?

Yes → K7

No → K6

K6 How many minutes of waiting time do you consider acceptable? [Don't read them out]

- a. Less than 5 mins..... 1
- b. 5-15 mins..... 2
- c. 16-30 mins 3
- d. 31-60 4
- e. Over 60 mins..... 5

Only ask Lantau Island residents and those who work/go to school in Lantau Island

K7 How many minutes of waiting time do you consider acceptable? [Don't read them out]

- f. Less than 5 mins..... 1
- g. 5-15 mins..... 2
- h. 16-30 mins 3
- i. 31-60 4
- j. Over 60 mins..... 5

L1 Gender (Necessary) (can observe): M ____ F ____

Recommendation

M1 Other recommendations to New Lantao Bus Company:

*K4 K5 K6 K7 need not be asked for Yuen Long survey

<END>

Appendix II

Appendix II

Other Information

A4 How often do you patronise the services of NLB?

	< 1 per year	< 1 per month	< 1 per week	1-5 per week	> 5 per week	refuse	Total
Number	0	149	208	306	169	2	834
%	0.0	17.87	24.94	36.69	20.26	0.20	100

B1 Generally speaking, do you think that the bus fare and route information provided by the NLB is sufficient?

Information	Enough	Not enough	Refuse
Number	831	1	2
%	99.70	0.10	0.20

C2 Which method of payment do you usually use?

Payment Method	Octopus	Cash	Refuse
Number	819	13	2
%	99.24	1.56	0.20

D6 Are you dissatisfied with the temperature of the air-conditioned buses?

	Too Hot	Too Cold	Inconsistent
Number	9	4	16
%	1.08	0.48	1.92

G2 Do you feel the bus captains drive too fast or too slow?

	Too Fast	Too Slow	Inconsistent
Number	0	14	2
%	0.0	1.68	0.2

K6 How long would you consider reasonable / acceptable for waiting for buses at Lantau Island? (for non-Lantau passengers)

	< 5 min	5-15 min	16-30 min	31-60 min	> 60 min
Number	16	135	21	0	0
%	9.30	78.49	12.21	0.0	0.0

K7 How long would you consider reasonable / acceptable for waiting for buses at Lantau Island? (for Lantau-related passengers)

	< 5 min	5-15 min	16-30 min	31-60 min	> 60 min	Not answer
Number	248	164	14	0	0	4
%	58.22	38.50	3.29	0.0	0.0	0.93

Demographic Data

K1 Age

Age	Number	%
> 11-17	6	0.72
18-24	33	3.96
25-29	92	11.03
30-34	201	24.10
35-39	132	15.83
40-44	113	13.55
45-49	74	8.87
50-54	89	10.67
55-59	51	6.12
60-64	24	2.88
65 or above	4	0.48
Refuse	15	1.80

K2 Trip Purposes

Trip Purposes	Number	%
Recreation	152	18.23
Work	255	30.58
School	32	3.84
Social	190	22.78
Religion	17	2.04
Shopping	172	20.62
Refuse / un-classify	16	1.92

K3 HK Resident and Tourist

	HK Residents	Tourist	Refuse / not disclose
Number	702	119	13
%	84.17	14.27	1.56

K4 Resident at Lantau Island

Lantau-related	Yes	No	Not answer*
Number	430	186	86
%	61.25	26.50	12.25

*702 out of HK residents

M1 Sex

Sex	Male	Female
Number	524	310
%	62.83	37.17



Member of VTC Group
VTC 機構成員

Passenger Satisfaction Survey (March 2016)

New Lantao Bus Co. (1973) Ltd.

Final Report

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar – Apr 2016)

Final Report

1. Background

- 1.1. This report contains the results obtained in the Passengers' Satisfaction Survey (PSS) on bus services provided by the New Lantao Bus Co. (1973) Ltd. (NLB) during March to April 2016.
- 1.2. In year 2000, NLB was required by the Transport Department (TD) to submit PSS annually as part of the assessment of its service quality.
- 1.3. This is the 17th PSS of NLB. The history of the PSS exercises conducted by NLB is shown below:

Survey	Period
Pilot	Jun 2000
First PSS	Aug-Sept 2000
Second PSS	Feb-Apr 2001
Third PSS	Nov-Dec 2001
Fourth PSS	Aug 2002
Fifth PSS	Jul-Aug 2003
Sixth PSS	Nov 2004
Seventh PSS	Jul 2005
Eighth PSS	Aug 2006
Ninth PSS	Aug 2007
Tenth PSS	Jul-Aug 2008
Eleventh PSS	Aug 2009
Twelfth PSS	Aug 2010
Thirteenth PSS	Jul-Aug 2011
Fourteenth PSS	Aug-Sept 2012
Fifteenth PSS	Nov-Dec 2013
Sixteenth PSS	Nov-Dec 2014
Seventeenth PSS	Mar – Apr 2016

- 1.4. The survey was conducted from 19 March 2016 to 15 April 2016 (fulfilled the minimal period of 14 consecutive days required by TD).
- 1.5. The questionnaire of this PSS is shown in Appendix I. The questionnaire was developed in the Pilot PSS and slight amendments were made from the past PSSs.

2. Objectives of the Study

- 2.1. This passenger satisfaction survey aims to grasp the passengers' perception on the satisfaction level of various aspects of the services provided by the franchised bus operator – New Lantao Bus Co. (1973) Ltd.
- 2.2. The data and information obtained from this survey are to keep the track record of the services quality of the bus services and to gauge the satisfaction levels of various aspects of the bus services.
- 2.3. The survey helps the company to identify key aspects for improvement.

- 2.4. This study can also facilitate the following targets:
 - 2.4.1. to develop a framework to conduct regular survey and to portray the satisfaction levels of various aspects of the services provided by NLB;
 - 2.4.2. to illustrate the trends of the level of satisfaction of various key drivers;
 - 2.4.3. to act as a tool to maintain the track record;
 - 2.4.4. to act as a feedback to the management of the service provider;
 - 2.4.5. to provide objective data to communicate with stakeholders.

3. **The Survey**

3.1. **Survey Design**

- 3.1.1. Face-to-face interview was conducted on-board but in case of peak period and when the buses were with over 80% of their allowed capacity, interview was conducted at terminus.
- 3.1.2. Respondents were asked to indicate their personal views on the level of satisfaction with a spectrum that contains “very satisfied”, “quite satisfied”, “neither satisfied nor dissatisfied”, “quite dissatisfied” and “very dissatisfied” on overall impression of the services provided.
- 3.1.3. Different aspects of the services provided by NLB would be tested to see whether these aspects would affect the perception of the overall satisfaction of the passengers. The aspects tested in this survey were called “key drivers” in the analysis below.
- 3.1.4. There were 22 key drivers in the survey which were identified as the factors affecting the satisfaction level of the passengers. The key drivers were divided into eight categories. The key drivers and their categories were shown in Section 3.3. Other data on personal and travel characteristics were also obtained from the survey.
- 3.1.5. In the analysis, data from 21 key drivers were examined as the key driver on Octopus was only an indication and the add value service was not provided directly by the NLB.

3.2. **Survey Questionnaire**

- 3.2.1. The questionnaire was designed and agreed with the NLB and the TD in 2001.
- 3.2.2. For the questionnaire, please see Appendix I.

3.3. **Key Drivers**

- 3.3.1. Information
 - Bus stop – route information
 - Bus stop – fare information
 - Fare collection box information
 - On-board – route information
 - On-board – telephone hotline
- 3.3.2. Convenience
 - Frequency
 - Octopus
- 3.3.3. Comfort
 - Smoothness
 - Design and location of bus shelter
 - Numbers and installation of seats
 - Cleanliness

- Comfort of seats
- Air conditioning
- Terminus – waiting environment
- Terminus – queuing arrangement
- 3.3.4. Staff Attitude
 - Driver's attitude
- 3.3.5. Complaints & Suggestions
 - Channels to express opinions
- 3.3.6. Safety
 - Driving speed
 - Driving skills
 - Traffic regulations compliance
- 3.3.7. Environment
 - Means to combat air pollution
- 3.3.8. Value for Money
 - "Value-for-Money"
- 3.3.9. Expectation
 - Expectation
- 3.4. **Sampling Method**
 - 3.4.1. Due to the services provided by NLB were geographically specific and the market share of NLB to the total franchised bus services was small, a territory-wide survey (such as telephone interview or postal questionnaire) was not appropriate. Therefore, route-specific survey was chosen and the targets of the survey were those who had taken the services of the NLB during the last three months.
 - 3.4.2. The sample size was determined by the equation stated in section 3.5.1. Samples would be drawn from different routes according to the patronage of the route. That means if the patronage of the route was 20% of the total patronage, the sample size drawn should be around 20% of the total sample size.
 - 3.4.3. On the other hand, the sample size allocation and the number of hours that the survey would be assigned to the routes and number of hours that the survey taken would be scheduled to fulfil both the route requirement and ration between Weekday and Sunday.
 - 3.4.4. For each assigned route, interviewers would conduct survey on-board and take random selection to the passengers nearby their seats selected. The seat selected was the empty seat of the most rear and right window one. Interviewer would move to the other empty seat till the journey ended or till allocated time was up. Interviewer would have a random table and they would take the Kth passenger according to the random table.
 - 3.4.5. One interviewer was assigned to one route and the interviewers used this systematic sampling method to conduct survey on-board. The interviewers used the journey time to finish the interview. The expected interview time for one questionnaire was around 6 minutes. Therefore, in one hour, 10 questionnaires would be conducted. With the time of taking rest and moving around different buses, the sample obtained in one section (3 hours) should be around 10-20.

- 3.4.6. If the buses were usually full such as in peak hours of Sunday or holiday, a random sampling method was adopted at the queue of that route; i.e., interviewer had a random table and they took the Kth passenger according to the random table. A question on whether the interviewee had taken the survey within these 2 weeks had been asked to avoid double count of the respondents.
- 3.4.7. If a selected passenger refused to take the survey, interviewers were instructed to turn to the one following in the queue or sit next to the ones who refused to answer the survey. Cumulative counting would be employed on this systematic sampling.

3.5. Sample Size

- 3.5.1. A sample size of at least 400 was agreed and required for overall passengers in order to obtain a more accurate result.
- 3.5.2. A sample size of at least 30 on each category was required in order to maintain the basic statistical significance on this category of passengers. The categorization of interviewee was as follows: All passengers, weekday passengers; Sunday and holiday passengers, HK residents, Lantau Island related passengers, and Tourists.
- 3.5.3. The criteria for tourists were those who did not possess Hong Kong ID card and the purposes of their travel were travel or leisure in question K2.
- 3.5.4. With this expectation, we allocated around 300 survey hours on this exercise and employing 5-8 IVE students to conduct the survey.
- 3.5.5. The targeted interviewees were:
- those on-board passengers or queuing at the selected the routes;
 - those passengers that had taken NLB's services within the past three months;
 - excluding those who were NLB's staff or family members of NLB's staff; and
 - excluding those who were working at related public transport industry / market research companies.
- 3.5.6. Response Rate
- (Total number of attempts-refuse to answer-partially finished) / Total number of attempts
- where the total number of attempts excluded those made on respondents who were NLB's staff or family of the staff / working at related public transport industry / market research companies, and completed the same survey within 2 weeks.

3.6. Survey Periods

- 3.6.1. The survey period had at least covered 14 consecutive days. This assured the results of the survey would not be affected by a single event in a particular day of the survey period. The survey would cover Weekdays and Sundays / public holidays. Moreover, it would also cover both morning and afternoon peaks.
- 3.6.2. If the weather was too rough for taking survey such as under typhoon signal No.3; landslide signal; flooding signal; rainstorm signal, the survey would be stopped immediately or postponed according to the situations.

The supervisor of the survey had the power to terminate or postpone the survey regarding the safety of the interviewers.

3.7. **Survey Schedule**

- 3.7.1. The survey covered both morning and afternoon so that the data obtained would not only represent certain time-specific group of passengers.
- 3.7.2. Survey periods in each terminus would be assigned according to the characteristics of the travel patterns.
- 3.7.3. The survey recruited 5-8 IVE students as interviewers. Each survey session would have one student. They were instructed to survey specific route until the expected numbers of successful samples were obtained.
- 3.7.4. We assumed one man-hour would conduct 6-8 samples. Around 200 man-hours would be allocated to the PSS. The hours that covered in each peak of various terminus were shown in the following table:

Table 3.1 Coverage of the survey

Routes	Weekday AM peak	Weekday PM peak	Sunday/PH AM peak	Sunday/PH PM peak
With OD of Tai O and Ngong Ping and R1	0830-1200	1430-2030	0830-1200	1430-1800
Non-Tai O and Ngong Ping	0830-1200	1630-2030	0830-1200	1600-2000
Route B2/ B2P	0830-1200	1430-1800	0900-1230	1430-1800

3.8. **Field Work Procedures**

- 3.8.1. Survey supervisor lead the survey team to have on-site observations each routes.
- 3.8.2. Classroom training had been provided to the survey team members in order to learn the meaning of the questions and the technique to be used in face-to-face interview.
- 3.8.3. Briefing notes were distributed to the team members.
- 3.8.4. Pilot test had been conducted in order to familiarize with the environment and test the validity of the questionnaire.
- 3.8.5. Supervisor monitored the survey progress.
- 3.8.6. Emergency measures and procedures were developed in case of adverse weather and traffic problem.

3.9. **Quality Control**

- 3.9.1. Data collection stage – A supervisor was employed to oversee the collection of data. On-site random checking was conducted. Intermediate review will be made by the team.
- 3.9.2. Data processing stage – Cross checking on data processing would be made. The cross checking had been done by manual checking so that the statistics transfer from computer to written report were being checked.
- 3.9.3. Additional sessions did not added as the number of sample size was met the requirements.

4. Survey Results

4.1. Response Rate

- 4.1.1. During the survey period, attempts were made: 2,086 – (A)
- 4.1.2. Non-eligible: 36 (related industries: 7; repeated interviewees: 29) – (B)
- 4.1.3. Not taking NLB services in the past three months: 155 – (C)
- 4.1.4. Refuse to answer: 754 – (D)
- 4.1.5. Partially finished: 108 – (E)
- 4.1.6. Successfully enumerated: 1,033 – (F)
- 4.1.7. Response rate for this study is $1195 / 2,050 = 58.29\%$ – [(A)-(B)-(D)-E] / [(A)-(B)]
- 4.1.8. Completion rate is $1,033 / 2,086 = 49.52\%$ – [(F) / (A)]

4.2. Categorization of Interviewees – Analysis is conducted with the following categories of passengers:

- 4.2.1. Overall interviewees
- 4.2.2. Sunday passengers
- 4.2.3. Weekday passengers
- 4.2.4. Hong Kong residents (with HKID card)
- 4.2.5. Tourists
- 4.2.6. Lantau residents

4.3. Overall Satisfaction Indexes

- 4.3.1. The score of the overall satisfaction of different categories of passengers were shown in the Table 4.1.
- 4.3.2. The satisfaction levels were shown by three kinds of indexes: mean score (for very satisfied = 5 and very dissatisfied = 1); marks scale (from 0 to 100); and % of satisfied passengers (i.e. % of very satisfied plus quite satisfied passengers).
- 4.3.3. The general information on the bus services and the demographic data of the interviewed passengers were shown in Appendix II.
- 4.3.4. The numbers of respondents answered in different key drivers were different (see Tables 4.2 to 4.13), the reasons were as follows:
 - Some respondents had no opinions on certain key drivers such as environmental pollution, channels to express opinion.
 - Some respondents had not considered these aspects when they used the services.
 - Some respondents might not be patient when they had already answered 20 or more questions, therefore the response rate for the latter questions were generally lower than those of the beginning of the survey. We would regard as successfully enumerated if all the questions related to key drivers were answered.

4.4. Summary of the Results

4.4.1. Overall (Question Number A6)

Table 4.1 Overall satisfaction indexes by various categories of passengers (2016)

	Overall	Sunday	Weekday	HK residents	Lantau	Tourists
Sample Size	1033	440	593	943	668	80
% of Satisfied passengers	68.15	67.27	68.80	66.60	71.56	87.50
Average Score (1 – very unsatisfied; 5 – very satisfied)	3.70	3.68	3.71	3.66	3.71	4.14
Standard deviation (average score)	0.667	0.653	0.677	0.649	0.647	0.725
Covert to 0-100 marks scale*	67.49	67.10	67.79	66.57	67.77	78.44

* marks are converted with the formula as mark = number of score of “5” x 100 + number of score of “4” x 75 + number of score of “3” x 50 + number of score of “2” x 25 + number of score of “1” x 0

Table 4.2 The performance of various key drivers (Overall) (2016)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	68.15	4.36	67.49	1033
Information				
Bus stop – route information (B2)	78.85	3.99	74.88	1026
Bus stop – fare information (B3)	69.62	3.90	72.59	1027
Fare collection box information (B4)	62.77	3.80	70.01	1002
On-board – route information (B5)	44.02	3.38	59.46	1004
On-board – telephone hotline (B6)	30.32	2.89	47.29	930
Convenience				
Frequency (C1)	63.15	3.78	69.53	1023
Octopus (C3)	55.11	3.54	63.40	920
Comfort				
Smoothness (D1)	78.27	4.04	75.95	1026
Design and location of bus shelters (D2)	57.41	3.64	66.08	1026
Number and installation of seats (D3)	57.05	3.61	65.26	1029
Internal cleanliness (D4)	53.61	3.61	65.16	1026
Comfort of seats (D5)	53.71	3.60	64.92	1024
Air-conditioning (D6)	37.12	3.27	56.78	1021
Terminus – waiting environment (D8)	68.79	3.74	68.59	1022
Terminus – queuing arrangement (D9)	54.89	3.58	64.56	1022
Staff Attitudes				
Drivers' attitudes (E1)	61.10	3.71	67.78	1018
Complaints & Suggestions				
Channels to express opinions (F1)	36.57	3.15	53.67	905
Safety				
Driving speed (G1)	60.98	3.76	69.04	1020
Driving skills (G3)	76.47	4.04	76.03	1020
Traffic regulations compliance (G4)	76.35	4.09	77.12	1015
Environmental Protection				
Means to combat air pollution (H1)	42.43	3.30	57.45	846
Value for Money				
Value for money (I1)	51.65	3.46	61.38	997
Expectation				
Expectation (J2)	63.86	3.70	67.38	1010

* excluding those with no comment.

Table 4.3(a) Ranking of the satisfied key drivers (Overall) (2016)

Ranks	Key drivers	% of satisfied passengers
1	Bus stop – route information (B2)	78.85
2	Smoothness (D1)	78.27
3	Driving skills (G3)	76.47
4	Traffic regulations compliance (G4)	76.35
5	Bus stop – fare information (B3)	69.62
6	Terminus – waiting environment (D8)	68.79
7	Expectation (J2)	63.86
8	Frequency (C1)	63.15
9	Fare collection box information (B4)	62.77
10	Drivers' attitudes (E1)	61.10
11	Driving speed (G1)	60.98
12	Design and location of bus shelters (D2)	57.41
13	Number and installation of seats (D3)	57.05
14	Terminus – queuing arrangement ((D9)	54.89
15	Comfort of seats (D5)	53.71
16	Internal Cleanliness (D4)	53.61
17	Value for money (I1)	51.65
18	On-board – route information (B5)	44.02
19	Means to combat air pollution (H1)	42.43
20	Channels to express opinions (F1)	36.57
21	Air-conditioning (D6)	37.12
22	On-board – telephone hotline (B6)	30.32

Table 4.3(b) Ranking of the dissatisfied key drivers (Overall) (2016)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – telephone hotline (B6)	32.37
2	Channels to express opinions (F1)	24.42
3	Means to combat air pollution (H1)	18.32
4	On-board – route information (B5)	17.53
5	Air-conditioning (D6)	15.87
6	Value for money (I1)	11.53
7	Number and installation of seats (D3)	10.69
8	Bus stop – fare information (B3)	10.69
9	Frequency (C1)	10.65
10	Drivers' attitudes (E1)	7.96
11	Comfort of seats (D5)	7.91
12	Internal cleanliness (D4)	7.90
13	Terminus – queuing arrangement (D9)	7.44
14	Design and location of bus shelters (D2)	6.28
15	Fare collection box information (B4)	5.19
16	Driving speed (G1)	4.90
17	Terminus – waiting environment (D8)	4.40
18	Expectation (J2)	3.76
19	Bus stop – route information (B2)	3.02
20	Smoothness (D1)	2.24
21	Traffic regulations compliance (G4)	1.87
22	Driving skills (G3)	1.86

4.4.2. Sunday

Table 4.4 The performance of various key drivers (Sunday) (2016)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	67.27	3.68	67.10	440
Information				
Bus stop – route information (B2)	77.45	3.97	74.15	439
Bus stop – fare information (B3)	63.86	3.83	70.68	440
Fare collection box information (B4)	57.01	3.71	67.87	435
On-board – route information (B5)	33.96	3.15	53.75	427
On-board – telephone hotline (B6)	27.05	2.82	45.60	403
Convenience				
Frequency (C1)	57.99	3.69	67.18	438
Octopus (C3)	47.60	3.31	57.75	416
Comfort				
Smoothness (D1)	75.57	3.98	74.43	438
Design and location of bus shelters (D2)	50.34	3.55	63.72	439
Number and installation of seats (D3)	50.34	3.55	63.67	439
Internal cleanliness (D4)	45.33	3.50	62.59	439
Comfort of seats (D5)	47.72	3.51	62.84	438
Air-conditioning (D6)	31.88	3.23	55.79	436
Terminus – waiting environment (D8)	69.63	3.78	69.46	438
Terminus – queuing arrangement (D9)	44.06	3.46	61.47	438
Staff Attitudes				
Drivers' attitudes (E1)	55.15	3.65	66.19	437
Complaints & Suggestions				
Channels to express opinions (F1)	31.39	3.02	50.57	395
Safety				
Driving speed (G1)	57.31	3.74	68.61	438
Driving skills (G3)	77.22	4.08	77.11	439
Traffic regulations compliance (G4)	66.36	3.96	74.03	437
Environmental Protection				
Means to combat air pollution (H1)	35.00	3.11	52.83	380
Value for Money				
Value for money (I1)	44.50	3.38	58.43	427
Expectation				
Expectation (J2)	3.91	3.60	65.00	435

* excluding those with no comment.

Table 4.5(a) Ranking of the satisfied key drivers (Sunday) (2016)

Ranks	Key drivers	% of satisfied passengers
1	Bus stop – route information (B2)	77.45
2	Driving skills (G3)	77.22
3	Smoothness (D1)	75.57
4	Terminus – waiting environment (D8)	69.63
5	Traffic regulations compliance (G4)	66.36
6	Bus stop – fare information (B3)	63.86
7	Frequency (C1)	57.99
8	Expectation (J2)	57.93
9	Driving speed (G1)	57.31
10	Fare collection box information (B4)	57.01
11	Drivers' attitudes (E1)	55.15
12	Design and location of bus shelters (D2)	50.34
13	Number and installation of seats (D3)	50.34
14	Comfort of seats (D5)	47.72
15	Internal Cleanliness (D4)	45.33
16	Value for money (I1)	44.50
17	Terminus – queuing arrangement ((D9)	44.06
18	Means to combat air pollution (H1)	35.00
19	On-board – route information (B5)	33.96
20	Air-conditioning (D6)	31.88
21	Channels to express opinions (F1)	31.39
22	On-board – telephone hotline (B6)	27.05

Table 4.5(b) Ranking of the dissatisfied key drivers (Sunday) (2016)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – telephone hotline (B6)	36.97
2	Channels to express opinions (F1)	30.63
3	Means to combat air pollution (H1)	25.79
4	On-board – route information (B5)	24.82
5	Value for money (I1)	14.99
6	Air-conditioning (D6)	13.99
7	Frequency (C1)	11.64
8	Drivers' attitudes (E1)	8.70
9	Number and installation of seats (D3)	8.43
10	Comfort of seats (D5)	7.76
11	Terminus – queuing arrangement (D9)	7.08
12	Internal cleanliness (D4)	6.61
13	Design and location of bus shelters (D2)	6.15
14	Fare collection box information (B4)	5.52
15	Driving speed (G1)	4.11
16	Expectation (J2)	3.91
17	Bus stop – fare information (B3)	3.18
18	Bus stop – route information (B2)	2.73
19	Smoothness (D1)	2.28
20	Traffic regulations compliance (G4)	2.06
21	Terminus – waiting environment (D8)	1.60
22	Driving skills (G3)	0.91

4.4.3. Weekday

Table 4.6 The performance of various key drivers (Weekday) (2016)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	68.80	3.71	67.79	593
Information				
Bus stop – route information (B2)	79.90	4.02	75.43	587
Bus stop – fare information (B3)	73.94	3.96	74.02	587
Fare collection box information (B4)	67.20	3.87	71.65	567
On-board – route information (B5)	51.47	3.55	63.69	577
On-board – telephone hotline (B6)	32.83	2.94	48.58	527
Convenience				
Frequency (C1)	67.01	3.85	71.28	585
Octopus (C3)	61.31	3.72	68.06	504
Comfort				
Smoothness (D1)	80.27	4.08	77.08	588
Design and location of bus shelters (D2)	62.69	3.71	67.84	587
Number and installation of seats (D3)	62.03	3.66	66.44	590
Internal cleanliness (D4)	59.80	3.68	67.08	587
Comfort of seats (D5)	58.19	3.66	66.47	586
Air-conditioning (D6)	41.03	3.30	57.52	585
Terminus – waiting environment (D8)	68.15	3.72	67.94	584
Terminus – queuing arrangement (D9)	63.01	3.68	66.87	584
Staff Attitudes				
Drivers' attitudes (E1)	65.58	3.76	68.98	581
Complaints & Suggestions				
Channels to express opinions (F1)	40.59	3.24	56.08	510
Safety				
Driving speed (G1)	63.75	3.78	69.37	582
Driving skills (G3)	75.90	4.01	75.22	581
Traffic regulations compliance (G4)	83.91	4.18	79.46	578
Environmental Protection				
Means to combat air pollution (H1)	48.50	3.45	61.21	466
Value for Money				
Value for money (I1)	57.02	3.54	63.60	570
Expectation				
Expectation (J2)	68.35	3.77	69.17	575

* excluding those with no comment.

Table 4.7(a) Ranking of the satisfied key drivers (Weekday) (2016)

Ranks	Key drivers	% of satisfied passengers
1	Traffic regulations compliance (G4)	83.91
2	Smoothness (D1)	80.27
3	Bus stop – route information (B2)	79.90
4	Driving skills (G3)	75.90
5	Bus stop – fare information (B3)	73.94
6	Expectation (J2)	68.35
7	Terminus – waiting environment (D8)	68.15
8	Fare collection box information (B4)	67.20
9	Frequency (C1)	67.01
10	Drivers' attitudes (E1)	65.58
11	Driving speed (G1)	63.75
12	Terminus – queuing arrangement ((D9)	63.01
13	Design and location of bus shelters (D2)	62.69
14	Number and installation of seats (D3)	62.03
15	Internal Cleanliness (D4)	59.80
16	Comfort of seats (D5)	58.19
17	Value for money (I1)	57.02
18	On-board – route information (B5)	51.47
19	Means to combat air pollution (H1)	48.50
20	Air-conditioning (D6)	41.03
21	Channels to express opinions (F1)	40.59
22	On-board – telephone hotline (B6)	32.83

Table 4.7(b) Ranking of the dissatisfied key drivers (Weekday) (2016)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – telephone hotline (B6)	28.84
2	Channels to express opinions (F1)	19.61
3	Air-conditioning (D6)	17.26
4	Number and installation of seats (D3)	12.37
5	Means to combat air pollution (H1)	12.23
6	On-board – route information (B5)	12.13
7	Frequency (C1)	9.92
8	Value for money (I1)	8.95
9	Internal cleanliness (D4)	8.86
10	Comfort of seats (D5)	8.02
11	Terminus – queuing arrangement (D9)	7.71
12	Drivers' attitudes (E1)	7.40
13	Design and location of bus shelters (D2)	7.33
14	Terminus – waiting environment (D8)	6.51
15	Driving speed (G1)	5.50
16	Fare collection box information (B4)	4.94
17	Bus stop – fare information (B3)	4.26
18	Expectation (J2)	3.65
19	Bus stop – route information (B2)	3.24
20	Driving skills (G3)	2.58
21	Smoothness (D1)	2.21
22	Traffic regulations compliance (G4)	1.73

4.4.4. Hong Kong residents

Table 4.8 The performance of various key drivers (Hong Kong) (2016)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	66.60	3.66	6.57	943
Information				
Bus stop – route information (B2)	77.72	3.96	73.96	938
Bus stop – fare information (B3)	68.44	3.87	71.80	938
Fare collection box information (B4)	61.74	3.77	69.32	920
On-board – route information (B5)	42.78	3.34	58.50	921
On-board – telephone hotline (B6)	29.64	2.87	46.74	867
Convenience				
Frequency (C1)	62.11	3.78	69.48	937
Octopus (C3)	55.12	3.54	63.49	869
Comfort				
Smoothness (D1)	77.51	4.02	75.45	938
Design and location of bus shelters (D2)	55.24	3.60	64.98	936
Number and installation of seats (D3)	56.02	3.59	64.62	939
Internal cleanliness (D4)	50.80	3.56	63.93	937
Comfort of seats (D5)	51.34	3.55	63.82	935
Air-conditioning (D6)	35.30	3.23	55.82	932
Terminus – waiting environment (D8)	66.74	3.70	67.56	938
Terminus – queuing arrangement (D9)	52.77	3.54	63.43	938
Staff Attitudes				
Drivers' attitudes (E1)	58.95	3.67	66.80	933
Complaints & Suggestions				
Channels to express opinions (F1)	34.80	3.10	52.58	842
Safety				
Driving speed (G1)	59.11	3.72	68.05	939
Driving skills (G3)	75.27	4.02	75.40	938
Traffic regulations compliance (G4)	75.67	4.07	76.85	933
Environmental Protection				
Means to combat air pollution (H1)	40.83	3.26	56.45	791
Value for Money				
Value for money (I1)	49.35	3.40	59.97	918
Expectation				
Expectation (J2)	61.57	3.65	66.25	929

* excluding those with no comment.

Table 4.9(a) Ranking of the satisfied key drivers (Hong Kong) (2016)

Ranks	Key drivers	% of satisfied passengers
1	Bus stop – route information (B2)	77.72
2	Smoothness (D1)	77.51
3	Traffic regulations compliance (G4)	75.67
4	Driving skills (G3)	75.27
5	Bus stop – fare information (B3)	68.44
6	Terminus – waiting environment (D8)	66.74
7	Frequency (C1)	62.11
8	Expectation (J2)	61.57
9	Fare collection box information (B4)	61.47
10	Driving speed (G1)	59.11
11	Drivers' attitudes (E1)	58.95
12	Design and location of bus shelters (D2)	55.24
13	Number and installation of seats (D3)	56.02
14	Terminus – queuing arrangement ((D9)	52.77
15	Comfort of seats (D5)	51.34
16	Internal Cleanliness (D4)	50.80
17	Value for money (I1)	49.35
18	On-board – route information (B5)	42.78
19	Means to combat air pollution (H1)	40.83
20	Air-conditioning (D6)	35.30
21	Channels to express opinions (F1)	34.80
22	On-board – telephone hotline (B6)	29.64

Table 4.9(b) Ranking of the dissatisfied key drivers (Hong Kong) (2016)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – telephone hotline (B6)	32.87
2	Channels to express opinions (F1)	25.53
3	On-board – route information (B5)	19.13
4	Means to combat air pollution (H1)	19.09
5	Air-conditioning (D6)	16.20
6	Value for money (I1)	12.31
7	Number and installation of seats (D3)	10.65
8	Frequency (C1)	10.35
9	Internal cleanliness (D4)	8.32
10	Drivers' attitudes (E1)	8.25
11	Comfort of seats (D5)	8.24
12	Terminus – queuing arrangement (D9)	7.68
13	Design and location of bus shelters (D2)	7.16
14	Driving speed (G1)	5.33
15	Fare collection box information (B4)	5.11
16	Terminus – waiting environment (D8)	4.80
17	Bus stop – fare information (B3)	3.84
18	Expectation (J2)	3.66
19	Bus stop – route information (B2)	3.31
20	Smoothness (D1)	2.34
21	Traffic regulations compliance (G4)	1.72
22	Driving skills (G3)	1.72

4.4.5. Tourists

Table 4.10 The performance of various key drivers (Tourist) (2016)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	87.50	4.14	78.44	80
Information				
Bus stop – route information (B2)	91.03	4.40	84.94	78
Bus stop – fare information (B3)	82.28	4.25	81.33	79
Fare collection box information (B4)	72.60	4.10	77.40	73
On-board – route information (B5)	56.16	3.81	70.21	73
On-board – telephone hotline (B6)	41.07	3.32	58.04	56
Convenience				
Frequency (C1)	75.00	3.82	70.40	76
Octopus (C3)	57.14	3.50	62.50	42
Comfort				
Smoothness (D1)	84.81	4.20	80.06	79
Design and location of bus shelters (D2)	82.50	4.13	78.13	80
Number and installation of seats (D3)	67.50	3.89	72.19	80
Internal cleanliness (D4)	83.54	4.14	78.48	79
Comfort of seats (D5)	77.22	4.05	76.27	79
Air-conditioning (D6)	54.43	3.68	67.09	79
Terminus – waiting environment (D8)	91.14	4.20	80.06	79
Terminus – queuing arrangement (D9)	78.48	4.10	77.53	79
Staff Attitudes				
Drivers' attitudes (E1)	85.00	4.16	79.06	80
Complaints & Suggestions				
Channels to express opinions (F1)	60.66	3.74	68.44	61
Safety				
Driving speed (G1)	84.42	4.26	84.49	77
Driving skills (G3)	92.41	4.38	84.49	79
Traffic regulations compliance (G4)	84.81	4.23	80.70	79
Environmental Protection				
Means to combat air pollution (H1)	66.67	3.89	72.22	54
Value for Money				
Value for money (I1)	77.63	4.11	77.63	76
Expectation				
Expectation (J2)	89.87	4.20	80.06	79

* excluding those with no comment.

Table 4.11 (a) Ranking of the satisfied key drivers (Tourist) (2016)

Ranks	Key drivers	% of satisfied passengers
1	Driving skills (G3)	92.41
2	Terminus – waiting environment (D8)	91.14
3	Bus stop – route information (B2)	91.03
4	Expectation (J2)	89.87
5	Drivers' attitudes (E1)	85.00
6	Smoothness (D1)	84.81
7	Traffic regulations compliance (G4)	84.81
8	Driving speed (G1)	84.42
9	Internal Cleanliness (D4)	83.54
10	Design and location of bus shelters (D2)	82.50
11	Bus stop – fare information (B3)	82.28
12	Terminus – queuing arrangement ((D9)	78.48
13	Value for money (I1)	77.63
14	Comfort of seats (D5)	77.22
15	Frequency (C1)	75.00
16	Fare collection box information (B4)	72.60
17	Number and installation of seats (D3)	67.50
18	Means to combat air pollution (H1)	66.67
19	Channels to express opinions (F1)	60.66
20	On-board – route information (B5)	56.16
21	Air-conditioning (D6)	54.43
22	On-board – telephone hotline (B6)	41.07

Table 4.11(b) Ranking of the dissatisfied key drivers (Tourist) (2016)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – telephone hotline (B6)	21.43
2	Frequency (C1)	11.84
3	Air-conditioning (D6)	11.39
4	Number and installation of seats (D3)	11.25
5	On-board – route information (B5)	9.59
6	Channels to express opinions (F1)	8.20
7	Means to combat air pollution (H1)	7.41
8	Fare collection box information (B4)	5.48
9	Comfort of seats (D5)	5.06
10	Expectation (J2)	5.06
11	Terminus – queuing arrangement (D9)	3.80
12	Internal cleanliness (D4)	3.80
13	Drivers' attitudes (E1)	3.75
14	Design and location of bus shelters (D2)	3.75
15	Value for money (I1)	2.63
16	Smoothness (D1)	2.53
17	Traffic regulations compliance (G4)	2.53
18	Bus stop – fare information (B3)	2.53
19	Driving speed (G1)	0.00
20	Terminus – waiting environment (D8)	0.00
21	Driving skills (G3)	0.00
22	Bus stop – route information (B2)	0.00

4.4.6. Lantau-related passengers

Table 4.12 The performance of various key drivers (Lantau) (2016)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction (A6)	71.56	3.71	67.78	668
Information				
Bus stop – route information (B2)	82.83	4.06	76.43	664
Bus stop – fare information (B3)	74.59	3.99	74.85	665
Fare collection box information (B4)	69.36	3.90	72.60	656
On-board – route information (B5)	48.93	3.43	60.67	656
On-board – telephone hotline (B6)	34.50	2.90	47.46	629
Convenience				
Frequency (C1)	68.22	3.92	72.90	667
Octopus (C3)	63.49	3.74	68.45	630
Comfort				
Smoothness (D1)	81.20	4.13	78.27	665
Design and location of bus shelters (D2)	55.57	3.63	65.85	664
Number and installation of seats (D3)	58.65	3.65	66.24	665
Internal cleanliness (D4)	54.74	3.62	65.41	665
Comfort of seats (D5)	52.49	3.58	64.48	663
Air-conditioning (D6)	35.65	3.21	55.14	662
Terminus – waiting environment (D8)	65.56	3.69	67.18	665
Terminus – queuing arrangement (D9)	53.08	3.54	63.46	665
Staff Attitudes				
Drivers' attitudes (E1)	63.84	3.76	69.06	661
Complaints & Suggestions				
Channels to express opinions (F1)	39.93	3.15	53.76	606
Safety				
Driving speed (G1)	63.31	3.79	69.77	665
Driving skills (G3)	75.23	4.08	76.88	666
Traffic regulations compliance (G4)	79.09	4.17	79.36	660
Environmental Protection				
Means to combat air pollution (H1)	44.83	3.26	56.61	571
Value for Money				
Value for money (I1)	55.50	3.51	62.65	654
Expectation				
Expectation (J2)	68.39	3.74	68.39	658

* excluding those with no comment.

Table 4.13(a) Ranking of the satisfied key drivers (Lantau) (2016)

Ranks	Key drivers	% of satisfied passengers
1	Bus stop – route information (B2)	82.83
2	Smoothness (D1)	81.20
3	Traffic regulations compliance (G4)	79.09
4	Driving skills (G3)	75.23
5	Bus stop – fare information (B3)	74.59
6	Fare collection box information (B4)	69.36
7	Expectation (J2)	68.39
8	Frequency (C1)	68.22
9	Terminus – waiting environment (D8)	65.56
10	Drivers' attitudes (E1)	63.84
11	Driving speed (G1)	63.31
12	Number and installation of seats (D3)	58.65
13	Design and location of bus shelters (D2)	55.57
14	Value for money (I1)	55.50
15	Internal Cleanliness (D4)	54.74
16	Terminus – queuing arrangement ((D9)	53.08
17	Comfort of seats (D5)	52.49
18	On-board – route information (B5)	48.93
19	Means to combat air pollution (H1)	44.83
20	Channels to express opinions (F1)	39.93
21	Air-conditioning (D6)	35.65
22	On-board – telephone hotline (B6)	34.50

Table 4.13(b) Ranking of the dissatisfied key drivers (Lantau) (2016)

Ranks	Key drivers	% of dissatisfied passengers
1	On-board – telephone hotline (B6)	32.27
2	Channels to express opinions (F1)	26.07
3	Means to combat air pollution (H1)	22.59
4	Air-conditioning (D6)	19.03
5	On-board – route information (B5)	18.29
6	Number and installation of seats (D3)	10.08
7	Frequency (C1)	9.75
8	Value for money (I1)	8.87
9	Terminus – queuing arrangement (D9)	8.42
10	Internal cleanliness (D4)	7.82
11	Drivers' attitudes (E1)	7.72
12	Comfort of seats (D5)	7.69
13	Design and location of bus shelters (D2)	6.63
14	Driving speed (G1)	6.62
15	Terminus – waiting environment (D8)	5.41
16	Fare collection box information (B4)	4.12
17	Expectation (J2)	3.95
18	Bus stop – fare information (B3)	2.71
19	Driving skills (G3)	2.40
20	Smoothness (D1)	2.11
21	Traffic regulations compliance (G4)	1.97
22	Bus stop – route information (B2)	1.96

4.5. Passenger's Satisfaction on Various Key Drivers

4.5.1. The top five most appreciated and top five most dislike key drivers were summarized in the Table 4.14 as follows:

Table 4.14 Most satisfied and dissatisfied key drivers

	Overall	Sunday	Weekday	HK residents	Lantau	Tourist
Sample	1033	440	593	943	668	80
Most Appreciated Key Drivers						
1 st	Bus stop - route information (B2)	Bus stop - route information (B2)	Traffic regulations compliance (G4)	Bus stop - route information (B2)	Bus stop - route information (B2)	Driving Skills (G3)
2 nd	Smoothness (D1)	Driving Skills (G3)	Smoothness (D1)	Smoothness (D1)	Smoothness (D1)	Terminus – waiting environment (D8)
3 rd	Driving Skills (G3)	Smoothness (D1)	Bus stop - route information (B2)	Traffic regulations compliance (G4)	Traffic regulations compliance (G4)	Bus stop - route information (B2)
4 th	Traffic regulations compliance (G4)	Terminus – waiting environment (D8)	Driving Skills (G3)	Driving Skills (G3)	Driving Skills (G3)	Expectation (J2)
5 th	Bus stop-fare information (B3)	Bus stop-fare information (B3)	Bus stop-fare information (B3)	Bus stop-fare information (B3)	Bus stop-fare information (B3)	Divers' attitudes (E1)
Most Disliked Key Drivers						
1 st	On-board – telephone hotline (B6)	On-board – telephone hotline (B6)	On-board – telephone hotline (B6)	On-board – telephone hotline (B6)	On-board – telephone hotline (B6)	On-board – telephone hotline (B6)
2 nd	Channels to express opinions (F1)	Channels to express opinions (F1)	Channels to express opinions (F1)	Channels to express opinions (F1)	Channels to express opinions (F1)	Frequency (C1)
3 rd	Means to combat air pollution (H1)	Means to combat air pollution (H1)	Air conditioning (D6)	On-board – route information (B5)	Means to combat air pollution (H1)	Air conditioning (D6)
4 th	On-board – route information (B5)	On-board – route information (B5)	Number & installation of seats (D3)	Means to combat air pollution (H1)	Air conditioning (D6)	Number & installation of seats (D3)
5 th	Air conditioning (D6)	Value for money (I1)	Means to combat air pollution (H1)	Air conditioning (D6)	On-board – route information (B5)	On-board – route information (B5)

*No one in this category chooses dissatisfaction on those key drivers.

4.5.2. Common key drivers that passengers appreciate:

- Bus stop - route information (B2)
- Smoothness (D1)
- Driving Skills (G3)
- Traffic regulations compliance (G4)
- Bus stop- fare information (B3)

4.5.3. Common key drivers that passengers are not satisfied with, they were:

- On-board – telephone hotline (B6)
- Channels to express opinions (F1)
- Means to combat air pollution (H1)
- Air conditioning (D6)
- On-board – route information (B5)

4.6. **Sample Error**

4.6.1. The summary of error predictions on various categories of passengers are as follows:

Table 4.15 Sample error by category of passengers

	Overall	Sunday	Weekday	HK residents	Lantau	Tourist
Sample Size	1033	440	593	943	668	80
95% Confidence Level						
Average Scores	3.70	3.68	3.71	3.66	3.71	4.14
S.D.	0.667	0.653	0.677	0.649	0.647	0.725
Error of average score	1.10	1.66	1.47	1.13	1.32	3.84
Binomial Analysis						
P	0.6815	0.6727	0.6880	0.6660	0.7156	0.8750
1 – p = q	0.3185	0.3273	0.3120	0.3340	0.2844	0.1250
% Error	2.86	4.39	3.76	3.01	3.54	9.01

4.6.2. It is suggested that the targeted sample error of this survey will be less than 5%. After this survey, the errors calculated for different categories are all less than 5% with 95% confidence level. The similar result was also found in Binomial Analysis except for Tourist category which scores 9.01%.

4.6.3. These show that the sample sizes of category tourist were not enough, however, the sample size fulfilled the requirement stated as greater than 30.

5. Comparison

5.1. **Methods to be Used in Comparing Various Survey Results**

5.1.1. Direct comparisons

The results on mean of overall satisfaction in different categories were recorded and the statistics obtained can be compared to give an overview on the trend of the quality of the services provided. (see Table 5.1)

- 5.1.2. Over the past 15 PSSs, the mean score of the overall passengers in this year is among the highest end of various years (ranging from 3.05 to 3.70). Score of this year shows significant increase on the score levels of all categories compare with those of last year.

Table 5.1 Change in mean scores of various categories in the past PSSs

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Mean score (Aug 2000)	3.33	3.29	3.38	3.33	3.52	NA
Mean score (Feb 2001)	3.22	3.25	3.16	3.18	3.46	3.03
Mean score (Nov 2001)	3.24	3.35	3.17	3.19	3.87	3.09
Mean score (Aug 2002)	3.05	2.98	3.08	3.01	3.61	2.94
Mean score (Aug 2003)	3.23	3.17	3.26	3.21	3.78	3.22
Mean Score (Nov 2004)	3.39	3.38	3.40	3.37	3.90	3.39
Mean Score (Jul 2005)	3.25	3.29	3.23	3.18	3.90	3.16
Mean Score (Aug 2006)	3.36	3.31	3.37	3.33	3.51	3.24
Mean Score (Aug 2007)	3.32	3.31	3.33	3.29	3.66	3.25
Mean Score (Aug 2008)	3.24	3.24	3.24	3.21	3.65	3.19
Mean Score (Aug 2009)	3.31	3.29	3.31	3.29	3.62	3.28
Mean Score (Aug 2010)	3.23	3.30	3.21	3.20	3.23	3.18
Mean Score (Aug 2011)	3.49	3.46	3.49	3.50	3.22	3.50
Mean Score (Aug 2012)	3.21	3.20	3.21	3.21	3.82	3.08
Mean Score (Nov 2013)	3.70	3.66	3.72	3.70	3.85	3.89
Mean Score (Nov 2014)	3.24	3.28	3.22	3.26	3.10	3.29
Mean Score (Mar 2016)	3.70	3.68	3.71	3.66	4.14	3.71

5.1.3. Difference between two samples – t-test

- To know whether the recent PSS (Mar 2016) results on overall satisfaction are significantly higher or lower than the results in PSS 2014, hypothesis testing is used to help us to find it out.
- The test statistics used to determine the differences between the population means are based on the differences between the samples. A null hypothesis that the means of the two populations are the same is set. If the null hypothesis is not rejected, then we assume that there is no significant difference in the performances of the overall satisfaction between this survey and that of the past survey under that particular category of passengers. If the test statistics indicate that there are significant differences, we have to further test whether it is “higher than” or “lower than” the previous means scores on past PSSs.
- Therefore, null hypotheses of “higher than and equal to” and “smaller than and equal to” are also set to test whether the quality of service on that particular key driver has recorded significant improvement or decline.
- The test statistics are drawn under the overall satisfaction and different key drivers. For the t-test, a 0.01 / 0.05 significance levels are used to determine the critical t value.
- The test results are shown in Table 5.2.

5.2. **Results**

5.2.1. The mean score of various categories recorded higher in the values than those of the PSS in 2014, the hypothesis testing concluded that there were improvements in the satisfactions of various aspects of the services of NLB provided in 2016 compare with that of the service quality in 2014. These might conclude that the increase in score values in all the categories from overall, Weekdays, Sundays, Hong Kong residents, tourists and Lantau-related categories.

Table 5.2 Test statistics on overall satisfaction (Nov 2014 vs Mar 2016)

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Mean score (Nov 2014)	3.236	3.267	3.224	3.262	3.101	3.288
S.D.	0.493	0.551	0.474	0.515	0.302	0.559
Sample size	834	196	638	702	119	430
Mean score (Mar 2016)	3.700	3.684	3.712	3.663	4.138	3.711
S.D.	0.667	0.653	0.677	0.649	0.725	0.647
Sample size	1033	440	593	943	668	80
Difference of means	0.464	0.417	0.488	0.401	1.037	0.423
t-value	17.27	8.05	14.49	13.86	12.13	11.47
Hypothesis testing Implications	Better	Better	Better	Better	Better	Better

Comparing Nov 2014 and Mar 2016	
---------------------------------------	--

#: $p < 0.01$

5.2.2. Different key drivers (overall passengers)

5.2.2.1. Difference of mean test is also employed to test the differences of means of various key drivers by comparing the means of November 2014 and that of March 2016 to see whether significant improvements were existed.

5.2.2.2. By the test using 95% confidence level (i.e. critical value is +/- 1.645), most the key drivers have shown reject of the null hypotheses which assume 2016 has better score than that of 2014; or assume 2016 has lower score than that of 2014. For perceived better / poorer quality level, one tailed tests are conducted (i.e. critical values are 1.645 and 2.326 at 0.05 and 0.01 significance level respectively).

Table 5.3 Difference of means test for various key drivers (Comparing Nov 2014 and Mar 2016)

Key drivers	B2	B3	B4	B5	B6	C1
Mean score (Nov 2014)	3.475	3.464	3.358	3.257	3.024	3.44
S.D.	0.555	0.565	0.560	0.519	0.509	0.715
Sample size	828	829	829	822	809	827
Mean score (Marv 2016)	3.995	3.904	3.800	3.379	2.891	3.781
S.D.	0.742	0.830	0.859	1.014	1.103	1.001
Sample size	1026	1027	1002	1004	930	1023
Difference of means	0.520	0.440	0.442	0.122	-0.133	0.341
t-value	17.25#	13.54#	13.22#	3.32#	-3.30#	8.53#
Implications in service quality	Better	Better	Better	Better	Lower	Better

Key drivers	D1	D2	D3	D4	D5	D6
Mean score (Nov 2014)	3.511	3.315	3.221	3.548	3.404	3.412
S.D.	0.574	0.561	0.719	0.56	0.58	0.58
Sample size	831	810	832	829	826	828
Mean score (Mar 2016)	4.038	3.643	3.610	3.606	3.597	3.271
S.D.	0.757	0.844	0.919	0.888	0.864	0.880
Sample size	1026	1026	1029	1026	1024	1021
Difference of means	0.527	0.328	0.389	0.058	0.193	-0.141
t-value	17.05#	9.97#	10.24#	1.713^	5.73#	-4.13
Implications in service quality	Better	Better	Better	Better	Better	Lower

Key drivers	D8	D9	E1	F1	G1	G3
Mean score (Nov 2014)	3.26	3.364	3.295	3.2	3.383	3.397
S.D.	0.492	0.551	0.515	0.476	0.562	0.512
Sample size	815	813	804	760	805	807
Mean score (Mar 2016)	3.744	3.582	3.711	3.147	3.762	4.041
S.D.	0.737	0.834	0.895	1.025	0.851	0.780
Sample size	1022	1022	1018	905	1020	1020
Difference of means	0.484	0.218	0.416	-0.053	0.379	0.644
t-value	16.82#	6.72#	12.45#	-1.39	11.42#	21.22#
Implications in service quality	Better	Better	Better	No change	Better	Better

Key drivers	G4	H1	I1
Mean score (Nov 2014)	3.455	3.137	3.207
S.D.	0.544	0.459	0.47
Sample size	805	607	785
Mean score (Mar 2016)	4.085	3.298	3.455
S.D.	0.799	0.943	0.841
Sample size	1015	846	997
Difference of means	0.63	-0.019	0.248
t-value	19.96#	-0.51	7.88#
Implications in service quality	Better	No change	Better

^ p < 0.05

p < 0.01

- 5.2.2.3. Most of the key drivers indicated significant increases in satisfaction levels (see table 5.3).
- 5.2.2.4. Two key drivers had no change in quality. These drivers were F1 and H1.
- 5.2.2.5. Two key drivers obtained decrease in service quality, they were B6 and D6.

-- END --

Appendix I

訪問員姓名： _____
受訪日期： _____ 假日／非假日*
訪問時間： 開始_____：_____ 結束_____：_____
天氣： _____
受訪者是： 正排隊 / 或乘搭_____號巴士

你好，我係香港專業教育學院學生 [展示証件]，我依家同新大嶼山巴士公司做緊一項有關該公司巴士的服務的乘客滿意程度調查，可否阻你幾分鐘時間，去完成一份問卷呢？

A1 (只問在巴士站等候時被選中的被訪者) 請問你過往三個月有沒有乘搭新大嶼山巴士公司的巴士？

有 _____ → A2 沒有 _____ 【問卷完，記錄於特別情況記錄表】

A2 請問你或者屋企人是公共運輸機構或市場研究公司的職員？

不是 _____ → A3 是 _____ 【問卷完，記錄於特別情況記錄表】

A3 請問你過往兩星期有沒有被同樣的調查訪問過？

沒有 _____ → A4 有 _____ 【問卷完，記錄於特別情況記錄表】

A4 請問你年齡是否11 歲 或以上? (只訪問外觀未能辨別之受訪者)

是 _____ → A5 不是 _____ 【問卷完，記錄於特別情況記錄表】

A5 請問你有幾經常乘搭新大嶼山巴士公司的巴士？ (來回作一次計算)

- a. 一年少於一次
- b. 一個月少於一次
- c. 一星期少於一次
- d. 一星期一至五次
- e. 一星期五次以上

A6 根據你過往三個月乘搭新大嶼山巴士公司巴士的經驗，你對佢整體服務滿意程度如何？

【讀出答案，若受訪者說有意見或不表示意見，即作冇意見論】

【不要向被訪者展示問卷】

【以後題目，除特別提問外，均須依照此方式進行訪問】

【可出示提示咭】

非常滿意..... 5

幾滿意..... 4

冇話滿意或者唔滿意..... 3

唔係幾滿意..... 2

非常唔滿意..... 1

冇意見【不要讀出】

INFORMATION

B1 整體來說，你認為新大嶼山巴士公司所提供給乘客的路線或收費等資料是否足夠？
足夠 _____ 不足夠 _____（邊方面唔足夠呢？_____）

B2 對於巴士站所提供的巴士路線資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B3 對於巴士站所提供的巴士收費資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B4 巴士車廂內錢箱附近所展示的巴士收費資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B5 請問你對於巴士車廂內所提供的巴士路線資料，你有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

B6 對於巴士車廂內展示熱線電話標貼的顯眼程度有幾滿意呢？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

CONVENIENCE

C1 請問你對新大嶼山巴士公司的班次安排有幾滿意呢？【如班次疏密及頭尾班車時間等】

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

C2 你通常會使用那一種方法支付車費？

八達通 → C3 / 現金 → D1

C3 你對八達通在大嶼山的增值設施有幾滿意呢？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

COMFORT

D1 對於巴士行駛時的穩定順暢程度，你有幾滿意？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D2 你有幾滿意巴士站的上蓋設計／擺放位置呢？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D3 對於車廂內的座位擺設與數量，你有幾滿意？

- 非常滿意..... 5
幾滿意..... 4
有話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
有意見【不要讀出】

D4 你有幾滿意巴士內的清潔程度？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

D5 你有幾滿意巴士座位的舒適程度？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

D6 你有幾滿意空調巴士內的溫度？

非常滿意..... 5 → D9
幾滿意..... 4 → D9
冇話滿意或者唔滿意..... 3 → D9
唔係幾滿意..... 2 → D8
非常唔滿意..... 1 → D8
冇意見【不要讀出】

D7 你唔滿意空調巴士內的溫度，係因為.....？

太熱..... 1
太凍..... 2
唔一致／時熱時凍..... 3

D8 你有幾滿意巴士總站內的候車環境？

非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

D9 你有幾滿意巴士總站內的排隊設施及安排？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

STAFF ATTITUDE

E1 你有幾滿意巴士車長的服務態度？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

COMPLAINTS & SUGGESTIONS

F1 請問你對新大嶼山巴士公司的提供渠道俾乘客表達意見方面有幾滿意呢？

- 非常滿意..... 5 → G1
幾滿意..... 4 → G1
冇話滿意或者唔滿意..... 3 → G1
唔係幾滿意..... 2 → F2
非常唔滿意..... 1 → F2
冇意見【不要讀出】

F2 咁你認為可以點樣改善呢？

SAFETY

根據三個月內，你對以下幾方面巴士安全程度有幾滿意。

G1 你對車長駕駛時車速控制有幾滿意？

- 非常滿意..... 5 → G3
幾滿意..... 4 → G3
冇話滿意或者唔滿意..... 3 → G3
唔係幾滿意..... 2 → G2
非常唔滿意..... 1 → G2
冇意見【不要讀出】

G2 你覺得係太快定太慢？

太快	1
太慢	2
有時太快，有時太慢.....	3

G3 你有幾滿意車長的駕駛技術？

非常滿意.....	5
幾滿意.....	4
冇話滿意或者唔滿意.....	3
唔係幾滿意	2
非常唔滿意	1

冇意見【不要讀出】

G4 你對車長的遵守交通燈號同交通規則方面，有幾滿意？

非常滿意.....	5
幾滿意.....	4
冇話滿意或者唔滿意.....	3
唔係幾滿意	2
非常唔滿意	1

冇意見【不要讀出】

ENVIRONMENT

H1 對於新大嶼山巴士公司減低巴士所產生的空氣污染呢方面的工作你有幾滿意？

【若受訪人說唔知新大嶼山巴士公司在環保方面有什麼工作，即作冇意見論】

非常滿意.....	5
幾滿意.....	4
冇話滿意或者唔滿意.....	3
唔係幾滿意	2
非常唔滿意	1

冇意見【不要讀出】

VALUE FOR MONEY

I1 如果話新大嶼山巴士公司服務是物有所值，你有幾同意呢？

非常同意.....	5
幾同意.....	4
冇話同意或者唔同意.....	3
唔係幾同意	2
非常唔同意	1

冇意見【不要讀出】

CONCLUSION

J1 你認為新大嶼山巴士公司在那方面需要作進一步改善？

【不要讀出，只需記錄頭三個答案】

資訊提供.....	1
巴士密度.....	2
巴士準時.....	3
巴士舒適.....	4
職員態度.....	5
車長技術.....	6
安全	7
其他（請註明：_____）	

J2 你認為新大嶼山巴士公司的服務是否滿足到你的期望？

非常滿意.....	5
幾滿意.....	4
有話滿意或者唔滿意.....	3
唔係幾滿意.....	2
非常唔滿意.....	1
有意見【不要讀出】	

PERSONAL DATA

K1 請問你今年幾多歲呢？【展示答案讓受訪者指出或讀出】

11-17	0
18-24	1
25-29	2
30-34	3
35-39	4
40-44	5
45-49	6
50-54	7
55-59	8
60-65	9
65以上.....	10

K2 你今次乘搭新大嶼山巴士的主要目的是？

回家【請再問回家前的活動是什麼】／_____

旅遊 / 玩樂 / 遠足	1
工作.....	2
上學.....	3
探望親友 / 社交	4
宗教： 拜佛 食齋 掃墓 求籤 等	5
購物.....	6
其他（請註明：如看醫生；比賽_____）	7

K3 你是否香港的居民？【是否持有香港身份証】

是 → K4

否 → K7

K4 你係唔係大嶼山居民（包括東涌）？

是 → K7

否 → K5

K5 你係唔係在大嶼山返工或返學？

是 → K7

否 → K6

K6 在大嶼山乘搭巴士，你認為幾多分鐘係可接受的等候巴士時間？【不要讀出】

a. 少於5分鐘1

b. 5-15分鐘2

c. 16-30分鐘3

d. 31-60分鐘4

e. 超過60分鐘5

只問大嶼山居民及在大嶼山工作及上學人士

K7 在大嶼山乘搭巴士，你認為幾多分鐘係可接受的等候巴士時間？【不要讀出】

a. 少於5分鐘1

b. 5-15分鐘2

c. 16-30分鐘3

d. 31-60分鐘4

e. 超過60分鐘5

L1 性別 (必需)（可觀察）： 男 — 女 —

建議

M1 對新大嶼山巴士公司其他建議：

*K4 K5 K6 K7 於元朗調查中無須詢問

< 完 >

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2016)

Name of interviewer: _____

Survey period : _____ Pubic holiday/Non-public holiday*

Survey Schedule : beginning from _____:_____ ends at _____:_____

Weather : _____

Interviewee is : lining up / or riding on no. _____ bus

Hi, I am a **student of Hong Kong Institute of Vocational Education** [shows identification document]. I am currently conducting a survey on passengers' satisfaction level on **New Lantao Bus Company's** bus services. Do you mind spending a few minutes to complete a survey?

A1 (Only asked interviewee who were waiting at the bus terminal) Did you ride on New Lantao Bus Company buses in the past three months?

Yes _____ A2 No _____ [record in special situation chart after completion of survey]

A2 Are you or any of your household members a staff of any public transport agencies or market research companies?

Yes _____ A3 No _____ [record in special situation chart after completion of survey]

A3 Have you been interviewed by the same survey in the past two weeks?

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A4 Are you aged 11 year-old or above? (only ask those whose age cannot be distinguished from appearance)

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A5 How often do you ride on New Lantao Bus Company's buses? (return trip counts as one)

- a. less than once a year
- b. less than once a month
- c. less than once a week
- d. 1-5 times a week
- e. more than 5 times a week

A6 Based on your experience of riding on New Lantao Bus Company's buses in the past three months, how satisfied are you with their overall service?

[Please read out the answers. If the interviewee says that he/she does not have or express any opinion, it should be considered as no opinion]

[Do not show the survey to the interviewees]

[All subsequent questions, except for special questions, shall be made in accordance with such method]

[May show tips card]

Extremely satisfied..... 5
Quite satisfied..... 4
Does not express satisfied or not..... 3
Not quite satisfied 2
Extremely dissatisfied 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2016)

INFORMATION

B1 Overall, do you think that the information such as routes and fees provided by the New Lantao Bus Company to passengers is sufficient?

Sufficient _____ Insufficient _____ (What aspects are insufficient? _____)

B2 How satisfied are you with the information of bus routes provided at bus stops?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B3 How satisfied are you with the information of bus fees provided at bus stops?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B4 How satisfied are you with the information of bus fees shown near the fare box inside bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B5 How satisfied are you with the information of bus routes provided in bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

B6 How satisfied are you with the conspicuousness of hotline signs shown in bus compartments?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2016)

CONVENIENCE

C1 How satisfied are you with the frequency arrangement provided by New Lantao Bus Co? [e.g. bus frequency and arrival time of first and last bus]

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

C2 Which method do you usually use to pay fares?

Octopus → C3 / Cash → D1

C3 How satisfied are you with Octopus' add-value facilities on Lantau Island?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

COMFORT

D1 How satisfied are you with the degree of stability and smoothness of bus drives?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

D2 How satisfied are you with the design of bus stop shelter / location of bus stops?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

D3 How satisfied are you with the seat position and numbers inside bus compartments?

- Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2016)

D4 How satisfied are you with the cleanliness inside buses?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

D5 How satisfied are you with the comfort level of bus seats?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

D6 How satisfied are you with the temperature of air-conditioned buses?

Very satisfied.....	5 → D9
Quite satisfied.....	4 → D9
Neither satisfied nor dissatisfied.....	3 → D9
Quite dissatisfied.....	2 → D8
Very dissatisfied.....	1 → D8
No opinion [Do not read out this choice]	

D7 You are dissatisfied with the temperature of air-conditioned buses, and the reason is...?

Too hot.....	1
Too cold.....	2
Inconsistent/ gets hot at times and cold at times.....	3

D8 How satisfied are you with the environment while waiting at bus terminals?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2016)

D9 How satisfied are you with the queuing facilities and arrangements at bus terminals?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

STAFF ATTITUDE

E1 How satisfied are you with bus captains' service attitude?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

COMPLAINTS & SUGGESTIONS

F1 How satisfied are you with the channels provided by the New Lantao Bus Company for passengers to express their opinions?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

F2 What do you think can be improved?

SAFETY

According to the past three months, how satisfied are you with the following aspects concerning bus safety.

G1 How satisfied are you with the speed control of bus captains while driving?

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied.....	2
Very dissatisfied.....	1
No opinion [Do not read out this choice]	

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2016)

G2 Do you think they are too fast or too slow?

Too fast..... 1
Too slow..... 2
Too fast at times and too slow at times..... 3

G3 How satisfied are you with the driving skills of bus captains?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied..... 2
Very dissatisfied..... 1
No opinion [Do not read out this choice]

G4 How satisfied are you with the bus captains' compliance with traffic signals and traffic rules?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied..... 2
Very dissatisfied..... 1
No opinion [Do not read out this choice]

ENVIRONMENT

H1 How satisfied are you with the work of New Lantao Bus Company in reducing air pollution created buses?

[If the interviewee does not know what environmental protection work is conducted by New Lantao Bus Company, then pick no opinion]

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied..... 2
Very dissatisfied..... 1
No opinion [Do not read out this choice]

VALUE FOR MONEY

I1 How much do you agree if it is said that New Lantao Bus Company services are value for money?

Very much agree..... 5
Quite agree..... 4
Neither agree nor disagree..... 3
Do not quite agree..... 2
Very much disagree..... 1
No opinion [Do not read out this choice]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2016)

CONCLUSION

J1 What areas do you think New Lantao Bus Company needs further improvements?

[Do not read out options, record the first three answers]

Information provided..... 1
Bus frequency..... 2
Bus punctuality..... 3
Bus comfortability..... 4
Staff attitude..... 5
Drivers skill..... 6
Safety 7
Others (Please specify : _____)

J2 Does the services provided by New Lantao Bus Company satisfy your expectations?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2
Very dissatisfied 1
No opinion [Do not read out this choice]

PERSONAL DATA

K1 What is your age? [Show the choices for interviewees or read them out]

11-17 0
18-24 1
25-29 2
30-34 3
35-39 4
40-44 5
45-49 6
50-54 7
55-59 8
60-65 9
Above 65..... 10

K2 What is the primary purpose of your present ride on New Lantao Bus?

Returning home [**Please ask what is the activity beforehand**]/ _____

Travel / have fun / hiking..... 1
Go to work..... 2
Go to school..... 3
Visit relatives/friends..... 4
Religious: worship fasting grave-visit seek fortune etc. 5
Shopping..... 6
Others (Please specify: e.g. visit the doctor, competition _____) 7)

New Lantau Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2016)

K3 Are you a Hong Kong resident? [holds HKID card or not]

Yes → K4

No → K7

K4 Are you a resident of Lantau Island (including Tung Chung)?

Yes → K7

No → K5

K5 Do you work or go to school in Lantau Island?

Yes → K7

No → K6

K6 How many minutes of waiting time do you consider acceptable? [Don't read them out]

- a. Less than 5 mins..... 1
- b. 5-15 mins..... 2
- c. 16-30 mins 3
- d. 31-60 4
- e. Over 60 mins..... 5

Only ask Lantau Island residents and those who work/go to school in Lantau Island

K7 How many minutes of waiting time do you consider acceptable? [Don't read them out]

- f. Less than 5 mins..... 1
- g. 5-15 mins..... 2
- h. 16-30 mins 3
- i. 31-60 4
- j. Over 60 mins..... 5

L1 Gender (Necessary) (can observe): M ____ F ____

Recommendation

M1 Other recommendations to New Lantau Bus Company:

*K4 K5 K6 K7 need not be asked for Yuen Long survey

<END>

Appendix II

Appendix II

Other Information

A4 How often do you patronise the services of NLB?

	< 1 per year	< 1 per month	< 1 per week	1-5 per week	> 5 per week	refuse	Total
Number	42	208	89	171	517	6	1033
%	4.07	20.14	8.62	16.55	50.05	0.6	100

B1 Generally speaking, do you think that the bus fare and route information provided by the NLB is sufficient?

Information	Enough	Not enough	Refuse
Number	982	45	6
%	95.06	4.36	0.58

C2 Which method of payment do you usually use?

Payment Method	Octopus	Cash	Refuse
Number	991	41	1
%	95.93	3.97	0.1

D6 Are you dissatisfied with the temperature of the air-conditioned buses?

	Too Hot	Too Cold	Inconsistent
Number	9	23	124
%	5.77	14.74	79.49

G2 Do you feel the bus captains drive too fast or too slow?

	Too Fast	Too Slow	Inconsistent
Number	3	7	37
%	6.4	14.89	78.72

K6 How long would you consider reasonable / acceptable for waiting for buses at Lantau Island? (for non-Lantau passengers)

	< 5 min	5-15 min	16-30 min	31-60 min	> 60 min	Not answer
Number	35	102	103	25	1	18
%	12.32	35.92	36.27	8.80	0.35	6.34

K7 How long would you consider reasonable / acceptable for waiting for buses at Lantau Island? (for Lantau-related passengers)

	< 5 min	5-15 min	16-30 min	31-60 min	> 60 min	Not answer
Number	450	161	37	7	1	6
%	67.98	24.32	5.59	1.06	0.02	0.91

Demographic Data

K1 Age

Age	Number	%
> 11-17	118	11.42
18-24	230	22.27
25-29	148	14.33
30-34	113	10.94
35-39	103	9.97
40-44	72	6.97
45-49	77	7.45
50-54	80	7.74
55-59	55	5.32
60-64	13	1.26
65 or above	16	1.55
Refuse	8	0.77

K2 Trip Purposes

Trip Purposes	Number	%
Recreation	308	29.82
Work	318	30.78
School	135	13.07
Social	79	7.65
Religion	67	6.49
Shopping	108	10.46
Refuse / un-classify	18	1.74

K3 HK Resident and Tourist

	HK Residents	Tourist	Refuse / not disclose
Number	946	80	7
%	91.58	7.75	0.68

K4 Resident at Lantau Island

Lantau-related	Yes	No	Not answer*
Number	662	242	129
%	64.09	23.43	12.49

*702 out of HK residents

M1 Sex

Sex	Male	Female
Number	508	525
%	49.18	50.82



Member of VTC Group
VTC 機構成員

Passenger Satisfaction Survey (March 2017)

New Lantao Bus Co. (1973) Ltd.

Final Report

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar – Apr 2017)

Final Report

1. Background

- 1.1. This report contains the results obtained in the Passengers' Satisfaction Survey (PSS) on bus services provided by the New Lantao Bus Co. (1973) Ltd. (NLB) during March to April 2017.
- 1.2. In year 2000, NLB was required by the Transport Department (TD) to submit PSS annually as part of the assessment of its service quality.
- 1.3. This is the 18th PSS of NLB. The history of the PSS exercises conducted by NLB is shown below:

Survey	Period
Pilot	Jun 2000
First PSS	Aug-Sept 2000
Second PSS	Feb-Apr 2001
Third PSS	Nov-Dec 2001
Fourth PSS	Aug 2002
Fifth PSS	Jul-Aug 2003
Sixth PSS	Nov 2004
Seventh PSS	Jul 2005
Eighth PSS	Aug 2006
Ninth PSS	Aug 2007
Tenth PSS	Jul-Aug 2008
Eleventh PSS	Aug 2009
Twelfth PSS	Aug 2010
Thirteenth PSS	Jul-Aug 2011
Fourteenth PSS	Aug-Sept 2012
Fifteenth PSS	Nov-Dec 2013
Sixteenth PSS	Nov-Dec 2014
Seventeenth PSS	Mar – Apr 2016
Eighteenth PSS	Mar – Apr 2017

- 1.4. The survey was conducted from 25 March 2017 to 22 April 2017 (fulfilled the minimal period of 14 consecutive days required by TD).
- 1.5. The questionnaire of this PSS is shown in Appendix I. The questionnaire was developed in the Pilot PSS and slight amendments were made from the past PSSs.

2. Objectives of the Study

- 2.1. This passenger satisfaction survey aims to grasp the passengers' perception on the satisfaction level of various aspects of the services provided by the franchised bus operator – New Lantao Bus Co. (1973) Ltd.
- 2.2. The data and information obtained from this survey are to keep the track record of the services quality of the bus services and to gauge the satisfaction levels of various aspects of the bus services.
- 2.3. The survey helps the company to identify key aspects for improvement.

- 2.4. This study can also facilitate the following targets:
 - 2.4.1. to develop a framework to conduct regular survey and to portray the satisfaction levels of various aspects of the services provided by NLB;
 - 2.4.2. to illustrate the trends of the level of satisfaction of various key drivers;
 - 2.4.3. to act as a tool to maintain the track record;
 - 2.4.4. to act as a feedback to the management of the service provider;
 - 2.4.5. to provide objective data to communicate with stakeholders.

3. The Survey

3.1. Survey Design

- 3.1.1. Face-to-face interview was conducted on-board but in case of peak period and when the buses were with over 80% of their allowed capacity, interview was conducted at terminus.
- 3.1.2. Respondents were asked to indicate their personal views on the level of satisfaction with a spectrum that contains “very satisfied”, “quite satisfied”, “neither satisfied nor dissatisfied”, “quite dissatisfied” and “very dissatisfied” on overall impression of the services provided.
- 3.1.3. Different aspects of the services provided by NLB would be tested to see whether these aspects would affect the perception of the overall satisfaction of the passengers. The aspects tested in this survey were called “key drivers” in the analysis below.
- 3.1.4. There were 8 key drivers (started in 2017) in the survey which were identified as the factors affecting the satisfaction level of the passengers. The key drivers were divided into eight categories. The key drivers and their categories were shown in Section 3.3. Other data on personal and travel characteristics were also obtained from the survey.

3.2. Survey Questionnaire

- 3.2.1. The questionnaire was revised and agreed with the NLB and the TD in 2016.
- 3.2.2. For the questionnaire, please see Appendix I.

3.3. Key Drivers

- 3.3.1. Information
- 3.3.2. Frequency
- 3.3.3. Comfort
- 3.3.4. Staff Attitude
- 3.3.5. Complaints & Suggestions
- 3.3.6. Safety
- 3.3.7. Environment
- 3.3.8. Value for Money

3.4. Sampling Method

- 3.4.1. Due to the services provided by NLB were geographically specific and the market share of NLB to the total franchised bus services was small, a territory-wide survey (such as telephone interview or postal questionnaire) was not appropriate. Therefore, route-specific survey was chosen and the targets of the survey were those who had taken the services of the NLB during the last three months.
- 3.4.2. The sample size was determined by the equation stated in section 3.5.1. Samples would be drawn from different routes according to the

patronage of the route. That means if the patronage of the route was 20% of the total patronage, the sample size drawn should be around 20% of the total sample size.

- 3.4.3. On the other hand, the sample size allocation and the number of hours that the survey would be assigned to the routes and number of hours that the survey taken would be scheduled to fulfil both the route requirement and ration between Weekday and Sunday.
- 3.4.4. For each assigned route, interviewers would conduct survey on-board and take random selection to the passengers nearby their seats selected. The seat selected was the empty seat of the most rear and right window one. Interviewer would move to the other empty seat till the journey ended or till allocated time was up. Interviewer would have a random table and they would take the Kth passenger according to the random table.
- 3.4.5. One interviewer was assigned to one route and the interviewers used this systematic sampling method to conduct survey on-board. The interviewers used the journey time to finish the interview. The expected interview time for one questionnaire was around 6 minutes. Therefore, in one hour, 10 questionnaires would be conducted. With the time of taking rest and moving around different buses, the sample obtained in one section (3 hours) should be around 10-20.
- 3.4.6. If the buses were usually full such as in peak hours of Sunday or holiday, a random sampling method was adopted at the queue of that route; i.e., interviewer had a random table and they took the Kth passenger according to the random table. A question on whether the interviewee had taken the survey within these 2 weeks had been asked to avoid double count of the respondents.
- 3.4.7. If a selected passenger refused to take the survey, interviewers were instructed to turn to the one following in the queue or sit next to the ones who refused to answer the survey. Cumulative counting would be employed on this systematic sampling.

3.5. Sample Size

- 3.5.1. A sample size of at least 400 was agreed and required for overall passengers in order to obtain a more accurate result.
- 3.5.2. A sample size of at least 30 on each category was required in order to maintain the basic statistical significance on this category of passengers. The categorization of interviewee was as follows: All passengers, weekday passengers; Sunday and holiday passengers, HK residents, Lantau Island related passengers, and Tourists.
- 3.5.3. The criteria for tourists were those who did not possess Hong Kong ID card and the purposes of their travel were travel or leisure in question K2.
- 3.5.4. With this expectation, we allocated more than 300 survey hours on this exercise and employing 8 IVE students to conduct the survey.
- 3.5.5. The targeted interviewees were:
 - those on-board passengers or queuing at the selected the routes;
 - those passengers that had taken NLB's services within the past three months;

- excluding those who were NLB's staff or family members of NLB's staff; and
- excluding those who were working at related public transport industry / market research companies.

3.5.6. Response Rate

- (Total number of attempts-refuse to answer-partially finished) / Total number of attempts

where the total number of attempts excluded those made on respondents who were NLB's staff or family of the staff / working at related public transport industry / market research companies, and completed the same survey within 2 weeks.

3.6. **Survey Periods**

3.6.1. The survey period had at least covered 14 consecutive days. This assured the results of the survey would not be affected by a single event in a particular day of the survey period. The survey would cover Weekdays and Sundays / public holidays. Moreover, it would also cover both morning and afternoon peaks.

3.6.2. If the weather was too rough for taking survey such as under typhoon signal No.3; landslide signal; flooding signal; rainstorm signal, the survey would be stopped immediately or postponed according to the situations. The supervisor of the survey had the power to terminate or postpone the survey regarding the safety of the interviewers.

3.7. **Survey Schedule**

3.7.1. The survey covered both morning and afternoon so that the data obtained would not only represent certain time-specific group of passengers.

3.7.2. Survey periods in each terminus would be assigned according to the characteristics of the travel patterns.

3.7.3. The survey recruited 8 IVE students as interviewers. Each survey session would have one student. They were instructed to survey specific route until the expected numbers of successful samples were obtained.

3.7.4. We assumed one man-hour would conduct 6-8 samples. Around 400 man-hours would be allocated to the PSS. The hours that covered in each peak of various terminus were shown in the following table:

Table 3.1 Coverage of the survey

Routes	Weekday AM peak	Weekday PM peak	Sunday/PH AM peak	Sunday/PH PM peak
With OD of Tai O and Ngong Ping and R1	0830-1200	1430-2030	0830-1200	1430-1800
Non-Tai O and Ngong Ping	0830-1200	1630-2030	0830-1200	1600-2000
Route B2/ B2P	0830-1200	1430-1800	0900-1230	1430-1800

3.8. **Field Work Procedures**

3.8.1. Survey supervisor lead the survey team to have on-site observations each routes.

- 3.8.2. Classroom training had been provided to the survey team members in order to learn the meaning of the questions and the technique to be used in face-to-face interview.
- 3.8.3. Briefing notes were distributed to the team members.
- 3.8.4. Pilot test had been conducted in order to familiarize with the environment and test the validity of the questionnaire.
- 3.8.5. Supervisor monitored the survey progress.
- 3.8.6. Emergency measures and procedures were developed in case of adverse weather and traffic problem.
- 3.9. **Quality Control**
 - 3.9.1. Data collection stage – A supervisor was employed to oversee the collection of data. On-site random checking was conducted. Intermediate review will be made by the team.
 - 3.9.2. Data processing stage – Cross checking on data processing would be made. The cross checking had been done by manual checking so that the statistics transfer from computer to written report were being checked.
 - 3.9.3. Additional sessions did not added as the number of sample size was met the requirements.

4. Survey Results

- 4.1. **Response Rate**
 - 4.1.1. During the survey period, attempts were made: 3520 – (A)
 - 4.1.2. Non-eligible: 26 (related industries: 11; repeated interviewees: 15) – (B)
 - 4.1.3. Not taking NLB services in the past three months: 496 – (C)
 - 4.1.4. Refuse to answer: 765 – (D)
 - 4.1.5. Partially finished: 190 – (E)
 - 4.1.6. Successfully enumerated: 1,985 – (F)
 - 4.1.7. Response rate for this study is $2539 / 3494 = 72.667\%$ – [(A)-(B)-(D)-(E)] / [(A)-(B)]
 - 4.1.8. Completion rate is $1,895 / 3520 = 53.84\%$ – [(F) / (A)]
- 4.2. **Categorization of Interviewees** – Analysis is conducted with the following categories of passengers:
 - 4.2.1. Overall interviewees
 - 4.2.2. Sunday passengers
 - 4.2.3. Weekday passengers
 - 4.2.4. Hong Kong residents (with HKID card)
 - 4.2.5. Tourists
 - 4.2.6. Lantau residents
- 4.3. **Overall Satisfaction Indexes**
 - 4.3.1. The score of the overall satisfaction of different categories of passengers were shown in the Table 4.1.
 - 4.3.2. The satisfaction levels were shown by three kinds of indexes: mean score (for very satisfied = 5 and very dissatisfied = 1); marks scale (from 0 to 100); and % of satisfied passengers (i.e. % of very satisfied plus quite satisfied passengers).
 - 4.3.3. The general information on the bus services and the demographic data of the interviewed passengers were shown in Appendix II.

4.3.4. The numbers of respondents answered in different key drivers were different (see Tables 4.2 to 4.13), the reasons were as follows:

- Some respondents had no opinions on certain key drivers such as environmental pollution, channels to express opinion.
- Some respondents had not considered these aspects when they used the services.
- Some respondents might not be patient when they had already answered 20 or more questions, therefore the response rate for the latter questions were generally lower than those of the beginning of the survey. We would regard as successfully enumerated if all the questions related to key drivers were answered.

4.4. Summary of the Results

4.4.1. Overall (Question Number A6)

Table 4.1 Overall satisfaction indexes by various categories of passengers (2017)

	Overall	Sunday	Weekday	HK residents	Lantau	Tourists
Sample Size	1985	684	1301	1857	853	109
% of Satisfied passengers	74.61	76.46	73.64	73.77	74.79	90.83
Average Score (1 – very unsatisfied; 5 – very satisfied)	3.79	3.81	3.79	3.77	3.76	4.27
Standard deviation (average score)	0.64	0.66	0.63	0.63	0.65	0.70
Covert to 0-100 marks scale*	69.84	70.14	69.68	69.17	68.96	81.65
Integrated score	3.66	3.65	3.67	3.63	3.55	4.23
Standard deviation (integrated score)	0.52	0.51	0.52	0.49	0.50	0.67

* marks are converted with the formula as mark = number of score of “5” x 100 + number of score of “4” x 75 + number of score of “3” x 50 + number of score of “2” x 25 + number of score of “1” x 0

Table 4.2 The performance of various key drivers (Overall) (2017)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	74.61	3.79	69.84	1985
Information	58.69	3.71	67.70	1884
Frequency	69.22	3.77	69.24	1963
Comfortability	61.91	3.69	67.32	1970
Staff Attitudes	51.13	3.62	65.40	1836
Complaints & Suggestions	22.42	3.43	60.72	989
Safety	68.06	3.82	70.35	1962
Environmental Protection	34.06	3.51	62.64	1339
Value for Money	51.59	3.54	63.52	1941

* excluding those with no comment.

Table 4.3(a) Ranking of the satisfied key drivers (Overall) (2017)

Ranks	Key drivers	% of satisfied passengers
1	Frequency	69.22
2	Safety	68.06
3	Comfortability	61.91
4	Information	58.69
5	Value for money	51.59
6	Staff Attitudes	51.13
7	Environmental Protection	34.06
8	Complaints and Suggestions	22.42

Table 4.3(b) Ranking of the dissatisfied key drivers (Overall) (2017)

Ranks	Key drivers	% of dissatisfied passengers
1	Value for money	8.46
2	Frequency	6.35
3	Staff Attitudes	4.08
4	Environmental Protection	3.88
5	Comfortability	3.73
6	Information	2.77
7	Complaints and Suggestions	2.52
8	Safety	1.71

4.4.2. Sunday

Table 4.4 The performance of various key drivers (Sunday) (2017)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	76.46	3.81	70.14	684
Information	57.46	3.71	67.63	658
Frequency	69.15	3.75	68.69	677
Comfortability	60.09	3.64	66.09	679
Staff Attitudes	51.02	3.63	65.73	634
Complaints & Suggestions	20.61	3.37	59.16	344
Safety	70.76	3.82	70.54	679
Environmental Protection	30.56	3.46	61.40	430
Value for Money	52.05	3.51	62.80	666

* excluding those with no comment.

Table 4.5(a) Ranking of the satisfied key drivers (Sunday) (2017)

Ranks	Key drivers	% of satisfied passengers
1	Safety	70.76
2	Frequency	69.15
3	Comfortability	60.09
4	Information	57.46
5	Value for money	52.05
6	Staff Attitudes	51.02
7	Environmental Protection	30.56
8	Complaints and Suggestions	20.61

Table 4.5(b) Ranking of the dissatisfied key drivers (Sunday) (2017)

Ranks	Key drivers	% of dissatisfied passengers
1	Value for money	9.65
2	Frequency	6.58
3	Comfortability	3.80
4	Staff Attitudes	3.22
5	Environmental Protection	3.22
6	Information	3.07
7	Complaints and Suggestions	3.07
8	Safety	0.73

4.4.3. Weekday

Table 4.6 The performance of various key drivers (Weekday) (2017)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	73.64	3.79	69.68	1301
Information	59.34	3.71	67.74	1226
Frequency	69.25	3.78	69.54	1286
Comfortability	62.87	3.72	67.97	1291
Staff Attitudes	51.19	3.61	65.22	1202
Complaints & Suggestions	23.37	3.46	61.55	645
Safety	66.64	3.81	70.25	1283
Environmental Protection	35.90	3.53	63.23	909
Value for Money	51.35	3.56	63.90	1275

* excluding those with no comment.

Table 4.7(a) Ranking of the satisfied key drivers (Weekday) (2017)

Ranks	Key drivers	% of satisfied passengers
1	Frequency	69.25
2	Safety	66.64
3	Comfortability	62.87
4	Information	59.34
5	Value for money	51.35
6	Staff Attitudes	51.19
7	Environmental Protection	35.90
8	Complaints and Suggestions	23.37

Table 4.7(b) Ranking of the dissatisfied key drivers (Weekday) (2017)

Ranks	Key drivers	% of dissatisfied passengers
1	Value for money	7.84
2	Frequency	6.23
3	Staff Attitudes	4.53
4	Environmental Protection	4.23
5	Comfortability	3.69
6	Information	2.61
7	Complaints and Suggestions	2.23
8	Safety	2.23

4.4.4. Hong Kong residents

Table 4.8 The performance of various key drivers (Hong Kong) (2017)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	73.77	3.77	69.17	1857
Information	58.27	3.69	67.29	1783
Frequency	68.01	3.72	68.17	1837
Comfortability	60.58	3.65	66.34	1844
Staff Attitudes	49.97	3.58	64.57	1719
Complaints & Suggestions	23.42	3.43	60.87	964
Safety	66.61	3.77	69.34	1836
Environmental Protection	33.23	3.47	61.79	1257
Value for Money	50.03	3.50	62.62	1815

* excluding those with no comment.

Table 4.9(a) Ranking of the satisfied key drivers (Hong Kong) (2017)

Ranks	Key drivers	% of satisfied passengers
1	Frequency	68.01
2	Safety	66.61
3	Comfortability	60.58
4	Information	58.27
5	Value for money	50.03
6	Staff Attitudes	49.97
7	Environmental Protection	33.23
8	Complaints and Suggestions	23.42

Table 4.9(b) Ranking of the dissatisfied key drivers (Hong Kong) (2017)

Ranks	Key drivers	% of dissatisfied passengers
1	Value for money	8.29
2	Frequency	6.57
3	Staff Attitudes	4.15
4	Environmental Protection	4.04
5	Comfortability	3.98
6	Information	2.75
7	Complaints and Suggestions	2.42
8	Safety	1.83

4.4.5. Tourists

Table 4.10 The performance of various key drivers (Tourist) (2017)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	90.83	4.27	81.65	109
Information	67.89	4.03	75.85	88
Frequency	89.91	4.52	88.08	107
Comfortability	83.49	4.35	83.64	107
Staff Attitudes	70.64	4.22	80.56	99
Complaints & Suggestions	5.50	3.43	60.71	14
Safety	89.91	4.48	86.92	107
Environmental Protection	52.29	4.20	80.00	70
Value for Money	77.98	4.21	80.14	107

* excluding those with no comment.

Table 4.11 (a) Ranking of the satisfied key drivers (Tourist) (2017)

Ranks	Key drivers	% of satisfied passengers
1	Safety	89.91
2	Frequency	89.91
3	Comfortability	83.49
4	Value for money	77.98
5	Staff Attitudes	70.46
6	Information	67.89
7	Environmental Protection	52.29
8	Complaints and Suggestions	5.50

Table 4.11(b) Ranking of the dissatisfied key drivers (Tourist) (2017)

Ranks	Key drivers	% of dissatisfied passengers
1	Value for money	7.34
2	Information	3.67
3	Environmental Protection	0.92
4	Frequency	0.92
5	Safety	0.00
6	Comfortability	0.00
7	Staff Attitudes	0.00
8	Complaints and Suggestions	0.00

4.4.6. Lantau-related passengers

Table 4.12 The performance of various key drivers (Lantau) (2017)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	74.79	3.76	68.96	853
Information	51.23	3.58	64.41	803
Frequency	65.42	3.64	66.26	847
Comfortability	56.27	3.55	63.84	851
Staff Attitudes	43.49	3.47	61.79	791
Complaints & Suggestions	22.63	3.35	58.76	408
Safety	63.77	3.72	67.91	843
Environmental Protection	31.07	3.38	59.59	623
Value for Money	46.89	3.48	62.01	835

* excluding those with no comment.

Table 4.13(a) Ranking of the satisfied key drivers (Lantau) (2017)

Ranks	Key drivers	% of satisfied passengers
1	Frequency	65.42
2	Safety	63.77
3	Comfortability	56.27
4	Information	51.23
5	Value for money	46.89
6	Staff Attitudes	43.49
7	Environmental Protection	31.07
8	Complaints and Suggestions	22.63

Table 4.13(b) Ranking of the dissatisfied key drivers (Lantau) (2017)

Ranks	Key drivers	% of dissatisfied passengers
1	Frequency	8.21
2	Staff Attitudes	6.21
3	Comfortability	5.98
4	Value for money	5.86
5	Environmental Protection	4.10
6	Complaints and Suggestions	3.63
7	Information	3.17
8	Safety	2.43

4.5. Passenger's Satisfaction on Various Key Drivers

4.5.1. The top five most appreciated and top five most dislike key drivers were summarized in the Table 4.14 as follows:

Table 4.14 Most satisfied and dissatisfied key drivers

	Overall	Sunday	Weekday	HK residents	Lantau	Tourist
Sample	1895	684	1301	1857	853	109
Most Appreciated Key Drivers						
1 st	Frequency	Safety	Frequency	Frequency	Frequency	Safety
2 nd	Safety	Frequency	Safety	Safety	Safety	Frequency
3 rd	Comfort	Comfort	Comfort	Comfort	Comfort	Comfort
4 th	Information	Information	Information	Information	Information	Value for money
5 th	Value for money	Value for money	Value for money	Value for money	Value for money	Staff attitude
6 th	Staff attitude	Staff attitude	Staff attitude	Staff attitude	Staff attitude	Information
7 th	Environment	Environment	Environment	Environment	Environment	Environment
8 th	Complaints	Complaints	Complaints	Complaints	Complaints	Complaints
Most Disliked Key Drivers						
1 st	Value for money	Value for money	Value for money	Value for money	Frequency	Value for money
2 nd	Frequency	Frequency	Frequency	Frequency	Staff attitude	Information
3 rd	Staff attitude	Comfort	Staff attitude	Staff attitude	Comfort	Environment
4 th	Environment	Staff attitude	Environment	Environment	Value for money	Frequency
5 th	Comfort	Environment	Comfort	Comfort	Environment	Safety
6 th	Information	Information	Information	Information	Complaints	Comfort
7 th	Complaints	Complaints	Complaints	Complaints	Information	Staff attitude
8 th	Safety	safety	safety	safety	safety	Complaints

4.6. Sample Error

4.6.1. The summary of error predictions on various categories of passengers are as follows:

Table 4.15 Sample error by category of passengers

	Overall	Sunday	Weekday	HK residents	Lantau	Tourist
Sample Size	1985	684	1301	1857	853	109
95% Confidence Level						
Average Scores	3.79	3.81	3.79	3.77	3.76	4.27
S.D.	0.64	0.66	0.63	0.63	0.65	0.70
Error of average score	0.743	1.298	0.903	0.760	1.160	3.078
Binomial Analysis						
P	0.7461	0.7646	0.7364	0.7377	0.7479	0.9083
1 – p = q	0.2539	0.2354	0.2636	0.2623	0.2251	0.0917
% Error	1.915	3.179	2.394	2.001	2.803	5.418

4.6.2. It is suggested that the targeted sample error of this survey will be less than 5%. After this survey, the errors calculated for different categories are all less than 5% with 95% confidence level. The similar result was

also found in Binomial Analysis except for Tourist category which scores 3.078%.

- 4.6.3. However, the error is very close to 3.0%, the sample sizes of category tourist were regarded as acceptable and also fulfilled the requirement stated as greater than 30.

4.7 Integrated Scores

- 4.6.1. Integrated scores of the performance of NLB bus services are being provided by scaling each of the key drivers by the weighting of the importance of each of the key drivers by the interviewee.
- 4.6.2. $\Sigma (\text{score of individual key driver} \times \text{degree of importance of key driver}) / \Sigma (\text{degree of importance of individual key driver})^*$
- 4.6.3. * Those key driver without score, i.e.(no opinion / refuse to answer or leave blank), the importance level of that key driver will not be counted.
- 4.6.4. The results are as follows:

Table 4.1 Overall integrated scores by various categories of passengers (2017)

	Overall	Sunday	Weekday	HK residents	Lantau	Tourists
Sample Size	1985	684	1301	1857	853	109
Integrated score	3.66	3.65	3.67	3.63	3.55	4.23
Standard deviation (integrated score)	0.52	0.51	0.52	0.49	0.50	0.67

- 4.6.5. Compare with the overall satisfaction scores, the integrated scores are slightly lower than that of the overall satisfaction scores by around 0.1.
- 4.6.6. The standard deviation of the integrated scores are also 0.1 lower than the standard deviation of the overall satisfaction scores.
- 4.6.7. These figures shown that there are no great differences between two types of scores in various categories.
- 4.6.8. By subtracting the overall satisfaction scores with the integrated scores on individual interviewee basis, only 0.25% of the interviewees with a differences of more than or equal to 2.0 while only 7.6% of the interviewees with a difference of more than or equal to 1.0.

5. Comparison

5.1. **Methods to be Used in Comparing Various Survey Results**

5.1.1. Direct comparisons

The results on mean of overall satisfaction in different categories were recorded and the statistics obtained can be compared to give an overview on the trend of the quality of the services provided. (see Table 5.1)

- 5.1.2. Over the past 18 PSSs, the mean score of the overall passengers in this year is among the highest end of various years (ranging from 3.05 to 3.79). Score of this year shows significant increase on the score levels of all categories compare with those of last year.

Table 5.1 Change in mean scores of various categories in the past PSSs

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau-related
Mean score (Aug 2000)	3.33	3.29	3.38	3.33	3.52	NA
Mean score (Feb 2001)	3.22	3.25	3.16	3.18	3.46	3.03
Mean score (Nov 2001)	3.24	3.35	3.17	3.19	3.87	3.09
Mean score (Aug 2002)	3.05	2.98	3.08	3.01	3.61	2.94
Mean score (Aug 2003)	3.23	3.17	3.26	3.21	3.78	3.22
Mean Score (Nov 2004)	3.39	3.38	3.40	3.37	3.90	3.39
Mean Score (Jul 2005)	3.25	3.29	3.23	3.18	3.90	3.16
Mean Score (Aug 2006)	3.36	3.31	3.37	3.33	3.51	3.24
Mean Score (Aug 2007)	3.32	3.31	3.33	3.29	3.66	3.25
Mean Score (Aug 2008)	3.24	3.24	3.24	3.21	3.65	3.19
Mean Score (Aug 2009)	3.31	3.29	3.31	3.29	3.62	3.28
Mean Score (Aug 2010)	3.23	3.30	3.21	3.20	3.23	3.18
Mean Score (Aug 2011)	3.49	3.46	3.49	3.50	3.22	3.50
Mean Score (Aug 2012)	3.21	3.20	3.21	3.21	3.82	3.08
Mean Score (Nov 2013)	3.70	3.66	3.72	3.70	3.85	3.89
Mean Score (Nov 2014)	3.24	3.28	3.22	3.26	3.10	3.29
Mean Score (Mar 2016)	3.70	3.68	3.71	3.66	4.14	3.71
Mean Score (Mar 2017)	3.79	3.81	3.79	3.77	4.27	3.76

5.1.3. Difference between two samples – t-test

- To know whether the recent PSS (Mar 2017) results on overall satisfaction are significantly higher or lower than the results in PSS 2016, hypothesis testing is used to help us to find it out.
- The test statistics used to determine the differences between the population means are based on the differences between the samples. A null hypothesis that the means of the two populations are the same is set. If the null hypothesis is not rejected, then we assume

that there is no significant difference in the performances of the overall satisfaction between this survey and that of the past survey under that particular category of passengers. If the test statistics indicate that there are significant differences, we have to further test whether it is “higher than” or “lower than” the previous means scores on past PSSs.

- Therefore, null hypotheses of “higher than and equal to” and “smaller than and equal to” are also set to test whether the quality of service on that particular key driver has recorded significant improvement or decline.
- The test statistics are drawn under the overall satisfaction and different key drivers. For the t-test, a 0.01 / 0.05 significance levels are used to determine the critical t value.
- The test results are shown in Table 5.2.

5.2. Results

5.2.1. The mean score in 2017 of various categories recorded higher in the values than those of the PSS in 2016, the hypothesis testing concluded that there were improvements in the satisfactions of various aspects of the services of NLB provided in 2017 compare with that of the service quality in 2016. These might conclude that the increase in score values in all the categories from overall, Weekdays, Sundays, Hong Kong residents. However, there would be no significant changes in the satisfaction of tourists and Lantau-related categories.

Table 5.2 Test statistics on overall satisfaction (Mar 2016 vs Mar 2017)

	Overall	Sunday	Weekday	HK residents	Lantau – related	Tourist
Mean score (Mar 2016)	3.700	3.684	3.712	3.663	3.711	4.138
S.D.	0.667	0.653	0.677	0.649	0.647	0.725
Sample size	1033	440	593	943	668	80
Mean score (Mar 2017)	3.79	3.81	3.79	3.77	3.76	4.27
S.D.	0.64	0.66	0.63	0.63	0.65	0.70
Sample size	1985	684	1301	1857	853	109
Difference of means	0.09	0.126	0.078	0.107	0.049	0.132
t-value	3.57	3.14	2.38	4.16	1.42	1.26
Hypothesis testing Implications Comparing Mar 2016 and Mar 2017	#Better	#Better	^Better	#Better	No change	No change

^p < 0.05

#: p < 0.01

-- END --

Appendix I

訪問員姓名：_____

受訪日期：_____ 假日／非假日*

訪問時間：開始_____：_____結束_____：_____

天氣：_____

受訪者是：正排隊 / 或乘搭_____號巴士

你好，我係香港專業教育學院學生 [展示證件]，我依家同新大嶼山巴士公司做緊一項有關該公司巴士的服務的乘客滿意程度調查，可否阻你幾分鐘時間，去完成一份問卷呢？

A1 (只問在巴士站等候時被選中的被訪者) 請問你過往三個月有沒有乘搭新大嶼山巴士公司的巴士？

有 _____ → A2 沒有 _____ 【問卷完，記錄於特別情況記錄表】

A2 請問你或者屋企人是公共運輸機構或市場研究公司的職員？

不是 _____ → A3 是 _____ 【問卷完，記錄於特別情況記錄表】

A3 請問你過往兩星期有沒有被同樣的調查訪問過？

沒有 _____ → A4 有 _____ 【問卷完，記錄於特別情況記錄表】

A4 請問你年齡是否11 歲 或以上? (只訪問外觀未能辨別之受訪者)

是 _____ → A5 不是 _____ 【問卷完，記錄於特別情況記錄表】

A5 請問你有幾經常乘搭新大嶼山巴士公司的巴士？(來回作一次計算)

- a. 一年少於一次
- b. 一個月少於一次
- c. 一星期少於一次
- d. 一星期一至五次
- e. 一星期五次以上

A6 根據你過往三個月乘搭新大嶼山公司巴士的經驗，對佢整體服務滿意程度如何？

【讀出答案，若受訪者說有意見或不表示意見，即作有意見論】

【不要向被訪者展示問卷】

【以後題目，除特別提問外，均須依照此方式進行訪問】

【可出示提示咭】

非常滿意..... 5

幾滿意..... 4

有話滿意或者唔滿意..... 3

唔係幾滿意..... 2

非常唔滿意..... 1

有意見【不要讀出】

B. INFORMATION (資料提供)

B1 整體來說，你認為新大嶼山巴士公司所提供給乘客的有關巴士服務等資料，你有幾滿意呢？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2 → B1a
非常唔滿意..... 1 → B1a
冇意見【不要讀出】

B1a 為何不滿意？ _____

B2 你對新大嶼山巴士公司所提供給乘客的手機程式服務，有幾滿意呢？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2 → B2a
非常唔滿意..... 1 → B2a
未有使用
冇意見【不要讀出】

B2a 為何不滿意？ _____

B3 你對新大嶼山巴士公司所提供給乘客的網站服務，有幾滿意呢？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2 → B3a
非常唔滿意..... 1 → B3a
未有使用
冇意見【不要讀出】

B3a 為何不滿意？ _____

C. FREQUENCY (班次)

C1 請問你對新大嶼山巴士公司的班次安排有幾滿意呢？【如班次疏密及頭尾班車時間等】

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2 → C1a
非常唔滿意..... 1 → C1a
冇意見【不要讀出】

C1a 為何不滿意？ _____

D. COMFORTABILITY (舒適度)

D1 對於享用巴士服務時的舒適程度，你有幾滿意？

- | | | |
|----------------|---|-------|
| 非常滿意..... | 5 | |
| 幾滿意..... | 4 | |
| 冇話滿意或者唔滿意..... | 3 | |
| 唔係幾滿意..... | 2 | → D1a |
| 非常唔滿意..... | 1 | → D1a |
| 冇意見【不要讀出】 | | |

D1a 為何不滿意 _____

1. 行車不暢順
2. 巴士內不清潔
3. 巴士座位或擺設不舒適
4. 沒有足夠坐位
5. 巴士內的溫度
6. 巴士站的候車環境
7. 上落巴士困難(如離地面高)
8. 其他: _____

E. STAFF ATTITUDE 員工態度

E1 你有幾滿意巴士車長及員工的服務態度？

- | | |
|----------------|---|
| 非常滿意..... | 5 |
| 幾滿意..... | 4 |
| 冇話滿意或者唔滿意..... | 3 |
| 唔係幾滿意..... | 2 |
| 非常唔滿意..... | 1 |
| 冇意見【不要讀出】 | |

F. COMPLAINTS & SUGGESTIONS (投訴及沟通)

F1 請問你對新大嶼山巴士公司的提供渠道俾乘客表達意見方面有幾滿意呢？

- | | | |
|----------------|---|------|
| 非常滿意..... | 5 | |
| 幾滿意..... | 4 | |
| 冇話滿意或者唔滿意..... | 3 | |
| 唔係幾滿意..... | 2 | → F2 |
| 非常唔滿意..... | 1 | → F2 |
| 冇意見【不要讀出】 | | |

F2 咁你認為可以點樣改善呢？

G. SAFETY (安全)

G1 對於享用巴士服務時的安全程度，你有幾滿意？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2 → G1a
非常唔滿意..... 1 → G1a
冇意見【不要讀出】

G1a 為何不滿意 _____

- 1 你對車長駕駛時車速控制不滿意 – 太快/ 太慢/ 時快時慢
- 2 車長的駕駛技術
- 3 不遵守交通燈號同交通規則
- 4 其他

H. ENVIRONMENT (環保)

H1 對於新大嶼山巴士公司減低巴士所產生的空氣污染呢方面的工作你有幾滿意？

【若受訪人說唔知新大嶼山巴士公司在環保方面有什麼工作，即作冇意見論】

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

I. VALUE FOR MONEY (物有所值)

I1 如果話新大嶼山巴士公司服務是物有所值，你有幾同意呢？

- 非常同意..... 5
幾同意..... 4
冇話同意或者唔同意..... 3
唔係幾同意..... 2
非常唔同意..... 1
冇意見【不要讀出】

J. IMPORTANCE 重要程度

請排列下列各服務因素對你評核巴士服務的影響

因素	比重
J1 資料提供	非常重要..... 5 幾重要..... 4 冇話重唔重要..... 3 唔係幾重要..... 2 非常唔重要..... 1 冇意見【不要讀出】

J2 班次安排	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J3 舒適度	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J4 員工態度	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J5 投訴機制	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J6 安全性	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J7 環境保護	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J8 物有所值	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】

K. PERSONAL DATA

K1 請問你今年幾多歲呢？【展示答案讓受訪者指出或讀出】

11-17	0
18-24	1
25-29	2
30-34	3
35-39	4
40-44	5
45-49	6
50-54	7
55-59	8
60-65	9
65以上.....	10

K2 你今次乘搭新大嶼山巴士的主要目的是？

回家【請再問回家前的活動是什麼】／_____

旅遊 / 玩樂 / 遠足 1

工作..... 2

上學..... 3

探望親友 / 社交 4

宗教： 拜佛 食齋 掃墓 求籤 等 5

購物..... 6

其他（請註明：如看醫生；比賽_____） 7)

K3 你是否香港的居民？【是否持有香港身份証】

是 → K4

否 → L1

K4 你係唔係大嶼山居民（包括東涌）？

是 → L1

否 → K5

K5 你係唔係在大嶼山返工或返學？

是

否

L1 性別 可觀察）： 男 ____ 女 ____

*K4 K5 於元朗調查中無須詢問

< 完 >

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2017)

Name of interviewer: _____

Survey period : _____ Pubic holiday/Non-public holiday*

Survey Schedule : beginning from _____:_____ ends at _____:_____

Weather : _____

Interviewee is : lining up / or riding on no. _____ bus

Hi, I am a **student of Hong Kong Institute of Vocational Education** [shows identification document]. I am currently conducting a survey on passengers' satisfaction level on **New Lantao Bus Company's** bus services. Do you mind spending a few minutes to complete a survey?

A1 (Only asked interviewee who were waiting at the bus terminal) Did you ride on New Lantao Bus Company buses in the past three months?

Yes _____ A2 No _____ [record in special situation chart after completion of survey]

A2 Are you or any of your household members a staff of any public transport agencies or market research companies?

Yes _____ A3 No _____ [record in special situation chart after completion of survey]

A3 Have you been interviewed by the same survey in the past two weeks?

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A4 Are you aged 11 year-old or above? (only ask those whose age cannot be distinguished from appearance) Have you been interviewed by the same survey in the past two weeks?

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A5 How often do you ride on New Lantao Bus Company's buses? (return trip counts as one)

- a. less than once a year
- b. less than once a month
- c. less than once a week
- d. 1-5 times a week
- e. more than 5 times a week

A6 Based on your experience of riding on New Lantao Bus Company's buses in the past three months, how satisfied are you with their overall service?

[Please read out the answers. If the interviewee says that he/she does not have or express any opinion, it should be considered as no opinion]

[Do not show the survey to the interviewees]

[All subsequent questions, except for special questions, shall be made in accordance with such method]

[May show tips card]

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied	2
Very dissatisfied	1
No opinion [Do not read out this choice]	

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2017)

B. INFORMATION

B1 Overall, what do you think about the information of bus services etc. provided by New Lantao Bus Company to passengers? How satisfied are you?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2 B1a
Very dissatisfied 1 B1a
No opinion [Do not read out this choice]
B1a Why are you dissatisfied? _____

B2 How satisfied are you with the mobile application service provided by New Lantao Bus Company to passengers?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2 B2a
Very dissatisfied 1 B2a
No opinion [Do not read out this choice]
B2a Why are you dissatisfied? _____

B3 How satisfied are you with the internet service provided by New Lantao Bus Company to passengers?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2 B3a
Very dissatisfied 1 B3a
No opinion [Do not read out this choice]
B3a Why are you dissatisfied? _____

C. FREQUENCY

C1 How satisfied are you with the frequency arrangement provided by New Lantao Bus Co?

Very satisfied..... 5
Quite satisfied..... 4
Neither satisfied nor dissatisfied..... 3
Quite dissatisfied 2 C1a
Very dissatisfied 1 C1a
No opinion [Do not read out this choice]
C1a Why are you dissatisfied? _____

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2017)

D. COMFORABILITY

D1 How satisfied are you with the level of comfortability when using bus services?

Very satisfied.....	5	
Quite satisfied.....	4	
Neither satisfied nor dissatisfied.....	3	
Quite dissatisfied	2	D1a
Very dissatisfied	1	D1a
No opinion [Do not read out this choice]		

D1a Why are you dissatisfied? _____

1. Not driving smoothly
2. Bus is not clean
3. Bus seats or furnishings are not comfortable
4. Insufficient seats
5. Temperature in the bus
6. Environment while waiting at bus stops
7. Difficulties in getting on and off the bus (e.g. above the ground)
8. Others: _____

E. STAFF ATTITUDE

E1 How satisfied are you with the service attitude of bus captains and staff?

Very satisfied.....	5	
Quite satisfied.....	4	
Neither satisfied nor dissatisfied.....	3	
Quite dissatisfied	2	
Very dissatisfied	1	
No opinion [Do not read out this choice]		

F. COMPLAINTS & SUGGESTIONS

F1 How satisfied are you with the channels provided by the New Lantao Bus Company for passengers to express their opinions?

Very satisfied.....	5	
Quite satisfied.....	4	
Neither satisfied nor dissatisfied.....	3	
Quite dissatisfied	2	→ F2
Very dissatisfied	1	→ F2
No opinion [Do not read out this choice]		

F2 What do you think can be improved?

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2017)

G. SAFETY

G1 How satisfied are you with the speed control of bus captains while driving?

- Very satisfied..... 5
 Quite satisfied..... 4
 Neither satisfied nor dissatisfied..... 3
 Quite dissatisfied..... 2 → G1a
 Very dissatisfied..... 1 → G1a

No opinion [Do not read out this choice]

G1a Why are you dissatisfied _____

1. You are not satisfied with the bus captain's control over speed – too fast/ too slow/ at times too fast at times too slow
2. Driving skills of bus captains
3. Non-compliance with traffic signals and traffic rules
4. Otheres

H. ENVIRONMENT

H1 How satisfied are you with the work of New Lantao Bus Company in reducing air pollution created buses?

[If the interviewee does not know what environmental protection work is conducted by New Lantao Bus Company, then pick no opinion]

- Very satisfied..... 5
 Quite satisfied..... 4
 Neither satisfied nor dissatisfied..... 3
 Quite dissatisfied..... 2
 Very dissatisfied..... 1

No opinion [Do not read out this choice]

I. VALUE FOR MONEY

I1 How much do you agree if it is said that New Lantao Bus Company services are value for money?

- Very much agree..... 5
 Quite agree..... 4
 Neither agree nor disagree..... 3
 Do not quite agree..... 2
 Very much disagree..... 1

No opinion [Do not read out this choice]

J. IMPORTANCE

Please list the importance of the following service factors in your assessment of bus services

Factor	Importance
J1 Information provided	Very important..... 5
	Quite important..... 4
	Neither important nor unimportant..... 3
	Quite unimportant..... 2
	Very unimportant..... 1
	No opinion [Do not read out this option]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2017)

J2 Frequency	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J3 Comfortability	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J4 Staff attitude	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J5 Complaint system	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J6 Safety	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J7 Environment	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J8 Value for money	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2017)

PERSONAL DATA

K1 What is your age? [Show the choices for interviewees or read them out]

- 11-17 0
- 18-24 1
- 25-29 2
- 30-34 3
- 35-39 4
- 40-44 5
- 45-49 6
- 50-54 7
- 55-59 8
- 60-65 9
- Above 65..... 10

K2 What is the primary purpose of your present ride on New Lantao Bus?

Returning home [**Please ask what is the activity beforehand**]/ _____

- Travel / have fun / hiking..... 1
- Go to work..... 2
- Go to school..... 3
- Visit relatives/friends..... 4
- Religious: worship fasting grave-visit seek fortune etc. 5
- Shopping..... 6
- Others (Please specify: e.g. visit the doctor, competition _____) 7)

K3 Are you a Hong Kong resident? [holds HKID card or not]

Yes → K4

No → L1

K4 Are you a resident of Lantau Island (including Tung Chung)?

Yes → L1

No → K5

K5 Do you work or go to school in Lantau Island?

Yes

No

L1 Gender (Necessary) (can observe): M ____ F ____

*K4 K5 need not be asked for Yuen Long survey

<END>

Appendix II

Appendix II

Other Information

A4 How often do you patronise the services of NLB?

	< 1 per year	< 1 per month	< 1 per week	1-5 per week	> 5 per week	refuse	Total
Number	426	388	240	364	567	0	1985
%	21.48	19.57	12.12	18.31	28.52	0	100

Demographic Data

K1 Age

Age	Number	%
> 11-17	55	2.77
18-24	202	10.18
25-29	229	11.54
30-34	327	16.47
35-39	371	18.69
40-44	215	10.83
45-49	219	11.03
50-54	144	7.25
55-59	99	4.99
60-64	60	3.02
65 or above	58	2.92
Refuse	6	0.30

K2 Trip Purposes

Trip Purposes	Number	%
Recreation	797	40.15
Work	357	18.89
School	114	5.74
Social	254	12.34
Religion	139	7.00
Shopping	302	15.21
Others	5	0.25
Refuse / un-classify	17	0.86

K3 HK Resident and Tourist

	HK Residents	Tourist	Refuse / not disclose
Number	1857	109	19
%	93.55	5.49	0.96

M1 Sex

Sex	Male	Female
Number	1143	842
%	57.58	42.42



Member of VTC Group
VTC 機構成員

Passenger Satisfaction Survey (March 2018)

New Lantao Bus Co. (1973) Ltd.

Final Report

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Jan – Mar 2018)

Final Report

1. Background

- 1.1. This report contains the results obtained in the Passengers' Satisfaction Survey (PSS) on bus services provided by the New Lantao Bus Co. (1973) Ltd. (NLB) during January to March 2018.
- 1.2. In year 2000, NLB was required by the Transport Department (TD) to submit PSS annually as part of the assessment of its service quality.
- 1.3. This is the 19th PSS of NLB. The history of the PSS exercises conducted by NLB is shown below:

Survey	Period
Pilot	Jun 2000
First PSS	Aug-Sept 2000
Second PSS	Feb-Apr 2001
Third PSS	Nov-Dec 2001
Fourth PSS	Aug 2002
Fifth PSS	Jul-Aug 2003
Sixth PSS	Nov 2004
Seventh PSS	Jul 2005
Eighth PSS	Aug 2006
Ninth PSS	Aug 2007
Tenth PSS	Jul-Aug 2008
Eleventh PSS	Aug 2009
Twelfth PSS	Aug 2010
Thirteenth PSS	Jul-Aug 2011
Fourteenth PSS	Aug-Sept 2012
Fifteenth PSS	Nov-Dec 2013
Sixteenth PSS	Nov-Dec 2014
Seventeenth PSS	Mar – Apr 2016
Eighteenth PSS	Mar – Apr 2017
Nineteenth PSS	Jan – Mar 2018

- 1.4. The survey was conducted from 31 Jan 2018 to 01 March 2018 (fulfilled the minimal period of 14 consecutive days required by TD).
- 1.5. The questionnaire of this PSS is shown in Appendix I. The questionnaire was developed in the Pilot PSS and slight amendments were made from the past PSSs.

2. Objectives of the Study

- 2.1. This passenger satisfaction survey aims to grasp the passengers' perception on the satisfaction level of various aspects of the services provided by the franchised bus operator – New Lantao Bus Co. (1973) Ltd.

- 2.2. The data and information obtained from this survey are to keep the track record of the services quality of the bus services and to gauge the satisfaction levels of various aspects of the bus services.
- 2.3. The survey helps the company to identify key aspects for improvement.
- 2.4. This study can also facilitate the following targets:
 - 2.4.1. to develop a framework to conduct regular survey and to portray the satisfaction levels of various aspects of the services provided by NLB;
 - 2.4.2. to illustrate the trends of the level of satisfaction of various key drivers;
 - 2.4.3. to act as a tool to maintain the track record;
 - 2.4.4. to act as a feedback to the management of the service provider;
 - 2.4.5. to provide objective data to communicate with stakeholders.

3. **The Survey**

3.1. **Survey Design**

- 3.1.1. Face-to-face interview was conducted on-board but in case of peak period and when the buses were with over 80% of their allowed capacity, interview was conducted at terminus.
- 3.1.2. Respondents were asked to indicate their personal views on the level of satisfaction with a spectrum that contains “very satisfied”, “quite satisfied”, “neither satisfied nor dissatisfied”, “quite dissatisfied” and “very dissatisfied” on overall impression of the services provided.
- 3.1.3. Different aspects of the services provided by NLB would be tested to see whether these aspects would affect the perception of the overall satisfaction of the passengers. The aspects tested in this survey were called “key drivers” in the analysis below.
- 3.1.4. There were 8 key drivers (started in 2017) in the survey which were identified as the factors affecting the satisfaction level of the passengers. The key drivers were divided into eight categories. The key drivers and their categories were shown in Section 3.3. Other data on personal and travel characteristics were also obtained from the survey.

3.2. **Survey Questionnaire**

- 3.2.1. The questionnaire was revised and agreed with the NLB and the TD in 2016.
- 3.2.2. For the questionnaire, please see Appendix I.

3.3. **Key Drivers**

- 3.3.1. Information
- 3.3.2. Frequency
- 3.3.3. Comfort
- 3.3.4. Staff Attitude
- 3.3.5. Complaints & Suggestions
- 3.3.6. Safety
- 3.3.7. Environment
- 3.3.8. Value for Money

3.4. **Sampling Method**

- 3.4.1. Due to the services provided by NLB were geographically specific and the market share of NLB to the total franchised bus services was small, a territory-wide survey (such as telephone interview or postal questionnaire) was not appropriate. Therefore, route-specific survey was

chosen and the targets of the survey were those who had taken the services of the NLB during the last three months.

- 3.4.2. The sample size was determined by the equation stated in section 3.5.1. Samples would be drawn from different routes according to the patronage of the route. That means if the patronage of the route was 20% of the total patronage, the sample size drawn should be around 20% of the total sample size.
- 3.4.3. On the other hand, the sample size allocation and the number of hours that the survey would be assigned to the routes and number of hours that the survey taken would be scheduled to fulfil both the route requirement and ration between Weekday and Sunday.
- 3.4.4. For each assigned route, interviewers would conduct survey on-board and take random selection to the passengers nearby their seats selected. The seat selected was the empty seat of the most rear and right window one. Interviewer would move to the other empty seat till the journey ended or till allocated time was up. Interviewer would have a random table and they would take the Kth passenger according to the random table.
- 3.4.5. One interviewer was assigned to one route and the interviewers used this systematic sampling method to conduct survey on-board. The interviewers used the journey time to finish the interview. The expected interview time for one questionnaire was around 6 minutes. Therefore, in one hour, 10 questionnaires would be conducted. With the time of taking rest and moving around different buses, the sample obtained in one section (3 hours) should be around 10-20.
- 3.4.6. If the buses were usually full such as in peak hours of Sunday or holiday, a random sampling method was adopted at the queue of that route; i.e., interviewer had a random table and they took the Kth passenger according to the random table. A question on whether the interviewee had taken the survey within these 2 weeks had been asked to avoid double count of the respondents.
- 3.4.7. If a selected passenger refused to take the survey, interviewers were instructed to turn to the one following in the queue or sit next to the ones who refused to answer the survey. Cumulative counting would be employed on this systematic sampling.

3.5. **Sample Size**

- 3.5.1. A sample size of at least 400 was agreed and required for overall passengers in order to obtain a more accurate result.
- 3.5.2. A sample size of at least 30 on each category was required in order to maintain the basic statistical significance on this category of passengers. The categorization of interviewee was as follows: All passengers, weekday passengers; Sunday and holiday passengers, HK residents, Lantau Island related passengers, and Tourists.
- 3.5.3. The criteria for tourists were those who did not possess Hong Kong ID card and the purposes of their travel were travel or leisure in question K2.
- 3.5.4. With this expectation, we allocated more than 300 survey hours on this exercise and employing 8 IVE students to conduct the survey.

3.5.5. The targeted interviewees were:

- those on-board passengers or queuing at the selected the routes;
- those passengers that had taken NLB's services within the past three months;
- excluding those who were NLB's staff or family members of NLB's staff; and
- excluding those who were working at related public transport industry / market research companies.

3.5.6. Response Rate

- (Total number of attempts-refuse to answer-partially finished) / Total number of attempts

where the total number of attempts excluded those made on respondents who were NLB's staff or family of the staff / working at related public transport industry / market research companies, and completed the same survey within 2 weeks.

3.6. Survey Periods

3.6.1. The survey period had at least covered 14 consecutive days. This assured the results of the survey would not be affected by a single event in a particular day of the survey period. The survey would cover Weekdays and Sundays / public holidays. Moreover, it would also cover both morning and afternoon peaks.

3.6.2. If the weather was too rough for taking survey such as under typhoon signal No.3; landslide signal; flooding signal; rainstorm signal, the survey would be stopped immediately or postponed according to the situations. The supervisor of the survey had the power to terminate or postpone the survey regarding the safety of the interviewers.

3.7. Survey Schedule

3.7.1. The survey covered both morning and afternoon so that the data obtained would not only represent certain time-specific group of passengers.

3.7.2. Survey periods in each terminus would be assigned according to the characteristics of the travel patterns.

3.7.3. The survey recruited 8 IVE students as interviewers. Each survey session would have one student. They were instructed to survey specific route until the expected numbers of successful samples were obtained.

3.7.4. We assumed one man-hour would conduct 6-8 samples. Around 400 man-hours would be allocated to the PSS. The hours that covered in each peak of various terminus were shown in the following table:

Table 3.1 Coverage of the survey

Routes	Weekday AM peak	Weekday PM peak	Sunday/PH AM peak	Sunday/PH PM peak
With OD of Tai O and Ngong Ping and R1	0830-1200	1430-2030	0830-1200	1430-1800
Non-Tai O and Ngong Ping	0830-1200	1630-2030	0830-1200	1600-2000
Route B2/ B2P	0830-1200	1430-1800	0900-1230	1430-1800

3.8. Field Work Procedures

- 3.8.1. Survey supervisor lead the survey team to have on-site observations each routes.
- 3.8.2. Classroom training had been provided to the survey team members in order to learn the meaning of the questions and the technique to be used in face-to-face interview.
- 3.8.3. Briefing notes were distributed to the team members.
- 3.8.4. Pilot test had been conducted in order to familiarize with the environment and test the validity of the questionnaire.
- 3.8.5. Supervisor monitored the survey progress.
- 3.8.6. Emergency measures and procedures were developed in case of adverse weather and traffic problem.

3.9. Quality Control

- 3.9.1. Data collection stage – A supervisor was employed to oversee the collection of data. On-site random checking was conducted. Intermediate review will be made by the team.
- 3.9.2. Data processing stage – Cross checking on data processing would be made. The cross checking had been done by manual checking so that the statistics transfer from computer to written report were being checked.
- 3.9.3. Additional sessions did not added as the number of sample size was met the requirements.

4. Survey Results

4.1. Response Rate

- 4.1.1. During the survey period, attempts were made: 1485 – (A)
- 4.1.2. Non-eligible: 48 (related industries: 20 repeated interviewees: 27; 1 age under 11) – (B)
- 4.1.3. Not taking NLB services in the past three months: 181 – (C)
- 4.1.4. Refuse to answer: 480 – (D)
- 4.1.5. Partially finished: 124 – (E)
- 4.1.6. Successfully enumerated: 652 – (F)
- 4.1.7. Response rate for this study is $833 / 1437 = 57.97\%$ – [(A)-(B)-(D)-(E)] / [(A)-(B)]
- 4.1.8. Completion rate is $652 / 1485 = 43.91\%$ – [(F) / (A)]

4.2. Categorization of Interviewees – Analysis is conducted with the following categories of passengers:

- 4.2.1. Overall interviewees
- 4.2.2. Sunday passengers
- 4.2.3. Weekday passengers
- 4.2.4. Hong Kong residents (with HKID card)
- 4.2.5. Tourists
- 4.2.6. Lantau residents

4.3. Overall Satisfaction Indexes

- 4.3.1. The score of the overall satisfaction of different categories of passengers were shown in the Table 4.1.
- 4.3.2. The satisfaction levels were shown by three kinds of indexes: mean score (for very satisfied = 5 and very dissatisfied = 1); marks scale (from 0 to

100); and % of satisfied passengers (i.e. % of very satisfied plus quite satisfied passengers).

4.3.3. The general information on the bus services and the demographic data of the interviewed passengers were shown in Appendix II.

4.3.4. The numbers of respondents answered in different key drivers were different (see Tables 4.2 to 4.13), the reasons were as follows:

- Some respondents had no opinions on certain key drivers such as environmental pollution, channels to express opinion.
- Some respondents had not considered these aspects when they used the services.
- Some respondents might not be patient when they had already answered 20 or more questions, therefore the response rate for the latter questions were generally lower than those of the beginning of the survey. We would regard as successfully enumerated if all the questions related to key drivers were answered.

4.4. Summary of the Results

4.4.1. Overall (Question Number A6)

Table 4.1 Overall satisfaction indexes by various categories of passengers (2018)

	Overall	Sunday	Weekday	HK residents	Lantau	Tourists
Sample Size	652	182	440	568	241	70
% of Satisfied passengers	73.47	71.43	74.26	72.01	66.80	84.29
Average Score (1 – very unsatisfied; 5 – very satisfied)	3.78	3.71	3.80	3.76	3.71	3.87
Standard deviation (average score)	0.74	0.70	0.76	0.77	0.75	0.54
Covert to 0-100 marks scale*	69.44	67.72	70.11	69.06	67.64	71.79
Integrated score	3.59	3.51	3.63	3.56	3.58	3.87
Standard deviation (integrated score)	0.60	0.66	0.57	0.60	0.55	0.52

* marks are converted with the formula as mark = number of score of “5” x 100 + number of score of “4” x 75 + number of score of “3” x 50 + number of score of “2” x 25 + number of score of “1” x 0

Table 4.2 The performance of various key drivers (Overall) (2018)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	73.43	3.78	69.44	652
Information	65.84	3.69	67.17	524
Frequency	66.46	3.67	66.89	641
Comfortability	67.75	3.68	67.13	648
Staff Attitudes	61.59	3.61	65.52	630
Complaints & Suggestions	31.80	3.20	54.88	456
Safety	71.01	3.81	70.23	645
Environmental Protection	35.31	3.22	55.52	439
Value for Money	66.35	3.65	66.51	653

* excluding those with no comment.

Table 4.3(a) Ranking of the satisfied key drivers (Overall) (2018)

Ranks	Key drivers	% of satisfied passengers
1	Safety	77.01
2	Comfortability	67.75
3	Frequency	66.46
4	Value for money	66.35
5	Information	65.84
6	Staff Attitudes	61.59
7	Environmental Protection	35.31
8	Complaints and Suggestions	31.80

Table 4.3(b) Ranking of the dissatisfied key drivers (Overall) (2018)

Ranks	Key drivers	% of dissatisfied passengers
1	Environmental Protection	15.72
2	Complaints and Suggestions	14.47
3	Value for money	11.53
4	Frequency	11.39
5	Comfortability	10.56
6	Staff Attitudes	8.73
7	Information	6.68
8	Safety	3.72

4.4.2. Sunday

Table 4.4 The performance of various key drivers (Sunday) (2018)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	71.43	3.71	67.72	182
Information	62.86	3.65	66.25	140
Frequency	60.67	3.57	64.75	178
Comfortability	68.72	3.61	65.64	179
Staff Attitudes	55.29	3.51	63.24	170
Complaints & Suggestions	28.87	3.22	55.46	142
Safety	70.72	3.75	68.78	181
Environmental Protection	28.37	3.14	53.55	141
Value for Money	60.67	3.53	63.62	178

* excluding those with no comment.

Table 4.5(a) Ranking of the satisfied key drivers (Sunday) (2018)

Ranks	Key drivers	% of satisfied passengers
1	Safety	70.72
2	Comfortability	68.72
3	Information	62.86
4	Frequency	60.67
5	Value for money	60.67
6	Staff Attitudes	55.29
7	Complaints and Suggestions	28.87
8	Environmental Protection	28.37

Table 4.5(b) Ranking of the dissatisfied key drivers (Sunday) (2018)

Ranks	Key drivers	% of dissatisfied passengers
1	Environmental Protection	16.31
2	Comfortability	13.97
3	Value for money	13.48
4	Complaints and Suggestions	10.56
5	Frequency	9.55
6	Staff Attitudes	7.06
7	Information	5.71
8	Safety	3.87

4.4.3. Weekday

Table 4.6 The performance of various key drivers (Weekday) (2018)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	74.26	3.80	70.11	470
Information	66.93	3.70	67.51	384
Frequency	68.68	3.71	67.71	463
Comfortability	67.38	3.71	67.70	469
Staff Attitudes	63.91	3.65	66.36	460
Complaints & Suggestions	33.12	3.18	54.62	314
Safety	71.12	3.83	70.80	464
Environmental Protection	38.59	3.26	56.46	298
Value for Money	68.57	3.71	67.64	455

* excluding those with no comment.

Table 4.7(a) Ranking of the satisfied key drivers (Weekday) (2018)

Ranks	Key drivers	% of satisfied passengers
1	Safety	71.12
2	Frequency	68.68
3	Value for money	68.57
4	Comfortability	67.38
5	Information	66.93
6	Staff Attitudes	63.91
7	Environmental Protection	38.59
8	Complaints and Suggestions	33.12

Table 4.7(b) Ranking of the dissatisfied key drivers (Weekday) (2018)

Ranks	Key drivers	% of dissatisfied passengers
1	Complaints and Suggestions	16.24
2	Environmental Protection	15.44
3	Frequency	12.10
4	Value for money	10.77
5	Comfortability	9.38
6	Staff Attitudes	9.35
7	Information	7.03
8	Safety	3.66

4.4.4. Hong Kong Residents

Table 4.8 The performance of various key drivers (Hong Kong) (2018)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	72.01	3.76	69.06	568
Information	65.49	3.66	66.48	455
Frequency	64.70	3.64	66.13	558
Comfortability	66.37	3.65	66.42	565
Staff Attitudes	60.36	3.59	64.95	555
Complaints & Suggestions	27.82	3.13	53.32	399
Safety	69.88	3.79	69.83	561
Environmental Protection	32.28	3.17	54.27	381
Value for Money	64.449	3.62	65.63	552

* excluding those with no comment.

Table 4.9(a) Ranking of the satisfied key drivers (Hong Kong) (2018)

Ranks	Key drivers	% of satisfied passengers
1	Safety	69.88
2	Comfortability	66.37
3	Information	65.49
4	Frequency	64.70
5	Value for money	64.49
6	Staff Attitudes	60.36
7	Environmental Protection	32.28
8	Complaints and Suggestions	27.82

Table 4.9(b) Ranking of the dissatisfied key drivers (Hong Kong) (2018)

Ranks	Key drivers	% of dissatisfied passengers
1	Environmental Protection	17.06
2	Complaints and Suggestions	15.54
3	Frequency	12.37
4	Value for money	12.14
5	Comfortability	11.15
6	Staff Attitudes	9.37
7	Information	6.81
8	Safety	3.74

4.4.5. Tourists

Table 4.10 The performance of various key drivers (Tourist) (2018)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	84.29	3.87	71.79	70
Information	67.24	3.91	72.85	58
Frequency	81.16	3.93	73.19	69
Comfortability	76.81	3.90	72.46	69
Staff Attitudes	74.60	3.86	71.43	63
Complaints & Suggestions	61.22	3.69	67.35	49
Safety	81.43	3.96	73.93	70
Environmental Protection	48.98	3.49	62.24	49
Value for Money	83.58	4.01	75.37	67

* excluding those with no comment.

Table 4.11 (a) Ranking of the satisfied key drivers (Tourist) (2018)

Ranks	Key drivers	% of satisfied passengers
1	Value for money	83.58
2	Safety	81.43
3	Frequency	81.16
4	Comfortability	76.81
5	Staff Attitudes	74.60
6	Information	67.24
7	Complaints and Suggestions	61.22
8	Environmental Protection	48.98

Table 4.11(b) Ranking of the dissatisfied key drivers (Tourist) (2018)

Ranks	Key drivers	% of dissatisfied passengers
1	Environmental Protection	8.16
2	Comfortability	7.25
3	Information	5.17
4	Safety	4.29
5	Complaints and Suggestions	4.08
6	Staff Attitudes	3.17
7	Value for money	2.99
8	Frequency	2.90

4.4.6. Lantau-related passengers

Table 4.12 The performance of various key drivers (Lantau) (2017)

Key drivers	% of satisfied passengers	Average score (1 – very unsatisfied; 5 – very satisfied)	Converted to 0-100 marks	No. of respondents *
Overall Satisfaction	66.80	3.71	67.64	241
Information	59.78	3.54	63.55	179
Frequency	69.04	3.76	68.93	239
Comfortability	62.50	3.70	67.50	240
Staff Attitudes	56.90	3.56	64.12	239
Complaints & Suggestions	21.56	2.96	48.95	167
Safety	76.27	3.93	73.20	236
Environmental Protection	29.93	3.13	53.23	147
Value for Money	57.76	3.54	63.58	232

* excluding those with no comment.

Table 4.13(a) Ranking of the satisfied key drivers (Lantau) (2018)

Ranks	Key drivers	% of satisfied passengers
1	Safety	76.27
2	Frequency	69.04
3	Comfortability	62.90
4	Information	59.78
5	Value for money	57.76
6	Staff Attitudes	56.90
7	Environmental Protection	29.93
8	Complaints and Suggestions	21.56

Table 4.13(b) Ranking of the dissatisfied key drivers (Lantau) (2018)

Ranks	Key drivers	% of dissatisfied passengers
1	Complaints and Suggestions	24.55
2	Environmental Protection	16.33
3	Value for money	15.09
4	Staff Attitudes	11.30
5	Frequency	10.88
6	Information	8.20
7	Comfortability	6.25
8	Safety	3.81

4.5. Passenger's Satisfaction on Various Key Drivers

4.5.1. The top five most appreciated and top five most dislike key drivers were summarized in the Table 4.14 as follows:

Table 4.14 Most satisfied and dissatisfied key drivers

	Overall	Sunday	Weekday	HK residents	Lantau	Tourist
Sample	652	182	470	568	241	70
Most Appreciated Key Drivers						
1 st	Safety	Safety	Safety	Safety	Safety	Value for money
2 nd	Comfort	Comfort	Frequency	Comfort	Frequency	Safety
3 rd	Frequency	Information	Value for money	Information	Comfort	Frequency
4 th	Value for money	Frequency	Comfort	Frequency	Information	Comfort
5 th	Information	Value for money	Information	Value for money	Value for money	Staff attitude
6 th	Staff attitude	Staff attitude	Staff attitude	Staff attitude	Staff attitude	Information
7 th	Environment	Complaints	Environment	Environment	Environment	Complaints
8 th	Complaints	Environment	Complaints	Complaints	Complaints	Environment
Most Disliked Key Drivers						
1 st	Environment	Environment	Complaints	Environment	Complaints	Environment
2 nd	Complaints	Comfort	Environment	Complaints	Environment	Comfort
3 rd	Value for money	Value for money	Frequency	Frequency	Value for money	Information
4 th	Frequency	Complaints	Value for money	Value for money	Staff attitude	Frequency
5 th	Comfort	Frequency	Comfort	Comfort	Frequency	Complaints
6 th	Staff attitude	Staff attitude	Staff attitude	Staff attitude	Information	Staff attitude
7 th	Information	Information	Information	Information	Comfort	Value for money
8 th	Safety	Safety	Safety	Safety	Safety	Safety

4.6. Sample Error

4.6.1. The summary of error predictions on various categories of passengers are as follows:

Table 4.15 Sample error by category of passengers

	Overall	Sunday	Weekday	HK residents	Lantau	Tourist
Sample Size	652	182	470	568	241	70
95% Confidence Level						
Average Scores	3.78	3.71	3.80	3.76	3.71	3.87
S.D.	0.74	0.70	0.76	0.77	0.75	0.54
Error of average score	1.503	2.741	1.808	1.684	2.552	3.269
Binomial Analysis						
P	0.6944	0.6772	0.7011	0.6906	0.6764	0.7179
1 – p = q	0.3056	0.3228	0.2989	0.3094	0.3236	0.2821
% Error	3.536	6.793	4.139	3.802	5.927	10.540

4.6.2. It is suggested that the targeted sample error of this survey will be less than 5%. After this survey, the errors calculated for different categories are all less than 5% with 95% confidence level. The similar result was also found in Binomial Analysis except for Sunday, Lantau related passengers and Tourist category which scores 6.79%; 5.27% and 10.54% respectively.

4.6.3. Therefore, the errors of these categories were high and suggested that more samples should be drawn in the next survey. However, the sample sizes fulfilled the requirement stated in the proposal as greater than 30 and overall sample size should be greater than 400.

4.7 Integrated Scores

4.6.1. Integrated scores of the performance of NLB bus services are being provided by scaling each of the key drivers by the weighting of the importance of each of the key drivers by the interviewee.

4.6.2. $\Sigma (\text{score of individual key driver} \times \text{degree of importance of key driver}) / \Sigma (\text{degree of importance of individual key driver})^*$

4.6.3. * Those key driver without score, i.e.(no opinion / refuse to answer or leave blank), the importance level of that key driver will not be counted.

4.6.4. The results are as follows:

Table 4.16 Overall integrated scores by various categories of passengers (2018)

	Overall	Sunday	Weekday	HK residents	Lantau	Tourists
Sample Size	652	182	440	568	240	70
Integrated score	3.59	3.51	3.63	3.56	3.58	3.87
Standard deviation (integrated score)	0.60	0.66	0.57	0.60	0.55	0.52

4.6.5. Compare with the overall satisfaction scores, the integrated scores are slightly lower than that of the overall satisfaction scores by around 0.1 to 0.2 except the tourists category with the score is the same.

4.6.6. The standard deviation of the integrated scores are also 0.1 lower than the standard deviation of the overall satisfaction scores except tourists category which is very similar.

4.6.7. These figures shown that there are no great differences between two types of scores in various categories.

4.6.8. By subtracting the overall satisfaction scores with the integrated scores on individual interviewee basis, only 0.6% of the interviewees with a differences of more than or equal to 2.0 while only 9.7% of the interviewees with a difference of more than or equal to 1.0.

5. Comparison

5.1. **Methods to be Used in Comparing Various Survey Results**

5.1.1. Direct comparisons

The results on mean of overall satisfaction in different categories were recorded and the statistics obtained can be compared to give an overview on the trend of the quality of the services provided. (see Table 5.1)

5.1.2. Over the past 18 PSSs, the mean score of the overall passengers in this year is among the highest end of various years (ranging from 3.05 to 3.79). Score of this year shows not much differences from the scores of all categories compare with those of last year.

Table 5.1 Change in mean scores of various categories in the past PSSs

	Overall	Sunday	Weekday	HK residents	Tourists	Lantau- related
Mean score (Aug 2000)	3.33	3.29	3.38	3.33	3.52	NA
Mean score (Feb 2001)	3.22	3.25	3.16	3.18	3.46	3.03
Mean score (Nov 2001)	3.24	3.35	3.17	3.19	3.87	3.09
Mean score (Aug 2002)	3.05	2.98	3.08	3.01	3.61	2.94
Mean score (Aug 2003)	3.23	3.17	3.26	3.21	3.78	3.22
Mean Score (Nov 2004)	3.39	3.38	3.40	3.37	3.90	3.39
Mean Score (Jul 2005)	3.25	3.29	3.23	3.18	3.90	3.16
Mean Score (Aug 2006)	3.36	3.31	3.37	3.33	3.51	3.24
Mean Score (Aug 2007)	3.32	3.31	3.33	3.29	3.66	3.25
Mean Score (Aug 2008)	3.24	3.24	3.24	3.21	3.65	3.19
Mean Score (Aug 2009)	3.31	3.29	3.31	3.29	3.62	3.28
Mean Score (Aug 2010)	3.23	3.30	3.21	3.20	3.23	3.18
Mean Score (Aug 2011)	3.49	3.46	3.49	3.50	3.22	3.50
Mean Score (Aug 2012)	3.21	3.20	3.21	3.21	3.82	3.08
Mean Score (Nov 2013)	3.70	3.66	3.72	3.70	3.85	3.89
Mean Score (Nov 2014)	3.24	3.28	3.22	3.26	3.10	3.29
Mean Score	3.70	3.68	3.71	3.66	4.14	3.71

(Mar 2016)						
Mean Score						
(Mar 2017)	3.79	3.81	3.79	3.77	4.27	3.76
Mean Score						
(Mar 2018)	3.78	3.71	3.80	3.76	3.87	3.71

5.1.3. Difference between two samples – t-test

- To know whether the recent PSS (Mar 2018) results on overall satisfaction are significantly higher or lower than the results in PSS 2017, hypothesis testing is used to help us to find it out.
- The test statistics used to determine the differences between the population means are based on the differences between the samples. A null hypothesis that the means of the two populations are the same is set. If the null hypothesis is not rejected, then we assume that there is no significant difference in the performances of the overall satisfaction between this survey and that of the past survey under that particular category of passengers. If the test statistics indicate that there are significant differences, we have to further test whether it is “higher than” or “lower than” the previous means scores on past PSSs.
- Therefore, null hypotheses of “higher than and equal to” and “smaller than and equal to” are also set to test whether the quality of service on that particular key driver has recorded significant improvement or decline.
- The test statistics are drawn under the overall satisfaction and different key drivers. For the t-test, a 0.01 / 0.05 significance levels are used to determine the critical t value.
- The test results are shown in Table 5.2.

5.2. **Results**

- 5.2.1. The mean score in 2018 of various categories recorded are similar to the values of the PSS in 2017, the hypothesis testing concluded that there were neither improvements nor worse off in the satisfaction levels of various aspects of the services of NLB provided in 2018 compare with that of the service quality in 2017.
- 5.2.2. Because of the low temperature weather and the earlier release of the primary school children (due to the flu) during the survey period. The size of sample obtained would be less than the last survey. The statistical inferences on some categories with lower sample size such as Tourists, Lantau-related passengers and Sunday should read with cautions.

Table 5.2 Test statistics on overall satisfaction (Mar 2017 vs Mar 2018)

	Overall	Sunday	Weekday	HK residents	Lantau – related	Tourist
Mean score (Mar 2017)	3.79	3.81	3.79	3.77	3.76	4.27
S.D.	0.64	0.66	0.63	0.63	0.65	0.70
Sample size	1985	684	1301	1857	853	109
Mean score (Mar 2018)	3.78	3.71	3.80	3.76	3.71	3.87
S.D.	0.74	0.70	0.76	0.77	0.75	0.54
Sample size	652	182	470	568	241	70
Difference of means	-0.01	-0.10	0.01	-0.01	-0.05	-0.40
t-value	-0.02	-0.21	0.02	-0.02	-0.11	-0.39
Hypothesis testing Implications Comparing Mar 2017 and Mar 2018	No change No change No change No change No change No change					

[^]p < 0.05

#: p < 0.01

-- END --

Appendix I

訪問員姓名：_____

受訪日期：_____ 假日／非假日*

訪問時間：開始_____：_____ 結束_____：_____

天氣：_____

受訪者是：正排隊 / 或乘搭_____號巴士

你好，我係香港專業教育學院學生 [展示證件]，我依家同新大嶼山巴士公司做緊一項有關該公司巴士的服務的乘客滿意程度調查，可否阻你幾分鐘時間，去完成一份問卷呢？

A1 (只問在巴士站等候時被選中的被訪者) 請問你過往三個月有沒有乘搭新大嶼山巴士公司的巴士？

有 _____ → A2 沒有 _____ 【問卷完，記錄於特別情況記錄表】

A2 請問你或者屋企人是公共運輸機構或市場研究公司的職員？

不是 _____ → A3 是 _____ 【問卷完，記錄於特別情況記錄表】

A3 請問你過往兩星期有沒有被同樣的調查訪問過？

沒有 _____ → A4 有 _____ 【問卷完，記錄於特別情況記錄表】

A4 請問你年齡是否11 歲或以上？(只訪問外觀未能辨別之受訪者)

是 _____ → A5 不是 _____ 【問卷完，記錄於特別情況記錄表】

A5 請問你有幾經常乘搭新大嶼山巴士公司的巴士？(來回作一次計算)

- a. 一年少於一次
- b. 一個月少於一次
- c. 一星期少於一次
- d. 一星期一至五次
- e. 一星期五次以上

A6 根據你過往三個月乘搭新大嶼山公司巴士的經驗，對佢整體服務滿意程度如何？

【讀出答案，若受訪者說有意見或不表示意見，即作有意見論】

【不要向被訪者展示問卷】

【以後題目，除特別提問外，均須依照此方式進行訪問】

【可出示提示咭】

非常滿意..... 5

幾滿意..... 4

有話滿意或者唔滿意..... 3

唔係幾滿意..... 2

非常唔滿意..... 1

有意見【不要讀出】

B. INFORMATION (資料提供)

B1 整體來說，你認為新大嶼山巴士公司所提供給乘客的有關巴士服務等資料，你有幾滿意呢？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2 → B1a
非常唔滿意..... 1 → B1a
冇意見【不要讀出】

B1a 為何不滿意？ _____

B2 你對新大嶼山巴士公司所提供給乘客的手機程式服務，有幾滿意呢？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2 → B2a
非常唔滿意..... 1 → B2a
未有使用
冇意見【不要讀出】

B2a 為何不滿意？ _____

B3 你對新大嶼山巴士公司所提供給乘客的網站服務，有幾滿意呢？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2 → B3a
非常唔滿意..... 1 → B3a
未有使用
冇意見【不要讀出】

B3a 為何不滿意？ _____

C. FREQUENCY (班次)

C1 請問你對新大嶼山巴士公司的班次安排有幾滿意呢？【如班次疏密及頭尾班車時間等】

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2 → C1a
非常唔滿意..... 1 → C1a
冇意見【不要讀出】

C1a 為何不滿意？ _____

D. COMFORTABILITY (舒適度)

D1 對於享用巴士服務時的舒適程度，你有幾滿意？

- | | | |
|----------------|---|-------|
| 非常滿意..... | 5 | |
| 幾滿意..... | 4 | |
| 冇話滿意或者唔滿意..... | 3 | |
| 唔係幾滿意..... | 2 | → D1a |
| 非常唔滿意..... | 1 | → D1a |
| 冇意見【不要讀出】 | | |

D1a 為何不滿意 _____

1. 行車不暢順
2. 巴士內不清潔
3. 巴士座位或擺設不舒適
4. 沒有足夠坐位
5. 巴士內的溫度
6. 巴士站的候車環境
7. 上落巴士困難(如離地面高)
8. 其他: _____

E. STAFF ATTITUDE 員工態度

E1 你有幾滿意巴士車長及員工的服務態度？

- | | | |
|----------------|---|--|
| 非常滿意..... | 5 | |
| 幾滿意..... | 4 | |
| 冇話滿意或者唔滿意..... | 3 | |
| 唔係幾滿意..... | 2 | |
| 非常唔滿意..... | 1 | |
| 冇意見【不要讀出】 | | |

F. COMPLAINTS & SUGGESTIONS (投訴及沟通)

F1 請問你對新大嶼山巴士公司的提供渠道俾乘客表達意見方面有幾滿意呢？

- | | | |
|----------------|---|------|
| 非常滿意..... | 5 | |
| 幾滿意..... | 4 | |
| 冇話滿意或者唔滿意..... | 3 | |
| 唔係幾滿意..... | 2 | → F2 |
| 非常唔滿意..... | 1 | → F2 |
| 冇意見【不要讀出】 | | |

F2 咁你認為可以點樣改善呢？

G. SAFETY (安全)

G1 對於享用巴士服務時的安全程度，你有幾滿意？

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2 → G1a
非常唔滿意..... 1 → G1a
冇意見【不要讀出】

G1a 為何不滿意 _____

- 1 你對車長駕駛時車速控制不滿意 – 太快/ 太慢/ 時快時慢
- 2 車長的駕駛技術
- 3 不遵守交通燈號同交通規則
- 4 其他

H. ENVIRONMENT (環保)

H1 對於新大嶼山巴士公司減低巴士所產生的空氣污染呢方面的工作你有幾滿意？

【若受訪人說唔知新大嶼山巴士公司在環保方面有什麼工作，即作冇意見論】

- 非常滿意..... 5
幾滿意..... 4
冇話滿意或者唔滿意..... 3
唔係幾滿意..... 2
非常唔滿意..... 1
冇意見【不要讀出】

I. VALUE FOR MONEY (物有所值)

I1 如果話新大嶼山巴士公司服務是物有所值，你有幾同意呢？

- 非常同意..... 5
幾同意..... 4
冇話同意或者唔同意..... 3
唔係幾同意..... 2
非常唔同意..... 1
冇意見【不要讀出】

J. IMPORTANCE 重要程度

請排列下列各服務因素對你評核巴士服務的影響

因素	比重
J1 資料提供	非常重要..... 5
	幾重要..... 4
	冇話重唔重要..... 3
	唔係幾重要..... 2
	非常唔重要..... 1
	冇意見【不要讀出】

J2 班次安排	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J3 舒適度	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J4 員工態度	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J5 投訴機制	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J6 安全性	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J7 環境保護	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】
J8 物有所值	非常重要.....5 幾重要.....4 冇話重唔重要.....3 唔係幾重要.....2 非常唔重要.....1 冇意見【不要讀出】

K. PERSONAL DATA

K1 請問你今年幾多歲呢？【展示答案讓受訪者指出或讀出】

11-17	0
18-24	1
25-29	2
30-34	3
35-39	4
40-44	5
45-49	6
50-54	7
55-59	8
60-65	9
65以上.....	10

K2 你今次乘搭新大嶼山巴士的主要目的是？

回家【請再問回家前的活動是什麼】／_____

旅遊 / 玩樂 / 遠足 1

工作..... 2

上學..... 3

探望親友 / 社交 4

宗教： 拜佛 食齋 掃墓 求籤 等 5

購物..... 6

其他（請註明：如看醫生；比賽_____） 7)

K3 你是否香港的居民？【是否持有香港身份証】

是 → K4

否 → L1

K4 你係唔係大嶼山居民（包括東涌）？

是 → L1

否 → K5

K5 你係唔係在大嶼山返工或返學？

是

否

L1 性別 可觀察）： 男 ____ 女 ____

*K4 K5 於元朗調查中無須詢問

< 完 >

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2018)

Name of interviewer: _____

Survey period : _____ Pubic holiday/Non-public holiday*

Survey Schedule : beginning from _____:_____ ends at _____:_____

Weather : _____

Interviewee is : lining up / or riding on no. _____ bus

Hi, I am a **student of Hong Kong Institute of Vocational Education** [shows identification document]. I am currently conducting a survey on passengers' satisfaction level on **New Lantao Bus Company's** bus services. Do you mind spending a few minutes to complete a survey?

A1 (Only asked interviewee who were waiting at the bus terminal) Did you ride on New Lantao Bus Company buses in the past three months?

Yes _____ A2 No _____ [record in special situation chart after completion of survey]

A2 Are you or any of your household members a staff of any public transport agencies or market research companies?

Yes _____ A3 No _____ [record in special situation chart after completion of survey]

A3 Have you been interviewed by the same survey in the past two weeks?

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A4 Are you aged 11 year-old or above? (only ask those whose age cannot be distinguished from appearance) Have you been interviewed by the same survey in the past two weeks?

Yes _____ A4 No _____ [record in special situation chart after completion of survey]

A5 How often do you ride on New Lantao Bus Company's buses? (return trip counts as one)

- a. less than once a year
- b. less than once a month
- c. less than once a week
- d. 1-5 times a week
- e. more than 5 times a week

A6 Based on your experience of riding on New Lantao Bus Company's buses in the past three months, how satisfied are you with their overall service?

[Please read out the answers. If the interviewee says that he/she does not have or express any opinion, it should be considered as no opinion]

[Do not show the survey to the interviewees]

[All subsequent questions, except for special questions, shall be made in accordance with such method]

[May show tips card]

Very satisfied.....	5
Quite satisfied.....	4
Neither satisfied nor dissatisfied.....	3
Quite dissatisfied	2
Very dissatisfied	1
No opinion [Do not read out this choice]	

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2018)

B. INFORMATION

B1 Overall, what do you think about the information of bus services etc. provided by New Lantao Bus Company to passengers? How satisfied are you?

Very satisfied..... 5
 Quite satisfied..... 4
 Neither satisfied nor dissatisfied..... 3
 Quite dissatisfied 2 B1a
 Very dissatisfied 1 B1a
 No opinion [Do not read out this choice]
 B1a Why are you dissatisfied? _____

B2 How satisfied are you with the mobile application service provided by New Lantao Bus Company to passengers?

Very satisfied..... 5
 Quite satisfied..... 4
 Neither satisfied nor dissatisfied..... 3
 Quite dissatisfied 2 B2a
 Very dissatisfied 1 B2a
 No opinion [Do not read out this choice]
 B2a Why are you dissatisfied? _____

B3 How satisfied are you with the internet service provided by New Lantao Bus Company to passengers?

Very satisfied..... 5
 Quite satisfied..... 4
 Neither satisfied nor dissatisfied..... 3
 Quite dissatisfied 2 B3a
 Very dissatisfied 1 B3a
 No opinion [Do not read out this choice]
 B3a Why are you dissatisfied? _____

C. FREQUENCY

C1 How satisfied are you with the frequency arrangement provided by New Lantao Bus Co?

Very satisfied..... 5
 Quite satisfied..... 4
 Neither satisfied nor dissatisfied..... 3
 Quite dissatisfied 2 C1a
 Very dissatisfied 1 C1a
 No opinion [Do not read out this choice]
 C1a Why are you dissatisfied? _____

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2018)

D. COMFORABILITY

D1 How satisfied are you with the level of comfortability when using bus services?

Very satisfied.....	5	
Quite satisfied.....	4	
Neither satisfied nor dissatisfied.....	3	
Quite dissatisfied	2	D1a
Very dissatisfied	1	D1a
No opinion [Do not read out this choice]		

D1a Why are you dissatisfied? _____

1. Not driving smoothly
2. Bus is not clean
3. Bus seats or furnishings are not comfortable
4. Insufficient seats
5. Temperature in the bus
6. Environment while waiting at bus stops
7. Difficulties in getting on and off the bus (e.g. above the ground)
8. Others: _____

E. STAFF ATTITUDE

E1 How satisfied are you with the service attitude of bus captains and staff?

Very satisfied.....	5	
Quite satisfied.....	4	
Neither satisfied nor dissatisfied.....	3	
Quite dissatisfied	2	
Very dissatisfied	1	
No opinion [Do not read out this choice]		

F. COMPLAINTS & SUGGESTIONS

F1 How satisfied are you with the channels provided by the New Lantao Bus Company for passengers to express their opinions?

Very satisfied.....	5	
Quite satisfied.....	4	
Neither satisfied nor dissatisfied.....	3	
Quite dissatisfied	2	→ F2
Very dissatisfied	1	→ F2
No opinion [Do not read out this choice]		

F2 What do you think can be improved?

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2018)

G. SAFETY

G1 How satisfied are you with the speed control of bus captains while driving?

Very satisfied..... 5
 Quite satisfied..... 4
 Neither satisfied nor dissatisfied..... 3
 Quite dissatisfied..... 2 → G1a
 Very dissatisfied..... 1 → G1a

No opinion [Do not read out this choice]

G1a Why are you dissatisfied _____

1. You are not satisfied with the bus captain's control over speed – too fast/ too slow/ at times too fast at times too slow
2. Driving skills of bus captains
3. Non-compliance with traffic signals and traffic rules
4. Otheres

H. ENVIRONMENT

H1 How satisfied are you with the work of New Lantao Bus Company in reducing air pollution created buses?

[If the interviewee does not know what environmental protection work is conducted by New Lantao Bus Company, then pick no opinion]

Very satisfied..... 5
 Quite satisfied..... 4
 Neither satisfied nor dissatisfied..... 3
 Quite dissatisfied..... 2
 Very dissatisfied..... 1

No opinion [Do not read out this choice]

I. VALUE FOR MONEY

I1 How much do you agree if it is said that New Lantao Bus Company services are value for money?

Very much agree..... 5
 Quite agree..... 4
 Neither agree nor disagree..... 3
 Do not quite agree..... 2
 Very much disagree..... 1

No opinion [Do not read out this choice]

J. IMPORTANCE

Please list the importance of the following service factors in your assessment of bus services

Factor	Importance
J1 Information provided	Very important..... 5
	Quite important..... 4
	Neither important nor unimportant..... 3
	Quite unimportant..... 2
	Very unimportant..... 1
	No opinion [Do not read out this option]

New Lantao Bus Co. (1973) Ltd.

Passengers'

Satisfaction Survey (Mar 2018)

J2 Frequency	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J3 Comfortability	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J4 Staff attitude	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J5 Complaint system	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J6 Safety	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J7 Environment	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]
J8 Value for money	Very important..... 5 Quite important..... 4 Neither important nor unimportant..... 3 Quite unimportant..... 2 Very unimportant..... 1 No opinion [Do not read out this option]

New Lantao Bus Co. (1973) Ltd.

Passengers' Satisfaction Survey (Mar 2018)

PERSONAL DATA

K1 What is your age? [Show the choices for interviewees or read them out]

- 11-17 0
18-24 1
25-29 2
30-34 3
35-39 4
40-44 5
45-49 6
50-54 7
55-59 8
60-65 9
Above 65..... 10

K2 What is the primary purpose of your present ride on New Lantao Bus?

Returning home [**Please ask what is the activity beforehand**]/ _____

- Travel / have fun / hiking..... 1
Go to work..... 2
Go to school..... 3
Visit relatives/friends..... 4
Religious: worship fasting grave-visit seek fortune etc. 5
Shopping..... 6
Others (Please specify: e.g. visit the doctor, competition _____ 7)

K3 Are you a Hong Kong resident? [holds HKID card or not]

Yes → K4

No → L1

K4 Are you a resident of Lantau Island (including Tung Chung)?

Yes → L1

No → K5

K5 Do you work or go to school in Lantau Island?

Yes

No

L1 Gender (Necessary) (can observe): M ____ F ____

*K4 K5 need not be asked for Yuen Long survey

<END>

Appendix II

Appendix II

Other Information

A4 How often do you patronise the services of NLB?

	< 1 per year	< 1 per month	< 1 per week	1-5 per week	> 5 per week	refuse	Total
Number	158	155	70	133	136	0	652
%	24.23	23.77	10.74	20.40	20.86	0	100

Demographic Data

K1 Age

Age	Number	%
> 11-17	32	5.02
18-24	80	12.56
25-29	70	10.99
30-34	107	16.80
35-39	78	12.25
40-44	84	13.19
45-49	57	8.95
50-54	44	6.91
55-59	33	5.18
60-64	30	4.71
65 or above	22	3.45
Refuse	15	2.30

K2 Trip Purposes

Trip Purposes	Number	%
Recreation	216	33.13
Work	110	16.87
School	21	3.22
Social	106	16.26
Religion	16	2.45
Shopping	66	10.12
Others	4	0.61
Refuse / un-classify	113	17.33

K3 HK Resident and Tourist

	HK Residents	Tourist	Refuse / not disclose
Number	568	70	14
%	87.12	10.74	2.15

M1 Sex

Sex	Male	Female
Number	316	336
%	48.47	51.53

Annex 5

Information and Records List to TD



運輸署

Transport Department

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Our Ref.: (2) in TD BR 77/63-1 C Pt. 2
Your Ref.: NLB-14/TD/Franchise/25
Tel. No.: 2829 5211
Fax No.: 2802 2679

Urgent By Hand

31 August 2015

Mr. James Wong
Managing Director
New Lantau Bus Company (1973) Limited
Shop D, Ground Floor, Silver Centre Building
Silvermine Bay
Lantau
New Territories
Hong Kong

Dear Sir,

**New Lantau Bus Company (1973) Limited
Application for New Franchise**

Requirements and Consents

This letter should be read in conjunction with our letter ref. (1) in TD BR 77/63-1 C Pt. 2 about commitments made by your Company in connection with your application for a new 10-year franchise to operate bus routes under your existing bus network commencing immediately upon the expiry of the current franchise on 1 March 2017 ("the Application").

During the franchise negotiation meetings, your Company has agreed to fully comply with the following requirements as specified by the Commissioner for Transport ("the Commissioner") from the commencement of the new franchise, subject to the Chief Executive-in-Council ("CE-in-C")'s granting of the new franchise to your Company.

- (a) In accordance with Clause 16(2)(b) of New Franchise, your Company is required to give written replies to this Department ("TD") in respect of public complaints and suggestions referred by TD at the times and manner as specified below :
 - (i) upon receiving such referral, your Company will provide substantive reply to TD as soon as possible within 6 working

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days for straight forward cases, and within 14 working days for more complicated cases; and

- (ii) in case of very complicated cases, your Company may apply to TD for extension of the time for reply.

The arrangement as set out in item (a)(i) and (ii) above will be reviewed in six months' time upon its implementation.

- (b) Pursuant to Clause 28(1)(b) of New Franchise, your Company is required to provide TD with the records and information stipulated in Schedule II to New Franchise at the times and manner as set out in Annex.

Furthermore, your Company has also agreed to make the following arrangements during the new franchise period :

- (a) In connection with Clause 28(1) of New Franchise, your Company has agreed that the Commissioner may at his discretion disclose to any third party the operational record and information specified under items (a) to (l) in Schedule II to New Franchise as the Commissioner considers appropriate (i) for monitoring of the franchised bus services provided by your Company; and (ii) for implementation of the Forward Planning Programme submitted by your Company in accordance with section 12A of Public Bus Services Ordinance (Cap. 230). In making disclosure of operational information related to lost trip rates and passenger boarding and alighting figures at respective termini and stops with respect to individual routes, prior consultation with your Company should be made.
- (b) Pursuant to Clause 28(6) of New Franchise, your Company has agreed :
 - (i) to define "material contract" as "any contract with total value exceeding HK\$0.6 million", and such definition shall be approved by the Board of Directors (the "Board") of your Company. Your Company will notify TD and the Transport and Housing Bureau (Financial Monitoring Section) (the "THB FMS") in writing of any subsequent changes to the definition as soon as the approval of the Board is obtained; and

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- (ii) for purpose of making a trend analysis, to provide information relating to all contracts with value exceeding HK\$0.2 million to TD and the THB FMS within five months after closing of each accounting year. The information include without limitation the period and value of the contracts, types of tender involved, types of contracts¹, related party transactions, name of contractor/contracting party and approval of the Board.

Before we submit the Application to the CE-in-C for consideration, we should be most grateful if your Company will confirm in writing, on or before 2 September 2015, on “without prejudice” basis that your Company will duly comply with and implement the aforesaid agreed requirements and arrangements as set out in this letter and the Annex thereto subject to the CE-in-C’s granting of the new franchise to your Company.

Yours faithfully,



(CHAN Ying-kit)
for Commissioner for Transport

¹ Types of contracts may include procurement of services, acquisition of equipment/facilities/buses, sale of equipment or sublet of office etc.

Information and Records Relating To the Bus Service
to be Kept and Provided by the Grantee under Clause 28(1)

For the purpose of Clause 28(1)(a) of New Franchise, NLB is required to provide the information and record relating to the Bus Service as specified at the second column according to the timeframe as stated at the third column below.

<u>Item</u>	<u>Records and Information</u>	<u>Timeframe to be retrieved by / provided to the Commissioner</u>
(a)	the number of passengers carried on every day on each specified route.	5 working days from the relevant operating day
(b)	the number of passengers boarding and alighting at bus stops and the occupancy of buses when leaving each of the stops at hourly interval on each specified route as reflected from the survey hereinafter mentioned. For the purpose of this Clause, the Grantee shall conduct at least once in each year surveys on a weekday, a Sunday and a public holiday where applicable, other than a day on which the storm signal Number 8 (or higher) or a black rainstorm warning is issued.	Half-yearly
(c)	the number of passengers and the occupancy of buses when leaving such stops at half-hourly interval on any of the specified routes as the Commissioner may specify.	As and when required by the Commissioner

<u>Item</u>	<u>Records and Information</u>	<u>Timeframe to be retrieved by / provided to the Commissioner</u>
(d)	the number of buses* in use on each specified route on every day and the carrying capacity* of each of such buses for the purpose of or in connection with this franchise. (*the information related to number of buses refers to the vehicle registration number provided under item (f) and the carrying capacity refer to the information provided under item (i))	5 working days from the relevant operating day
(e)	the journey time for journeys between terminal points on each specified route as reflected from the survey hereinafter mentioned. For the purpose of this Clause, the Grantee shall conduct surveys at such time and in such manner as the Commissioner may specify.	Half-yearly
(f)	(i) the scheduled and actual departure time of each journey on every day on each specified route, where the scheduled departure time refers to the time when the journey departs from the terminus in accordance with the Schedule of Service of each specified route. (ii) the actual departure time of adjusted journey departs from the designated stop.	(i) 5 working days from the relevant operating day (ii) As and required by the Commissioner
(g)	the number of scheduled journeys, actual journeys and additional journeys operated by the Grantee on every day on each specified route in each of the periods of a day specified by the Commissioner, where the number of scheduled journeys refers to the number of journeys that shall be operated by the Grantee in accordance with the Schedule of Service of each specified route.	5 working days from the relevant operating day

<u>Item</u>	<u>Records and Information</u>	<u>Timeframe to be retrieved by / provided to the Commissioner</u>
(h)	the number of scheduled journeys that the Grantee fails to operate on every day on each specified route due to vehicle breakdown, vehicle shortage, driver shortage, traffic congestion, accidents, inclement weather, public events, redeployment of buses and others, or any other categorisation of reasons as specified by the Commissioner.	5 working days from the relevant operating day
(i)	the carrying capacity and technical specifications of buses kept by the Grantee for the purpose of or in connection with this franchise in each calendar month.	15th days of the following month
(j)	the number of buses of each bus type and other vehicles used and the number of buses ordered by the Grantee for the purpose of or in connection with this franchise in each calendar month.	15th days of the following month
(k)	the number of journeys and total kilometres travelled with breakdowns of revenue-generated kilometres and non-revenue-generated kilometres on each specified route on every day.	5 working days from the relevant operating day
(l)	the number of bus driver duties scheduled to operate all specified routes in accordance with the Schedule of Service on a day required by the Commissioner and the percentage of bus drivers, selected on the sample size as specified by the Commissioner, in compliance with the guidelines on arrangements in relation to working hour and rest time of bus drivers issued by the Commissioner after consultation with the Grantee.	Quarterly or as the Commissioner may require

<u>Item</u>	<u>Records and Information</u>	<u>Timeframe to be retrieved by / provided to the Commissioner</u>
(m)	the number of bus drivers at the end of each calendar month required and available to operate all specified routes in accordance with the Schedule of Service; and the surplus or shortage of bus drivers.	15th day of the following month
(n)	the total number of bus drivers resigned, retired, separated with other reasons, newly recruited and re-employed in each calendar month.	15th day of the following month
(o)	the daily receipts from the passengers carried on every day on each specified route.	5 working days from the relevant operating day
(p)	the maintenance schedule of the buses.	15th day of the following month
(q)	the maintenance schedule of other vehicles and inventory of stores.	As and when required by the Commissioner

In accordance with Section 18(2) of Public Bus Services Ordinance (Cap.230), the Commissioner may require your Company to furnish other records and information at any time and from time to time during the franchise period as he deems fit.

Annex 6

Bus Captain Guideline Changing Assessment

Impact of shortening duty length to 12 hours & driving duty to 10 hours & lengthen break between duties & rest time after 6 hours on bus companies and bus captains

	Arrangement	NLB
Before revision of Guideline (position as at 30.09.2017)	No. of crew duty	134
	No. of crew duty with driving duty > 10 hr	0
	No. of crew duty with duty length > 12 hr	8
	No. of crew duty with break < 22 hr in 3 successive days	0
	No. of crew duty with rest time < 40 mins after 6 hours of duty	0
	Average take-home pay (per month) (HK\$)	18,506.86
	Average duty time (hr)	10.70
	Average driving time (hr)	6.80
	Staff cost (Monthly) (HK\$' million)	3,405,262.89
	No. of bus captains required	184
After revision of Guideline	No. of crew duty	138
	No. of crew duty with driving duty > 10 hr	0
	No. of crew duty with duty length > 12 hr	0
	No. of crew duty with break < 22 hr in 3 successive days	0
	No. of crew duty with rest time < 40 mins after 6 hours of duty	0
	Average take-home pay (per month) (HK\$)	18,121.07
	Average duty time (hr)	10.70
	Average driving time (hr)	6.80
	Staff cost (Monthly) (HK\$' million)	3,424,882.89
	No. of bus captains required	189
Impact of revision of Guideline	No. of crew duty	4
	No. of crew duty with driving duty > 10 hr	0
	No. of crew duty with duty length > 12 hr	(8)
	No. of crew duty with break < 22 hr in 3 successive days	(23)
	No. of crew duty with rest time < 40 mins after 6 hours of duty	0
	Average take-home pay (per month) (HK\$)	(\$386)
	Maximum reduction in monthly take home pay (Vs the original take-home pay) (HK\$)	1,898.00
	% of Bus Captains with working hours (per month) deducted	4.8%
	% of Bus Captains with Average take-home pay (per month) deducted	4.8%
	Average duty time (hr)	0.00
	Average driving time (hr)	0.00
	Staff cost (Monthly) (HK\$' million)	-19,620.00
	No. of bus captains required	5

Annex 7

Bus Safety Features and Standard List

Bus Safety Features adapted in NLB buses

1. Engine compartment separate off from the rear part of bus body with insulation
2. Air-conditioning system will automatic shutdown when trigger by fire in engine compartment
3. Electronic Braking System (EBS) control (including ABS and ASR functions)
4. Fire suppression system with alarm in engine compartment
5. Speed limiter
6. Latest version of event data recorder (ZF Openmatics) system for fleet management control and accident log
7. Hinge type emergency exit at lower deck offside rear
8. Break glass type emergency exist at upper deck rear
9. Fire extinguisher at lower deck near driving console
10. Provision of break-glass hammers
11. Front crash protection bar at upper deck
12. Horizontal guard bar at exit door
13. Door closing buzzer and warning lamp when exit door is closing
14. Sensitive edge safety exit door system
15. Inter-lock safety entrance door system
16. Closed circuit TV at upper deck, lower deck, exit door, exterior and driver console with video record function (for double deck bus only)
17. Closed circuit TV for bus reversing
18. One-piece clear laminated front windscreen at upper deck (for double deck bus only)
19. Tempered grey tinted side and rear glazing
20. High-back passenger seats with 3-point seat belts at all exposed seats
21. Double handrails at stairs (for double deck bus only)
22. Continuous railing and grab pole colour with high contrast to ambient environment
23. Non-slippery floor
24. All steps and edges in high contrast

Annex 8

Bus COR and MI Check List



狀態：

定期大檢/抽驗工單

車牌：	入廠日期／時間：
咪數：製造年份：	驗車日期／時間：
車廠：	出廠日期／時間：
型號：	維修場地：

以下由提倉員填寫：

[illegible]

提倉員：

主管簽署：



新大嶼山巴士(一九七三)有限公司

保養工單

維修單編號：

狀態：

車號			入廠修理日期			驗車出廠日期		
保養			入廠咪數			出廠咪數		
組別	保養	維修事項			良好	維修	覆查員	換件名稱
座椅	1	檢查上下層座位						
	2	檢查上下層椅架						
修理員		簽署						
燒焊	1	檢查上下層車身窗頭尾玻璃						
	2	檢查上下層太平門鎖及門較						
	3	檢查乘客上落門						
	4	檢查所有扶手通柱						
	5	檢查死氣喉/喉碼 / 牛油檔						
	6	門較 / 鎖加潤滑油						
修理員		簽署						
電器	1	檢查全車燈及燈制操作功能						
	2	檢查士撻打南磨等						
	3	檢查電池水					檢查電池水	
	4	檢查水撥, 電鐘及錢箱頭						
	5	檢查及清洗冷氣機, 清理隔塵網					清洗隔塵網	
	6	清洗 電池及架						
修理員		簽署						
修理	1	檢查軚泵及油喉						
	2	檢查軚通及軚箱					跟吹油	
	3	檢查叉風泵及皮帶						
	4	檢查軚尺和尚頭						
	5	檢查油箱油喉						
	6	檢查油針風泵						
	7	檢查風腳泵 / 手制泵						
	8	檢查限風泵, 迫力總承						
	9	檢查頭尾轉風鼓喉						
	10	檢查頭尾避震筒						
	11	檢查企邊杯士					跟企邊	
	12	檢查頭尾轉迫力皮						
	13	檢查頭尾轉分泵, 油占, 及啤吟						
	14	檢查頭尾彈弓邊U碼 (如有)						
	15	檢查直什十字頭						
	16	檢查波箱尾牙油 / 軚油					跟波箱油及尾牙油	
	17	檢查迫力油						
	18	檢查引擎及黑烟					清洗車頭	
	19	更換或清理偏油格, 油渣格, 及風格					跟偏油及水、吹風格	
	20	全車打油					打牛油	
	21	清 風缸水					放風缸污水	
	22	清 油缸底隔紗						
	23	搗手制 (如需要)						
修理員		簽署						
車胎紋		左			右			
	頭	mm			mm			
	尾外	mm			mm			
	尾內	mm			mm			
修理員		簽署						
其他	1							
	2							
噴油	3							
	4							
	5				覆查員簽署			
主管人:		試車	F/B	頭尾	L.	R.	456	

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.

本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

New Lantao Bus Co. (1973) Ltd.

Repair order no.:

Regular maintenance/inspection check list

status:

License plate number :	Incoming date/time:
Kilometers of travel :	Inspection date/time
manufacture year :	
Depot :	Discharge date/time
Vehicle type :	Repair venue

The following is completed by warehouse staff:

Repair and inspect machine parts	Good	Name of replaced item	quantity	repairer
Inspect small radiator and pressure valve				
Inspect air compressor, air-pressure, four valves, water-release				
Inspect edge, bearing, bushing				
Inspect box bushing, bearing, linoleum				
Inspect horizontal tire alignment ball joint				
Inspect head spring, edge, bushing, door edge				
Inspect front and rear shock-absorber plastic bushing				
Inspect front tire brake cylinders, oil seal				
Inspect front tire brake pads, reverse brake disc thickness and condition				
Inspect front tire brake discs				
Inspect front tire linoleum				
Inspect front tire interior and exterior bearing				
Inspect front and rear tire brake hose W steel hose				
Inspect foot air pump, hand air pump, hand brake air pump				
Inspect brake blowers W vacuum-blower (if any)				
Inspect clutch master cylinder, cylinder bat (if any)				
Inspect gearbox, gearbox linoleum				
Inspect end spring, edge, bushing, door edge				
Inspect hanging bearing, vertical crosshead				
Inspect rear axle oil, rear axle linoleum				
Inspect rear tire cylinder, cylinder bat				
Inspect rear tire brake pads				
Inspect rear tire linoleum				
Inspect rear tire interior and exterior bearing				
Inspect rear tire brake discs				
Inspect rear tire manual air controller, air-release bat				
Inspect manual control bracket, bushing (if any)				
Inspect full vehicle tires				
Inspect full vehicle electrical function				
Inspect gas tank, gas hose				

warehouse staff :

Director signature:

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.

本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

New Lantao Bus Co. (1973) Ltd.

Repair order no.:

Maintenance work list status:

Car no.		Incoming date			Discharge date		
Categories	maintenance	Incoming mileage	Good	Repair	Reviewer	Name of replaced item	Quantity
Seats	1	Inspect upper and lower-deck seats					
	2	Inspect upper and lower-deck chair frames					
Repairer		Signature					
Welding	1	Inspect upper and lower-deck front and back window glass					
	2	Inspect upper and lower-deck emergency door lock and hinge					
	3	Inspect passenger entry and exit doors					
	4	Inspect all handrails and column					
	5	Inspect exhaust/hose clamp/ wheel cap					
	6	hinge/lock and lubricants					
Repairer		Signature					
Electrical alliances	1	Inspect full vehicle lights and lights operating function					
	2	Inspect starter dynamo light					
	3	Inspect battery water				Inspect battery water	
	4	Inspect windshield wiper, electric alarm, fare box					
	5	Inspect and clean air-conditioner, wash dust filter				Wash dust filters	
	6	Clean batteries and frame					
Repairer		Signature					
Repair	1	Inspect tire pump & fuel hose					
	2	Inspect tire turner and tire box				With tire oil	
	3	Inspect air compressor and belt					
	4	Inspect tire alignment ball joint					
	5	Inspect gas tank, gas hose					
	6	Inspect fuel gauge, air compressor					
	7	Inspect foot air pump/ hand air pump					
	8	Inspect restricted air compressor, brake, brake holding capacity					
	9	Inspect front rear tire air blower hose					
	10	Inspect front rear shock-absorber					
	11	Inspect side bushing				With side	
	12	Inspect front rear tire brake pads					
	13	Inspect front rear tire brake cylinders, fuel pump and bearing					
	14	Inspect front and back spring side U bracket (if any)					
	15	Inspect vertical crosshead					
	16	Inspect gearbox rear axle oil/tire oil				With gearbox oil and linoleum	
	17	Inspect brake fluid					
	18	Inspect engine and black smoke				Wash car front	
	19	Replace and clean lubricating oil filter, residual fuel filter, air filter				With lubricating oil and water, blowing air filter	
	20	Full vehicle oil change				Greased	
	21	Clear water in air reservoir				expel sewage from air reservoir	
	22	Clear fuel tank filter					
	23	Tighten hand brake (if needed)					
Repairer		Signature					
Tire print		Left	Right				
	Font	mm	mm				
	Rear exterior	mm	mm				
	Rear interior	mm	mm				
Repairer		Signature					
Others	1						
	2						
	3						
	4						
	5						
Paint repair							
Person-in-charge:		Test drive	F/B	Front Back	L.	R.	L. R.

Annex 9

Mystery Passenger Check List

神秘顧客計劃簡介

現今市民對於巴士服務要求日溢增加，為使我們所提供的服務更加能夠切合現今的需要。神秘顧客計劃可以令我們更了解前線人員的服務水平，從而使企業有更充分的數據進行分析、調整營商策略及進行針對性的企業培訓，最終令企業培訓出優秀人才、創造忠誠顧客及提高企業形象。

另外，管理人員亦可可就調查報告中的數據去表揚傑出的員工或站頭，增加員工的士氣。

形式：

神秘顧客可以在候車期間及乘坐巴士時，以一個旅客的身份對該次體驗作出評分，同時亦可以對乘客進行有關問卷調查。

暫定於 08:00 至 20:00 時段，及後或會伸延至 22:00。通宵班次暫不包括於計劃內。

神秘顧客 (調查員)：

1. 實習生
2. 兼職員工
3. 乘客 (由實習生或兼職調查員於車站或巴士上作抽樣調查)

****實習生或兼職調查員會被派發一張八達通，用於調查過程中繳付車資。不用向有前線員工表露身分。**

需時：

每份問卷需時約 10 分鐘至 60 分鐘，視乎車程。

計分方法：

問卷內容已分為站務員、車長、巴士站及巴士設施 4 大範疇，方便日後針對性的檢討。每個個別項目會扣分制進行，若單項扣滿 2 分則為不合格，個案需要進行檢討及提交跟進報告。有個別問題會於 45 天內再進行覆查。

Introduction of Mystery Passenger Scheme

Members of the public today are increasingly demanding on bus services, so that the services provided by us can better meet the present needs. The Mystery Passenger Scheme enables us to better understand the services of the frontline staff, so that the company will have more sufficient data to conduct analysis, adjustment to business strategies and specific corporate training. Ultimately, the company will be able to nurture talent, thus creating customer loyalty and improving its corporate image.

In addition, management staff can also commend outstanding employees or head of stations based on the data in the investigation reports in order to increase employee morale.

Format:

Mystery Passengers can rate their experience of waiting time and bus rides as a traveler. They can also conduct surveys on passengers.

It is tentatively scheduled between 08:00 and 20:00, and may be extended until 22:00. Most overnight flights are not included in the Scheme.

Mystery Passengers (Investigator)

1. Interns
2. Part-time employees
3. Passengers (Through sample surveys conducted by interns or part-time investigators at bus stops or on buses)

** Interns or part-time investigators will be issued an Octopus card for fare payment during the investigation. There is no need to reveal their identities to frontline staff.

Time required:

Each survey takes about 10 minutes to 60 minutes, depending on the drive.

Score calculation:

The content of the survey has been divided into four categories: station staff, bus captains, bus stops and bus facilities in order to facilitate specific review in the future. Each individual item is subject to a marking scheme. If a single item is deducted by 2 points, it is considered unqualified. The case needs to be reviewed and a follow-up report submitted. Some issues will be reviewed again within 45 days.

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神秘顧客意見收集表 (Mystery Shopper Survey)

日期 Date :	天氣 Weather :	參考編號 Ref No. :
乘搭路線 :	車牌號碼 Plate No. :	車隊號碼 Feet No. :
上車車站 On board at :	時間 Time :	
落車車站 Drop off at :	時間 Time :	
八達通咭號 Octopus Card# :	車資 Fare : HKD	

乘坐位置：下層 Lower / 上層 Upper ** 請以 X 說明你的位置 Please use "X" to mark your position



巴士站設施 Bus Stop Facilities (A = 0, B = - 1)		/ 11	<input type="checkbox"/> 合格 PASS
巴士站有否張貼時間表及路線圖? Timetable and road map are posted at the bus stop?	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
站內展示之路線圖已更新? Updated route map in the site?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 生效日期 Effective From :		
巴士站擺放位置是否清晰? Is the bus stop set up is clear?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 Remarks :		
站內排隊指示是否清晰? Queuing instructions are clear in the bus stop?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 Remarks :		
(只適用於巴士總站) 電子顯示屏正常運作? (For Bus Terminus Only) Is the LED display working properly?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 Remarks :		
(只適用於巴士總站) 站內空氣流通? (For Bus Terminus Only) Good air circulation in the bus stop?	<input type="checkbox"/> A. 有 / 不適用 Yes / NA <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
(只適用於巴士總站) 站內地面沒有積水? (For Bus Terminus Only) There is no water on the ground?	<input type="checkbox"/> A. 有 / 不適用 Yes / NA <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
(只適用於巴士總站) 站內乘客通告是否更新? (For Bus Terminus Only) Updated Passenger Notice posted?	<input type="checkbox"/> A. 有 / 不適用 Yes / NA <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
(只適用於巴士總站) 站內設有防火或安全設備? (For Bus Terminus Only) Is there any fire safety equipment in the site?	<input type="checkbox"/> A. 有 / 不適用 Yes / NA <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
(只適用於巴士總站) 站內欄杆擺放恰當? (For Bus Terminus Only) Standing railings placed properly?	<input type="checkbox"/> A. 有 / 不適用 Yes / NA <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
(只適用於部份巴士總站) 站內自助換票機運作正常? (For Related Bus Terminus Only) Is Kiosk working properly?	<input type="checkbox"/> A. 有 / 不適用 Yes / NA <input type="checkbox"/> B. 沒有 No 備註 Remarks :		

站頭服務 Service of Bus Terminus (A = 0 , B = - 1) **站名 Bus Stop :		/ 10	<input type="checkbox"/> 合格 PASS
站內是否有站務員當值？ Duty terminus assistant in the site?	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
當值站務員有否配戴員工證？ Does the terminus assistant wear a staff card?	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
當值站務員穿著整齊制服？ Does the terminus assistant wear neat uniform	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 不是 No 備註 Remarks :		
當有乘客向站務員查詢時，回應態度及語氣是否友善 (如適用) Polite response to the passenger? (if any)	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 不是 No 備註 Remarks :		
站務員能夠清楚解答問題？ Clear response to the passenger?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 不是 No 備註 Remarks :		
由總站開出之班次有否按時間表依時開出？ Bus departure on time?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 不是 No 備註 Remarks :		
站內排隊秩序良好？ Good crowd control?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 不是 No 備註 Remarks :		
職員沒有於站內吸煙？ Staff DO NOT smoke in the site?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 不是 No 備註 Remarks :		
非值勤之巴士有否停車熄匙？ Switch off idling vehicles?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 不是 No 備註 Remarks :		
站務職員有否主動協助有需要乘客 (如：殘疾人士/老人/孕婦)？ Does the terminus assistance take the initiative to assist the the passenger in need? (E.g. Disabilities / elderly / pregnant woman)?	<input type="checkbox"/> A. 是/不適用 Yes / NA <input type="checkbox"/> B. 不是 No 備註 Remarks :		

車長操守及禮貌 Service of Bus Captain (A = 0 , B = - 1)		/ 13	<input type="checkbox"/> 合格 PASS
車長 Name of Bus Captain :			
車長有否配戴員工證 Is Bus Captain wearing a staff card?	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
車長有否穿著合適及整齊的制服? Is Bus Captain wearing neat uniforms?	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
車長有否配戴安全帶 Does the driver fasten a seat belt?	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
八達通收費器價格正確? Does Octopus Device charge are correct fare?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 Remarks :		
調較八達通分段收費價格正確? (如適用) Adjust Octopus device to sectional fares? (if any)	<input type="checkbox"/> A. 是 / 適用 Yes / NA <input type="checkbox"/> B. 否 No 備註 Remarks :		
車長有否等待乘客安坐/站好才開出 Let passenger sit or stand well before driving out of the stop?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 Remarks :		
車長有否主動協助有需要乘客 (如: 殘疾人士/老人/孕婦)? Does the driver take the initiative to assist the the passenger in need? (E.g. Disabilities / elderly / pregnant woman)?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 Remarks :		
配合乘客使用下層行李箱 (只適用於 旅遊巴型號) Let passenger use lower luggage rack (For Coach Only)	<input type="checkbox"/> A. 是 / 適用 Yes / NA <input type="checkbox"/> B. 否 No 備註 Remarks :		
正確使用前門/中門 Switch door properly	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No 備註 Remarks :		
中途站正常上客 (客滿不停站除外) Passengers on board at midway stop (except when the bus full loaded)	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No 備註 Remarks :		
乘客按鐘後正確停車落客 When the bell on, drop off passenger properly	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No 備註 Remarks :		
開啟電子報站器? (故障除外) Bus Stop Announcement System broadcasts in service	<input type="checkbox"/> A. 是 / 適用 Yes / NA <input type="checkbox"/> B. 否 No 備註 Remarks :		
(如有) 當有乘客向車長查詢時, 回應態度及語氣是否友善 (If any) Polite response to the passenger?	<input type="checkbox"/> A. 是 / 適用 Yes / NA <input type="checkbox"/> B. 否 No 備註 Remarks :		

車長駕駛態度 Driving Attitude (A = 0 , B = - 1)		/ 11	<input type="checkbox"/> 合格 PASS
車長 Name of Bus Captain :			
行車速度 Driving speed	<input type="checkbox"/> A 安全車速 Safety Speed <input type="checkbox"/> B 超速/過慢 Speedy / Slowly 備註 (地點) Remarks (Location) :		
按照交通燈指示 Follow the traffic light	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 衝燈 Jump/Run a red/yellow light 備註 (地點) Remarks (Location) :		
急煞車 Slam on the brakes	<input type="checkbox"/> A 否 No <input type="checkbox"/> B 有 Yes 備註 Remarks :		
轉彎時行車穩定 Keep stable when turning	<input type="checkbox"/> A 否 No <input type="checkbox"/> B 有 Yes 備註 Remarks :		
跟車太貼 Keep distance	<input type="checkbox"/> A 否 No <input type="checkbox"/> B 有 Yes 備註 Remarks :		
行車時有否左穿右插 (正常過線及爬頭除外)	<input type="checkbox"/> A 否 No <input type="checkbox"/> B 有 Yes 備註 Remarks :		
停站時是否準確泊在巴士站位置 Stop in the bus stop area	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No 備註 Remarks :		
正確使用前門/中門 Switch door properly	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No 備註 Remarks :		
於駕駛途中使用電子通訊 Use electronic communication during driving	<input type="checkbox"/> A 否 No <input type="checkbox"/> B 有 Yes 備註 Remarks :		
(如遇輪椅乘客)車長降低車身並放低地台板 (For wheelchair passenger) Turn down the bus and expand the platen for the wheelchair	<input type="checkbox"/> A 是 Yes / 不適用 NA <input type="checkbox"/> B 否 No 備註 Remarks :		
(如遇輪椅乘客) 車長在乘客扣好安全帶後才開車 (For wheelchair passenger) Driving after the passenger has fastened his seat belt.	<input type="checkbox"/> A 是 Yes / 不適用 NA <input type="checkbox"/> B 否 No 備註 Remarks :		

車廂設施 – 標語及告示 Bus Facilities – Slogans and Notices (A = 0 , B = - 1)		/ 13	<input type="checkbox"/> 合格 PASS
「乘客須知」 Notice to Passenger	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「不准飲食」 “No eating or drinking”	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「不准吸煙」 “No smoking”	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「請緊握扶手」 “Please hold the handrail”	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「請扣上安全帶」 “ Please fasten the seat belt “	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「路線圖」 “Route Map”	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「如要落車請按鐘一次」 “ TO STOP PRESS ONCE “	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「請讓座給有需要人士」 “Please offer your seat to anyone in need”	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「為他人著想，請勿佔用額外座位」 “Be considerate of other passengers, please do not occupy extra seats”	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「請勿企近車門免生危險」 “DANGER! DO NOT STAND NEAR THE DOOR”	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「黃線外不准站立」 “NO STANDING BEYOND THE YELLOW LINE:	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
「太平門」及「滅火筒」 EMERGENCY EXIT and FIRE EXTINGUISHER	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		
\$2 票價優惠宣傳告示 Notice of \$2 Fare Scheme	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No		

車廂設施 – 一般 Bus Facilities – in general (A = 0 , B = - 1)		/ 12	<input type="checkbox"/> 合格 PASS
車廂有否顯示司機名牌 Driver name shown in bus compartment	<input type="checkbox"/> A 有 Yes <input type="checkbox"/> B 沒有 No		
車廂清潔程度 Cleanness	<input type="checkbox"/> A 滿意 Satisfaction <input type="checkbox"/> B 不滿意 Not Satisfaction		
車廂沒有異味 No any bad smell in compartment	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No		
車廂地面沒有垃圾 No Rubbish on the floor?	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No		
車廂空氣溫度 Temperature in compartment	<input type="checkbox"/> A 正常 Normal <input type="checkbox"/> B 太冷 Too Cold / 過熱 Too Hot		
車廂內沒有滴水情況出現 No Water-drop	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No		
車廂玻璃是否清潔 The window is clean	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No		
座位沒有破損 No Broken seat	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No 備註 Remarks :		
座位安全帶沒有損壞 (如適用) (if any) No Broken Seat Belt	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No 備註 Remarks :		
座位上方冷氣調較能否正常運作 Normal Air Conditioning	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No 備註 Remarks :		
車廂內報站系統 Bus Stop Announcement System broadcasts	<input type="checkbox"/> A 有 Yes <input type="checkbox"/> B 沒有 No		
按鐘系統是否運作正常 STOP bell is working properly	<input type="checkbox"/> A 是 Yes <input type="checkbox"/> B 否 No 備註 Remarks :		

車廂設施 – 安全設施 Bus Facilities – Slogans and Notices (A = 0 , B = - 1)		/ 7	<input type="checkbox"/> 合格 PASS
車廂有否配備滅火筒 Is there any fire extinguisher	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
滅火筒擺放位置清楚 Easy locate the fire extinguisher	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 數量 No of Pcs :		
車廂有否配備逃生錘 Is there any hammer for emergency escape?	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
逃生錘擺放位置清楚 Easy locate the hammers?	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 Remarks :		
車廂逃生門、消防設備使用指示是否清晰 Clear instructions of using fire equipment or escape door	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 Remarks :		
車廂有否配備滅火筒 Is there any fire extinguisher	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No 備註 Remarks :		
車廂有否配備逃生錘 Is there any hammer for emergency escape?	<input type="checkbox"/> A. 有 Yes <input type="checkbox"/> B. 沒有 No 備註 Remarks :		

報站系統 Bus Stop Announcement Systems (如適用 If any) (A = 0 , B = - 1)	<input type="checkbox"/> 不適用 NA	/ 4	<input type="checkbox"/> 合格 PASS
聲音輸出清晰 Sound output clear	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 :		
聲音輸出準確 Sound output correct	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 :		
文字輸出清晰 Text output clear	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 :		
文字輸出準確 Text output clear	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 :		

實時報站系統 ETA (如適用 if any) (A = 0 , B = - 1)	<input type="checkbox"/> 不適用 NA	/ 4	<input type="checkbox"/> 合格 PASS
聲音輸出清晰 Sound output clear	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 :		
聲音輸出準確 Sound output correct	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 :		
文字輸出清晰 Text output clear	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 :		
文字輸出準確 Text output clear	<input type="checkbox"/> A. 是 Yes <input type="checkbox"/> B. 否 No 備註 :		

其他意見：

整體評分： 1 2 3 4 5 6 7 8 9 10

(10 分為滿分)

Annex 10

Bus Captain Training Schedule

A. Regular Training for Newly Recruited Bus Captains

	<u>Training Type</u>	<u>Nature</u>	<u>Duration</u>	<u>Frequency</u>	<u>No. of route / bus type trained</u>
1.	Induction Training	<p>On road training on defensive driving technique, bus familiarization and route training</p> <p>Classroom lectures on company rules, passenger safety, accident black spot analysis, emergency handling procedure and concept of quality service.</p>	<p>5 days full time</p> <p>Driving Instructor will be decided and extended newly recruited bus captains training day</p>	Newly recruited bus captains must passed driving instructor driving assessment before posting to duty	<p>6 routes</p> <p>1-2 bus types</p>

B. Regular Training for Serving Bus Captains

	<u>Training Type</u>	<u>Nature</u>	<u>Duration</u>	<u>Frequency</u>	<u>No. of route / bus type trained</u>
1.	Refresher training	<p>Experienced bus captains are trained on areas of defensive driving techniques to avoid traffic accident.</p> <p>Service enhancement training is also included.</p>	1 to 2 day full time	For experienced bus captains.	<p>1 route</p> <p>1 bus type</p>
2.	Ancillary Training	<p>Aimed at bus captains who are found to be inadequate in certain driving areas or service level.</p> <p>The training will specifically tackle these areas until the bus captain reaches an acceptable level before he/she is released to perform normal duties.</p>	1 to 3 days full time	For bus captains who are found to have driving irregularities, high accident record or away from driving duties for a period of time.	<p>1 route</p> <p>1 bus type</p>
3.	Route Training	All bus captains will be trained before being posted to a specific route	1 to 2 day full time	As needed	<p>1 route</p> <p>1 bus type</p>
4.	Bus Type Training	All bus captains will be trained before being posted to drive a specific bus type	1 to 2 day full time	As needed	<p>1 route</p> <p>1 bus type</p>

Annex 1

Application Form



NEW LANTAO BUS Co. (1973) LTD. 新大嶼山巴士(一九七三)有限公司

A subsidiary of KWONG CHUNG BUS HOLDINGS LTD. 冠忠巴士集團有限公司附屬公司

Application for Employment 職位申請表

Private & Confidential
私人機密

Please write in block letters 請用英文正楷填寫

Important: In order to facilitate our selection process, please complete this form thoughtfully and in full; it is only an indication of your potential at this stage.

重要事項：為了使我們的甄選過程順利，請審慎將本表格全部填妥；
此表格內閣下提供之資料可以於現階段作為我們甄選過程中之參考。

Position applied for 申請職位

☐ 全職
Full time

☐ 兼職
Part time

☐ 臨時工
Temporary

Salary expected 要求薪金

Are you willing to work rotating or on a night shift? (Optional) 是否願意輪更或夜間工作?(可選擇填寫)

Rotating Shift 輪更: Yes 願意 / No 不願意

Night Shift 夜班: Yes 願意 / No 不願意

Available date for employment 何時可以正式上任

2 Recent Photos

近照兩張

Personal Particulars 個人資料

☐ Mr. 先生

☐ Ms. 小姐

Surname 英文姓

Given Name 英文名

English Name 英文簡稱

Name in Chinese 中文姓名

HKID Card No. 香港身份證號碼

Nationality 國籍

Mobile Phone No. 手提電話

Home Tel. No. 住宅電話

PRC Tel. No. 內地電話

Marital status 婚姻狀況
(Optional 可選擇填寫)

Place of Birth 出生地點

Date of Birth 出生日期

Age 年齡

☐ Single 單身

☐ Married 已婚

Address in Chinese 中文地址

Address in English 英文地址

Are you referred by your relative or friend at our company? If yes, please furnish name, occupation, department and relationships.
您是否由任職於本公司的親屬或朋友介紹而申請此職位？若是，請註明其姓名、職位、部門及關係。

Education 教育背景

EDUCATION & TRAINING 教育及訓練	NAME AND ADDRESS OF SCHOOL 學校名稱及地址		YEARS ATTENDED 期 間				CERTIFICATE OBTAINED 所獲證書		
			FROM 由		TO 至				
SECONDARY SCHOOL 中學			M 月	Y 年	M 月	Y 年			
			M 月	Y 年	M 月	Y 年			
COLLEGE OR UNIVERSITY 專上學院或大學			M 月	Y 年	M 月	Y 年			
			M 月	Y 年	M 月	Y 年			
OTHERS 其他 BUSINESS 商業 SECRETARIAL 秘書 TECHNICAL 工專 CORRESPONDENCE 函授 PROFESSIONAL 專業			M 月	Y 年	M 月	Y 年			
			M 月	Y 年	M 月	Y 年			
HKCEE / HKDSE RESULT 香港中學會考/ 文憑考試成績	ENGLISH LANG.		CHINESE LANG.		MATHEMATICS		TOTAL SUBJECTS PASS		

Employment Record 過往任職紀錄 (List present employer first 請先填寫現任或最近任職之公司)

From 由	To 至	Name of Company 公司名稱	Position 職位	Monthly Salary 每月薪金	Reason for Leaving 離職原因

Other Skills 其他技能

HK Driving Licence 香港駕駛執照	PRC Driving Licence 中國駕駛執照	Computer Knowledge 電腦應用
Vehicle Classification Codes 車輛類別代號： Valid to 有效期至： 	Vehicle Class 可駕車型： Valid Period 有效期限： 	<input type="checkbox"/> MS EXCEL <input type="checkbox"/> MS WORD <input type="checkbox"/> CHINESE WORD PROCESSING <input type="checkbox"/> Others 其他

Languages 語言

LANGUAGE 語言 (MARK WITH AN "✓" TO INDICATE YOUR KNOWLEDGE OF) 請在適當空格中填上 "✓"	SPOKEN 會話			READING 閱讀			WRITTEN 書寫		
	GOOD 良好	FAIR 普通	POOR 略懂	GOOD 良好	FAIR 普通	POOR 略懂	GOOD 良好	FAIR 普通	POOR 略懂
CANTONESE 粵語									
ENGLISH 英語									
MANDARIN 普通話									
OTHERS 其他									

Health Condition 健康狀況

Do you have now, or have you ever had any of the following ailments? 現在或以前是否有下列病徵?

☐ YES 有

☐ NO 沒有

If yes, please indicate which 若有請指示

☐ HIGH BLOOD PRESSURE 高血壓

☐ BACK INJURY 背痛

☐ ULCERS 胃潰瘍

☐ ARTHRITIS OR RHEUMATISM 關節炎、風濕

☐ NERVOUS DISORDERS 精神衰弱

☐ DIABETES 糖尿病

☐ HEART TROUBLE 心臟病

☐ TUBERCULOSIS 肺病

☐ EPILEPSY 癲癇症

☐ COLOUR - BLINDNESS 色盲

☐ HEARING IMPAIRMENT 聽力不佳

☐ NYCTALOPIA 夜盲症

☐ Any other serious illness 其他嚴重疾病

Direct Relatives 配偶或直系親屬

Name 姓名	Occupation 職業	Telephone Number 聯絡電話	Relationship 與申請人關係

Reference Details 諮詢人資料 (Present or Previous Employer 現任或前任僱主)

Name 姓名	Position 職位	Name of Company 公司名稱	Contact Details (Telephone No. or Email) 聯絡資料(電話或電郵)

Have you ever been employed by this Company before? 閣下是否曾受僱於本集團公司? If yes, please give the following details 如曾受僱，請提供以下資料 Year of Employment 僱用年份：Position 職位：	<input type="checkbox"/> YES 有 <input type="checkbox"/> NO 沒有
Have you ever been discharged from employment because your work or conduct was not satisfactory? 曾否因工作不力或品行不佳而被解僱?	<input type="checkbox"/> YES 有 <input type="checkbox"/> NO 沒有
Have you received employee compensation during your previous employment? 是否收取過工作意外賠償?	<input type="checkbox"/> YES 有 <input type="checkbox"/> NO 沒有
Have you ever been convicted of a criminal offence? 曾否被判罪或被判刑事罪行?	<input type="checkbox"/> YES 有 <input type="checkbox"/> NO 沒有

The information that you have supplied for the purpose of employment may be passed to the employer's insurers, bankers, medical practitioners providing medical service to employees, and strategic partners.

你所提供與僱傭有關的資料，可能會移轉予僱主的保險公司、銀行、為僱員提供醫療福利的醫護人員，以及合作夥伴。

Declaration 聲明

I authorise the Company to secure any information regarding myself and I hereby release any person, firm or institution of all liability for any damage whatsoever arising from the issue of such information.

I further declare that the statements made by me in this application are voluntarily, true, complete and correct in all respects. A false statement or dishonest answer to any questions may be grounds for my immediate discharge from employment with the Company.

However, I acknowledge that for the normal processing of this application, I should supply all the information requested and my failure to do so may result in this application being rejected. I accept that the information which I supply will constitute the "Personal Data" as defined in the Personal Data (Privacy) Ordinance.

I apply for employment in your company on the basis of the information and conditions mentioned above which I fully comprehend and on the understanding that the Company may require me to be medically examined before appointment.

本人授權 貴公司獲取有關本人的任何資料並且特此免除任何人仕、公司或機構負上因發放上述資料而引致任何損害之所有責任。

本人進一步聲明，本人在此申請表上所作的陳述均為自願及真實、完整和正確。對任何問題所作的虛偽陳述或不忠實的回覆可成為本人立即被 貴公司解僱的理由依據。

但是，本人確認為使本人的申請獲得正常處理，本人應提供要求的全部資料並且若本人未能提供上述全部資料，可引致本人的申請受拒。本人接納本人所提供的資料將構成在個人資料(私隱)條例內定所定義的"個人資料"。

本人基於以下兩點申請受僱於 貴公司：

- 1) 本人完全理解上述的資料和條件；
- 2) 本人了解 貴公司要求本人在受僱前接受身體檢查。

Applicant's signature 申請人簽署

Date 日期

For Office Use Only

ACCEPTED	Job Title _____	Department _____
	Recommended Salary _____	Starting Date _____
	Department Head _____	Date _____
CONFIRMATION OF EMPLOYMENT	FOR STAFF ONLY	REMARKS:
_____	_____	_____
Human Resources Manager	General Manager Office	_____
Date _____	Date _____	_____

Annex 2A

**Monthly Report on Scheduled and Actual
Compliance with Guidelines on Bus Captains'
Working Hours, Rest Times and Meal Breaks**

**Monthly Report on Scheduled and Actual Compliance with Guidelines on Bus Captains’
Working Hours, Rest Times and Meal Breaks**

Date of survey: 21-Feb-2018 **Bus Company:** NLB

Total No. of bus captains: 147 (on duty bus captain)

	Schedule		Actual	
Guidelines	Total No. of Crew Duties Scheduled	Percentage of compliance	No. of bus captains surveyed	Percentage of compliance
<u>Guideline A</u>				
1. Rest time (Note 1) of at least 30 minutes after 6 hours of duty.	147	100%	115	100%
2. 20 minutes of rest time within the 6-hour duty.	147	100%	115	100%
3. 12 minutes of rest time within the first 4 hours of duty.	147	100%	115	100%
Fully complied with Guideline A (A1 – A3)	147	100%	115	100%
<u>Guideline B</u>	147	100%	115	100%
Maximum duty (including all rest times) in a working day should not exceed 14 hours.				
<u>Guideline C</u>	147	100%	115	100%
Driving duty (i.e. maximum duty less all rest times each of 30 minutes or more) in a working day should not exceed 11 hours.				
<u>Guideline D</u>	147	100%	115	100%
The break between successive working days should not be less than 10 hours.				
<u>Guideline E</u>	147	100%	115	100%
Bus captains working for a duty of not less than 8 hours in a working day should have a meal break. Bus companies should complete the improvement of meal breaks to no less than 45 minutes by the third quarter of 2011, and further improvement to no less than one hour in one year thereafter.				

Note 1

- Meal break is also regarded as rest time.
- The time bus captains spend at a terminal point preparing for the next departure and monitoring passenger boarding should not be regarded as rest time.

Note 2

- The sample for surveying actual compliance for Guidelines A to E must be same as each other.
- The sample must be randomly selected.
- The sample sizes for Guidelines A – E at a margin error of 5% at 95% confidence interval is as follows:

Bus Co.	Sample size of bus captains for checking of actual compliance (% of bus captains employed by each Co.)
KMB	4.5%
CTB (F1+ F2)	15.3%
NWFB	18.5%
LW	52.0%
NLB	76.2%

Annex 2B

On-board Survey to Check NLB's Driver Rest Time

On-board survey to check NLB's driver rest time (Weekday)

Route No.	Operator	Origin and Destination	Vehicle Registration Number (Note 2)	First Departure time of the survey bus	First Departure location of the survey bus	1st Meal Break Time and duration	Resume Duty Location after 1st Meal Break	2nd Meal Break Time and duration	Resume Duty Location after 2nd Meal Break	Change Duty Time	Change Duty Location	Off-duty time of second shift driver
11&1	NLB	Tai O - Tung Chung		16:35	Tai O	20:55 95 mins. Including rest time	22:30 Tai O	N.A.	N.A.			1:55
1&2	NLB	Tai O-Mui Wo		16:30	Tai O	19:05 65 mins. Including rest time	20:10 Mui Wo	N.A.	N.A.			24:00
2&21&23&3m	NLB	Mui Wo - Ngong Ping		15:25	Mui Wo	19:00 85mins. Including rest time	20:30 Mui Wo	N.A.	N.A.			24:05
11&21	NLB	Tai O - Tung Chung		5:35	Tai O	10:00 60mins. Including rest time	11:00 Tai O	N.A.	N.A.			13:35
3M&23	NLB	Mui Wo - Tung Chung		7:15	Mui Wo	11:50 60 mins. Including rest time	12:50 Mui Wo	N.A.	N.A.			16:30
37M	NLB	Ying Tung Estate - Ying Tung Estate		5:55	Ying Tung Estate	12:30 78 mins. Including rest time	13:48 Ying Tung Estate	N.A.	N.A.			14:55
38&N38	NLB	Yat Tung Estate - Yat Tung Estate		16:00	Yat Tung Estate	20:20 75 mins. Including rest time	21:36 Yat Tung Estate	N.A.	N.A.			1:00
37H	NLB	North Lantau Hospital - Ying Tung Estate		10:00	North Lantau Hospital	15:30 80 mins. Including rest time	16:40 North Lantau Hospital	N.A.	N.A.			21:10
B2	NLB	Yuen Long - Shenzhen Bay Port		11:15	Yuen Long Bus Terminus	15:50 190 mins. Including rest time	19:00 Yuen Long Bus Terminus	N.A.	N.A.			23:45
B2P	NLB	Tin Tsz Estate - Shenzhen Bay Port		7:10	Tin Tsz Estate Bus Terminus	12:35 165mins. Including rest time	15:20 Tin Tsz Estate Bus Terminus	N.A.	N.A.			20:00

On-board survey to check NLB's driver rest time (Sun & PHs)

Route No.	Operator	Origin and Destination	Vehicle Registration Number (Note 2)	First Departure time of the survey bus	First Departure location of the survey bus	1st Meal Break Time and duration	Resume Duty Location after 1st Meal Break	2nd Meal Breatk Time and duration	Resume Duty Location after 2nd Meal Break	Change Duty Time	Change Duty Location	Off-duty time of second shift driver
37	NLB	Yat Tung Estate - Ying Tung Estate		6:55	Yat Tung Estate	12:05 60 mins. Including rest time	15:05 Yat Tung Estate	N.A.	N.A.			16:30
11&3M&1	NLB	Tai O- Thung Chung		6:50	Tai O	10:25 85 mins. Including rest time	12:00 Mui Wo	N.A.	N.A.			14:40
21&1	NLB	Tai O - Ngong Ping		13:00	Tai O	18:45 65 mins. Including rest time	19:50 Tai O	N.A.	N.A.			21:45
37H	NLB	North Lantau Hospital - Ying Tung Estate		7:10	Ying Tung Estate	13:00 120mins. Including rest time	15:00 North Lantau Hospital	N.A.	N.A.			19:00
B2	NLB	Yuen Long - Shenzhen Bay Port		7:40	Yuen Long Bus Terminus	12:05 135mins. Including rest time	14:20 Yuen Long Bus Terminus	N.A.	N.A.			20:05

Annex 2C

Survey on Franchised Bus Captains' Working Hours (Guidelines B & D)

Survey Date	Operator	Employee No. of bus captain	Sign-off time on the day before the survey day (yyyy/mm/dd hh:mm)	Sign-on time on the survey day (yyyy/mm/dd hh:mm)	Sign-off time on the survey day (yyyy/mm/dd hh:mm)	Sign-on time on the following day after the survey day
8-Jan-18	NLB	NLB-01384	20:00	07:00	18:45	07:00
8-Jan-18	NLB	NLB-01131	AL	AL	AL	OFF
8-Jan-18	NLB	NLB-01331	14:45	05:00	13:00	05:15
8-Jan-18	NLB	NLB-01182	17:00	09:30	18:45	09:30
8-Jan-18	NLB	NLB-02119	09:15	OFF	OFF	OFF
8-Jan-18	NLB	NLB-SXD02149	19:55	07:00	19:55	07:00
8-Jan-18	NLB	NLB-CD03818	16:00	OFF	OFF	07:00
8-Jan-18	NLB	NLB-CD03819	OFF	OFF	OFF	OFF
8-Jan-18	NLB	NLB-01217	OFF	07:00	19:30	07:00
8-Jan-18	NLB	NLB-02074	24:25	11:00	24:25	11:00
8-Jan-18	NLB	NLB-SXD02147	25:15	12:30	25:15	12:30
8-Jan-18	NLB	NLB-01257	OFF	11:00	20:00	11:00
8-Jan-18	NLB	NLB-CD03857	OFF	OFF	OFF	OFF
8-Jan-18	NLB	NLB-01385	17:30	07:00	16:30	07:00
8-Jan-18	NLB	NLB-CD03859	24:30	OFF	OFF	OFF
8-Jan-18	NLB	NLB-S00005	19:00	07:05	19:30	07:05
8-Jan-18	NLB	NLB-CD03845	OFF	06:30	12:00	06:30
8-Jan-18	NLB	NLB-D01538	25:00	14:45	25:00	14:45
8-Jan-18	NLB	NLB-01055	14:00	07:30	20:30	07:30
8-Jan-18	NLB	NLB-03744	20:45	08:40	22:45	08:40
8-Jan-18	NLB	NLB-SXD02158	RESIGNED	RESIGNED	RESIGNED	RESIGNED
8-Jan-18	NLB	NLB-D01572	17:00	07:30	18:15	07:30
8-Jan-18	NLB	NLB-CD03831	OFF	OFF	OFF	OFF
8-Jan-18	NLB	NLB-01522	25:00	15:30	25:00	15:30
8-Jan-18	NLB	NLB-02113	20:30	13:20	20:45	10:30
8-Jan-18	NLB	NLB-01454	OFF	SL	SL	SL
8-Jan-18	NLB	NLB-D01542	RESIGNED	RESIGNED	RESIGNED	RESIGNED
8-Jan-18	NLB	NLB-D01544	25:15	15:30	25:00	15:30
8-Jan-18	NLB	NLB-D01550	22:15	12:45	22:30	12:45
8-Jan-18	NLB	NLB-SXD02154	19:00	06:20	19:00	06:20

Note: The sign-on time and sign-off time in the table indicate the driving duty of bus captain on franchise bus operation.

Annex 3

TD Requirements for Black Box System



運輸署
Transport Department

BY FAX

Our Ref: (25) in BE50/131/148 Pt. 2

Your Ref:

Tel : 2829 5471

Fax : 2824 4255

17 October 2003

Dear Sirs,

Installation of Electronic Data Recording Devices on New Buses

The minimum requirements for Electronic Data Recording Device was discussed and agreed at the Joint Engineering Liaison Meeting on 8 July 2003. The amended version is now attached.

If there is no further amendment proposed, we shall start implementation of the new requirements with effect from **1st July 2004**. Buses first registered after this date should be installed with a suitable Electronic Data Recording Device complying with the stated technical specification.

I would be grateful for your confirmation by 31 October 2003.

Yours faithfully,

(Walter FOO)
for Commissioner for Transport

Encl.

Distribution

Citybus Ltd. (Attn : Mr. Paul Li)
Kowloon-Canton Railway Corporation (Mr. Wilson Lee)
Kowloon Motor Bus Co. (1933) Ltd. (Mr. Kane Shum)
Long Win Bus Co. Ltd. (Mr. T.Y. Chan)
New Lantao Bus Co. (1973) Ltd. (Mr. Wong Wah)
New World First Bus Services Ltd. (Mr. Graham Russell)

SEVS, SMB

Basic Minimum Requirements for Electronic Data Recording Device

1. The purpose of the Electronic Data Recording Device is to provide tools for the bus company to monitor and manage the on-road speed- and safety-related behaviour of its buses, and indirectly to encourage better driving behaviour.
2. The device should sample the following data at 1 second intervals, and store data every 30 seconds for a period of 2 weeks :-
 - (a) Operation Times (real time)
 - start time
 - rolling time
 - idle time
 - finish time
 - (b) Vehicle Speed
3. The software for analyzing onboard or downloaded data should be capable of reporting the following :-
 - (a) Accident Report - vehicle speed profile at time interval of 1 second for the 3 minutes period preceding detection of a 0.2G deceleration.
 - (b) Overspeeding Report – frequency, maximum speed attained and overspeeding duration for speeds over 70 km/h.

VSSD
Transport Department
17 October 2003

Annex 4

Black Box Data Retrieval Interface

Route No

Google ▼



Annex 5

Monthly Report on Monitoring Measures related to Bus Safety

Monthly Report on Monitoring Measures relating to Bus Safety

Month/ Year: _____
Franchisee: CTB(F1) / CTB(F2) / KMB / LW / NWFB / NLB (*Delete where inappropriate)

(A) Number of Reported Cases relating to Driving Offences of Bus Captains

No. of Reported Cases (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.

(B) Mysterious Ride Checks for Monitoring of Driving Behaviours of Bus Captains

No. of Routeine Mysterious Ride Checks Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.

No. of Ad-hoc Mysterious Ride Checks Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.

(C) Checking Black Box Data for Monitoring of Driving Behaviours of Bus Captains

No. of Routeine Checks on Black Box Data Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month) Please provide breakdown of cases by nature - Speeding - Braking Suddenly - Others (please specify)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.

No. of Ad-hoc Checks on Black Box Data Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month) Please provide breakdown of cases by nature - Speeding - Braking Suddenly - Others (please specify)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.

(D) Alcoholic Breathing Test on Bus Captains

No. of Routeine Checks Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.

No. of Ad-hoc Checks Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.

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Annex 1

Part time bus captain declaration form

新大嶼山巴士(一九七三)有限公司
非全職車長申報表格



New Lantao Bus Company (1973) Limited
Job Declaration Form for Non-Full Time Bus Captain

英文姓氏 _____ 英文名字 _____
English Last Name _____ English First Name _____

中文姓名 _____
Chinese Name _____

現有僱主名稱 _____ 於現有僱主的職位 _____
Name of current employer _____ Position in current employer _____

每週平均工作日數(日) _____ 每工作日平均工作時數(小時) _____
Average working days per week (day) _____ Average working hour per working day (hour) _____

聲明 Declaration

本人明白在新大嶼山巴士(一九七三)有限公司(本公司)正式受聘後並執行本公司駕駛工作時，會確保享有充分休息並符合運輸署休息指引。當外間工作的工作時間及/或工程性質轉變亦必須向本公司盡快申報。本人明白本公司或/及其授權之代表有權向本人索取現有僱主或工作性質相關的證明文件以核實入職者符合聘用條件，否則入職者可能被隨時終止聘用。

I acknowledge, when employed by New Lantao Bus Company (1973) Limited (the company) and take responsible for driving duty, 10 hours separation should be ensured between external job and the company's duty with sufficient rest time. Any changes of working hours and job nature in external job should report to the company as soon as possible. I understand the company or / and authorized representatives have right to obtain my information in related to current employer and job nature for verify eligibility of employment conditions. Otherwise, the employment of entrant may subject to terminate.

入職者簽署
Entrant Signature

簽署日期
Signature Date

(日 D / 月 M / 年 Y)

Annex 2

Service contract of hiring non-franchised buses



NEW LANTAO BUS Co. (1973) LTD.

新大嶼山巴士(一九七三)有限公司

A subsidiary of KWON CHUNG BUS HOLDINGS LIMITED 冠忠巴士集團有限公司附屬公司

18 July 2016

Kwoon Chung Motors Co., Ltd.,
8 Chong Fu Road, 3/F.,
Chai Wan,
Hong Kong.

Attn.: Mr. Matthew WONG, BBS
Managing Director

Dear Sir,

Non-Franchised Bus Service Contract

We are glad to inform you that your company has been awarded the said contract for three years from 1 August 2016 to 31 July 2019 inclusive.

(C) Lantau Routes

Rental for each bus per day (for 12 hours):

██████ on Sundays and Public Holidays and ██████ on Saturdays and weekdays.

Overtime Rental (per hour):

██████ on Sundays and Public Holidays and ██████ on Saturdays and weekdays.

(D) Shenzhen Bay Port Routes

Rental for each bus per day (for 14 hours):

██████ (single deck bus) / ██████ (double deck bus) on Sundays and Public Holidays, and

██████ (single deck bus) / ██████ (double deck bus) on Saturdays and weekdays.

Overtime Rental (per hour):

██████ (single deck bus) / ██████ (double deck bus) on Sundays and Public Holidays and

██████ (single deck bus) / ██████ (double deck bus) on Saturdays and weekdays.

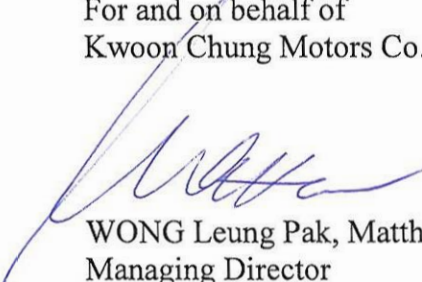
Terms and conditions of the service will be those as contained in your tender.

Please sign the duplicate of this letter as a formal acceptance of the offer.

Please also apply for the relevant permits from Transport Department for the said purpose.

Agreed & Accepted by:
For and on behalf of
Kwoon Chung Motors Co. Ltd.

Yours faithfully,
For and on behalf of
New Lantao Bus Co. (1973) Ltd.


WONG Leung Pak, Matthew, BBS
Managing Director


Benny CHAN
Deputy General Manager

3RD FLOOR, 8 CHONG FU ROAD, CHAI WAN, HONG KONG

香港柴灣創富道八號三樓

TEL. 電話: (852) 2984 9848 FAX 圖文傳真: (852) 2984 8812

E-MAIL 電子郵件: info@nlb.com.hk WEBSITE 網址: <http://www.nlb.com.hk>

Annex 3

**Application and approval letter of using
non-franchised buses**



NEW LANTAO BUS Co. (1973) LTD.
新大嶼山巴士(一九七三)有限公司

冠忠巴士集團有限公司附屬公司 A Subsidiary of Kwoon Chung Bus Group

By Fax – 2390 4035

28 May 2018

Our Ref: NFB/01/18

Commissioner for Transport
Transport Department
NT Regional Offices
7/F, Mong Kok Government Offices
30 Luen Wan Street
Mong Kok, Kowloon
Attn.: Ms. Petrina CHAN

Dear Madam,

Application for Non-Franchised Buses Operate
Franchised Routes on Lantau Island from 1 July to 31 December 2018

To cope with increased passenger demand, we are writing an application for deploying 50 non-franchised buses on Saturdays and 80 non-franchised buses on Sundays, Public Holidays to operate franchised routes on Lantau Island. The planned dates of deploying non-franchised buses are listed below:

Sun 1 Jul 18	Mon 2 Jul 18	Sat 7 Jul 18	Sun 8 Jul 18
Sat 14 Jul 18	Sun 15 Jul 18	Sat 21 Jul 18	Sun 22 Jul 18
Sat 28 Jul 18	Sun 29 Jul 18		
Sat 4 Aug 18	Sun 5 Aug 18	Sat 11 Aug 18	Sun 12 Aug 18
Sat 18 Aug 18	Sun 19 Aug 18	Sat 25 Aug 18	Sun 26 Aug 18
Sat 1 Sep 18	Sun 2 Sep 18	Sat 8 Sep 18	Sun 9 Sep 18
Sat 15 Sep 18	Sun 16 Sep 18	Sat 22 Sep 18	Sun 23 Sep 18
Tue 25 Sep 18	Sat 29 Sep 18	Sun 30 Sep 18	
Mon 1 Oct 18	Sat 6 Oct 18	Sun 7 Oct 18	Sat 13 Oct 18
Sun 14 Oct 18	Wed 17 Oct 18	Sat 20 Oct 18	Sun 21 Oct 18
Sat 27 Oct 18	Sun 28 Oct 18		
Sat 3 Nov 18	Sun 4 Nov 18	Sat 10 Nov 18	Sun 11 Nov 18
Sat 17 Nov 18	Sun 18 Nov 18	Sat 24 Nov 18	Sun 25 Nov 18
Sat 1 Dec 18	Sun 2 Dec 18	Sat 8 Dec 18	Sun 9 Dec 18
Sat 15 Dec 18	Sun 16 Dec 18	Sat 22 Dec 18	Sun 23 Dec 18
Sat 25 Dec 18	Wed 26 Dec 18	Sat 29 Dec 18	Sun 30 Dec 18

cont'd.../2

NEW ADDRESS

香港柴灣富道八號三樓
3/F., No. 8 Chong Fu Road
Chai Wan, Hong Kong

Please note during the occasion of Ngong Ping cable car service suspension, 80 non-franchised buses will be deployed for operating contingency services.

In addition to conventional Saturdays, Sundays and public holidays arrangement as stated above, we also planned to deploy non-franchised buses during the pre & post holiday period to cater upsurge passenger demand in the area. The number of buses and vehicle deployment date are listed below:

1. For period near and / or after Summer Holiday, Mid-Autumn, National Day and Christmas

50 non-franchised buses will be deployed in the date as listed below:

Summer Holidays from 11 Jul to 31 August 2018 inclusive, both days inclusive and
 Mon 24 Sep 18 Tue 2 Oct 18 Wed 3 Oct 18 Mon 24 Dec 18
 Thu 27 Dec 18 Fri 28 Dec 18 Mon 31 Dec 18

Under the application, please find the following vehicle registration mark of the vehicle which are planned to be deployed for the said operation with respective day type. The details are as follows:

1. On every Sundays, public holidays and suspension of Ngong Ping cable car

01. AZ991	02. LT991	03. NG991	04. RP2917	05. RP6855
06. RP7540	07. RR3396	08. RR9282	09. SR7393	10. SR7782
11. SR9698	12. SS4176	13. SS4236	14. SS482	15. SU2689
16. TC9612	17. TD7245	18. TD7376	19. TF7002	20. TG3605
21. TH9071	22. TJ8535	23. TN4782	24. TN5104	25. TN5428
26. TN5602	27. TN6530	28. TN6651	29. TN6904	30. TN7187
31. TN7311	32. TN7877	33. TS681	34. TU3353	35. TV475
36. UE6285	37. UG5257	38. UG5463	39. UG6130	40. UG6341
41. UH3693	42. UH4701	43. UH6880	44. UH7818	45. UH7821
46. UH7910	47. UJ2483	48. UJ6528	49. UK1065	50. UK4143
51. UK4950	52. UK5748	53. UK5828	54. UM6745	55. UM7145
56. UM7229	57. UM8050	58. UM8219	59. UM9195	60. UN1040
61. UN4204	62. UN4813	63. UN5480	64. UN923	65. UP1108
66. UP5980	67. UP927	68. US9766	69. UU6967	70. UX6635
71. UY3201	72. UY7073	73. UZ3096	74. UZ4869	75. UZ8825
76. VB1779	77. VB4221	78. VB4720	79. VC5641	80. VK8092

2. For period near and / or after Summer Holidays, Mid-Autumn, National Day and Christmas

01. NG991	02. RP2917	03. RP6855	04. RP7540	05. SR7782
06. SR9698	07. SS4176	08. SS4236	09. SS482	10. SU2689
11. TD7245	12. TD7376	13. TN4782	14. TN5104	15. TN5428
16. TN6651	17. TN6904	18. TN7187	19. TN7311	20. TN7877
21. UG6341	22. UH7821	23. UJ2483	24. UJ6528	25. UK1065
26. UK4143	27. UK4950	28. UK5748	29. UK5828	30. UM6745
31. UM7145	32. UM7229	33. UM8050	34. UM8219	35. UM9195
36. UN1040	37. UN4204	38. UN4813	39. UN5480	40. UN923
41. UP1108	42. UP5980	43. UP927	44. US9766	45. UU6967
46. UY3201	47. UZ4869	48. UZ8825	49. VB4221	50. VK8092

cont'd.../3

Your favorable reply and kind approval are much appreciated. Should you have any enquiries, please feel free to contact undersigned at 2856 8238 / 9267 7611 or Mr. Peter Chu at 2856 8218.

Thank you for your attention.

Yours faithfully,
for and on behalf of
NEW LANTAO BUS CO.,(1973) LTD.



Joe SUM
License Division Assistant Officer

c.c. TD – BRB (Attn: Ms Karen Kwan)



運輸署
Transport Department

Ref : TDNR 77/63 - 1
Your Ref.: NFB/01/18
Tel : 2399 2547
Fax : 2381 3799

By Fax : 2984 8812

Mr Joe SUM
License Division Assistant Officer
New Lantau Bus Co. (1973) Ltd.
Shop D, G/F, Silver Centre,
Silvermine Bay, Lantau.

21 June 2018

Dear Sir,

**Application to Deploy Non-Franchised Buses to Run Franchised Bus Routes
on Lantau Island**

I refer to your letter of 28 May 2018 and have no objection to your application for deployment of a maximum of:

- (1) **80** non-franchised buses on every Sunday and Public Holidays from from 1 July 2018 to 31 December 2018 inclusively; and during the suspension period of Ngong Ping 360 (falling within the period from 1 July 2018 to 31 December 2018 inclusively) for providing contingency service; and
- (2) **50** non-franchised buses on every Saturday from 1 July 2018 to 31 December 2018 inclusively; special days during Summer Holidays from 11 July 2018 to 31 August 2018 inclusively; special day during Mid-Autumn Festival on 24 September 2018; special days during National Day on 2 and 3 October 2018; and special days during Christmas holidays on 24, 27, 28 and 31 December 2018.

to run franchised bus services on Lantau Island to cater for the increase in passenger demand. The vehicle registration marks of the buses concerned are listed in the attachment to this letter. The relevant revenue shall be included in the franchised account. Operation of the buses should be subject to the following conditions:

- (a) the buses must be below six years of age;
- (b) the same franchised bus maintenance standard must be adopted for the hired buses;
- (c) the buses must attend vehicle inspection as franchised buses when requested by Transport Department. This department will issue Vehicle Examination Order to the buses concerned by facsimile and they must attend examination within 24 hours as specified in the order. A contact person of the hired buses' company should be nominated to handle this special arrangement. Any buses failing to attend the vehicle inspection will be removed from the approval list;
- (d) the buses must be equipped with similar on-vehicle facilities such as, coin collection box, route destination display etc. for operating franchised service;
- (e) the buses must be covered by necessary insurance in accordance with the Motor Vehicles Insurance (Third Party Risks) Ordinance, Cap 272. You must ensure that your company bears no responsibilities on indemnity in the hiring contract in case there are accidents involving the buses; and
- (f) non-part-time drivers should be arranged to operate the Tung Chung Road bus routes. They must have been given proper and adequate training by your company.

If you accept the above conditions, please apply to our Licensing Office for necessary amendment of the Passenger Service Licences of the buses concerned.

Yours faithfully,

for Commissioner for Transport

c.c. External:
CP (DC LTDIST)

Internal:
AC/BR (Attn.: CBR2)
SMB
- Please arrange spot check of the buses concerned.

AC/NT

PNT

SN/Is1

SN/Is2

TN/Is1

TN/Is2

)
)
) to note in file, please
)

Vehicle Registration Marks of non-franchised buses to operate franchised bus service**80 non-franchised buses**

- (a) on every Sunday and Public Holidays from 1 July 2018 to 31 December 2018 inclusively;
 (b) during the suspension period of Ngong Ping 360 (falling within the period from 1 July 2018 to 31 December 2018 inclusively) for providing contingency service; and

1. AZ991	2. LT991	3. NG991	4. RP2917	5. RP6855
6. RP7540	7. RR3396	8. RR9282	9. SR7393	10. SR7782
11. SR9698	12. SS4176	13. SS4236	14. SS482	15. SU2689
16. TC9612	17. TD7245	18. TD7376	19. TF7002	20. TG3605
21. TH9071	22. TJ8535	23. TN4782	24. TN5104	25. TN5428
26. TN5602	27. TN6530	28. TN6651	29. TN6904	30. TN7187
31. TN7311	32. TN7877	33. TS681	34. TU3353	35. TV475
36. UE6285	37. UG5257	38. UG5463	39. UG6130	40. UG6341
41. UH3693	42. UH4701	43. UH6880	44. UH7818	45. UH7821
46. UH7910	47. UJ2483	48. UJ6258	49. UK1065	50. UK4143
51. UK4950	52. UK5748	53. UK5828	54. UM6745	55. UM7145
56. UM7229	57. UM8050	58. UM8219	59. UM9195	60. UN1040
61. UN4204	62. UN4813	63. UN5480	64. UN923	65. UP1108
66. UP5980	67. UP927	68. US9766	69. UU6967	70. UX6635
71. UY3201	72. UY7073	73. UZ3096	74. UZ4869	75. UZ8825
76. VB1779	77. VB4221	78. VB4720	79. VC5641	80. VK8092

50 non-franchised buses on

- (a) every Saturday from 1 July 2018 to 31 December 2018 inclusively;
 (b) special days during summer holidays from 11 July 2018 to 31 August 2018 inclusively;
 (c) special day during Mid-Autumn Festival on 24 September 2018;
 (d) special days during National Day on 2 and 3 October 2018; and
 (e) special days during Christmas holidays on 24, 27, 28 and 31 December 2018

1. NG991	2. RP2917	3. RP6855	4. RP7540	5. SR7782
6. SR9698	7. SS4176	8. SS4236	9. SS482	10. SU2689
11. TD7245	12. TD7376	13. TN4782	14. TN5104	15. TN5428
16. TN6651	17. TN6904	18. TN7187	19. TN7311	20. TN7877
21. UG6341	22. UH7821	23. UJ2483	24. UJ6258	25. UK1065
26. UK4143	27. UK4950	28. UK5748	29. UK5828	30. UM6745
31. UM7145	32. UM7229	33. UM8050	34. UM8219	35. UM9195
36. UN1040	37. UN4204	38. UN4813	39. UN5480	40. UN923
41. UP1108	42. UP5980	43. UP927	44. US9766	45. UU6967
46. UY3201	47. UZ4869	48. UZ8825	49. VB4221	50. VK8092

Annex 4

Bus equipment installation form

Installation and Commissioning Form 安裝及測試表格

Installation Information 安裝資料			
Installer 安裝人員	Motor Huge Engineering Company Limited	Installation Date 安裝日期	21 / 5 / 2018
Installation Depot / Address 安裝車廠/地址	杏花邨	Bus No. / NC No. 牌照 / 新車號碼	VK 8092
		Chassis No. 底盤號碼	
Bus Manufacturer 製造廠商	MERCEDES BENZ	Bus Type 車型	OC 500 RF 1939
Hardware Information 設備資料			
OBU Serial No. OBU 產品編號		Telephone No. 電話號碼	
OBU FW Ver. OBU 韌體版本		SIM Card No. SIM 卡編號	
OBU MAC address MAC 位址		ADC Serial No. ADC 產品編號	N.A.
Select the main cable type <input checked="" type="checkbox"/> 0501.336.284 <input type="checkbox"/> 6029.008.029		ADC Config. Type* ADC 設置類別*	N.A.

Installation Commissioning & Testing Procedures 安裝及測試程序			
1	Confirm the OBU powered directly by permanent and ignition bus batteries (24V DC) with secured fuse properly. 確認 OBU 直接連接巴士的常電及啟動電源（直流 24V），並確保保險絲連接妥當。	Pass 合格	Fail 不合格
2	Confirm all cables are secured and all connection points are insulated well. 確認所有連接線連接穩固和各連接點做好絕緣保護。	Pass 合格	Fail 不合格
3	Confirm all devices mounted securely and connected properly. 確認所有設備安裝和連接穩固。	Pass 合格	Fail 不合格
4	Confirm all Antenna openings for are sealed properly and free from water leakage. 確認所有天線開口封妥，並無漏水現象。	Pass 合格	Fail 不合格
5	Confirm all bus components and compartments restored to previous cleaning condition after installation. 確認所有巴士部件、組件恢復原來的清潔狀況。	Pass 合格	Fail 不合格
6	Confirm the bus functions properly after installation. 確認巴士安裝後運作正常。	Pass 合格	Fail 不合格

Installation and Commissioning Form 安裝及測試表格

System Commissioning & Functional Verification			
1	Confirm the OBU switch ON/OFF and lights up properly. 確認 OBU 啟動/關閉及燈號正常	Pass 合格	Fail 不合格
		✓	
2	Confirm the OBU web interface status shown properly. Please also attach the print screen on "Summary" and "Communication" page, after installation. 確認 OBU Web 界面內的各狀態頁顯示正常，並附表包括 "Summary" 及 "Communication" 兩頁。	Pass 合格	Fail 不合格
		✓	
3	Confirm those CANBUS and I/O signals shown properly. 確認 CANBUS 和輸入/輸出信號正常。	Pass 合格	Fail 不合格
		✓	
4	Confirm OBU and those devices configure properly.* 確認 OBU 及所有設備設置正常。*	Pass 合格	Fail 不合格
		✓	
5	Confirm the vehicle online properly on Openmatics Portal. 確認車輛在 Openmatics Portal 上線。	Pass 合格	Fail 不合格
		✓	
6	Confirm following applications are installed and uploading data. 確認以下程式安裝妥當並有數據上存。 <input checked="" type="checkbox"/> RawData <input checked="" type="checkbox"/> Vehicle Overview <input checked="" type="checkbox"/> Work Advance	Pass 合格	Fail 不合格
		✓	

Verification by Installation Supervisor			
Name 姓名		Date 日期	21 / 5 / 2018
Signature 簽名			
Remarks 備注	X: 01 Y: 0 Z: 180		
Acceptance by Kwoon Chung 驗收入			
Name 姓名		Date 日期	22 / 5 / 2018
Signature 簽名			
Remarks 備注			

*Please refer to the installation guide or consult Openmatics.

*請參考安裝樣板文件和諮詢 Openmatics。

Annex 5

Sample of application letter to TD



NEW LANTAO BUS Co. (1973) LTD.

新大嶼山巴士(一九七三)有限公司

A subsidiary of KWONG CHUNG BUS HOLDINGS LTD. 冠忠巴士集團有限公司附屬公司

Our ref.: NLB/L/0011/2018/TD

1 February 2018

Commissioner for Transport,
Transport Department,
N.T. Regional Office,
7/F., Mongkok Government Offices,
30 Luen Wan Street,
Kowloon.

Attn.: Ms. Sherman CHOI

Dear Madam,

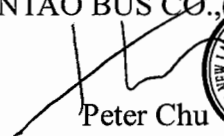
Application for placing a portable toilet at Ying Tung Estate Bus Terminus

The terminating point of Route 37, 37H and 37M was relocated to Ying Tung Estate Bus Terminus since January 2017. However, refer to existing environment, there is no proper sanitary facilities at the bus terminus and the location nearby. That said our bus captain will suffer from no washroom during lay-over at Ying Tung Estate Bus Terminus. To be a responsible bus operator and employer, we therefore would like to apply for placing a portable toilet on Ying Tung Road near the coast, opposite to Ying Tung Estate. The drawing of proposed location is attached for your reference.

Your kind approval is much appreciated. Should you have any enquiries, please feel free to contact undersigned at 2856 8218.

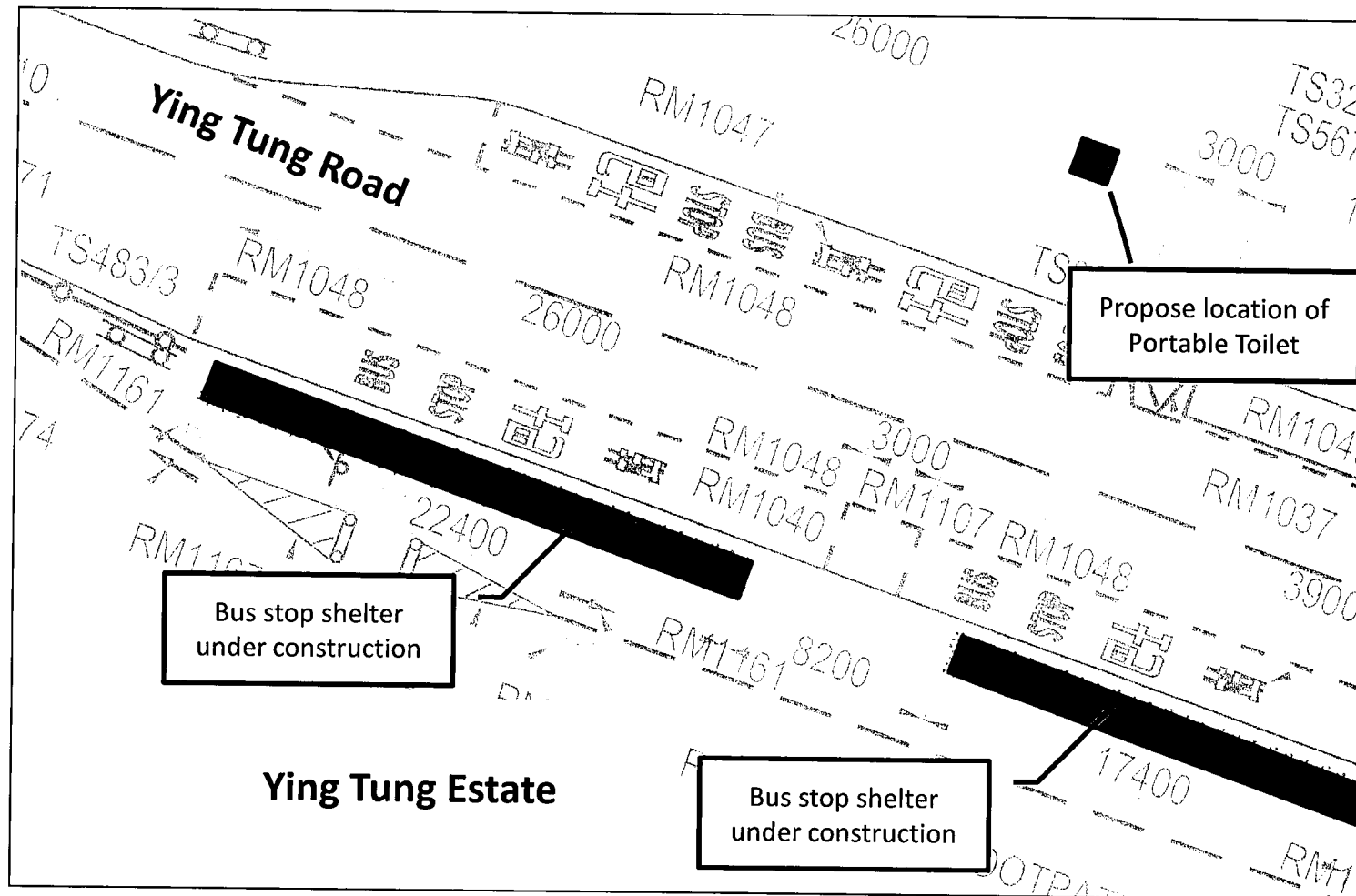
Thank you for your attention.

Yours faithfully,
NEW LANTAO BUS CO., (1973) LIMITED


Peter Chu
Administration Manager



Propose location of portable toilet in Ying Tung Estate Bus Terminus



Annex 6

Kiosk / toilet list under NLB management

NLB Minor facilities at Bus Terminus (as on Jun 2018)

Terminus	Regulator Kiosk	Driver Rest Kiosk	Toilet
Tin Tsz (天慈巴士總站)	N/A	N/A	Toilet at shopping mail
Tin Yiu (天耀巴士總站)	Under application since Jan 2017	N/A	Toilet at shopping mail
Shenzhen Bay (深圳灣口岸)	Yes	N/A	Public toilet at PTI
Yuen Long (元朗巴士總站)	Yes	N/A	Under application since Jan 2017
Yat Tung (逸東邨巴士總站)	Yes	Yes	Toilet at shopping mail
Ying Tung (迎東邨巴士總站)	Under application since Jan 2017	N/A	Under application since Jan 2017
Mun Tung (滿東邨巴士總站)	Under application since Apr 2018	N/A	N/A
Tai O (大澳巴士總站)	Yes	Yes	Public toilet at PTI
Mui Woo (梅窩巴士總站)	Yes	Yes	Public toilet for Ferry Pier
Ngong Ping (昂坪巴士總站)	Yes	Yes	Public toilet at PTI
HZMB HK Port (港珠澳大橋香港口岸)	Yes	Yes	Public toilet at PTI
Tung Chung (東涌臨時巴士總站)	Yes	Yes	Public toilet at PTI

Annex 7

**TD letter in related to toilet arrangement
in Yat Tung Estate**



運輸署
Transport Department

Our Ref : TD NR 71/22-7
Your Ref :
Tel : 2399 2454
Fax : 2381 3799

By Fax: 2984 8812

22 February 2017

The Deputy General Manager,
New Lantao Bus Co. (1973) Ltd.,
3/F, 8 Chong Fu Road,
Chai Wan, Hong Kong
(Attn: Mr. Benny CHAN)

Dear Sir,

Bus Captains of NLB using toilet at Chi Yat House, Yat Tung Estate

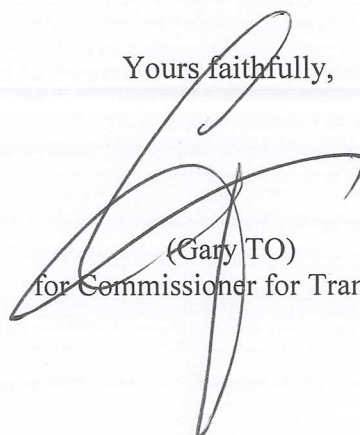
I refer to the joint site meeting with Mr. Man of Yat Tung Estate Manager, your Mr. Peter CHU and the undersigned at Chi Yat House on 16 February 2017 concerning the above captioned subject.

It is agreed that HD has no objection to NLB bus captains to use the staff toilet at ground floor at Chi Yat House after the closure of the Yat Tung shopping centre or the midnight period. With immediate effect, the arrangement is simply that NLB bus captains are required to sign in a log book at G/F reception desk at Chi Yat House before using it.

In view of the above, I should be grateful if you would inform to your bus captain unions and the concerned parties.

Thank you.

Yours faithfully,



(Gary TO)
for Commissioner for Transport

c.c.. TN/Is1

Annex 8

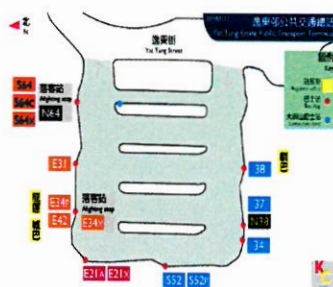
Accident black spot analysis

1. 繁忙地點(車多人多)介紹 - 逸東邨巴士總站

- 以座數計算，逸東邨是全港最具規模的公共屋邨，加上該邨未有鐵路連接，居民對巴士服務相當依賴。
- 逸東邨巴士總站位處該邨心臟地帶，毗鄰逸東商場，無論人流、車流皆極高。據當局統計，逸東邨總站平日繁忙時段每小時約有120架次巴士出入。

安全駕駛小貼士：

- 離站時要注意總站通道時有車輛停泊及駛出，車長要注意往來車輛動態，情況安全下才可駛出巴士總站通道。
- 建議：
 - 保持安全車速。
 - 行人在巴士車間走出馬路，橫過月台，但由於視線受阻，車長需提高警覺。遇有車停較闊之位置，更應小心。
 - 經常有行人見到其他月台有巴士正在上客而突然衝出，以趕往登車。故此即使車坑暢通，亦應預早收慢車速及留意行人動態，以防有路人突然走出。



1. 繁忙地點(車多人多)介紹 - 逸東邨巴士總站

師傅教路：

- 由於總站處於建築物下層，光線較暗，當巴士由正常光線路面駛入總站範圍時容易因光暗視差影響車長觀察力，對行車安全或會構成不良後果。所以車長在入站時要特別心，留意因光線轉變而影響視覺及判斷力。
- 車長在入站時必須減慢車速，慎防有途人由車輛空隙之間或鐵欄缺口跑出來。
- 為免交通意外之發生，車長在進出站時必需儘量收慢車速，多利用兩邊倒後鏡觀察總站內路人及其他車輛之動態。特別要留意年老長者、追車路人及正在使用手提電話或聽著耳筒的路人，以確保意外不會發生。



2. 山路及灣位多地點介紹 - 東涌道

東涌道 (Tung Chung Road)，是大嶼山其中一條主要道路，連接北大嶼山東涌西及南大嶼山的陂石灣，於陂石灣迴旋處與貫通南大嶼山東西的嶼南道交匯；北段則東涌西連接松仁路，為唯一貫通該島南北的車道。以往東涌道石門甲以南路段既是一條封閉道路，同時也屬禁區。

2015年12月25日開始每日可進入嶼南的旅遊巴士數目上限會增加至40部；2016年2月26日更推出「大嶼山自駕遊」計劃，駕駛人士可在網上以先到先得方式申請大嶼山封閉道路通行許可證，於周一至周五上午8時至下午7時駕車進入嶼南，每日名額25部車，其中5個優先編配予電動私家車，以推動環保。

安全駕駛小貼士：

建議：

- 當進入東涌道後，車長需觀望兩邊後鏡及留意車旁視線盲點，保持安全車速、足夠安全車距及行車空間。
- 車長需小心留意每日名額25部大嶼山封閉道路通行許可證駕駛者。外界車輛可能不熟路。



現有東涌道斜度達1:10或以上的坡道路段如下（由北至南）：

路段斜度（由北至南）			
北面交界點	南面交界點	斜度	備註
東涌坳郊野公園管理站支路	大東山食水配水庫	1:6	原有路段，經過改善
大東山食水配水庫	伯公坳北面舊路段交界處	1:8	新路段
伯公坳北面舊路段交界處	伯公坳最高點	1:6	原有路段，經過改善
伯公坳最高點	長沙引水道	1:10	新路段
長沙引水道	嶼南道交界處	1:8	新路段



交通意外的個案（一）

個案 大嶼山巴士墜崖事故於1973年7月22日在羌山道與深屈道交界路口，釀成17死23傷。

案發時間 1973年7月22日，下午2時半

事發經過 肇事巴士為1968年出廠、配上香港新昌車身的8米長柯士甸型36座位巴士（**車牌號碼**：AP2031）。巴士載滿由昂坪分乘兩輛小型巴士抵達的旅客，剛從羌山開出前往梅窩。當駛至羌山道與深屈道交界時，因為閃避另一輛私家車，失控撞向右邊山坡，再反彈至左邊，衝破防撞欄，直墜90米下的山坡。

事後有關車長被控魯莽駕駛罪，被判罰款港幣1,500元及停牌1年。

- 意外成因分享**
1. 羌山道路窄多彎，易釀成交通意外。由梅窩往大澳，途經羌山道有多處急彎，且彎道路窄，不斷有上落斜位，大型貨車轉彎時會輕微越過雙白線，一不小心易與對頭車發生碰撞。
 2. 遊人不論從梅窩或東涌進出大澳、昂坪大佛等景點，必須路經長約5公里的羌山道，然而羌山道位處陡峭山坡，且有多個「之」字彎位，不少路面更只闊約6米，每當有2部旅巴通過，其中1輛便須煞停讓對頭車先行。
 3. 然車前未減慢車速及漸進式向迫力加壓
 4. 細心觀察路面情況，作出良好預期



交通意外的個案（一）地點



大嶼山巴士墜崖事故於1973年7月22日在羌山道與深屈道交界路口，釀成17死23傷。

NLB

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NLB

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交通意外的個案（二）

個案 11號新大嶼山巴士由大澳開往東涌的羌山道近石壁水塘落斜彎位。

案發時間 2003年1月26日

事發經過 由大澳開往東涌的11號新大嶼山巴士，載着20名乘客，巴士駛至羌山道近石壁水塘落斜彎位，突然失控衝落左邊山坡，連打數個筋斗，先後兩次撞向大樹，由於意外現場未有防撞欄，巴士再翻滾三米始被大石所擋停下，車內乘客如「疊羅漢」般人壓人，巴士搖擺不定，幸未有滾落山，意外導致10人受傷。

事後有關車長被控一項「不小心駕駛」，被判罰款港幣1,000元。

- 意外成因分享**
1. 由東涌前往大澳、昂坪大佛等景點，須路經長約5公里的羌山道，惟路段位處陡峭山坡，雖設有防撞欄，但多個「乙」彎位，加上路面只闊約6米，當有2部旅巴同時通過，若各不相讓，隨時出事。
 2. 遵守跟車距離的『兩秒守則』
 3. 做個心平氣和的駕駛者
 4. 靈活運用倒後鏡，開顧車旁視線盲区
 5. 避免不適當地轉換行車線及煞車
 6. 防衛其他道路使用者突然受阻而重力煞車



2003年新大嶼山巴士駛至羌山道近石壁水塘落斜彎位，突然失控衝落左邊山坡，導致10人受傷。



交通意外的個案（二）地點



2003年新大嶼山巴士駛至羌山道近石壁水塘落斜彎位，突然失控衝落左邊山坡，導致10人受傷。

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交通意外的個案 (三)

個案 由大嶼山大澳開出巴士，前往梅窩途中於羌山道落斜時撞向一輛的士後直抵山邊，巴士車長及中外旅客 12女 7男共 19人受傷送院。

案發時間 2005年04月25日，下午二時許

事發經過 1號線大嶼山巴士由大澳開出前往梅窩，巴士沿大澳道經羌山道落斜，當時巴士上共有約30名乘客，當中包括多個本地家庭及一批內地旅客。

當時其中一條行車線封閉，而且路面狹窄多彎，但巴士車速卻甚快，稍後巴士抵達一處右彎，車長赫然發現彎位前設有臨時交通燈，一輛的士更停在交通燈前等候。當時車長嘗試煞車失敗，巴士隨即從後猛撞的士，可是巴士餘勢未了衝前約十米直抵山坡才停下。

意外中，包括巴士司機在內19人受傷。

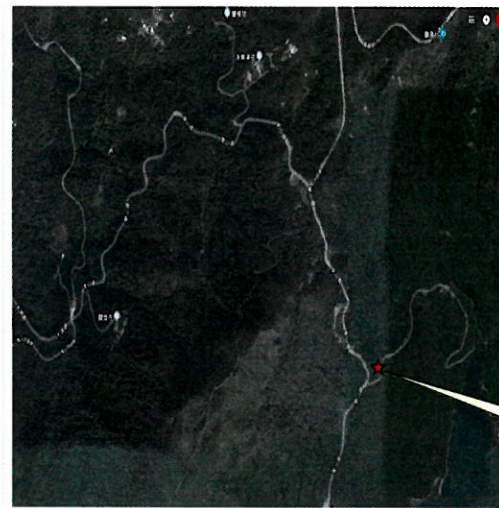
- 意外成因分享**
1. 巴士車速過快
 2. 扭軚過速會引致巴士翻側、上壘或撞及其他物體或車輛，造成嚴重交通意外
 3. 避免急劇轉向
 4. 適當的油門/腳掣運用
 5. 駕駛前計劃所途經路線須注意要點，運用駕駛技巧，化解路面潛在危機
 6. 駕駛時將目光放遠，經常細意觀察路面情況，正確並及時地運用視覺，洞悉先機



前往梅窩途中於羌山道落斜時撞向一輛的士後直抵山邊



交通意外的個案 (三) 地點



前往梅窩途中於羌山道落斜時撞向一輛的士後直抵山邊

交通意外的個案 (四)

個案 新大嶼山巴士發生意外時，幸車底被石壘卡住，險些衝落近10米深山坡，事件中數人受傷。

案發時間 2015年4月6日

事發經過 一輛全車爆滿的新大嶼山巴士，由東涌前往大澳，沿東涌道落斜制動系統失靈，巴士最後在東涌道與嶼南道交界迴旋處劇上行入路，撞毀路邊鐵欄石壘，幸巴士車底被石壘卡住，否則巴士大有機會衝落近 10米深山坡，事件中有數人受傷。

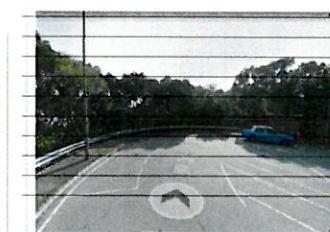
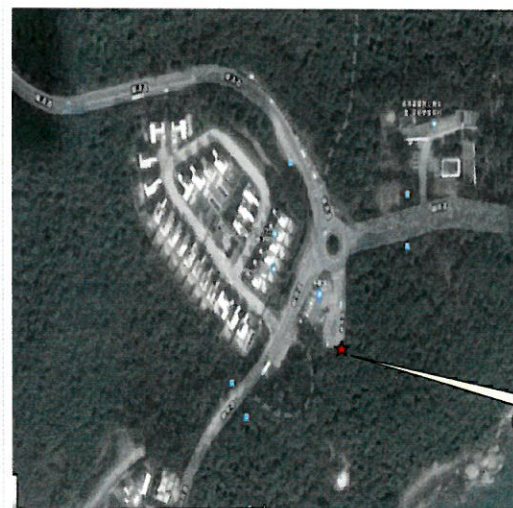
- 意外成因分享**
1. 由東涌道開始所有路段均屬封閉路段，但假日常有沒持禁區紙的車輛闖進，加上常有人騎單車使用該路，導致不時會有2部旅巴、單車、行山客甚至牛隻等同時佔用狹窄路面場景出現。
 2. 順柔操控迫力
 3. 做個心平氣和的駕駛者
 4. 遵守跟車距離的「兩秒守則」
 5. 時刻保持安全跟車距離



新大嶼山巴士發生意外時，幸車底被石壘卡住，險些衝落近10米深山坡，事件中數人受傷。



交通意外的個案 (四) 地點



新大嶼山巴士發生意外時，幸車底被石壘卡住，險些衝落近10米深山坡，事件中數人受傷。

羌山道, 嶼南道及東涌道灣位之建議車速限制



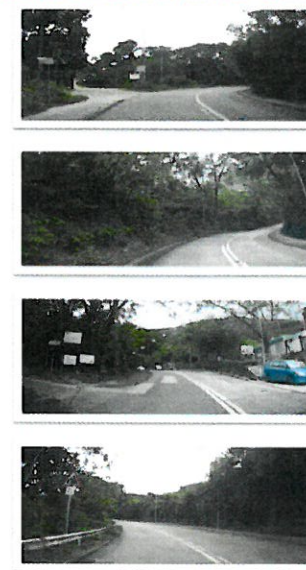
入彎前先, 謹記減慢車速。建議轉彎之車速限制由20至30公里, 車速要配合入彎的弧度。

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師傅教路過彎路程序:

1. 預測彎位之彎度與本身車輛之配合;
2. 轉彎前先觀看兩邊倒後鏡;
3. 彎前收油, 有需要時先用腳掣減速和換低波檔;
4. 雙手把持軚盤, 用拉推軚方式轉彎;
5. 轉右彎時, 留意右邊行車分界線是否被右尾輪壓著行駛;
6. 出彎時加油, 出彎後保持正確行車位置。



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應付危險正確程序

當發覺前面有危險時, 應:

1. 準備好要行駛之路線, 然後望鏡;
2. 轉左或轉右發出訊號(如有需要);
3. 再望鏡, 然後採取行動;
4. 再望鏡, 如有需要可用煞車掣或波檔去調節車速;
5. 繼續觀看前方、四週及兩邊後鏡;
6. 用正確波檔及提高警覺去應付再有可能發生的危險;
7. 取消訊號。

~ 課程完結 ~

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1. Introduction to Busy Locations (Heavy Road and Pedestrian Traffic) – Yat Tung Estate Bus Terminus

- Based on the number of blocks, Yat Tung Estate is the largest public estate in Hong Kong. This, coupled with the fact that the Estate is not yet connected by railway, means that residents are considerably dependent on bus services.
- Yat Tung Estate Bus Terminus is located in the heart of the Estate, adjacent to Yat Tung Shopping Centre, with extremely heavy road and pedestrian traffic. According to government statistics, during peak hours on a weekday, there are approximately 120 bus movements per hour in and out of Yat Tung Estate Bus Terminus.

Safe Driving Tips:

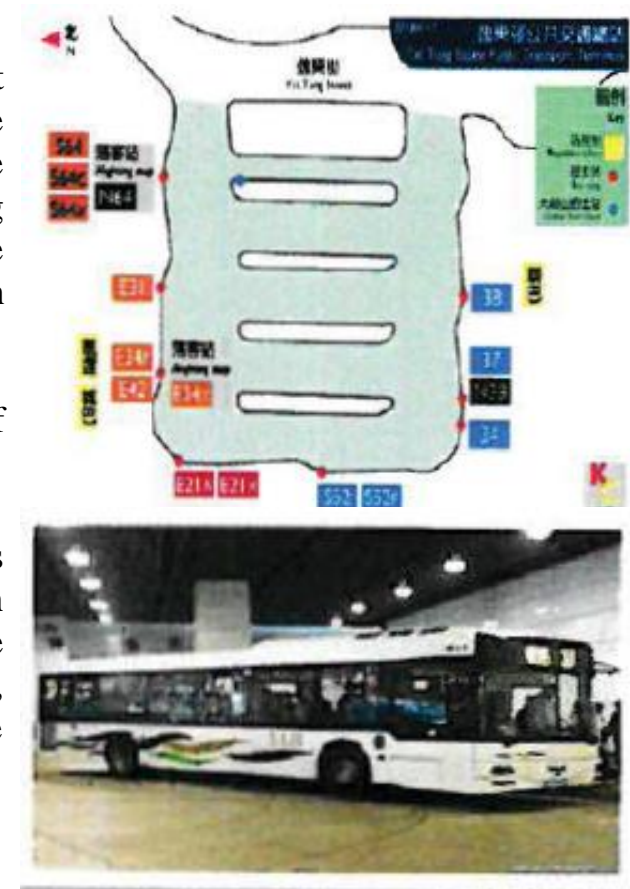
- When departing from the Terminus, beware that there are often vehicles stopping at and driving out of the terminus access; bus captains should pay attention to the flow of vehicles and should only drive the bus out of the terminus access when it is safe to do so.
- Advice:
 1. Stay at a safe speed.
 2. Pedestrians may step out on to the road inside the bus garage to cross the platforms, however, bus captains should be extra alert since their vision may be obstructed. Where there is a **wide gap between vehicles**, bus captains should be extra cautious.
 3. Pedestrians often see that passengers are boarding a bus at another platform and would suddenly make a dash to try and board the bus. Therefore, even if the berth is clear, bus captains should **slow down in advance and pay attention to the flow of pedestrians**, in case of any pedestrian suddenly stepping out on to the road.



1 Introduction to Busy Locations (Heavy Road and Pedestrian Traffic) – Yat Tung Estate Bus Terminus

Experts' Advice:

1. As the Terminus is located at the lower level of the building, light conditions can be poor, and so when driving into the Terminus from the outside road with normal light, the light difference can readily affect the bus captain's observation and can have negative consequences on driving safety. Therefore, when driving into the Terminus, bus captains should be particularly cautious and beware of the impact of the change of light on their vision and judgement.
2. When driving into the Terminus, bus captains must slow down in case of pedestrians dashing out between the vehicles or metal railings.
3. To avoid accidents, when driving into and out of the Terminus, bus captains must slow down as much as possible, and make good use of both wing mirrors to observe the flow of pedestrians and other vehicles inside the Terminus. Bus captains should pay particular attention to the elderly, pedestrians trying to rush to their bus and pedestrians using their mobile phones or earphones, to ensure that accidents do not occur.



2. Introduction to Hilly and Meandering Roads – Tung Chung Road

Tung Chung Road is one of the main roads on [Lantau Island](#), connecting [Tung Chung West of North Lantau Island](#) and [San Shek Wan](#) of [South Lantau Island](#), intersecting with [South Lantau Road](#) which connects the east and west ends of [South Lantau Island](#) at the [San Shek Wan Roundabout](#); the North Section connects [Tung Chung West](#) to [Chung Yan Road](#), and is the only carriageway running through the north and south ends of the Island. In the past, the section of Tung Chung Road to the south of [Shek Mun Kap](#) was a [closed road](#), as well as a [closed area](#).

Effective from 25 December 2015, the maximum number of coaches allowed into South Lantau daily was increased to 40; and the “Driving on Lantau Island” Scheme was launched on 26 February 2016, whereby private car drivers can apply online for a [Lantau Closed Road Permit](#) on a first-come-first-serve basis, to drive inside South Lantau between 8am and 7pm on Mondays to Fridays. The number of cars allowed daily is 25, of which 5 will be prioritised for electric private cars to promote environmental protection.

Safe Driving Tips:

Advice:

1. After entering Tung Chung Road, bus captains should look at both wing mirrors and pay attention to blind spots along the sides of the vehicle, stay at a safe speed, and keep sufficient safe distance and road space.
2. . Bus captains should be aware of the daily quota of 25 cars with the [Lantau Closed Road Permit](#), drivers of which may not be familiar with the roads



Current Slope Sections of Tung Chung Road with a Gradient of 1:10 or above (from North to South):

Section Gradient (From North to South)			
North Junction	South Junction	Gradient	Remarks
Tung Chung Au Country Park Management Centre slip road	Tai Tung Shan Fresh Water Service Reservoir	1:6	Original section after improvement
Tai Tung Shan Fresh Water Service Reservoir	Junction with Pak Kung Au North Old Section	1:8	New section
Junction with Pak Kung Au North Old Section	Pak Kung Au highest point	1:6	Original section after improvement
Pak Kung Au highest point	Cheung Sha Catchwater	1:10	New section
Cheung Sha Catchwater	Junction with South Lantau Road	1:8	New section



Traffic Accident Case (1)

Case On 22 July 1973, a Lantao Bus fell off a cliff at the junction of Keung Shan Road and Sham Wat Road, causing 17 dead and 23 injured.

Time of the Incident 22 July 1973, 2:30pm

Description of the Incident The bus involved was an 8m-long Austin 36-seater bus with Hong Kong Sun Cheong bus body manufactured in 1968 ([number plate](#): AP2031). The bus was full of visitors who arrived in two minibuses from [Ngong Ping](#), and it had just departed from [Keung Shan](#) towards [Mui Wo](#). When it approached the junction of [Keung Shan Road](#) and Sham Wat Road, as it tried to swerve away from a private car, it lost control and crashed into the hillside on the right, then bounced back to the left, broke through the crash barriers and plunged down the hillside 90m below.

Subsequently, the bus captain in question was charged with reckless driving and fined HK\$1,500 and had his licence suspended for 1 year.

Sharing of the Cause of the Accident

1. Roads in Keung Shan are narrow and meandering and traffic accidents can easily occur. From Mui Wo to Tai O, there are a few sharp bends along Keung Shan Road, where not only the roads are narrow, but there are also constant up- and downhill slopes; large goods vehicles often slightly cross the double white lines when going round the bends, and collisions with oncoming vehicles can easily result from just slight carelessness.
2. Either starting out from Mui Wo or Tung Chung going to and from points of interest such as Tai O and the Big Buddha in Ngong Ping, visitors must travel through the approximately 5km-long Keung Shan Road, which is situated on a steep hillside with numerous zigzag bends, with some sections as narrow as approximately 6m only; whenever there are two coaches passing at the same time, either one must stop to let the oncoming vehicle through first.
3. Before stopping the vehicle, one must first reduce speed and apply pressure to the brake gradually.
4. Pay careful attention to the road condition and make good anticipation.



Location of Traffic Accident Case (1)



On 22 July 1973, a Lantao Bus fell off a cliff at the junction of Keung Shan Road and Sham Wat Road, causing 17 dead and 23 injured.

Traffic Accident Case (2)

Case New Lantau Bus 11 travelling from Tai O to Tung Chung at a downhill bend on Keung Shan Road near Shek Pik Reservoir

Time of the Incident 26 January 2003

Description of the Incident The New Lantau Bus 11 was travelling from Tai O to Tung Chung carrying 20 passengers. When the bus came to a downhill bend on Keung Shan Road near Shek Pik Reservoir, it suddenly lost control and tumbled down the hillside on the left, making a series of somersaults and hitting a large tree twice. Since there was no crash barrier at the location of the accident, the bus rolled down a further 3m until it was stopped by a large rock. The passengers inside the bus were stacked over one another like “Jenga” and the bus was rocking unsteadily. Fortunately, it did not fall off the hill. The accident caused 10 injuries. Subsequently, the bus captain in question was charged with “careless driving” and fined HK\$1,000.

Sharing of the Cause of the Accident

1. From Tung Chung to points of interest such as Tai O and the Big Buddha in Ngong Ping, one must travel through the approximately 5km-long Keung Shan Road, but this section of the road is situated on a steep hillside. Even though crash barriers have been installed, since there are several zigzag bends and the road is as narrow as approximately 6m only, if two coaches are passing at the same time and neither is willing to give way, accidents can occur at any time.
2. Adhere to the “two-second rule” for safe distance.
3. Be a calm and peaceful driver.
4. Make good use of the wing mirrors and pay attention to blind spots along the sides of the vehicle.
5. Avoid inappropriate changing of lanes or braking.
6. Be alert of other road users’ sudden sharp braking when obstructed



2003年新大嶼山巴士駛至鳧山道近石壁水塘落斜彎位，突失控衝落左邊山坡，導致10人受傷。



In 2003, a New Lantau Bus suddenly lost control and tumbled down the hillside on the left at a downhill bend on Keung Shan Road near Shek Pik Reservoir, causing 10 injuries.

Traffic Accident Case (3)

Case A bus departing from Tai O, Lantau Island going towards Mui Wo, en route when travelling downhill on Keung Shan Road hit a taxi and then crashed head on to the hillside; 12 females and 7 males, in total 19 people, including the bus captain and Chinese and overseas tourists, were injured and taken to hospital.

Time of the Incident 25 April 2005, around 2pm

Description of the Incident Lantau Bus route 1 had departed from Tai O and was travelling towards Mui Wo. The bus was travelling along Tai O Road passing Keung Shan Road and going downhill, at the time there was a total of about 30 passengers on board, including several local families and a group of tourists from Mainland China. At the time, one of the carriageways was closed, and the road was narrow and meandering, but the bus travelled at quite a fast speed. Later the bus came to a right bend when the bus captain suddenly realised there was a set of temporary traffic lights before the bend, and a taxi had stopped and was waiting in front of the traffic lights. At the time, the bus captain attempted to brake but in vain and the bus immediately crashed into the rear of the taxi with immense force, but the bus carried on dashing forward for a further 10m until it crashed on to the hillside and stopped. In the accident, 19 people were injured, including the driver of the bus.

Sharing of the Cause of the Accident

1. The speed of the bus was quite fast.
2. Turning the steering wheel too quickly can cause the bus to overturn, go over the kerb or hit other objects or vehicles, resulting in a serious accident.
3. Avoid sharp turning of the steering wheel.
4. Use the accelerator/brake appropriately.



The bus crashed into a taxi on Keung Shan Road going downhill en route to Mui Wo and then crashed head on to the hillside.



5. Before starting out on a journey, make planning on crucial points to note along the route, and use driving techniques to resolve any potential risks on the road.
6. When driving, look far ahead and carefully observe the road condition at all times; utilise your eyesight correctly and promptly and anticipate in advance

Location of Traffic Accident Case (3)



The bus crashed into a taxi on Keung Shan Road going downhill en route to Mui Wo and then crashed head on to the hillside.

Traffic Accident Case (4)

Case At the time of the accident, the New Lantao Bus would have almost plunged down the nearly 10m-deep hillside had it not been fortunate enough to have its chassis stuck on the kerb. Several people were injured in the incident.

Time of the Incident 6 April 2015

Description of the Incident The fully packed New Lantao Bus was travelling from Tung Chung to Tai O. When it was going downhill on Tung Chung Road, due to suspected defects in the braking system, the bus eventually ran over on to the pavement at the roundabout of the junction of Tung Chung Road and South Lantau Road, and crashed into the roadside metal railings and kerb. Fortunately, the chassis of the bus was stuck on the kerb, otherwise it would have been likely to plunge down the nearly 10m-deep hillside. Several people were injured in the incident.

Sharing of the Cause of the Accident

1. All road sections starting from Tung Chung Road are closed sections, but on holidays, there are often cars without a closed road permit entering, as well as cyclists on the road. As a result, there are from time to time cases of two coaches, bicycles, hikers or even oxen occupying the narrow road.
2. Control the brake pedal gently.
3. Be a calm and peaceful driver.
4. Adhere to the “two-second rule” for safe distance.
5. Keep a safe distance from the vehicle ahead at all times.



At the time of the accident, the New Lantao Bus would have almost plunged down the nearly 10m-deep hillside had it not been fortunate enough to have its chassis stuck on the kerb. Several people were injured in the incident.



Location of Traffic Accident Case (4)



At the time of the accident, the New Lantao Bus would have almost plunged down the nearly 10m-deep hillside had it not been fortunate enough to have its chassis stuck on the kerb. Several people were injured in the incident.

Suggested Speed Limits for Bends on Keung Shan Road, South Lantau Road and Tung Chung Road



Remember to reduce speed before going into a bend. Suggested speed limit for going into a bend is 20 to 30kmph, and the speed should be in line with the curved path for going into the bend.

Experts' Advice on Procedures for Driving into a Bend:

1. Anticipate the compatibility of the curvature of the bend with your vehicle;
2. Look at both wing mirrors before going into the bend;
3. Lift foot off accelerator before the bend, only brake using the brake pedal if necessary and change into low gear;
4. Hold the steering wheel with both hands, and turn the steering wheel using the pull and push method;
5. When driving into a right bend, pay attention to whether the rear right wheel crosses onto the central line on the right;
6. Accelerate when coming out of a bend, and keep vehicle in lane after coming out of the bend.



Correct Procedures for Addressing Danger

If you detect danger ahead, you should:

1. Make good preparation as to the route to travel, and then look at the mirrors;
2. Signal left or right (if necessary);
3. Look at the mirrors again, and then take action;
4. Look at the mirrors again and, if necessary, use the brake pedal or change gear to adjust the speed;
5. Continue looking ahead, at the surroundings and at both wing mirrors;
6. Use the proper gear and be extra alert to address any further danger that may arise;
7. Turn off the signal.

~ End of the Course ~

Annex 9

Road test report

Test Report

MAN Double Deck Road test report
for
NLB

Test Date: 2016-11-11 10:30a.m.

Brand : MAN ND323F (MAN DD as below)

Engine model: D2066LUH32

Gearbox model: 6AP2000B

Power: 320 Ps (235 kw)

Lic Number: TX8606

Chassis Number: WMAA95ZZ0G7003042

Mileage: 71,627km

Total Weight: 24,000kg

Test Routine: Shek Mun Kap to S.Lantau Road via Tung Chung Road

Background

Tung Chung Road

Route information:

Tung Chung Road (Shek Mun Kap to South Lantau Road (Near Cheung Sha))	
Route information	
Length:	5.4km
Restriction:	Access south of Shek Mun Kap require permit
Southern Segment	
Length:	2.8km
South End:	South Lantau Road near Cheung Sha
North End:	Pak Kung Au
Maximum Slope:	1 : 4 (Pak Kung Au)
North Segment	
Length:	2.6 km
North End:	Shek Mun Kap
South End:	Pak Kung Au
Maximum Slope:	1 : 4 (Pak Kung Au)



It is a long and hilly section connecting Tung Chung in the island north to Cheung Sha in the island south. The long section is a long, steep, narrow and winding road. Due to physical constraints, it is open only to buses, taxis and permit-bearing vehicles only and speed limit is set to 30 km/h. ***Nowadays, there is only "single-deckers" are used in the bus services in Tung Chung Road.*** It starts near Ma Wan New Village and joins Chung Yan Road near a river before proceeding upwards to the valley between Sunset Peak and Lantau Peak. It reaches its highest point at a pass in Pak Kung Au (Slope 1: 4) then follows a steep downhill path. The southern end joins South Lantau Road in Cheung Sha.

The nature of Tung Chung Road preserved the rural landscape in the southern Lantau. There are bus routes from Tung Chung to various destinations like Cheung Sha, Mui Wo, Shek Pik and Tai O in the island south. The road is a stage split of Lantau Trail on the south slope of the island.

The Double Deck has never been used in Tung Chung Road due to the road was narrow in the past, Tung Chung Road has been modified since 2008 which is better to consider using Double Deck instead of Single Deck on Tung Chung Road. According to the record, Double Deck has been operated in Lantau Island from Mui Wo to Tong Fuk (South Lantau Road) in 1979 and stopped in 1993. Compare with Tung Chung Road and South Lantau Road, the slope between both roads is different, where Tung Chung road is more steeply than South Lantau Road

(Maximum slope is 1:8). Practice road test is helpful to estimate the vehicle performance such as engine power, brake efficient, operation temperature and so forth.

During Road Test

Shek Mun Kap to Pak Kung Au (Uphill)

Man DD start running from Shek Mun Kap, the captioned bus moved off at 1st gear and upshift to 2nd and 3rd gear at the beginning, when MAN DD climb up to hilly road, the gear downshift from 3rd gear to 2nd gear. The tester stopped the bus and moved off the bus at the steep road, the bus moved off at 1st gear and upshift to 2nd gear smoothly and invisible impact during gear shifting without slipping . The gear 2nd downshift to 1st gear while the bus approximate reached the peak of Tung Chung Road (Pak Kung Au slope is 1:4).1st gear kept running around 200km and reach to the peak of Tung Chung Road (Pak Kung Au), Operation of the bus was still in good condition (Please refers to the attachment)such as coolant temperature, Exhaust gas temperature, control unit temperature. On the other hand, there was no fault code related with operation temperature showed on the display during uphill routine.

Pak Kung Au to South Lantau Road (Cheung Sha Roundabout) (Downhill)

MAN DD downhill from Pak Kung Au to South Lantau Road at 2nd gear, the tester depressed brake slightly and triggered the retarder by control lever at that moment, the bus kept at 30km/hr and retarder was trigger at stage 3. There was no overheat symptom in the brake system and retarder system due to no fault code showed in the display.

South Lantau Road(Cheung Sha Roundabout) to Pak Kung Au (Uphill)

The bus moved off at 1st gear and upshift to 2nd and 3rd gear at the beginning, when MAN DD started to climb up to Tung Chung Road, the gear downshift from 3rd gear to 2nd gear. The tester stopped the bus at the bus stop and moved off the bus at the steep road, the bus moved off at 1st gear and upshift to 2nd gear smoothly and invisible impact during gear shifting without slipping . The gear 2nd downshift to 1st gear while the bus approximate reached the peak of Tung Chug Road (Pak Kung Au slope is 1:4).1st gear kept running around 100km and reach to the peak of Tung Chung Road.

Pak Kung Au to Shek Mun Kap (Downhill)

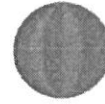
MAN DD downhill from Pak Kung Au to Shek Mun Kap at 2nd gear, the tester depressed brake slightly and triggered the retarder by control lever at that moment, the bus kept at 30km/hr and retarder was trigger at stage 3. There was no overheat symptom in the brake system and retarder system due to no fault code showed in the display.

The captioned bus repeated the same routine for road test again, and the process was same as previous mention. We connect MAN_CATS to inspect the vehicle operation temperature, there was no fault code stored in memory.

Conclusion

In order to enhance the passenger capacity to compatible with Tung Chung Development, using Double Deck instead of Single Deck for Tung Chung Road is necessary. During road test, MAN DD fulfill the demand and achieve the task for uphill and downhill without overheat problem in coolant system and brake system even if the engine horse power is 320PS.

Engine horse power 360PS is high recommend for using in Tung Chung road is not only avoid wear and tear, but also extend the life time of the vehicle.



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21st May 2018

To Whom it May Concern

Trial of Enviro400 on Route 3M

I am writing to confirm the results of a test of an Enviro400 low-height double deck bus on bus route 3M between Tung Chung and Mui Wo on the 9th June 2017.

The test took place under the most arduous of operating conditions and demonstrated that the bus was able to perform well on the route tested.

I have pleasure to enclose the detailed report of this test on the following pages.

Should you have any questions, please do not hesitate to contact me.

Yours sincerely



Andy Boulton
Customer Development & Technical Director



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Test Report: Enviro400 Double Deck Bus Route Test

Test Details

Date of Test: 09 June 2017
Duration: 10:00-11:30
Testing Route: 3M (from Tung Chung to Mui Wo)
Location: South Lantau
Reason of Test: Study the possibility of double deck buses service between Tung Chung and Mui Wo

Testing Condition

Overall Weight: 17,990 kg
Type Approval Reference: AD013AD9000

54 kg of weight put onto every seats and standing area for simulation of vehicles is running in fully loaded condition. Total weight of 4,860 kg put onto vehicle.

Vehicle Information

Vehicle Model: E400 MMC Low Height
Overall Length: 10,389 mm
Overall Width: 2,530 mm
Overall Height: 4,168 mm
Engine Model: Cummins ISL8.9E5320B
Engine Capacity: 8849 cc
Max. Power: 228.3 kw @ 2100 rpm
Transmission: Voith D864.5 Automatic Transmission
Final Drive Ratio: 6.2 : 1



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Testing Procedure

Throughout the test, the bus was driven in the fully laden condition as described on the previous pages.

The route test start from Tung Chung Bus Terminal for a round trip to Mui Wo as running of 3M route. The bus was driven as if it were in operation and stopped at every bus stop during the trip. Access to Mui Wo depot also included. The journey time is scheduled to be 43minutes.

During the test, the vehicle speeds were monitored and also the vehicle's coolant temperature to ensure there was no risk of the bus overheating both whilst travelling uphill and also when the bus was travelling downhill and the retarder is activated.

Result

The vehicle performed well throughout the trial and stopped and pulled away from all bus stops without any issues. At the steepest sections which are a gradient of 1:6 the bus still accelerated to in excess of 20km/h

The coolant temperature at all times of the test were operated well within the accepted parameters.

It was noted that the retarder of the Voith gearbox successfully managed the speed of the bus even on the steep sections.

The trial has demonstrated that the Enviro400 could operate safely and effectively over the 3M route.

Annex 10

Annual system report



October 27, 2017

Private & Confidential

Our Ref : N081/EY

The Board of Directors
New Lantao Bus Company (1973) Limited
3/F, 8 Chong Fu Road,
Chai Wan, Hong Kong

Dear Sirs,

**Re. Report on assessing the internal control systems
underlying the operation statistics and other information
reported to the Transport Department for the period from April 1, 2016 to March 31, 2017**

In accordance with our terms of engagement, we have performed procedures to assess whether the internal control systems put in place by New Lantao Bus Company (1973) Limited ("the Company") were adequate to enable, as far as practicable, the measurement and recording of operation statistics and other information supplied to the Commissioner of Transport, in all material respects, were accurately reported to the Transport Department for the period from April 1, 2016 to March 31, 2017 under the franchise granted under the Public Bus Services Ordinance.

Respective responsibilities of New Lantao Bus Company (1973) Limited and of ourselves

As the directors of New Lantao Bus Company (1973) Limited, you are responsible for putting in place internal control systems and procedures which are adequate to enable, as far as practicable, the Company to measure and record, in all material respects, its operation statistics and other information to ensure that such statistics and other information supplied to the Commissioner of Transport are accurate in all material respects.

It is our responsibility to report our findings, conclusion and recommendations in the aforesaid areas to you as directors of New Lantao Bus Company (1973) Limited.

Basis of conclusion

Except for the matters as described in the conclusion section below, we conducted our engagement by considering the good practices likely to be expected in general business model as well as the operations and organization structure of the Company. Our engagement included carrying out limited procedures for obtaining sufficient appropriate evidence to be able to draw a conclusion, such as inquiries primarily of persons responsible for financial and accounting matters and selection of samples for walkthrough tests on the Company's procedures in preparing various reports submitted to the Transport Department.

We have also evaluated whether the management representation appeared to be reasonable and be consistent with other evidence obtained.

We believe that our engagement work would provide a reasonable basis for our conclusion.

Our findings and recommendations resulting from the procedures taken are summarised in the enclosed Appendix.

Conclusion

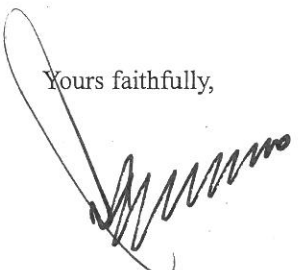
Due to limited resources, the Company's main control activity was performance review carried out by the appropriate personnel. To ascertain whether such control activity has been carried out by the company, we can only check to the existence of the review endorsements made by the responsible personnel to conclude that the Company's existing performance review procedures on the preparation of the various reports and other supporting records have been carried out properly.

Based on our work described in this report, in our opinion, subject to the matter as mentioned above, nothing has come to our attention that causes us to believe that New Lantao Bus Company (1973) Limited has not put in place the adequate internal control systems to enable, as far as practicable, the measurement and recording of operation statistics and other information supplied to the Commission of Transport, in all material respects, were accurately reported to the Transport Department for the period from April 1, 2016 to March 31, 2017 under the franchise granted under the Public Bus Services Ordinance.

Use of this report

It is understood that this report is solely for the information of New Lantao Bus Company (1973) Limited and for submission to the Transport Department. This report should not be referred or distributed to any other persons or entity other than the Transport Department. It should not to be referred to or quoted, in whole or in part, in any other document without our prior written approval.

Yours faithfully,



Tony C.M. Yau & Company
Certified Public Accountants
Hong Kong

FINDINGS AND RECOMMENDATIONS

(A) Regarding monthly reports

FINDINGS

Monthly reports include management accounts of the Company and various statistic reports including information on number of passengers etc. All monthly reports are prepared by the deputy administration manager.

We have made enquires and selected samples to test the Company's procedures in recording revenues, number of passengers and in preparing the monthly reports.

1. Revenues received through Octopus and the number of passengers paying through Octopus are provided by Octopus Cards Limited. The Company has assigned staff to read and record the data from Octopus machines installed on the buses. The abovementioned data as provided by Octopus Cards Limited together with other route details are then passed to the I.T. department of the Company's holding company for preparation of various data files for the purpose of completion of various reports to be submitted to the Transport Department. The Company and its holding company confirmed that they would check the reasonableness of information provided by Octopus Cards Limited.
2. The Company has designed various forms for recording number of passengers and information regarding daily bus operations. The drivers and station masters are responsible for recording their own names, the buses and routes operated, bus departure and arrival time, the number of passengers on board in these specified forms. Based on samples selected, most of these forms were properly endorsed by the station masters. In addition, tablets are introduced during the year for station masters to record information regarding daily bus operations. Both paper-based and digital-generated data will then be passed to the operation officer for review and analysis.
3. The estimated number of passengers paying cash being a fixed percentage on the number of Octopus paying passengers and the total number of passengers would then be adjusted for reporting to the Transport Department by the deputy administration manager based on his experience and awareness of the specific circumstances occurred during the period. Judgements and estimates were involved in making such adjustments. The bases on how these judgements and estimates were derived were broadly explained by the Company and the representations provided by the Company appear to be realistic. However, such judgements and estimates should be more specific and are advised to be documented in a more detailed way to allow the logic of formulation of such bases to be more easily understood.
4. The Company has engaged an independent security company to perform cash count and bank-in service on a regular basis. A processing report for each counting day was obtained from the security company and the Company would assign staff to cross-check the amount twice per month as represented to us. Based on the samples selected, the cross-checking procedure was found to be proper.

5. Accounting vouchers are prepared by the accounting clerk and approved by the deputy heads of the accounting department. The deputy administration manager is responsible for checking the vouchers and preparing the financial statements and various statistic reports. Based on our observation, there is certain segregation of duties in this area though the number of staff being employed is limited. We believe that the risks of significant errors and omissions are not high as the major financial data and analyses as prepared by the Company and any irregularities found are subject to review by the responsible personnel of the holding company.
6. The monthly reports prepared have to be submitted to the Company's holding company for final review.
7. Save as aforesaid, based on the samples selected, we believe that the Company's procedures in preparing the monthly reports are adequate.

RECOMMENDATIONS

1. Due to limited number of staff being employed, clear segregation of duties is not practicable. Suggest the holding company to continue to take an active role to perform regular surprise check on the above processes.
2. The Company should take a positive step to evaluate the appropriateness of the bases of its judgements and estimates in recording the number of passengers paying cash and the total number of passengers when the actual result appears to be unusual.
3. As advised by the Company, the percentage used to estimate the relative number of Octopus and cash paying passengers would be based on a survey to be conducted in next year. We suggest the Company to perform such survey on a regular basis or when situation exists which causes the old survey finding becoming inappropriate.

(B) Regarding BBI and BRI reports

FINDINGS

We have made enquires and selected samples to test the Company's procedures in preparing the BBI and BRI reports for submission to the Transport Department.

1. For preparing BBI and BRI reports, the source data are all provided by Octopus Cards Limited and MTR Corporation Limited.
2. Before completing BBI and BRI reports by the deputy administration manager, a clerk would input the source data provided by Octopus Cards Limited into Excel files in specific format. These Excel files would be reviewed and analysed by the deputy administration manager and the BBI and BRI reports would then be completed by the deputy administration manager.
3. Information as contained in the selected BBI and BRI forms were found to be matched to the source data.
4. Based on samples selected, we believe that the Company's control procedures in preparing the BBI and BRI reports are adequate.

RECOMMENDATIONS

None

(C) Regarding reports on Elderly Concession Fare Scheme

FINDINGS

We have made enquires and selected samples to test the Company's procedures in preparing the abovementioned reports for submission to the Transport Department.

1. According to the Company, source data used is mainly the data files provided by the I.T. department of the Company's holding company as mentioned above. The Company's holding company confirmed that it would check the reasonableness of information provided by Octopus Cards Limited.
2. Before completing the abovementioned reports by the deputy administration manager, an administrative clerk would input the information provided by the I.T. department of the Company's holding company into Excel files in specific format. These Excel files would be reviewed by the deputy administration manager. The Company has then assigned an additional staff to prepare various Excel files for analysis for deputy administration manager's review. Finally, the abovementioned reports would be completed by an administrative officer and finally reviewed by the deputy administration manager.
3. Based on the samples selected, information among different source data or the Excel files so prepared was matched or consistent with each other in material aspect.
4. The percentage used to estimate the number of elderly passengers paying cash is based on the result of the survey previously agreed with the Transport Department. According to the Company, a cash ratio based on a new survey finding will be used in next year.
5. Based on the samples selected, we believe that the Company's control procedures in preparing the aforesaid reports are adequate.

RECOMMENDATIONS

1. Suggest the Company should take a positive step to follow up and explain with documentation in cases where discrepancies are found.
2. Due to limited number of staff being employed, clear segregation of duties is not practicable. Suggest the Company's holding company to continue to take an active role to perform regular surprise check on the above processes and the reports to be submitted to the Transport Department.
3. Suggest the deputy administration manager to document in details his basis of judgements and estimates made when eliminating the inconsistencies and mistakes identified among different source data and Excel files prepared, if necessary.

(D) CRR return

FINDINGS

1. CRR return is prepared and submitted by the holding company based on information provided by the Company.
2. Based on the samples selected, the CRR return was properly completed in material aspect based on information provided by the Company.

RECOMMENDATIONS

None

(E) Bus fleet information

FINDINGS

1. The bus fleet information is prepared by the deputy administration manager based on the number of vehicle registration documents kept on hand.
2. The Company has maintained a register for bus fleet and we are given the vehicle registration documents for checking the ownership. No material abnormality found.

RECOMMENDATIONS

None

(F) Monthly return for overcharging of passengers using Octopus

FINDINGS

1. The monthly return for overcharging of passengers using Octopus is prepared by the administrative clerks and reviewed by the deputy administration manager for submission to the Transport Department.
2. Overcharging cases would be discovered normally when passengers lodged complaints against the Company. All overcharging cases including details are recorded in an Excel file.
3. Based on the samples selected, the monthly return was found to be properly prepared in all material aspects.

RECOMMENDATIONS

1. Suggest the Company should take a positive step to identify unreported overcharging cases, e.g. performing surprise checks to the drivers.

(G) Lost trip report

FINDINGS

1. Lost trip details are recorded in “巴士失班記錄表” and “每日車務及站務工作報告表” by station master and are reviewed by the deputy administration manager on daily basis.
2. The lost trip report is prepared by an administrative clerk based on “巴士失班記錄表” and “每日車務及站務工作報告表” and is reviewed by the administration consultant.
3. Based on the samples selected, the lost trip report was found to be properly prepared in all material aspects.

RECOMMENDATIONS

None

(H) Elderly cash paying survey

FINDINGS

1. No such survey was taken place during the year.

RECOMMENDATIONS

None

(I) Application for Reimbursement of STT Rent

FINDINGS

1. The application was made by the administration consultant based on the demand notes issued by District Lands Office.
2. Based on the samples selected, no material errors were found.

RECOMMENDATIONS

None

(J) ACCESS CONTROL

FINDINGS

All major documents are saved in the Company's data server and only the Company's assigned users have the access rights. Backup is made every day and the supervisor will make a full back up at the end of each month. The server devices are locked in the server room. Backup power device is setup to keep the server running during power interruption.

All operational data is uploaded and transferred with WPA2 secured wifi at bus terminus.

RECOMMENDATIONS

None

(K) OVERALL COMMENT AND RECOMMENDATIONS

During the course of our work, it was found that the main controls adopted by the Company were performance review. Due to limited number of staff engaged, most work procedures were performed by the deputy administration manager and administration consultant and there may be a risk of management override. As a result of the above, we would like to make the following recommendation:

Independent close monitoring of controls and checking of the reports to be submitted to the Transport Department should be continuously performed by responsible personnel from the holding company.

Annex 11

Standard procedure of accident handling

意外處理程序：

前線(車長/站長)

控制室/車務督察

保險部

顧客服務部

意外發生

報案

通報
控制室/車務督察

意外分類

A. 財物損壞：於24小時內填報事故初步報告交保險部跟進

B. 身體受傷(無需送院)：於24小時內填報事故初步報告交保險部及顧客服務部跟進

C. 身體受傷(送院治療)：即時通知保險部及顧客服務部，並於2小時內填報事故初步報告

D. 嚴重傷亡：即時通知保險部及顧客服務部，並於2小時內填報事故初步報告

A、B類：

收到控制室呈交之事故報告(初步報告)後，等待車長親身遞交保險索償表格後再作跟進。

C、D類：

按照個別情況，或有可能啟動危機應變小組協助處理。

關懷：

按照個案需要，主動聯絡傷者或家屬作出關懷及指導跟進。

傳媒：

得到前線提供的資料，統一回答或發放消息予傳媒。

事發後5日內：
填報汽車意外事故報告書，親身交回保險部。

事發後5日內：
請安排肇事員工親身遞交汽車意外事故報告書格及約見保險部作跟進。

事發後5日內：
面見員工及了解事情，作出適當的跟進。
如有涉及工傷，需同時填寫員工工傷意外報告。

角色職責

前線 (車長或站長)

- 保持冷靜及安撫乘客/傷者之情緒
- 即時匯報控制室或車務督察
- 於支援或警員到場確保自身、乘客及傷者的安全 (例如：若發生火警，應適當地安排到場人士到達安全位置。)

控制室 / 車務督察

- 初步了解情況及協助報案
- 安排班次調動以減低意外對營運造成的影響
- 盡快填妥事故報告交至有關部門跟進 (若意外涉及我方車輛損壞，請同時通知維修部)
- 所有內部記錄，包括CCTV、黑盒、GPS、員工檔案及問表等，都不能對外公佈或發放，以免影響日後的跟進。
- 盡快安排前線員工到保險部面見。

角色職責

顧客服務部

- 配合個別事故，主動聯絡肇事人士作出關懷及跟進。
- 按照控制室/車務督察所提安的事故報告(初步報告)，統一回應傳媒

保險部

- 配合個別事故嚴重性，作出適時跟進及協助
- 面見車長了解事件、並協助車長/員工處理保險事宜
- 與保險公司協調賠償事宜
- 若事故牽涉追溯到他方責任，均由保險部統一處理

交通意外/工傷事故初步記錄

(此表格由控制室/車務督察填寫)

已通知：
☐ 保險部
☐ 顧客服務部
☐ 維修部

附屬公司：冠忠 / 泰豐 / 冠利 / 環島 / 環球 / 新大嶼山巴士 (請圈出)

意外日期： 年 月 日	時間：	個案類別： <input type="checkbox"/> 交通意外 <input type="checkbox"/> 工傷
意外地點：		車牌號碼：
載客途中： <input type="checkbox"/> 否 <input type="checkbox"/> 是 (→ 補充資料)	乘客人數：	行駛路線：
車長 / 僱員資料		
車長/僱員姓名：	職員編號：	電話號碼：

意外描述

事故摘要 (只適用於交通意外)

事故分類 *必需即時通報	受傷/死亡人數	牽涉他方車輛/財物		
<input type="checkbox"/> A. 財物損壞 <input type="checkbox"/> B. 身體受傷 <input type="checkbox"/> C. 身體受傷(需要送院)* <input type="checkbox"/> D. 嚴重傷亡*	<input type="checkbox"/> 即時處理： <input type="checkbox"/> 送院人數： 醫院： <input type="checkbox"/> 死亡人數：	<input type="checkbox"/> 私家車/電單車 <input type="checkbox"/> 貨車/客貨車 <input type="checkbox"/> 的士/小巴 <input type="checkbox"/> 旅遊巴 <input type="checkbox"/> 專利巴士 (九/城/新/龍) <input type="checkbox"/> 車內乘客 <input type="checkbox"/> 行人 <input type="checkbox"/> 其他		
是否已報警	報警地點	報案編號	報案警局	報案日期
<input type="checkbox"/> 是 <input type="checkbox"/> 否	<input type="checkbox"/> 現場 <input type="checkbox"/> 事後備案			

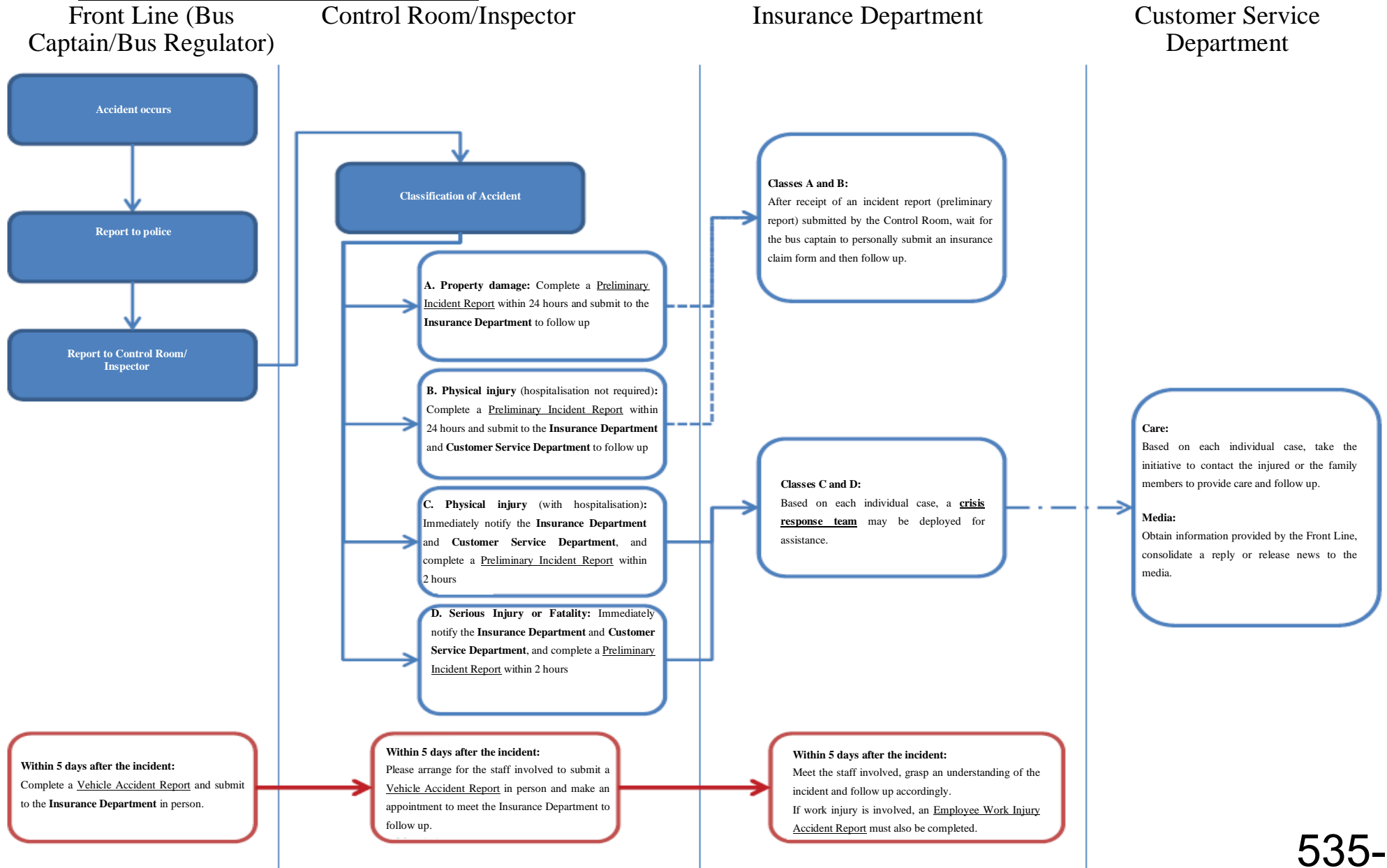
第三者資料 (只適用於交通意外)

姓名： <input type="checkbox"/> 先生 <input type="checkbox"/> 女士 <input type="checkbox"/> 兒童	聯絡電話：	備註：
身份： <input type="checkbox"/> 車內乘客 <input type="checkbox"/> 他方司機 <input type="checkbox"/> 行人	車牌：	車輛類型： <input type="checkbox"/> 私家車/電單車 <input type="checkbox"/> 貨車/客貨車 <input type="checkbox"/> 的士/小巴 <input type="checkbox"/> 旅遊巴 <input type="checkbox"/> 專利巴士 (九/城/新/龍)
姓名： <input type="checkbox"/> 先生 <input type="checkbox"/> 女士 <input type="checkbox"/> 兒童	聯絡電話：	備註：
身份： <input type="checkbox"/> 車內乘客 <input type="checkbox"/> 他方司機 <input type="checkbox"/> 行人	車牌：	車輛類型： <input type="checkbox"/> 私家車/電單車 <input type="checkbox"/> 貨車/客貨車 <input type="checkbox"/> 的士/小巴 <input type="checkbox"/> 旅遊巴 <input type="checkbox"/> 專利巴士 (九/城/新/龍)
姓名： <input type="checkbox"/> 先生 <input type="checkbox"/> 女士 <input type="checkbox"/> 兒童	聯絡電話：	備註：
身份： <input type="checkbox"/> 車內乘客 <input type="checkbox"/> 他方司機 <input type="checkbox"/> 行人	車牌：	車輛類型： <input type="checkbox"/> 私家車/電單車 <input type="checkbox"/> 貨車/客貨車 <input type="checkbox"/> 的士/小巴 <input type="checkbox"/> 旅遊巴 <input type="checkbox"/> 專利巴士 (九/城/新/龍)
姓名： <input type="checkbox"/> 先生 <input type="checkbox"/> 女士 <input type="checkbox"/> 兒童	聯絡電話：	備註：
身份： <input type="checkbox"/> 車內乘客 <input type="checkbox"/> 他方司機 <input type="checkbox"/> 行人	車牌：	車輛類型： <input type="checkbox"/> 私家車/電單車 <input type="checkbox"/> 貨車/客貨車 <input type="checkbox"/> 的士/小巴 <input type="checkbox"/> 旅遊巴 <input type="checkbox"/> 專利巴士 (九/城/新/龍)
工傷 由： 年 月 日 病假 至： 年 月 日		接受治療醫院/診所名稱：

記錄員： _____

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Procedures for Handling Accidents:



Role and Responsibilities

Front Line (Bus Captain or Bus Regulator)

- Keep calm and comfort the passengers/injured
- Immediately report to the Control Room or Inspector
- Before support or police officers arrive at the scene, ensure the safety of oneself, the passengers and the injured (e.g.: if there is a fire, arrange those at the scene to proceed to a safe place accordingly.)

Control Room/Inspector

- Grasp an initial understanding of the incident and assist in reporting to the police
- Organise changes to the bus schedule to minimise the impact of the accident on the services
- Complete an incident report as soon as possible and submit to the relevant department(s) to follow up (if the incident involves damages to our own vehicles, please also notify the **Repair Department**)
- All internal records, including CCTV, black box, GPS, employee records and duty rosters etc., **must not** be announced or released externally, to avoid jeopardising future follow-up work.
- Arrange the Front Line staff to meet the Insurance Department as soon as possible.

Role and Responsibilities

Customer Service Department

- Consider the circumstances of each individual incident, take the initiative to contact the persons involved to provide care and for follow-up work.
- Based on the incident report (preliminary report) provided by the Control Room/Inspector, consolidate a reply to the media.

Insurance Department

- Based on the severity of each individual incident, provide timely follow-up and assistance.
- Meet the bus captain to gain understanding of the incident, and assist the bus captain/staff with the insurance matters.
- Coordinate with the insurance company on compensations.
- All incidents involving liabilities of a third party shall be handled by the Insurance Department in a centralised manner.

Traffic Accident/Work Injury Preliminary Record

(This form to be completed by the Control Room/Inspector)

Already notified:

- ☐ Insurance Department
☐ Customer Service Department
☐ Repair Department

Subsidiary: Kwoon Chung/Tai Fung/Good Funds/Trans-Island/ Intercontinental/New Lantao Bus (please circle)

Date of Accident: (dd) (mm) (yyyy)	Time:	Incident Type: <input type="checkbox"/> Traffic Accident <input type="checkbox"/> Work Injury
Location of Accident:		Number Plate:
Carrying Passengers at the time? <input type="checkbox"/> No <input type="checkbox"/> Yes (→ additional information)	Number of Passengers:	Route Number:
Details of Bus Captain/Employee		
Name of Bus Captain/Employee:	Staff No.:	Telephone number:
Description of Accident		

Incident Summary (applicable to traffic accidents only)

Incident Class *must be reported immediately	Number of Injuries/Fatalities		Involving Third-Party Vehicle(s)/Property	
<input type="checkbox"/> A. Property damage <input type="checkbox"/> B. Physical injury <input type="checkbox"/> C. Physical injury (hospitalisation required)* <input type="checkbox"/> D. Serious injury or fatality*	<input type="checkbox"/> Treated at the scene:	<input type="checkbox"/> Number hospitalised:	<input type="checkbox"/> Private car/Motorcycle <input type="checkbox"/> Lorry /Light van <input type="checkbox"/> Taxi/Minibus <input type="checkbox"/> Coach <input type="checkbox"/> Franchised bus (KMB/Citybus/NLB/Long Win) <input type="checkbox"/> Passenger(s) on board <input type="checkbox"/> Pedestrian(s) <input type="checkbox"/> Others	
	Hospital:			
	<input type="checkbox"/> Number of fatalities:			
Reported to police?	Report to the police made	Report No.	Police Station reported to	Date Reported
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> At the scene <input type="checkbox"/> Subsequently for record			

Details of Third Parties (applicable to traffic accidents only)

Name:	<input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Child	Contact number:	Remarks:
Identification:	<input type="checkbox"/> Passenger on board	Vehicle Type: <input type="checkbox"/> Private car/Motorcycle	

	<input type="checkbox"/> Driver of some other vehicle <input type="checkbox"/> Pedestrian	Number Plate:	<input type="checkbox"/> Lorry/Light van <input type="checkbox"/> Taxi/Minibus <input type="checkbox"/> Coach <input type="checkbox"/> Franchised bus (KMB/Citybus/NLB/Long Win)	
Name:	<input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Child		Contact number:	Remarks:
Identification:	<input type="checkbox"/> Passenger on board <input type="checkbox"/> Driver of some other vehicle <input type="checkbox"/> Pedestrian	Number Plate:	Vehicle Type: <input type="checkbox"/> Private car/Motorcycle <input type="checkbox"/> Lorry/Light van <input type="checkbox"/> Taxi/Minibus <input type="checkbox"/> Coach <input type="checkbox"/> Franchised bus (KMB/Citybus/NLB/Long Win)	
Name:	<input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Child		Contact number:	Remarks:
Identification:	<input type="checkbox"/> Passenger on board <input type="checkbox"/> Driver of some other vehicle <input type="checkbox"/> Pedestrian	Number Plate:	Vehicle Type: <input type="checkbox"/> Private car/Motorcycle <input type="checkbox"/> Lorry/Light van <input type="checkbox"/> Taxi/Minibus <input type="checkbox"/> Coach <input type="checkbox"/> Franchised bus (KMB/Citybus/NLB/Long Win)	
Name:	<input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Child		Contact number:	Remarks:
Identification:	<input type="checkbox"/> Passenger on board <input type="checkbox"/> Driver of some other vehicle <input type="checkbox"/> Pedestrian	Number Plate:	Vehicle Type: <input type="checkbox"/> Private car/Motorcycle <input type="checkbox"/> Lorry/Light van <input type="checkbox"/> Taxi/Minibus <input type="checkbox"/> Coach <input type="checkbox"/> Franchised bus (KMB/Citybus/NLB/Long Win)	

Sick Leave for Work Injury	From: (dd) (mm) (yyyy)	Name of hospital/clinic at which treatment is received:
	To: (dd) (mm) (yyyy)	

Recorded by: _____

Annex 1

**Sample of filled
“Part Time Bus Captain Declaration Form”**

新大嶼山巴士(一九七三)有限公司

非全職車長申報表格



NEW LANTAO BUS
新大嶼山巴士

New Lantao Bus Company (1973) Limited

Job Declaration Form for Non-Full Time Bus Captain

英文姓氏
English Last Name

[Redacted]

英文名字
English First Name

[Redacted]

中文姓名
Chinese Name

[Redacted]

現有僱主名稱
Name of
current employer

[Redacted]

有限公司

於現有僱主的職位
Position in current employer

付工

每週平均工作日數(日)
Average working days
per week (day)

6

每工作日平均
工作時數(小時)
Average working hour
per working day (hour)

9

聲明 Declaration

本人明白在新大嶼山巴士(一九七三)有限公司(本公司)正式受聘後並執行本公司駕駛工作時，會確保享有充分休息並符合運輸署休息指引。當外間工作的工作時間及/或工程性質轉變亦必須向本公司盡快申報。本人明白本公司或/及其授權之代表有權向本人索取現有僱主或工作性質相關的證明文件以核實入職者符合聘用條件，否則入職者可能被隨時終止聘用。

I acknowledge, when employed by New Lantao Bus Company (1973) Limited (the company) and take responsible for driving duty, 10 hours separation should be ensured between external job and the company's duty with sufficient rest time. Any changes of working hours and job nature in external job should report to the company as soon as possible. I understand the company or / and authorized representatives have right to obtain my information in related to current employer and job nature for verify eligibility of employment conditions. Otherwise, the employment of entrant may subject to terminate.

入職者簽署
Entrant's Signature

[Redacted]

簽署日期
Signature Date

17-6-2018

(日 D / 月 M / 年 Y)

Annex 2

**New “Application Form” and
new “Part Time Bus Captain Declaration Form”**

Application for Employment 職位申請表

Please write in block letters 請用英文正楷填寫

Private & Confidential

私人機密

Important: In order to facilitate our selection process, please complete this form thoughtfully and in full; it is only an indication of your potential at this stage.

Misrepresentation or concealment of information will lead to automatic disqualification of the application.

重要事項：為了使我們的甄選過程順利，請審慎將本表格全部填妥；此表格內閣下提供之資料可以於現階段作為我們甄選過程中之參考。

如有虛報或隱瞞將被撤消資格。

Part I 第一部份		Position Applied For 申請職位		2 Recent Photos 近照兩張
Position applied for 申請職位		全職 <input type="checkbox"/> Full time 兼職* <input type="checkbox"/> Part time* 臨時工* <input type="checkbox"/> Temporary* *Must complete the declaration of Non-Full time driving post for the application of Part time Bus Captain 申請兼職車長，必須填妥非全職駕駛職位申報表		
Salary expected 要求薪金		Date Available 可到職日期		
Are you willing to work rotating or on a night shift? (Optional) 是否願意輪更或夜間工作?(可選擇填寫) Rotating Shift 輪更: Yes 願意 / No 不願意 Night Shift 夜班: Yes 願意 / No 不願意				
Part II 第二部份				
Personal Particulars 個人資料 <input type="checkbox"/> Mr. 先生 <input type="checkbox"/> Ms. 小姐 Marital status 婚姻狀況(Optional 可選擇填寫) <input type="checkbox"/> Single 單身 <input type="checkbox"/> Married 已婚				
Name in English 英文姓名		Name in Chinese 中文姓名		
HKID Card No. 香港身份證號碼		Date of Birth (dd/mm/yy) 出生日期 (日/月/年) / /		
Are you a permanent resident of the HKSAR? * 你是否香港特別行政區永久性居民? * <input type="checkbox"/> Yes 是 <input type="checkbox"/> No 否 (If no, are you legally employable in Hong Kong? 如否，你是否可以在香港合法受僱? *) <input type="checkbox"/> 是 Yes <input type="checkbox"/> 否 No				
For applicants without Hong Kong Permanent Identity Card 此欄只供非香港特別行政區永久性居民填寫 If you are legally employable in Hong Kong, please state the travel document details. 如你是可以在香港合法受僱，請填寫有效旅遊證件資料。				
Travel Doc. No. 旅遊證件號碼		Issuing Authority 簽發機關		Date of Expiry (dd/mm/yy) 屆滿日期 (日/月/年) / /
Mobile Phone No. 聯絡電話		Home Tel. No. 住宅電話		PRC Tel. No. 內地電話
Residential Address (中文) 住址 (English)				
Contact Address (If different from the above address) 通訊地址 (如與上址不同)				

Part III Academic & Professional Qualifications								
第三部份 學歷及專業資格								
Education & Training 教育及訓練	Name of school / Issuing authority 學校 / 頒發機構名稱				Years Attended 期 間		Qualification Attained 所獲資格	
					From 由	To 至		
Secondary School 中學					M 月	Y 年	M 月	Y 年
					M 月	Y 年	M 月	Y 年
College or University 專上學院或大學					M 月	Y 年	M 月	Y 年
					M 月	Y 年	M 月	Y 年
Certificate, Diploma & Membership of Professional Institutions 證書、文憑及專業機構 會員資格					M 月	Y 年	M 月	Y 年
					M 月	Y 年	M 月	Y 年
HKCEE / HKDSE Result 香港中學會考/文憑考試成績	English Lang.		Chinese Lang.		Mathematics			Total Subjects Pass
Part IV Employment Record (Please complete the information in reverse chronological order)								
第四部份 就業詳情 (請先填寫最近的就業資料)								
From 由	To 至	Full /Part time 全職/兼職	Name of Company 公司名稱	Position 職位	Monthly Salary每月薪金	Reason for Leaving 離職原因		

Part V Other Skills 第五部份 其他技能										
Driving Licence of HK 香港駕駛執照 Valid to 有效期至: _____			Driving Licence of the PRC 中國駕駛執照 Valid to 有效期至: _____			Computer Knowledge 電腦應用 <input type="checkbox"/> MS EXCEL <input type="checkbox"/> MS WORD <input type="checkbox"/> Chinese Word Processing <input type="checkbox"/> Others 其他: _____				
Vehicle Classification Codes 可駕車輛類別:			Class 准駕車型:							
<input type="checkbox"/> 1. Private Car 私家車			<input type="checkbox"/> A1. Bus 大型客車							
<input type="checkbox"/> 2. Light Goods Vehicle 輕型貨車			<input type="checkbox"/> B1. Light Bus 中型客車							
<input type="checkbox"/> 4. Private Light Bus 私家小巴			<input type="checkbox"/> C1. Private Car 小型汽車							
<input type="checkbox"/> 5. Public Light Bus 公共小巴			<input type="checkbox"/> Others 其他: _____							
<input type="checkbox"/> 9. Private Bus 私家巴士			<input type="checkbox"/> 9A. Private Bus 私家巴士							
<input type="checkbox"/> 10. Public Bus 公共巴士			<input type="checkbox"/> 10A. Public Bus 公共巴士							
<input type="checkbox"/> 17. Public Bus - Franchised 專利公共巴士										
<input type="checkbox"/> Other 其他: _____										
Part VI Languages 第六部份 語言										
Language 語言 (Mark with an " <input checked="" type="checkbox"/> to indicate your knowledge of) 請在適當空格中填上 <input checked="" type="checkbox"/> "		Spoken 會話		Reading 閱讀			Written 書寫			
		Good 良好	Fair 普通	Poor 略懂	Good 良好	Fair 普通	Poor 略懂	Good 良好	Fair 普通	Poor 略懂
Cantonese 粵語										
English 英語										
Mandarin 普通話										
Others 其他:										
Part VII Direct Relatives (Contacted person in case of emergency) 第七部份 配偶或直系親屬 (緊急聯絡人)										
Name 姓名		Occupation 職業		Telephone Number 聯絡電話			Relationship 與申請人關係			
							配偶			
Part VIII Referees (Present or Previous Employer) 第八部份 諮詢人 (現任或前任僱主)										
Name 姓名		Position 職位		Name of Company 公司名稱			Contact Details (Telephone No. or Email) 聯絡資料 (電話或電郵)			
Part IX Other Information 第九部份 其他資料										
Have you ever been employed by this Company before? 閣下是否曾受僱於本集團公司?						<input type="checkbox"/> YES 有		<input type="checkbox"/> NO 沒有		
If yes, please give the following details 如曾受僱，請提供以下資料 Year of Employment 僱用年份: _____ Position 職位: _____										
Have you ever been discharged from employment because your work or conduct was not satisfactory? 曾否因工作不力或品行不佳而被解僱?						<input type="checkbox"/> YES 有		<input type="checkbox"/> NO 沒有		
Have you received employee compensation during your previous employment? 是否收取過工作意外賠償?						<input type="checkbox"/> YES 有		<input type="checkbox"/> NO 沒有		
Have you ever been convicted of a criminal offence? 曾否被判罪或被判刑事罪行?						<input type="checkbox"/> YES 有		<input type="checkbox"/> NO 沒有		
Have you ever been suffered/suffering from illness that may affect the safety of driving? 有沒有患有可能會影響行車安全的嚴重疾病?						<input type="checkbox"/> YES 有		<input type="checkbox"/> NO 沒有		
If yes, please give the following details 如有，請提供以下資料										
Disease details 疾病詳情				Date of diagnosis 確診日期		Still need to follow up 仍需覆診				
						Yes 是 / No 否				
						Yes 是 / No 否				
Are you referred by your relative or friend at our company? If yes, please furnish name, occupation, department and relationships. 您是否由任職於本公司的親屬或朋友介紹而申請此職位? 若是，請註明其姓名、職位、部門及關係。										
Name 姓名		Position 職位		Department 部門			Relationships 關係			

Part X 第十部份	Declaration and Notes for Applicants 聲明及申請人須知						
<p>I authorise the Company to secure any information regarding myself and I hereby release any person, firm or institution of all liability for any damage whatsoever arising from the issue of such information. The information that you have supplied for the purpose of employment may be passed to the employers' insurers, bankers, medical practitioners providing medical service to employees, and strategic partners.</p> <p>I further declare that the statements made by me in this application are voluntarily, true, complete and correct in all respects. A false statement or dishonest answer to any questions may be grounds for my immediate discharge from employment with the Company.</p> <p>I consent to the Company making any necessary enquiries for purposes relating to recruitment by and employment with the Company and for the verification of the information given above. I authorize the company, companies within Kwoon Chung Bus Holdings Limited and other agencies or contractors authorized to release any record or information as may be required for these enquiries. Information on unsuccessful applicants will normally be destroyed within 12 months after the recruitment process.</p> <p>However, I acknowledge that for the normal processing of this application, I should supply all the information requested and my failure to do so may result in this application being rejected. I accept that the information which I supply will constitute the "Personal Data" as defined in the Personal Data (Privacy) Ordinance.</p> <p>I apply for employment in your company on the basis of the information and conditions mentioned above which I fully comprehend and on the understanding that the Company may require me to be medically examined before appointment.</p> <p>本人授權 貴公司獲取有關本人的任何資料並且特此免除任何人仕、公司或機構負上因發放上述資料而引致任何損害之所有責任。你所提供與僱傭有關的資料，可能會移轉予僱主的保險公司、銀行、為僱員提供醫療福利的醫護人員，以及合作夥伴。</p> <p>本人進一步聲明，本人在此申請表上所作的陳述均為自願及真實、完整和正確。對任何問題所作的虛偽陳述或不忠實的回覆可成為本人立即被 貴公司解僱的理由依據。</p> <p>本人同意 貴公司可就進行與招聘工作及僱用有關的事宜，及為核實上述資料而進行必要的查詢。本人授權貴公司、所有冠忠巴士集團的其他公司及其他組織或機構可就這些查詢，透露任何有關的紀錄及資料。未獲取錄申請人的資料將於其落選日期後12個月內全部銷毀。</p> <p>但是，本人確認為使本人的申請獲得正常處理，本人應提供要求的全部資料並且若本人未能提供上述全部資料，可引致本人的申請受拒。本人接納本人所提供的資料將構成在個人資料(私隱)條例內定所定義的"個人資料"。</p> <p>本人基於以下兩點申請受僱於 貴公司：</p> <p>1) 本人完全理解上述的資料和條件；</p> <p>2) 本人了解 貴公司可要求本人在受僱前接受身體檢查。</p>							
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>_____</p> <p>Applicant's signature 申請人簽署</p> </div> <div style="width: 45%;"> <p>_____</p> <p>Date 日期</p> </div> </div>							
Part XI 第十一部分	For Office Use Only 只供本公司使用						
<input type="checkbox"/> Offer <input type="checkbox"/> Decline /Withdrawn <input type="checkbox"/> Reject	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Job Title _____</p> <p>Recommended Salary _____</p> <p>Department Head _____</p> </div> <div style="width: 45%;"> <p>Department _____</p> <p>Starting Date _____</p> <p>Date _____</p> </div> </div>						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #d9ead3;"> <th colspan="2" style="padding: 5px;">Confirmation of employment</th> <th style="width: 15%; padding: 5px;">Staff No.:</th> </tr> <tr> <td style="width: 30%; height: 100px; vertical-align: bottom; padding: 5px;"> <p>_____</p> <p>Human Resources Manager</p> <p>Date: _____</p> </td> <td style="width: 40%; height: 100px; vertical-align: bottom; padding: 5px;"> <p>_____</p> <p>General Manager Office</p> <p>Date: _____</p> </td> <td style="width: 25%; height: 100px; vertical-align: bottom; padding: 5px;"> <p>_____</p> <p>Remarks:</p> <p>_____</p> </td> </tr> </table>		Confirmation of employment		Staff No.:	<p>_____</p> <p>Human Resources Manager</p> <p>Date: _____</p>	<p>_____</p> <p>General Manager Office</p> <p>Date: _____</p>	<p>_____</p> <p>Remarks:</p> <p>_____</p>
Confirmation of employment		Staff No.:					
<p>_____</p> <p>Human Resources Manager</p> <p>Date: _____</p>	<p>_____</p> <p>General Manager Office</p> <p>Date: _____</p>	<p>_____</p> <p>Remarks:</p> <p>_____</p>					



非全職駕駛職位申報表

第一部份 個人資料			
姓名：		員工編號： (如適用)	
職位：			
第二部份 外間工作申報			
新大嶼山巴士公司(一九七三)有限公司以外之所有其他工作 (包括正職及其他兼職工作) <input type="checkbox"/> 沒有 <input type="checkbox"/> 有 如有，請提供以下資料			
受僱公司名稱：		職位：	<input type="checkbox"/> 全職 <input type="checkbox"/> 兼職
工作是否需要駕駛車輛？ <input type="checkbox"/> 不需要 <input type="checkbox"/> 需要		每月平均工資：	每星期平均工時：_____小時
需要輪班工作？	<input type="checkbox"/> 不需要	1) 每日工作時間：上午/下午/凌晨_____時 至 上午/下午/凌晨_____時 (共____小時) 2) 每星期工作____天，逢星期_____休息	
	<input type="checkbox"/> 需要	1) 每星期工作____天 2) 休息日 <input type="checkbox"/> 固定，逢星期_____休息 <input type="checkbox"/> 非固定 3) 每日工作時間 星期一：上午/下午/凌晨 _____ 時 至 上午/下午/凌晨 _____ 時 (共____小時) 星期二：上午/下午/凌晨 _____ 時 至 上午/下午/凌晨 _____ 時 (共____小時) 星期三：上午/下午/凌晨 _____ 時 至 上午/下午/凌晨 _____ 時 (共____小時) 星期四：上午/下午/凌晨 _____ 時 至 上午/下午/凌晨 _____ 時 (共____小時) 星期五：上午/下午/凌晨 _____ 時 至 上午/下午/凌晨 _____ 時 (共____小時) 星期六：上午/下午/凌晨 _____ 時 至 上午/下午/凌晨 _____ 時 (共____小時) 星期日：上午/下午/凌晨 _____ 時 至 上午/下午/凌晨 _____ 時 (共____小時)	
第三部份 聲明			
1) 本人明白在新大嶼山巴士(一九七三)有限公司(本公司)正式受聘後並執行本公司駕駛工作時，會確保與外間工作時間達至少10小時的間隔時間，及享有充分休息並 且在駕駛期間有良好的健康及精神狀況。			
2) 以上申報之資料若有變動，本人會主動向公司更新有關資料。			
簽署：_____		日期：_____	



Non-full Time Driving Position Application Form

Section 1 Personal Information		
Name:		Employee no. (if applicable):
Position:		
Section 2 External Work Declaration		
All other work outside of New Lantao Bus Company (1973) Limited (including full-time and other part-time work)		
<input type="checkbox"/> No <input type="checkbox"/> Yes		
If yes, please provide the following information		
Employed by:	Position:	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time
Whether work requires operation of vehicle?	Average monthly salary:	Average weekly working hours: _____hours
<input type="checkbox"/> No <input type="checkbox"/> Yes		
Required to work in shift?	<input type="checkbox"/> No	1) Daily working hours: morning / afternoon / after-midnight _____hours until morning / afternoon / after-midnight _____hours (total of _____ hours) 2) ____of working days per week, rest on every _____
	<input type="checkbox"/> Yes	1) _____ days of work per week 2) Rest day <input type="checkbox"/> fixed, rest every ____day <input type="checkbox"/> Not fixed 3) Daily working hours Monday: _____hours until morning / afternoon / after-midnight _____hours (total of _____ hours) Tuesday: _____hours until morning / afternoon / after-midnight _____hours (total of _____ hours) Wednesday: _____hours until morning / afternoon / after-midnight _____hours (total of _____ hours) Thursday: _____hours until morning / afternoon / after-midnight _____hours (total of _____ hours) Friday: _____hours until morning / afternoon / after-midnight _____hours (total of _____ hours) Saturday: _____hours until morning / afternoon / after-midnight _____hours (total of _____ hours) Sunday: _____hours until morning / afternoon / after-midnight _____hours (total of _____ hours)

Section 3 Declaration

1. I understand that after being formally employed by New Lantao Bus (1973) Limited and in execution of this company's driving work, I will ensure that there is at least 10 hours interval time in between that external work and to enjoy sufficient rest and to have good health and mental state during driving.
2. If there is any change to the above declaration, I will actively update the company with the relevant information.

Signature: _____

Date: _____

Annex 3

**Tender document of hiring non-franchised bus to
operate franchised bus service**

承辦非專營巴士行走大嶼山 投 標 書

邀請公司: 新大嶼山巴士(1973)有限公司(以下簡稱甲方);

投標公司: _____(以下簡稱乙方);

甲部份--服務內容

1. 服務細則:

1.1 行走日期: 星期六、星期日及公眾假期或甲方要求的其他日期(其他日期會於用車前七天通知乙方);

1.2 租用時間: (A) 大嶼山線

上午八時至九時三十分分批到達東涌市中心巴士總站，工作時間為十二小時，逾時另補車費。甲方可要求於特別節日時提早開車時間，不超於十二小時無須另補車費；

(B) 深圳灣口岸線

上午七時到達天水圍車場或元朗 B2 線巴士總站，工作時間為十四小時，逾時另補車費。甲方可要求於特別節日時提早開車時間，不超於十四小時無須另補車費；

1.3 行走路線: 來往新大嶼山巴士有限公司所有專營巴士線(包括大嶼山線、市區線、深圳灣口岸線及特別線等)，乙方必須遵從甲方工作安排及調配；

2. 必須具備條件

2.1 巴士車隊規模及設備：

- 保證於合約期內可提供之 49 座或以上(深圳灣線座位加企位亦可)之單層或雙層空調巴士不少於 60 輛，(大嶼山線 50 輛單層，深圳灣線 10 輛單層或雙層);
- 所有提供租用之巴士必須註冊同一車主(即投標者)，不得外判;
- 車身長及輪距必須符合運輸署規定。
-

- 租用時之巴士其車齡不得超過 6 年；由該輛巴士首次登記日期起計算六年內 (請附列車牌號碼)。
- 每部租用之巴士必須已裝有空調系統、乘客座位安全帶、減速器或廢氣剎車系統、倒車警告器及顯示器，及經運輸署驗車合格，並確保該等巴士在租用期間一切機件操作正常；

2.2 保險責任：

- 所租用之巴士在租用期間遇有交通意外時，一切保險賠償責任均由乙方負責。 每次交通意外承擔之傷亡賠償額不少於港幣壹億元；
- 第三者保險必須由投標者之保險公司提供批單，承擔所有因有關車輛為”嶼巴”提供服務時所產生之意外傷亡之第三者保險；

2.3 維修方面：

- 必須具備維修場地及基本維修設備，或經由合資格維修公司維修車輛； (請提供詳細維修資料)

所有投標者必須符合上述[必須具備條件]才可進入下一輪之評核。

3. 其他資料

3.1 巴士司機：

- 全職駕駛專營或非專營巴士不少於 3 年；
- 過去兩年內其駕駛執照被扣不能多於 6 分；
- 過去五年內無發生嚴重交通意外；
- 駕駛租用巴士之司機必須於事前接受為期一至兩天之駕駛考驗，及熟習大嶼山之道路環境,並需經本公司認可；

3.2 巴士設備：

- 巴士上必須已裝有錢箱及八達通收費系統。

3.3 投標公司背景：

- 詳述公司歷史，年資及架構；
- 能/否提供過去 3 年之巴士安全紀錄 (由保險公司提供)；
- 能/否提供過去 3 年之巴士維修紀錄 (如有需要，須提供核對)；

- 3.4 租金包括：** 乙方巴士在出租給甲方時之保險，燃油費，車輛牌照及禁區紙費用，維修保養，司機工資及福利，橋費及隧道費等一切費用；
- 3.5 每次租車數目：** 由甲方於用車前四十八小時通知乙方每次租用巴士數目；
- 3.6 臨時取消租車：** 甲方於租用巴士前一天中午十二時前取消租車則不需付任何費用，於租車前一天中午十二時後取消租車則需付租車費用 20%；
- 3.7 付款辦法：** 每月最後一天為結算日期，並需於下一個月內付款；
- 3.8 合約期限：** 合約為期三年。於合約期內，如任何一方要求調整租車費用時(須視乎燃油價格及員工工資等升跌幅因素而定)或提前解約，需最少於三個月前提出書面通知，雙方同意方可；
- 3.9 服務日期：** 2016 年 8 月 1 日起至 2019 年 7 月 31 日止，為期 3 年；
- 3.10 截止取投標書日期：** 須於 2016 年 5 月 27 日下午五時之前，往本公司香港辦事處(香港柴灣創富道 8 號三樓)領取投標書表格；
- 3.11 截標日期：** 須於 2016 年 6 月 10 日正午十二時前將報價書及投標書內要求提供的相關資料交回本公司梅窩辦事處；
- 3.12 簽約日期：** 如甲方決定租用乙方車輛時，會於 2016 年 7 月 1 日前通知，本公司有權視實際情況而未必選擇最低報價者簽約。

新大嶼山巴士(1973)有限公司

2016 年 5 月 13 日

承辦非專營巴士行走大嶼山及深圳灣口岸
報價書

乙部份--報價表格

(由報價公司填寫)

本公司謹依照甲部份內容條文提供非專營巴士予
新大嶼山巴士(1973)有限公司:

(A) 大嶼山線

每部巴士每天租金 (十二小時計算) :

(1) 星期日及公眾假期 : 十二小時計算 \$
(港幣:)

逾時收費, 每小時 \$
(港幣:)

(2) 星期一至六(公眾假期除外): 十二小時計算 \$
(港幣:)

逾時收費, 每小時 \$
(港幣:)

最少可租賃巴士數目: 輛

(B) 深圳灣口岸線

每部巴士每天租金 (十四小時計算) :

(1) 星期日及公眾假期 : 十四小時計算 \$
(港幣:)

逾時收費, 每小時 \$
(港幣:)

(2) 星期一至六(公眾假期除外): 十二小時計算 \$
(港幣:)

逾時收費, 每小時 \$
(港幣:)

最少可租賃巴士數目: 輛
(逾時超過 15 分鐘作半小時計算, 逾時超過 45 分鐘作一小時計算。)

投 標 公 司 (乙 方):

地 址 ：

簽 署 ：

姓 名 ：

職 位 ：

日 期 ：

丁部份： 公司資料

1. 公司名稱:

(英文) _____

(中文) _____

2. 地址: _____

3. 電話號碼：

4. 傳真機號碼：

5. 商業登記証號碼：
(附副本)

6 a. 註冊資本： HK\$

b. 可/否提供銀行証明貴公司財政狀況

c. 可/否提供貴公司商務信譽推薦書(由貴公司客戶提供)

d. 可/否提供銀行擔保或母公司擔保

7. 聯絡/負責人姓名：

8. 現有車隊數目：

a. 車隊巴士總數： _____ 部

b. 49 座位或以上符合投標書要求的空調巴士： _____ 部

本公司謹此聲明：有關今次投標所提供的全部資料均屬實無訛及符合投標書內
甲部份第 2.1 項至 3.9 項的條件。

投標公司(乙方)簽署:

Tender
for undertaking the non-franchised buses serving Lantau Island

The Inviting Company: The New Lantau Bus Company (1973) Limited (hereinafter “Party A”);

The Tenderer Company: _____ (hereinafter “Party B”);

Part A – Service Content

1. Details of the Service:

- 1.1 Serving Dates: Saturday, Sunday and public holidays or other dates as requested by Party A (notice of 7 days prior to the date of use would be given to Party B for other dates);
- 1.2 Time of Lease: (A) Lantau lines
Arrive at Tung Chung town centre bus terminus between 8:00 am to 9:30 am in batch, the working time is 12 hours, additional lease payment will be made for overtime. Party A is entitled to request early start time on festive days, no additional lease payment is required if it does not exceed 12 hours;
- (B) Shenzhen Bay Port lines
Arrive Tin Shui Wai car park or Yuen Long B2 route bus terminus at 7:00 am, the working time is 14 hours, additional lease payment will be made for overtime. Party A is entitled to request early start time on festive days, no additional lease payment is required if it does not exceed 14 hours;
- 1.3 Routes of Service: All franchised bus routes of The New Lantau Bus Company Limited (including Lantau lines, urban lines, Shenzhen Bay Port lines and special lines etc.), Party B shall comply with the work arrangement and allocation of Party A;

2. Essential Qualifications

2.1 Size and facilities of the bus fleet:

- Guarantee to provide not less than 60 single or double decker air-conditioned buses of 49 seats or more (for Shenzhen Bay Port lines, it can be seats together with standing) during the term of the contract, (50 single decker for Lantau lines, 10 single or double decker for Shenzhen Bay Port Line);
- All buses provided for leasing must be registered with the same owner (i.e. the tenderer), and shall not be outsourced;
- The length and wheel base of the vehicles shall comply with the requirements of the Transport Department;
-

- The age of the leased buses shall not exceed 6 years; 6 years to be calculated from the first registration date of that bus (please attach the licence plate numbers).
- All leased buses shall be fitted with air-conditioning system, seatbelts for passenger seats, decelerator or exhaust gas braking system, reversing alarm and display, and passed the vehicle examination conducted by the Transport Department, and ensure all mechanical parts of such buses function properly during the lease period;

2.2 Responsibility to insure:

- If traffic accident occurs to the leased buses during the lease period, all insurance liability shall be borne by Party B. The amount of compensation for death and injuries for each traffic accident shall not be less than HK\$100,000,000;
- Endorsement for third party insurance shall be provided by the tenderer's insurance company, and undertake the third party insurance for all death and injuries resulting from the relevant buses providing services for "Lantau Bus";

2.3 Repairs:

- It shall have repair venue and basic repair facilities, or have the vehicles repaired by qualified repair companies;
(Please provide the detailed repair information)

All tenderers must satisfy the above [Essential Qualifications] before they can proceed to the next round of assessment.

3. Other Information

3.1 Bus captains:

- Driving franchised or non-franchised buses full time for not less than 3 years;
- Not more than 6 marks being deducted from his/her driving licence in the past 2 years;
- No serious traffic accident occurred in the past five years;
- Bus captains driving the leased buses shall accept one to two days training examination in advance, and be familiar with the road circumstances of Lantau and approved by this Company;

3.2 Facilities on the buses:

- Octopus fare system and fare box must be installed on the buses.

3.3 Background of the tenderer company

- Describe in detail the history, years of experience and structure of the company;

- Bus safety records (to be provided by insurance company) for the past 3 years can/ cannot be provided;
- Bus maintenance records (if necessary, shall be provided for examination) for the past 3 years can/cannot be provided;

3.4 Lease payment include: Costs of insurance, fuel, vehicle licence and Close Road Permit when Party B's buses are leased to Party A, all costs of repair and maintenance, salary and fringe benefits of bus captains, bridge toll and tunnel toll etc.;

3.5 Number of vehicles leased on each occasion: Party A shall notify Party B 48 hours in advance before the use of the vehicles the number of buses to be leased on each occasion

3.6 Sudden cancellation of lease: If Party A cancels the lease of buses before 12:00 nn of the day before then no fees is required, if the lease of buses is cancelled after 12:00 nn of the day before then 2% of the lease payment has to be paid;

3.7 Payment method: The last day of each month shall be the clearing day, and payment shall be made within the next month;

3.8 Term of the Contract: The contract shall be for a term of 3 years. Within the term of the contract, if any party request for adjustment of the lease payment (depending on factors such as the fuel price and the increase or decrease in employees salary) or early termination, at least 3 months prior written notice in writing shall be given, agreement of both parties is required;

3.9 Service Period: From 1 August 2018 up to 31 July 2019, for a term of 3 years;

3.10 Deadline for collection of tender: Tender form shall be collected before 27 May 2016 5:00 pm at the Hong Kong office of this Company (3/F, No. 8 Chong Fu Road, Chai Wan, Hong Kong) ;

3.11 Deadline for submission of tender: The relevant information required in the quotation and the tender shall be provided to the Mui Wo office of this Company before 10 June 2016 12:00 nn

3.12 Date for signing of the contract: If Party A decides to lease Party B's vehicles, it will notify before 1 July 2016, this Company is entitled to select a party who is not the lowest bidder to sign the contract depending on the actual circumstances.

The New Lantao Bus Company (1973) Limited

13 May 2016

Quotation

for undertaking the non-franchised buses serving Lantau Island and Shenzhen Bay Port

Part B – Quotation Form

(to be completed by the company making the quote)

This Company hereby provides non-franchised buses to The New Lantau Bus Company (1973) Limited in accordance with the provisions in Part A:

(A) Lantau lines

Daily lease payment for each bus (per 12 hours):

- | | | | |
|---|---------------------|--------------|---|
| (1) Sunday and public holidays: | \$ | per 12 hours | |
| | (HKD: | |) |
| | Overtime charge, \$ | per hour | |
| | (HKD: | |) |
| (2) Monday to Saturday (except public holidays) | \$ | per 12 hours | |
| | (HKD: | |) |
| | Overtime charge, \$ | per hour | |
| | (HKD: | |) |

Minimum number of buses available for hire:

(B) Shenzhen Bay Port lines

Daily lease payment for each bus (per 14 hours):

- | | | | |
|---|---------------------|--------------|---|
| (1) Sunday and public holidays: | \$ | per 14 hours | |
| | (HKD: | |) |
| | Overtime charge, \$ | per hour | |
| | (HKD: | |) |
| (2) Monday to Saturday (except public holidays) | \$ | per 14 hours | |
| | (HKD: | |) |
| | Overtime charge, \$ | per hour | |
| | (HKD: | |) |

Minimum number of buses available for hire:

(Overtime exceeding 15 minutes shall be counted as 0.5 hour, overtime exceeding 45 minutes shall be counted as 1 hour.

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.

本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

The Tenderer Company (Party B):

Address:

Signature:

Name:

Position:

Date:

Part D: Information of the Company

1. Name of the Company:
(English) _____
(Chinese) _____
2. Address: _____

3. Telephone No.:
4. Fax No.:
5. Business Registration No.:
(Copy attached)
6.
 - a. Registered Capital: HK\$
 - b. Bank reference on the financial condition of the Company can/cannot be provided
 - c. Reference letter(s) on the commercial reputation of the Company can/cannot be provided
(to be provided by client(s) of the Company)
 - d. Bank Guarantee or Parent Company Guarantee can/cannot be provided
7. Name of the Contact/Responsible Person:
8. Size of the Current Bus Fleet:
 - a. Total number of buses in the fleet:
 - b. Air-conditioned buses of 49 seats or more which conform with the requirements in the Tender:

The Company hereby declares that: All the information provided in relation to this Tender is true and correct and conforms with the conditions set out in Items 2.1 to 3.9 in Part A of the Tender.

Signed by the Tenderer Company (Party B):

Annex 4

Sample record of non-franchised bus captain



Kwoon Chung Bus Holding Limited

冠忠巴士集團 - 人事管理系統

Hello, [redacted] login time: [redacted]

人事資料

員工

員工假期

報表

員工假期明細報表

假期報表

醫保報表

試用期報表

員工資料明細表

退休報表

糧單報表

員工出勤報表

平均數報表

車長津貼報表

薪俸稅報表

車長開工日數總匯(KC)

管理

出糧管理

其他

更改密碼

登出

員工

返回搜索頁

員工信息

員工編號: [redacted]

公司: TT-KC

員工類別: 車長

轉公司或員工類別

英文姓: [redacted] (0/20)

英文名: [redacted] (0/55)

中文姓名: [redacted]

臨時調職

英文簡稱: [redacted]

員工照片:

選擇文件

照片尺寸必須小於1M

聯繫方式

住宅電話: [redacted]

手提電話-1: [redacted]

手提電話-2: [redacted]

家庭地址: [redacted] (38/43)

[redacted] (11/43)

區域: New Territories

通訊地址: [redacted] (0/60)

區域: 請選擇

緊急聯絡人

姓名: [redacted]

電話: [redacted]

關係: [redacted]

離職

最後工作日期: [redacted]

原因: [redacted]

鑒保

詳細信息

入職日期: 2011-11-14

備註: [redacted]

試用期滿: 2012-02-14

部門: OPERATIONS

警告: verbal on 29-1-2018

職位: BUS DRIVER

副職

(smoking in compartment)

組別: 大車

車長駕駛記錄: 查看

假期類別: 共同假期年

郵箱地址: [redacted]

駕駛類別: [redacted]

辦公室號碼: [redacted]

駕照有效期: 2020-03-28

培訓課程、駕駛扣分及紀律處分記錄

培訓課程記錄: 查看

駕駛扣分/紀律處分記錄: 查看

截止 2018-07-09 兩年內的總積 5 分

內聯網通訊表

顯示公司: KCM

顯示類別: 車長

寫字樓員工

Click on to check training record


Click on to check driving offence / discipline record

Bus captain training record

的培訓記錄								
	日期	開始時間	結束時間	培訓課程	是否合格	備註	修改人	修改時間
								
 	2018-06-23	09:30	13:00	提昇個人優質駕駛及服務態度工作坊	是			

Bus captain driving offence / discipline record

[REDACTED]的駕駛扣分/紀律處分事項記錄							✕
	日期	駕駛扣分/紀律處分事項	分數	備註	修改人	修改日期	
							
 	2018-03-01	沒有遵從交通燈的指示	5				



Kwoon Chung Bus Holding Limited

Kwoon Chung Bus Holding Limited - Human Resources Management System

Hello, [Redacted] login time: [Redacted]
Back

Human Resources Info

Employee

Employee Holiday

Forms

Detailed form of employee's holiday

Holiday form

Medical claim form

Probation form

Detailed form of employee's information

Retirement form

Salary form

Employee dispatch form

Average number form

Captain subsidy form

Salary tax form

Captain's total number of working days (KC)

Management

Salary management

Other

Change password

Logout

Employee Info

Employee No.: [Redacted]

Company: TT-KC

Employee Category: Bus captain

Surname (Eng): [Redacted] (0/20)

Name (Eng): [Redacted] (0/55)

Initials (Eng): [Redacted]

Name (Chinese): [Redacted]

Change company or employee category

Temporary switch of work

Employee Photo

Select document

Size of photo must be smaller than 1M

Contact Info

Home: [Redacted]

Mobile 1: [Redacted]

Mobile 2: [Redacted]

Home address: [Redacted] (38/43)

Region: New Territories

Contact address: [Redacted] (0/60)

Region: Please select

Emergency Contact

Name: [Redacted]

Phone: [Redacted]

Relationship: [Redacted]

Resignation

Last working day: [Redacted]

Reason: [Redacted]

Medical Insurance

Detailed Info

Start Date: 2011-11-14

Probation Completion Date: 2012-02-14

Department: OPERATIONS

Position: BUS DRIVER

Group: Large Vehicle

Holiday type: Same holiday year

Email: [Redacted]

Office No.: [Redacted]

Remark: [Redacted]

Warning: verbal on 29-1-2018 (smoking in compartment)

Part-time

Captain's driving record: Check

Driving category: [Redacted]

License valid until: 2020-03-28

Training, point deduction and disciplinary record

Training record: Check

Point deducted / disciplinary record: Check

Intranet contact list: [Redacted]

Company on display: KCM

Category on display: Bus captain




Office staff

564



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本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Bus captain training record

[Redacted] training record									
	Date	Start time	Finish time	Training course	Pass	Remark	Amendment person	Date of amendment	
									
 	2018-06-23	09:30	13:00	Workshop to improve individual quality of driving and service attitude	Yes				

Bus captain driving offence / discipline record

[Redacted] driving points deduction / disciplinary record							
	Date	Driving points deduction / disciplinary record	Point	Remark	Amendment person	Date of amendment	
	 2018-03-01	Did not follow the instruction of traffic light	5				

Annex 5

**Sample of application letter to TD of
Closed Road Permit**



NEW LANTAO BUS Co. (1973) LTD.

新大嶼山巴士(一九七三)有限公司

冠忠巴士集團有限公司附屬公司 A Subsidiary of Kwoon Chung Bus Group

By fax – 2390 4035

28 May 2018

Commissioner for Transport
Transport Department
NT Regional Offices
7/F, Mong Kok Government Offices
30 Luen Wan Street
Kowloon
Attn.: Ms. Petrina CHAN

Dear Sir,

**Application for Closed Road Permits & PZP of Tai O Road on Lantau Island
for Non-Franchised Bus deployed by NLB**

We are writing an application for **Closed Road Permits** of All Lantau Roads (include enter **PZP of Tai O Road**) for non-franchised buses which to be deployed by New Lantau Bus (NLB) for operating franchised bus routes on Lantau Island upon granted approval from the Commissioner for Transport.

To facilitate the captioned application process, please find the following application particulars as listed below:

1. Permitted zone

All roads (including enter **PZP of Tai O Road**) on Lantau Island.

2. Valid period

Group A

- Sundays and public holidays on 1 July to 31 December 2018, both days inclusive.
- Contingency bus services during suspension of Ngong Ping cable car service.

Vehicle Registration Marks for above operations arrangement

01. AZ991	02. LT991	03. RR3396	04. RR9282	05. SR7393
06. TC9612	07. TF7002	08. TG3605	09. TH9071	10. TJ8535
11. TN5602	12. TN6530	13. TS681	14. TU3353	15. TV475
16. UE6285	17. UG5257	18. UG5463	19. UG6130	20. UH3693
21. UH4701	22. UH6880	23. UH7818	24. UH7910	25. UX6635
26. UY7073	27. UZ3096	28. VB1779	29. VB4720	30. VC5641

cont'd.../2

NEW ADDRESS

香港柴灣利寧街八號三樓
3/F., No. 8 Chong Fu Road
Chai Wan, Hong Kong

SHOP D, G/F., SILVER CENTRE, SILVERMINE BAY, LANTAU.

大嶼山銀鑛中心D座地下 TEL 電話：(852) 2984 8361 FAX 圖文傳真：(852) 2984 8812

568

Group B

- Saturdays, Sundays and public holidays on 1 July to 31 December 2018, both days inclusive
- Special days on Summer holidays from 11 July to 31 August 2018, both days inclusive.
- Mid-Autumn on 24 Sep 2018,
- National Day on 2 & 3 Oct 2018,
- Christmas on 24, 27, 28 & 29 Dec 2018.

Vehicle Registration Marks for above operations arrangement

01. NG991	02. RP2917	03. RP6855	04. RP7540	05. SR7782
06. SR9698	07. SS4176	08. SS4236	09. SS482	10. SU2689
11. TD7245	12. TD7376	13. TN4782	14. TN5104	15. TN5428
16. TN6651	17. TN6904	18. TN7187	19. TN7311	20. TN7877
21. UG6341	22. UH7821	23. UJ2483	24. UJ6528	25. UK1065
26. UK4143	27. UK4950	28. UK5748	29. UK5828	30. UM6745
31. UM7145	32. UM7229	33. UM8050	34. UM8219	35. UM9195
36. UN1040	37. UN4204	38. UN4813	39. UN5480	40. UN923
41. UP1108	42. UP5980	43. UP927	44. US9766	45. UU6967
46. UY3201	47. UZ4869	48. UZ8825	49. VB4221	50. VK8092

Your favorable reply and kind approval are much appreciated. Should you have any enquiries, please feel free to contact undersigned at 2856 8238 / 9267 7611 or Mr. Peter Chu at 2856 8218.

Thank you for your attention.

Yours faithfully,
for and on behalf of
NEW LANTAO BUS CO.,(1973) LTD.



Joe SUM
License Division Assistant Officer



Ref: (R100030/1) in TD NR140/30-27
Tel: 23992444
Fax: 23813799 or 23987430

By Fax: 25632332

New Lantau Bus Company (1973) Limited
3/F, 8, Chong Fu Road, Chai Wan, Hong Kong.
(Attn: Joe SUM)

21 Jun 2018

Dear Sir / Madam,

Application for Temporary Lantau Closed Road Permit

I refer to the above application dated **28.05.2018**. I confirm that the application is approved, with details as follows:

		Permit	Valid Date	Vehicle(s)	Condition
1.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	AZ991(PB)	Refer to condition (1)
2.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	LT991(PB)	Refer to condition (1)
3.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	NG991(PB)	Refer to condition (1) and (2)
4.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	RP2917(PB)	Refer to condition (1) and (2)
5.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	RP6855(PB)	Refer to condition (1) and (2)
6.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	RP7540(PB)	Refer to condition (1) and (2)
7.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	RR3396(PB)	Refer to condition (1)
8.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	RR9282(PB)	Refer to condition (1)
9.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	SR7393(PB)	Refer to condition (1)
10.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	SR7782(PB)	Refer to condition (1) and (2)
11.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	SR9698(PB)	Refer to condition (1) and (2)
12.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	SS4176(PB)	Refer to condition (1) and (2)
13.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	SS4236(PB)	Refer to condition (1) and (2)
14.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	SS482(PB)	Refer to condition (1) and (2)
15.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	SU2689(PB)	Refer to condition (1) and (2)
16.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TC9612(PB)	Refer to condition (1)
17.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TD7245(PB)	Refer to condition (1) and (2)
18.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TD7376(PB)	Refer to condition (1) and (2)
19.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TF7002(PB)	Refer to condition (1)
20.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TG3605(PB)	Refer to condition (1)
21.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TH9071(PB)	Refer to condition (1)
22.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TJ8535(PB)	Refer to condition (1)
23.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TN4782(PB)	Refer to condition (1) and (2)
24.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TN5104(PB)	Refer to condition (1) and (2)
25.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TN5428(PB)	Refer to condition (1) and (2)
26.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TN5602(PB)	Refer to condition (1)
27.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TN6530(PB)	Refer to condition (1)
28.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TN6651(PB)	Refer to condition (1) and (2)
29.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TN6904(PB)	Refer to condition (1) and (2)
30.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TN7187(PB)	Refer to condition (1) and (2)
31.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TN7311(PB)	Refer to condition (1) and (2)
32.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TN7877(PB)	Refer to condition (1) and (2)
33.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TS681(PB)	Refer to condition (1)
34.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TU3353(PB)	Refer to condition (1)
35.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	TV475(PB)	Refer to condition (1)
36.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UE6285(PB)	Refer to condition (1)

37.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UG5257(PB)	Refer to condition (1)
38.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UG5463(PB)	Refer to condition (1)
39.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UG6130(PB)	Refer to condition (1)
40.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UG6341(PB)	Refer to condition (1) and (2)
41.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UH3693(PB)	Refer to condition (1)
42.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UH4701(PB)	Refer to condition (1)
43.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UH6880(PB)	Refer to condition (1)
44.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UH7818(PB)	Refer to condition (1)
45.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UH7821(PB)	Refer to condition (1) and (2)
46.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UH7910(PB)	Refer to condition (1)
47.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UJ2483(PB)	Refer to condition (1) and (2)
48.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UJ6258(PB)	Refer to condition (1) and (2)
49.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UK1065(PB)	Refer to condition (1) and (2)
50.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UK4143(PB)	Refer to condition (1) and (2)
51.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UK4950(PB)	Refer to condition (1) and (2)
52.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UK5748(PB)	Refer to condition (1) and (2)
53.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UK5828(PB)	Refer to condition (1) and (2)
54.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UM6745(PB)	Refer to condition (1) and (2)
55.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UM7145(PB)	Refer to condition (1) and (2)
56.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UM7229(PB)	Refer to condition (1) and (2)
57.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UM8050(PB)	Refer to condition (1) and (2)
58.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UM8219(PB)	Refer to condition (1) and (2)
59.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UM9195(PB)	Refer to condition (1) and (2)
60.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UN1040(PB)	Refer to condition (1) and (2)
61.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UN4204(PB)	Refer to condition (1) and (2)
62.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UN4813(PB)	Refer to condition (1) and (2)
63.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UN5480(PB)	Refer to condition (1) and (2)
64.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UN923(PB)	Refer to condition (1) and (2)
65.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UP1108(PB)	Refer to condition (1) and (2)
66.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UP5980(PB)	Refer to condition (1) and (2)
67.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UP927(PB)	Refer to condition (1) and (2)
68.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	US9766(PB)	Refer to condition (1) and (2)
69.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UU6967(PB)	Refer to condition (1) and (2)
70.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UX6635(PB)	Refer to condition (1)
71.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UY3201(PB)	Refer to condition (1) and (2)
72.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UY7073(PB)	Refer to condition (1)
73.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UZ3096(PB)	Refer to condition (1)
74.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UZ4869(PB)	Refer to condition (1) and (2)
75.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	UZ8825(PB)	Refer to condition (1) and (2)
76.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	VB1779(PB)	Refer to condition (1)
77.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	VB4221(PB)	Refer to condition (1) and (2)
78.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	VB4720(PB)	Refer to condition (1)
79.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	VC5641(PB)	Refer to condition (1)
80.	Rn	LCR	from 2018/07/01 to 2018/12/31 only	VK8092(PB)	Refer to condition (1) and (2)

Remarks: LCR=Lantau Closed Road

Rn=Renewal Permit

Condition:

1. for franchised bus operation only on every Sunday and Public Holidays from 1 July 2018 to 31 December 2018 inclusively; and suspension period of Ngong Ping 360 (falling within the period from 1 July 2018 to 31 December 2018 inclusively).

2. for franchised bus operation only on every Saturday from 1 July 2018 to 31 December 2018 inclusively; special days during Summer Holidays from 11 July 2018 to 31 August 2018 inclusively; special day during Mid-Autumn Festival on 24 September 2018; special days during National Day on 2 and 3 October 2018; and special days during Christmas holidays on 24, 27, 28 and 31 December 2018.

The above vehicle should not exceed 12m.

Each of the above vehicle should be at least 15-20mins apart when entering Tung Chung Road.

Currently, the section of Tung Chung Road between Shek Mun Kap Road and South Lantau Road is designed as 24 hours closed road, all vehicles must obtain the Lantau closed road permit issued by Commissioner for Transport when driving to the above section of road.

The Lantau Closed Road Permit does not confer any privilege or right to operate non-franchised bus for carriage of passengers in south Lantau. Non-franchised bus operator is required to obtain prior service endorsement from the Transport Department for providing respective non-franchised bus service.

Please bring along this letter and copy of valid vehicles registration document(s) to collect the permit(s) at our Hong Kong Licensing Office situated at 3/F., United Centre, 95 Queensway, Hong Kong **within two months** as from the date of this letter. The service hours of the Hong Kong Licensing Office are Monday – Friday : 9.00a.m. – 5.00 p.m.

Please note the followings:

- (i) each permit allows ***ONE vehicle*** at any one time only;
- (ii) the original copy of the permit(s) must be displayed on the front of the vehicle as near as possible to the vehicle disc at all times when the vehicle is being used in accordance with the permit; and
- (iii) **you should carry and display this letter with the permit, please photocopy in advance;** and
- (iv) please remind your drivers to drive with care on Tung Chung Road which is steep and narrow on some sections.

Please return your permit(s) to this Department upon expiry.

Application for renewal should be submitted together with copies of relevant supporting documents **at least 3 weeks** in advance of the permit expiry date. Renewal application **will be considered on its own merits each time.**

To avoid duplication and to save papers, please submit your application in future either by fax OR by mail, but not by both.

Permit Fees

Fee shall be charged for the issue of Lantau Closed Road Permit: First Issue \$900 per annum or \$75 per month; Renewal \$660 per annum or \$55 per month. If the application period forms any part of a month, it will still be counted as a month and charged accordingly. If the permit holder applies for amending the vehicle registration number, date of use, vehicle class or any other information shown on the collected permit, he is required to pay the permit fee again accordingly. The paid permit fee is not refundable. Issue of a duplicate Lantau Closed Road Permit is subject to a fee of \$86 each.

Yours faithfully,

(Petrina Wing Yu CHAN)
for Commissioner for Transport



運輸署

Transport Department

Our Ref.: [N029388] in TDNR 140/30-18

Your Ref.:

Tel.: 23992444

Fax: 23813799

21 June 2018

New Lantao Bus Company (1973) Limited

Dear Sir/Madam,

Application for Prohibited Zone Permit

I refer to your application dated **28 May 2018** on the above-mentioned subject.

Please be informed that 80 Permit(s) (**80 Prohibited Zone Permit(s)**) are approved with the following details others:

	Valid Date	Vehicle(s)	Condition
1.	from 2018/07/01 to 2018/12/31 only	AZ991(PB)	Refer to condition (1)
2.	from 2018/07/01 to 2018/12/31 only	LT991(PB)	Refer to condition (1)
3.	from 2018/07/01 to 2018/12/31 only	NG991(PB)	Refer to condition (1) and (2)
4.	from 2018/07/01 to 2018/12/31 only	RP2917(PB)	Refer to condition (1) and (2)
5.	from 2018/07/01 to 2018/12/31 only	RP6855(PB)	Refer to condition (1) and (2)
6.	from 2018/07/01 to 2018/12/31 only	RP7540(PB)	Refer to condition (1) and (2)
7.	from 2018/07/01 to 2018/12/31 only	RR3396(PB)	Refer to condition (1)
8.	from 2018/07/01 to 2018/12/31 only	RR9282(PB)	Refer to condition (1)
9.	from 2018/07/01 to 2018/12/31 only	SR7393(PB)	Refer to condition (1)
10.	from 2018/07/01 to 2018/12/31 only	SR7782(PB)	Refer to condition (1) and (2)
11.	from 2018/07/01 to 2018/12/31 only	SR9698(PB)	Refer to condition (1) and (2)
12.	from 2018/07/01 to 2018/12/31 only	SS4176(PB)	Refer to condition (1) and (2)
13.	from 2018/07/01 to 2018/12/31 only	SS4236(PB)	Refer to condition (1) and (2)
14.	from 2018/07/01 to 2018/12/31 only	SS482(PB)	Refer to condition (1) and (2)
15.	from 2018/07/01 to 2018/12/31 only	SU2689(PB)	Refer to condition (1) and (2)
16.	from 2018/07/01 to 2018/12/31 only	TC9612(PB)	Refer to condition (1)
17.	from 2018/07/01 to 2018/12/31 only	TD7245(PB)	Refer to condition (1) and (2)
18.	from 2018/07/01 to 2018/12/31 only	TD7376(PB)	Refer to condition (1) and (2)
19.	from 2018/07/01 to 2018/12/31 only	TF7002(PB)	Refer to condition (1)
20.	from 2018/07/01 to 2018/12/31 only	TG3605(PB)	Refer to condition (1)
21.	from 2018/07/01 to 2018/12/31 only	TH9071(PB)	Refer to condition (1)
22.	from 2018/07/01 to 2018/12/31 only	TJ8535(PB)	Refer to condition (1)
23.	from 2018/07/01 to 2018/12/31 only	TN4782(PB)	Refer to condition (1) and (2)
24.	from 2018/07/01 to 2018/12/31 only	TN5104(PB)	Refer to condition (1) and (2)
25.	from 2018/07/01 to 2018/12/31 only	TN5428(PB)	Refer to condition (1) and (2)
26.	from 2018/07/01 to 2018/12/31 only	TN5602(PB)	Refer to condition (1)
27.	from 2018/07/01 to 2018/12/31 only	TN6530(PB)	Refer to condition (1)
28.	from 2018/07/01 to 2018/12/31 only	TN6651(PB)	Refer to condition (1) and (2)
29.	from 2018/07/01 to 2018/12/31 only	TN6904(PB)	Refer to condition (1) and (2)
30.	from 2018/07/01 to 2018/12/31 only	TN7187(PB)	Refer to condition (1) and (2)
31.	from 2018/07/01 to 2018/12/31 only	TN7311(PB)	Refer to condition (1) and (2)
32.	from 2018/07/01 to 2018/12/31 only	TN7877(PB)	Refer to condition (1) and (2)
33.	from 2018/07/01 to 2018/12/31 only	TS681(PB)	Refer to condition (1)
34.	from 2018/07/01 to 2018/12/31 only	TU3353(PB)	Refer to condition (1)
35.	from 2018/07/01 to 2018/12/31 only	TV475(PB)	Refer to condition (1)
36.	from 2018/07/01 to 2018/12/31 only	UE6285(PB)	Refer to condition (1)
37.	from 2018/07/01 to 2018/12/31 only	UG5257(PB)	Refer to condition (1)

市區(九龍)及新界分區辦事處

Urban (Kln.) & NT Regional Offices

九龍聯運街三十號旺角政府合署七樓及八樓

7th & 8th Floors, Mong Kok Government Offices, 30 Luen Wan Street, Kowloon.

圖文傳真 Fax No.: 2381 3799 (新界區) (NTRO) 2397 8046 (九龍市區) (U(K)RO)

網址 Web Site: <http://www.td.gov.hk>

38.	from 2018/07/01 to 2018/12/31 only	UG5463(PB)	Refer to condition (1)
39.	from 2018/07/01 to 2018/12/31 only	UG6130(PB)	Refer to condition (1)
40.	from 2018/07/01 to 2018/12/31 only	UG6341(PB)	Refer to condition (1) and (2)
41.	from 2018/07/01 to 2018/12/31 only	UH3693(PB)	Refer to condition (1)
42.	from 2018/07/01 to 2018/12/31 only	UH4701(PB)	Refer to condition (1)
43.	from 2018/07/01 to 2018/12/31 only	UH6880(PB)	Refer to condition (1)
44.	from 2018/07/01 to 2018/12/31 only	UH7818(PB)	Refer to condition (1)
45.	from 2018/07/01 to 2018/12/31 only	UH7821(PB)	Refer to condition (1) and (2)
46.	from 2018/07/01 to 2018/12/31 only	UH7910(PB)	Refer to condition (1)
47.	from 2018/07/01 to 2018/12/31 only	UJ2483(PB)	Refer to condition (1) and (2)
48.	from 2018/07/01 to 2018/12/31 only	UJ6258(PB)	Refer to condition (1) and (2)
49.	from 2018/07/01 to 2018/12/31 only	UK1065(PB)	Refer to condition (1) and (2)
50.	from 2018/07/01 to 2018/12/31 only	UK4143(PB)	Refer to condition (1) and (2)
51.	from 2018/07/01 to 2018/12/31 only	UK4950(PB)	Refer to condition (1) and (2)
52.	from 2018/07/01 to 2018/12/31 only	UK5748(PB)	Refer to condition (1) and (2)
53.	from 2018/07/01 to 2018/12/31 only	UK5828(PB)	Refer to condition (1) and (2)
54.	from 2018/07/01 to 2018/12/31 only	UM6745(PB)	Refer to condition (1) and (2)
55.	from 2018/07/01 to 2018/12/31 only	UM7145(PB)	Refer to condition (1) and (2)
56.	from 2018/07/01 to 2018/12/31 only	UM7229(PB)	Refer to condition (1) and (2)
57.	from 2018/07/01 to 2018/12/31 only	UM8050(PB)	Refer to condition (1) and (2)
58.	from 2018/07/01 to 2018/12/31 only	UM8219(PB)	Refer to condition (1) and (2)
59.	from 2018/07/01 to 2018/12/31 only	UM9195(PB)	Refer to condition (1) and (2)
60.	from 2018/07/01 to 2018/12/31 only	UN1040(PB)	Refer to condition (1) and (2)
61.	from 2018/07/01 to 2018/12/31 only	UN4204(PB)	Refer to condition (1) and (2)
62.	from 2018/07/01 to 2018/12/31 only	UN4813(PB)	Refer to condition (1) and (2)
63.	from 2018/07/01 to 2018/12/31 only	UN5480(PB)	Refer to condition (1) and (2)
64.	from 2018/07/01 to 2018/12/31 only	UN923(PB)	Refer to condition (1) and (2)
65.	from 2018/07/01 to 2018/12/31 only	UP1108(PB)	Refer to condition (1) and (2)
66.	from 2018/07/01 to 2018/12/31 only	UP5980(PB)	Refer to condition (1) and (2)
67.	from 2018/07/01 to 2018/12/31 only	UP927(PB)	Refer to condition (1) and (2)
68.	from 2018/07/01 to 2018/12/31 only	US9766(PB)	Refer to condition (1) and (2)
69.	from 2018/07/01 to 2018/12/31 only	UU6967(PB)	Refer to condition (1) and (2)
70.	from 2018/07/01 to 2018/12/31 only	UX6635(PB)	Refer to condition (1)
71.	from 2018/07/01 to 2018/12/31 only	UY3201(PB)	Refer to condition (1) and (2)
72.	from 2018/07/01 to 2018/12/31 only	UY7073(PB)	Refer to condition (1)
73.	from 2018/07/01 to 2018/12/31 only	UZ3096(PB)	Refer to condition (1)
74.	from 2018/07/01 to 2018/12/31 only	UZ4869(PB)	Refer to condition (1) and (2)
75.	from 2018/07/01 to 2018/12/31 only	UZ8825(PB)	Refer to condition (1) and (2)
76.	from 2018/07/01 to 2018/12/31 only	VB1779(PB)	Refer to condition (1)
77.	from 2018/07/01 to 2018/12/31 only	VB4221(PB)	Refer to condition (1) and (2)
78.	from 2018/07/01 to 2018/12/31 only	VB4720(PB)	Refer to condition (1)
79.	from 2018/07/01 to 2018/12/31 only	VC5641(PB)	Refer to condition (1)
80.	from 2018/07/01 to 2018/12/31 only	VK8092(PB)	Refer to condition (1) and (2)

Condition:

1. for franchised bus operation only on every Sunday and Public Holidays from 1 July 2018 to 31 December 2018 inclusively; and suspension period of Ngong Ping 360 (falling within the period from 1 July 2018 to 31 December 2018 inclusively).
2. for franchised bus operation only on every Saturday from 1 July 2018 to 31 December 2018 inclusively; special days during Summer Holidays from 11 July 2018 to 31 August 2018 inclusively; special day during Mid-Autumn Festival on 24 September 2018; special days during National Day on 2 and 3 October 2018; and special days during Christmas holidays on 24, 27, 28 and 31 December 2018.

Prohibited Zone: 1. TAI O ROAD

Please be reminded that the conditions on the reverse of the permits must be strictly observed and the permits do not confer privilege of parking and no obstruction should be caused to traffic flow.

Please bring along this letter and approach our Regional Office situated at **7/F, Mong Kok Government Offices, 30 Luen Wan Street, Mong Kok, Kowloon** to collect the permit(s). Please return this letter and the original permit(s) to this department for cancellation on expiry. In the event that the permit is lost, please report the loss to any police station. Evidence of the report to police should be forwarded to this office if you intend to seek for a reissue of the permit(s).

Permit(s) will not be renewed automatically. Each application for renewal will be assessed according to the justification provided. If you intend to renew the permit(s), please take a note of the followings:-

- (a) Please note the above permit(s) will expire on **01 January 2019**;
- (b) Please submit application for renewal at least three weeks before the expiry date;
- (c) Application for renewal should be supported by a photocopy of valid Vehicle Registration Document and a copy of the original permit(s) together with justifications and supporting documents to prove the need for the permit(s).

Thank you in advance for your co-operation.

Yours faithfully,


(CHAN Wing-yu)
for Commissioner for Transport

Annex 6

**Application letter to TD of restrictive
driving instructor licence**



NEW LANTAO BUS Co. (1973) LTD.
新大嶼山巴士(一九七三)有限公司

A subsidiary of KWON CHUNG BUS HOLDINGS LTD. 冠忠巴士集團有限公司附屬公司

By Email and Hand

Our ref.: NLB/L/0040/2018/TD

4 June 2018

Commissioner for Transport,
Transport Department,
Bus and Railway Branch,
Bus Development Division,
40/F, Immigration Tower,
7 Gloucester Road, Wan Chai, Hong Kong.

Attn.: Miss Amy TSE

Dear Miss Tse,

Application for SIX Restrictive Driving Instructor Licence (RDIs)

We are writing an application for SIX restrictive driving instructor licence of the New Lantao Bus Company (1973) Limited (NLB).

NLB is committed to provide a safe, reliable and quality bus services in Hong Kong. It provides public bus services on Lantau Island and between Shenzhen Bay Port & North-West New Territories. To attain this mission, it is important to ensure our bus captain is competent and drive in a safe and responsible manner. Bus Captain Training thus is an integral part in providing a strong foundation for safe services.

At present, we accept newly applicant with bus driving licence (class 9, 9A, 10, 10A, 17) only and they are already eligible to drive public bus. Four driving instructor without RDIs to perform bus captain training and monitoring.

Driving Instructors are responsible to deliver professional bus driving training to Bus Captain Trainees, and to provide various kinds of training to our existing almost 200 Bus Captains. To cater Saturday, Sunday and Public Holiday upsurge passenger demand in our network, we hire at least 30 non-franchised bus with bus captain from our contractor on every weekends, and this surplus of bus is almost 25% extra of our fleet.. However, our contractor have 120 non-franchised Bus Captains name lists whose may be deployed in our network. We also need to provide same training to these 120 non-franchised Bus Captains in order to enhance their driving ability is the same as NLB bus captains.

Our manpower is almost be maintained in reasonable level in recent years. Meanwhile, we are continuing to recruit new bus captain to cater conventional turnover due to retirement, resign, separate or other reasons.



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The shortfall of manpower will occur at 2nd half of 2018 due to additional manpower requirement of operating new bus routes, e.g. Hong Kong Port of the Hong Kong – Zhuhai – Macao Bridge and additional services of serving Tung Chung Town. The detail of our manpower status is listed below:

Yearly Average	Scheduled No. of Bus Captains (FTE) requirement	Available No. of Bus Captains			Surplus (+) / Shortage (-) of Bus Captains (FTE)
		Full Time	Part Time	Total (FTE)	
2012	145	134	13	137	-8
2013	145	133	18	139	-6
2014	149	138	21	145	-4
2015	151	145	26	153	+2
2016	154	152	45	167	+13
2017	162	165	53	183	+21
2018 (until Feb)	184	173	50	191	+7

(*Remark: To quantify full time and part time bus captain requirement in same measurement, Full Time Equivalent (FTE) ratio is adapted. Agreed with TD, the FTE ratio of “3” is used in NLB, that means 3 part time bus captain workload is equal to 1 full time bus captain workload.)

Apart from the New Bus Captain Driving Training, other training courses include ancillary training, refresher training, new bus route training and new bus model training. These training courses are crucial in maintaining and raising the standard of service of our Bus Captains as well as enhancing road safety.

Taking into consideration the annual intake and wastage of bus captain, the public expectation and the commitment to maintain the driving standard/performance of bus captain, we would like to seek 6 restrictive DI licences on the following grounds: -

- (a) Current and new Bus Captain – the number of bus captain has increased from 147 in Year 2012 to 223 this year (until February). The demand of induction training is also on a rise in light of the annual wastage and expansion of bus routes. The projected recruitment figures for 2018 (June to December) is **30**;
- (b) Induction Course – to equip the bus captain with the necessary driving skill, the statutory pre-service course (PSC) requirement, and mind-set for safe and quality services, we have planned to increase the current induction course **from 5 to 9 days** allowing newly recruit bus captain with bus licence and set **18 days** training to newly recruit bus captain without bus licence;

cont'd.../3



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- (c) Ancillary Training – ancillary training is mandatory for bus captains in prolonged sick leave, having involved in traffic accident or identified as accident prone (speeding, harsh braking etc). This is essential as a caring employer from occupational safety and health perspective, and as a responsible service provider. The demand for remedial training is ever increasing as we take proactive role to reduce the risk of accident. We have planned to increase from **1 day to 3 days** depend on the nature of reason;
- (d) New Bus Type Model Training – all bus captains will be trained before being posted to drive a specific bus type. New double-decker bus (Enviro 400 twin-axle double-decker buses) will run on 3M between Tung Chung and Mui Wo starting in the third quarter. The training lasted for **3 days (full time)**.

Should sufficient RDIs available, it is our intention to have on board monitor check to all bus captains. We strongly believe Transport Department and the public demand a safe, reliable and quality bus service as of right. However, it is a difficult if not impossible mission unless we have sufficient number of RDIs.

We would be much obliged if you could consider our application and your kind approval is much appreciated. Should you have any enquiries, please feel free to contact undersign at 2235 3122 or Mr. Richard Lee at 2856 8219.

Thank you for your attention.

Yours faithfully,
For and on behalf of
NEW LANTAO BUS CO. (1973) LIMITED

Benny Chan
Deputy General Manager

Encl. 7 pages

cc. TD-BRB (Attn.: Mr. Leung Cheong Kit, Keke by Email)



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Annex

A.) Detailed figure of training to new and serving bus captains for NLB and NFB (non-franchised bus) are comparing with 2012 to 2018 (April)

	Year 2012	Year 2013	Year 2014	Year 2015	Year 2016	Year 2017	Year 2018 Projected total
No. of Driving Instructors without RDIs	3	3	3	3	4	4	6
No. of Bus Captains Including NLB (full time + part time) & NFB	147 NLB + 120 NFB	151 NLB + 120 NFB	159 NLB + 120 NFB	171 NLB + 120 NFB	197 NLB + 120 NFB	218 NLB + 120 NFB	223 NLB + 120 NFB
New Bus Captain Induction Training	16	24	31	40	33	50	68
Refresher Training	160	154	170	190	205	185	343
Ancillary training	10	8	12	14	12	15	18
New Bus Model Training	80	90	85	73	70	72	270
New Bus Route Training	150	165	155	180	195	220	280
Total no. of BC attended training	416	441	453	497	515	542	979



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B.) Proposal Training for New Bus Captains after approval 6 RDIs

	Training Type	Nature	Duration	Frequency	No. of route / bus type trained
1.	Induction Training (without Bus License)	<p>To teach bus driving technique to prepare for Transport Department Class 17 license test and to equip trainees with the skills required to carry out the duties of a bus captain.</p> <p>Classroom lectures on company rules, passenger safety, accident black spot analysis, emergency handling procedure and concept of quality service.</p> <p>On road training on defensive driving technique, bus familiarization and route training.</p>	<p>18 days full time including</p> <p>3 days - Classroom training including PSC requirement</p> <p>8 days - Train TD driving exam</p> <p>1 day - TD driving exam (do not count training day)</p> <p>7 days - Bus Routes & Bus Types Training</p>	Before posting to duty	6 routes 2-3 bus types
2.	Induction Training (with Bus License)	Same as above	<p>9 days full time including</p> <p>3 days - Classroom training including PSC requirement</p> <p>6 days - Bus Routes & Bus Types Training</p>	Before posting to duty	6 routes 2-3 bus types



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Driving Test Centre and route	We intend to use the current CTB/NWFB Chai Wan route driving test. Regarding to parking test, we would like to discuss with TD driving service section.
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C.) Current Regular Training for Newly Recruited Bus Captains

	<u>Training Type</u>	<u>Nature</u>	<u>Duration</u>	<u>Frequency</u>	<u>No. of route / bus type trained</u>
1.	Induction Training	<p>On road training on defensive driving technique, bus familiarization and route training</p> <p>Classroom lectures on company rules, passenger safety, accident black spot analysis, emergency handling procedure and concept of quality service.</p>	<p>5 days full time</p> <p>Driving Instructor will be decided and extended newly recruited bus captains training day</p>	Newly recruited bus captains must passed driving instructor driving assessment before posting to duty	<p>6 routes</p> <p>1-2 bus types</p>

D.) Current Regular Training for Serving Bus Captains

	<u>Training Type</u>	<u>Nature</u>	<u>Duration</u>	<u>Frequency</u>	<u>No. of route / bus type trained</u>
1.	Refresher training	<ul style="list-style-type: none"> It aim to enhance bus captain's passenger service level and safety awareness Bus captains are trained on areas of defensive driving techniques to avoid traffic accident. Service enhancement training is also included. 	<ul style="list-style-type: none"> 2 days full time 1 day for classroom training. Topics refers to the booklet of Driving Safety and Quality Service 1 day for on-vehicle training with behind-the-wheel practice. 	All bus captains for every 3 years	<p>1 route</p> <p>1 bus type</p>



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2.	Ancillary Training	<ul style="list-style-type: none">♦ Bus captains with improper driving behavior♦ Bus captains who have left the driving post for a certain period of time. It is usually bus captains returning to services after leaving the driving posts for 30 days.♦ Aimed at bus captains who are found to be inadequate in certain driving areas or service level.♦ The training will specifically tackle these areas until the bus captain reaches an acceptable level before he/she is released to perform normal duties.	1 to 3 days full time	<ul style="list-style-type: none">♦ For bus captains who are found to have driving irregularities, high accident record or away from driving duties for a period of time.	1 route 1 bus type
3.	New Bus Route Training	<ul style="list-style-type: none">♦ All bus captains will be trained before being posted to a specific route	1 to 2 day full time	As needed	1 route 1 bus type
4.	New Bus Model Training	<ul style="list-style-type: none">♦ All bus captains will be trained before being posted to drive a specific bus type	2 to 3 day full time	As needed	1 route 1 bus type