INDEPENDENT REVIEW COMMITTEE ON HONG KONG'S FRANCHISED BUS SERVICE

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香港專營巴士服務 獨立檢討委員會

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本函檔號 Our Ref.: CSO/IRC-BUS/CR/7-45/1 來函檔號 Your Ref.:



Independent Review Committee on Hong Kong's Franchised Bus Service

> 21/F, Queensway Government Offices, 66 Queensway, Hong Kong

電話號碼	Tel No.:	(852) 2867	5324
傳真號碼	Fax No.:	(852) 3104	0254

Ms Mable CHAN, JP Commissioner for Transport 41/F, Immigration Tower 7 Gloucester Road Wan Chai, Hong Kong

28 March 2018

Dear Ms Chan,

Invitation for Written Submissions for Consideration by the Independent Review Committee on Hong Kong's Franchised Bus Service

The Chief Executive announced on 13 March 2018 that an Independent Review Committee on Hong Kong's Franchised Bus Service (the Committee) had been set up, following the occurrence of the fatal incident on Tai Po Road on 10 February 2018 and other recent serious incidents involving franchised buses in Hong Kong. From the point of view of safety, the Committee is required to examine the operation and management of bus franchises and the related regulatory and monitoring system of franchised buses, so as to make recommendations to the Chief Executive of safety-related measures with a view to sustaining a safe and reliable franchised bus service. The terms of reference of the Committee are set out in <u>Annex I</u> to this letter.

The Committee commenced its work on 28 March 2018. The Committee will, from the point of safety, examine the operation and management of bus franchises under the current legislative, franchise and other contractual requirements, together with any guidelines and/or practices, and examine the present regulatory and monitoring system for franchised buses.

As instructed by the Chairman of the Committee, the Honourable Mr Justice Michael Lunn, I am writing to request your department to provide a written submission to the Committee on the abovementioned matters. Specifically, your department is invited to provide responses to address the issues and questions set out in <u>Annex II</u> to this letter, as well as any other issues and comments that your department wishes to raise.

I should be grateful if the submission of your department could reach the Secretariat of the Committee by 17 April 2018. Please send the submission by hard and soft copies to:

> **By post:** Secretariat to the Independent Review Committee on Hong Kong's Franchised Bus Service, 21/F, Queensway Government Offices, 66 Queensway, Admiralty, Hong Kong (with the envelope specifying the written submission is enclosed); and

Via email: secretariat@irc-bus.gov.hk (with the email heading specifying the written submission is enclosed)

The information provided in the written submission will be considered by the Committee in reviewing the matters it is directed to consider under the terms of reference of the Committee and in drawing up its recommendations. If necessary, the Committee may invite your department to provide supplementary written and/or oral submissions. Please also be advised that all submissions (including any annexes, appendices and attachments contained therein) will be treated as public information and, at the discretion of the Committee, may be published on the Committee's website.

Yours sincerely,

(CHAN Ping fai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

cc.

Secretary for Transport and Housing (Attention: Miss YIP Sin Ching, Crystal)

Encl.

Independent Review Committee on Hong Kong's Franchised Bus Service Terms of Reference

From the point of view of safety, in the light of the fatal accident on 10 February and other recent serious incidents involving franchised buses in Hong Kong:

- (a) to examine the operation and management of bus franchises under the current legislative, franchise and other contractual requirements;
- (b) to examine the present regulatory and monitoring system for franchised buses; and
- (c) in relation to the above, to make recommendations to the Chief Executive on safety-related measures with a view to sustaining a safe and reliable franchised bus service in Hong Kong.

Note:

Issues relating to the causes and liability of persons involved in the fatal accident on 10 February 2018 will be investigated by the Police and fall outside the Committee's terms of reference.

Specific Matters to be Addressed in the Submission

Note: Please provide documents relevant to the issues and questions listed below. Where applicable, the documents should cover the period from 2012 to February 2018.

(1) Scheme of legislative, franchise and other contractual requirements, as well as working practical arrangements, e.g. guidelines, codes of practices for the operation of franchised bus services

- (a) Please identify the legislation and regulations which govern the grant of franchises and the operations of franchised bus operators.
- (b) Please supply copies of:
 - (i) the franchises granted to all current franchised bus operators and any related contracts, together with copies of any guidelines and codes of practice issued to the franchised bus operators by the Transport Department (TD);
 - (ii) any annual reports or similar documents setting out the corporate governance of the franchised bus operators (such as information on corporate structure, board directorship and organisational chart) as well as financial situation; and
 - (iii) any codes of corporate and social responsibility published by the franchised bus operators.
- (c) Please identify all records of information that the franchised bus operators are required by TD to make/keep and make available for inspection and/or are submitted to TD by the franchised bus operators.
- (d) What are the ramifications on the earnings of bus drivers and on the finances of the franchised bus operators of the changes to the Guidelines on Bus Captain-Working Hours, Rest Times and Meal Breaks guidelines?

(2) Powers to regulate

Please identify the powers conferred on the Commissioner for Transport to regulate and monitor franchised bus operators and provide details of how such powers have been exercised.

(3) Regulatory and monitoring systems on franchised bus service operated by various arms of government

- (a) Please provide details of the above systems, in particular a full account of the mechanism (e.g. method and frequency for gathering data, conducting inspections, taking follow-up actions, etc.) for ensuring the compliance of the franchised bus operators with all safety-related requirements and service pledges.
- (b) Please provide samples of such data received from the franchised bus operators.

(4) Grant/renewal of franchise

- (a) What are the key considerations in recommending the grant of a new bus franchise and renewal of existing bus franchises?
- (b) In determining whether a franchised bus operator has delivered proper and efficient bus service, is bus safety a key consideration? What are the other considerations? What is the basis of TD's assessment of all the factors to be taken into consideration (e.g. scrutiny of regular reports submitted by franchised bus operators? Are there any independent means to collect/survey customer's views on the bus service, etc.)?

(5) Design and build of buses

- (a) Is TD's approval required for the design of buses and will each new bus be examined by TD before the issue of relevant licenses and before it can operate on the road?
- (b) What are the key aspects for consideration in vetting and approving the design of bus (in particular on designs relating to the safety of passengers and drivers on board, such as the design and fixing of seats, emergency exits, access to upper deck, etc.) Are the franchised bus operators required to provide results on tilt tests, collision resilient tests or any other safety-related tests?

(6) Examination and inspection of buses

(a) Are all buses required to undergo periodic examination and inspection by TD (or other designated vehicle examiners) to ensure their roadworthiness and public safety and if so, what are the frequency and coverage of such inspections and follow-up actions taken?

- (b) Are all buses required to install tachographs or other electronic recording devices, for monitoring the manner in which the buses are driven, and speed limiters? If yes, what information is registered and recorded by these devices? Are franchised bus operators required to present the electronic recording device and its data for inspection or to otherwise provide the data upon the request of TD? If the answer to the second question is also affirmative, how frequent are such inspections? Is such data retained by TD?
- (c) Do franchised bus operators have any plans to apply new devices or information technology to enhance driving safety and better monitor the driving performance of bus captains on board?

(7) Bus accidents

- (a) Are franchised bus operators required to furnish reports to TD when an accident involving franchised bus occurred? If yes, how are such reports furnished? To what categories of accidents does such a system apply?
- (b) Do the Police provide investigation findings to TD on the occasions of bus accidents resulting in fatalities or serious injuries and, if so, does TD consider these findings in deciding what follow-up actions are required on the part of the franchised bus operator concerned? In such circumstances, where appropriate, does TD review the design and build of buses or other issues (e.g. road design, fleet deployment, etc.)?
- (c) Please provide the details of all accidents resulting in fatalities involving franchised bus services from 2012 to February 2018 and relevant summary statistics. The details should include where available:
 - (i) a description of the incident and resulting casualties;
 - (ii) findings of any subsequent investigations carried out by TD, Police or the franchised bus operator; and
 - (iii) the details of any prosecution action and resulting convictions and, if available, the statement of findings of a Magistrate, reasons for verdict of a District Court Judge and the reasons for sentence of both the Magistrate and the District Court Judge.

(8) Work arrangements for bus captains

(a) Employment Terms

What are the employment terms of bus captains employed by the different franchised bus companies (full-time permanent or contract; part-time) and the number of staff under each category as at 28 February 2018)? Please set out an overview on the remuneration packages and other compensation (such as pay for overtime worked, performance-based rewards and other incentive rewards, if any).

- (b) Working Hours
- (i) Please set out in detail the existing stipulated working hour and shift arrangements (including any special shifts for events or on special days that entail longer working hours).
- (ii) What are the conditions of work stipulated in the respective employment contracts and what is the mechanism for TD to ensure the compliance of the franchised bus operators with the minimum standards?
- (c) Rest time and resting facilities and meal arrangements
- (i) What is the stipulated rest time for bus captains and are any resting facilities provided for them at bus termini?
- (ii) If the actual bus journey exceeds the scheduled time due to traffic congestion or other circumstances, will the loss in rest time be compensated? Is there any mechanism for TD to ensure the compliance of the franchised bus operators with the stated arrangements?
- (iii) What are the meal arrangements? Is there any mechanism for TD to ensure the compliance of the franchised bus operators with the stated meal arrangement?

(9) TD's approval on staff deployment

Is approval from TD required for the working hour and rest arrangements, shift arrangements and what are the key considerations in granting such approval?

(10) Route scheduling and fleet deployment

- (a) Is TD's approval required for all route scheduling (routing and time) and fleet deployment (type of bus to operate on each route)? If such approval is required, does TD conduct road test in conjunction with the franchised bus operator to ensure that all sections of the road are suitable for such type of bus, particularly from the safety perspective?
- (b) Has TD looked into the suitability of the type of bus to operate on roads on hilly terrain with sharp bends and steep gradients from the safety perspective and has TD considered/recommended that a particular speed limit should be imposed on sections of road determined to be high risk?

(11) Training for bus captains and follow-up action in case of traffic convictions

- (a) Is the driving training programme for bus captains required to be approved by TD and whether the training instructors need to undergo any test conducted by TD?
- (b) Do full-time and part-time bus captains receive the same form of driving training?
- (c) Are newly recruited bus captains required to pass any road test conducted by TD and/or franchised bus operators?
- (d) Are driving enhancement and safety awareness training provided for in-service bus captains and, if yes, what are the contents of such training?
- (e) What are the programmes in place to ensure that the health conditions of in-service bus captains are physically/mentally fit for the job? Are there stipulated health conditions wherein bus captains are asked to take leave? Are there provisions or procedures in place to allow a bus captain to not finish a trip while en route if he or she feels sick?
- (e) Is customer service training provided to bus captains, such as that on how to handle difficult passengers?

(12) Background checks and penalties for traffic convictions

- (a) Are there any mandatory requirements imposed on the franchised bus operators to conduct background checks on newly-recruited bus captains? If yes, what are these requirements? Do they include a requirement that a check is made as to whether or not the prospective employee has a criminal record and/or driving convictions/penalties?
- (b) Are there any mandatory requirements imposed on franchised bus operators to take action in the event that one of the bus captains is convicted of committing road traffic offences and/or contravening traffic regulations? If yes, what are these requirements?

9



<u>By Hand</u> (together with 8 folders)

 Our Ref.:
 TD BR 76/190-1C

 Your Ref.:
 CSO/IRC/BUS/CR/7-45/1

 Tel.:
 2829 5306

 Fax:
 2511 4158

25 April 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

Invitation for Written Submissions for Consideration by the Independent Review Committee on Hong Kong's Franchised Bus Service

Thank you for your letters to Commissioner for Transport dated 28 March 2018 and 13 April 2018.

We have prepared 12 papers with information to address the issues and questions set out in Annex II of your letter dated 28 March 2018. Eight papers (i.e. TD_Paper_01 to TD_Paper_08) are attached in this letter and the rest four papers will follow. A summary of our submissions is set out at the attached <u>Annex</u>.

Yours sincerely,

(Miss Rachel Kwan) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)



<u>Annex</u>

Summary of TD's Submissions

Inf	orm	ation	requested	Paper No.	Status
(1)	and req pra gui the	l oth uire ctica delin	of legislative, franchise er contractual ments, as well as working al arrangements, e.g. nes, codes of practices for ration of franchised bus		
	(a)	and the ope	ase identify the legislation regulations which govern grant of franchises and the rations of franchised bus rators.	TD_Paper_01	Submitted on 25 April
	(b)	Plea (i)	the franchises granted to all current franchised bus operators and any related contracts, together with copies of any guidelines and codes of practice issued to the franchised bus operators by the Transport Department (TD);	TD_Paper_02	Submitted on 25 April
		(ii)	any annual reports or similar documents setting out the corporate governance of the franchised bus operators (such as information on corporate structure, board directorship and)))) TD_Paper_03))	Submitted on 25 April

ation requested	Paper No.	Status	
organisational chart) as well as financial situation; and (iii) any codes of corporate and social responsibility))))		
published by the franchised bus operators.)		
Please identify all records of information that the franchised bus operators are required by TD to make/keep and make available for inspection and/or are submitted to TD by the franchised bus operators.	Appendix L of TD_Paper_01	Submitted on 25 April	
What are the ramifications on the earnings of bus drivers and on the finances of the franchised bus operators of the changes to the Guidelines on Bus Captain-Working Hours, Rest Times and Meal Breaks guidelines?	TD_Paper_05	Submitted on 25 April	
wers to regulate ase identify the powers conferred the Commissioner for Transport to ulate and monitor franchised bus rators and provide details of how h powers have been exercised.	TD_Paper_01	Submitted on 25 April	
	organisational chart) as well as financial situation; and (iii) any codes of corporate and social responsibility published by the franchised bus operators. Please identify all records of information that the franchised bus operators are required by TD to make/keep and make available for inspection and/or are submitted to TD by the franchised bus operators. What are the ramifications on the earnings of bus drivers and on the finances of the franchised bus operators of the changes to the Guidelines on Bus Captain-Working Hours, Rest Times and Meal Breaks guidelines? wers to regulate ase identify the powers conferred he Commissioner for Transport to alate and monitor franchised bus rators and provide details of how	organisational chart) as well as financial situation; and)(iii) any codes of corporate and social responsibility published by the franchised bus operators.)Please identify all records of information that the franchised bus operators are required by TD to make/keep and make available for inspection and/or are submitted to TD by the franchised bus operators.Appendix L of TD_Paper_01What are the ramifications on the earnings of bus drivers and on the finances of the changes to the Guidelines on Bus Captain-Working Hours, Rest Times and Meal Breaks guidelines?TD_Paper_01wers to regulate ase identify the powers conferred he Commissioner for Transport to Jlate and monitor franchised bus ators and provide details of howTD_Paper_01	

Info	orma	ition requested	Paper No.	Status
systems service		gulatory and monitoring tems on franchised bus vice operated by various ns of government	TD_Paper_01 and	Submitted on 25 April
	(a)	Please provide details of the above systems, in particular a full account of the mechanism (e.g. method and frequency for gathering data, conducting inspections, taking follow-up actions, etc.) for ensuring the compliance of the franchised bus operators with all safety- related requirements and service pledges.	TD_Paper_04	
	(b)	Please provide samples of such data received from the franchised bus operators.		
(4)	Gra	ant/renewal of franchise	TD_Paper_06	Submitted
	(a)	What are the key considerations in recommending the grant of a new bus franchise and renewal of existing bus franchises?		on 25 April
	(b)	In determining whether a franchised bus operator has delivered proper and efficient bus service, is bus safety a key consideration? What are the other considerations? What is the basis of TD's assessment of all the factors to be taken into consideration (e.g. scrutiny of		

Information	requested	Paper No.	Status	
fran there colle	llar reports submitted by chised bus operators? Are e any independent means to ect/survey customers views ne bus service, etc.)?			
 (a) Is The centre operation operatio	and build of buses D's approval required for design of buses and will new bus be examined by before the issue of relevant ases and before it can ate on the road? It are the key aspects for fideration in vetting and roving the design of bus (in cular on designs relating e safety of passengers and ers on board, such as the gn and fixing of seats. regency exits, access to er deck, etc.) Are the chised bus operators ired to provide results on ests, collision resilient tests hy other safety-related ?	TD_Paper_07	Submitted on 25 April	
buses (a) Are a unde and i	ation and inspection of all buses required to ergo periodic examination inspection by TD (or other gnated vehicle examiners)))))		

Informa	ation requested	Paper No.	Status
	to ensure their roadworthiness and public safety and if so, what are the frequency and coverage of such inspections and follow-up actions taken?))))	
(b)	Are all buses required to install tachographs or other electronic recording devices, for monitoring the manner in which the buses are driven, and speed limiters? If yes, what information is registered and recorded by these devices? Are franchised bus operators required to present the electronic recording device and its data for inspection or to otherwise provide the data upon the request of TD? If the answer to the second question is also affirmative, how frequent are such inspections? Is such data retained by TD?)))) TD_Paper_07))))))))))))	Submitted on 25 April
(c)	Do franchised bus operators have any plans to apply new devices or information technology to enhance driving safety and better monitor the driving performance of bus captains on board?	TD_Paper_08	Submitted on 25 April
(7) Bu (a)	s accidents Are franchised bus operators	TD_Paper_09	To be submitted

Inform	ation requested	Paper No.	Status
	required to furnish reports to TD when an accident involving franchised bus occurred? If yes, how are such reports furnished? To what categories of accidents does such a system apply?		soon
(b)	Do the Police provide investigation findings to TD on the occasions of bus accidents resulting in fatalities or serious injuries and, if so, does TD consider these findings in deciding what follow-up actions are required on the part of the franchised bus operator concerned? In such circumstances, where appropriate, does TD review the design and build of buses or other issues (e.g. road design, fleet deployment, etc.)?		
(c)	Please provide the details of all accidents resulting in fatalities involving franchised bus services from 2012 to February 2018 and relevant summary statistics. The details should include where available :		
	(i) a description of the incident and resulting casualties;		
	(ii) findings of any subsequent investigations carried out by TD, Police or the franchised bus operators; and		
	(iii) the details of any		

Information requested	Paper No.	Status
prosecution action and resulting convictions and, if available, the statement of findings of a Magistrate, reasons for verdict of a District Court Judge and the reasons for sentence of both the Magistrate and the District Court Judge.		
(8) Work arrangements for bus captains	TD_Paper_05	Submitted on 25 April
 (a) Employment Terms What are the employment terms of bus captains employed by the different franchised bus companies (full-time permanent or contract; part- time) and the number of staff under each category as at 28 February 2018)? Please set out an overview on the remuneration packages and other compensation (such as pay for overtime worked, performance- based rewards and other incentive rewards, if any). 		
 (b) Working Hours (i) Please set out in detail the existing stipulated working hour and shift arrangements (including any special shifts for events or on special days that entail longer working hours). 		
(ii) What are the conditions of work stipulated in the respective		

Inform	nation requested	Paper No.	Status
	employment contracts and what is the mechanism for TD to ensure the compliance of the franchised bus operators with the minimum standards?		
(c)	<i>Rest time and resting facilities and meal arrangements</i>		
(i)	What is the stipulated rest time for bus captains and are any resting facilities provided for them at bus termini?		
(ii)	If the actual bus journey exceeds the scheduled time due to traffic congestion or other circumstances, will the loss in rest time be compensated? Is there any mechanism for TD to ensure the compliance of the franchised bus operators with the stated arrangements?		
(iii)	What are the meal arrangements? Is there any mechanism for TD to ensure the compliance of the franchised bus operators with the stated meal arrangement?		
	D's approval on staff eployment	TD_Paper_05	Submitted on 25 April
w sł ko	approval from TD required for the orking hour and rest arrangements, nift arrangements and what are the ey considerations in granting such oproval?		

Inform	ation requested	ested Paper No.	
de	oute scheduling and fleet ployment	TD_Paper_10	To be submitted soon
(a)	Is TD's approval required for all route scheduling (routing and time) and fleet deployment (type of bus to operate on each route)? If such approval is required, does TD conduct road test in conjunction with the franchised bus operator to ensure that all sections of the road are suitable for such type of bus, particularly from the safety perspective?		
(b)	Has TD looked into the suitability of the type of bus to operate on roads on hilly terrain with sharp bends and steep gradients from the safety perspective and has TD considered/recommended that a particular speed limit should be imposed on sections of road determined to be high risk?		
fol	aining for bus captains and low-up action in case of traffic avictions	TD_Paper_11	To be submitted soon
(a)	Is the driving training programme for bus captains		

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Inform	ation requested	Paper No.	Status
	required to be approved by TD and whether the training instructors need to undergo any test conducted by TD?		
(b)	Do full-time and part-time bus captains receive the same form of driving training?		
(c)	Are newly recruited bus captains required to pass any road test conducted by TD and/or franchised bus operators?		
(d)	Are driving enhancement and safety awareness training provided for in-service bus captains and, if yes, what are the contents of such training?		
(e)	What are the programmes in place to ensure that the health conditions of in-service bus captains are physically/mentally fit for the job? Are there stipulated health conditions wherein bus captains are asked to take leave? Are there provisions or procedures in place to allow a bus captain to not finish a trip while en route if he or she feels sick?		
(f)	Is customer service training provided to bus captains, such as that on how to handle difficult passengers?		

Inform	ation requested	Paper No.	Status
(12) Bac	ation requested ckground checks and penalties traffic convictions Are there any mandatory requirements imposed on the franchised bus operators to conduct background checks on newly-recruited bus captains? If yes, what are these requirements? Do they include a requirement that a check is made as to whether or not the prospective employee has a criminal record and/or driving convictions/penalties?	Paper No. TD_Paper_12	Status To be submitted soon
(b)	Are there any mandatory requirements imposed on franchised bus operators to take action in the event that one of the bus captains is convicted of committing road traffic offences and/or contravening traffic regulations? If yes, what are these requirements?		



<u>By Hand</u> (together with 4 folders)

 Our Ref.:
 TD BR 76/190-1C

 Your Ref.:
 CSO/IRC/BUS/CR/7-45/1

 Tel.:
 2829 5306

 Fax:
 2511 4158

26 April 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

Invitation for Written Submissions for Consideration by the Independent Review Committee on Hong Kong's Franchised Bus Service

Further to my letter dated 25 April 2018, I would like to submit the remaining four papers (i.e. TD_Paper_09 to TD_Paper_12) address the issues and questions set out in Annex II of your letter dated 28 March 2018. An updated summary of our submissions is attached for reference.



Yours sincerely,

achil Man

(Miss Rachel Kwan) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

<u>Annex</u>

Summary of TD's Submissions

Inf	orm	atior	n requested	Paper No.	Status
(1)	and req pra gui the	l oth uire ictic: delii	e of legislative, franchise her contractual ements, as well as working al arrangements, e.g. nes, codes of practices for ration of franchised bus		
	(a)	and the ope	ase identify the legislation I regulations which govern grant of franchises and the erations of franchised bus erators.	TD_Paper_01	Submitted on 25 April
	(b)	Plea (i)	ase supply copies of: the franchises granted to all current franchised bus operators and any related contracts, together with copies of any guidelines and codes of practice issued to the franchised bus operators by the Transport Department (TD);	TD_Paper_02	Submitted on 25 April
		(ii)	any annual reports or similar documents setting out the corporate governance of the franchised bus operators (such as information on corporate structure, board directorship and)))) TD_Paper_03))	Submitted on 25 April

Info	ormati	on requested	Paper No.	Status
	(;	organisational chart) as well as financial situation; and ii) any codes of corporate and)))	
	(1	social responsibility published by the franchised bus operators.)	
	in bu to fo su	lease identify all records of formation that the franchised as operators are required by TD make/keep and make available or inspection and/or are abmitted to TD by the anchised bus operators.	Appendix L of TD_Paper_01	Submitted on 25 April
	th or fr ch B' R	That are the ramifications on the earnings of bus drivers and in the finances of the anchised bus operators of the manges to the Guidelines on us Captain-Working Hours, est Times and Meal Breaks midelines?	TD_Paper_05	Submitted on 25 April
	Please on the regulat operato	rs to regulate identify the powers conferred Commissioner for Transport to e and monitor franchised bus rs and provide details of how owers have been exercised.	TD_Paper_01	Submitted on 25 April

Info	orma	tion requested	Paper No.	Status
(3)	Regulatory and monitoring systems on franchised bus service operated by various arms of government		TD_Paper_01 and	Submitted on 25 April
	(a)	Please provide details of the above systems, in particular a full account of the mechanism (e.g. method and frequency for gathering data, conducting inspections, taking follow-up actions, etc.) for ensuring the compliance of the franchised bus operators with all safety- related requirements and service pledges.	TD_Paper_04	
	(b)	Please provide samples of such data received from the franchised bus operators.		
(4)	Gra	ant/renewal of franchise	TD_Paper_06	Submitted
	(a)	What are the key considerations in recommending the grant of a new bus franchise and renewal of existing bus franchises?		on 25 April
	(b)	In determining whether a franchised bus operator has delivered proper and efficient bus service, is bus safety a key consideration? What are the other considerations? What is the basis of TD's assessment of all the factors to be taken into consideration (e.g. scrutiny of		

Information requested	Paper No.	Status
regular reports submitted by franchised bus operators? Are there any independent means to collect/survey customers view on the bus service, etc.)?)	
 (5) Design and build of buses (a) Is TD's approval required for the design of buses and will each new bus be examined by TD before the issue of relevant licenses and before it can operate on the road? (b) What are the key aspects for consideration in vetting and approving the design of bus (in particular on designs relating to the safety of passengers and drivers on board, such as the design and fixing of seats. emergency exits, access to upper deck, etc.) Are the franchised bus operators required to provide results on tilt tests, collision resilient test or any other safety-related tests? 	1	Submitted on 25 April
 (6) Examination and inspection of buses (a) Are all buses required to undergo periodic examination and inspection by TD (or other designated vehicle examiners))))))	

Informat	ion requested	Paper No.	Status
a v c a	o ensure their roadworthiness and public safety and if so, what are the frequency and coverage of such inspections and follow-up actions taken?))))	
t r r v s i i r f r f r f r f r f r f r f f r	Are all buses required to install achographs or other electronic ecording devices, for nonitoring the manner in which the buses are driven, and peed limiters? If yes, what nformation is registered and ecorded by these devices? Are ranchised bus operators required to present the electronic recording device and ts data for inspection or to otherwise provide the data upon the request of TD? If the unswer to the second question s also affirmative, how requent are such inspections? s such data retained by TD?)))) TD_Paper_07))))))))))))	Submitted on 25 April
h c t s c	Do franchised bus operators have any plans to apply new levices or information echnology to enhance driving afety and better monitor the driving performance of bus eaptains on board?	TD_Paper_08	Submitted on 25 April
	accidents Are franchised bus operators	TD_Paper_09	Submitted on 26 April

Information requested		Paper No.	Status
	required to furnish reports to TD when an accident involving franchised bus occurred? If yes, how are such reports furnished? To what categories of accidents does such a system apply?		
(b)	Do the Police provide investigation findings to TD on the occasions of bus accidents resulting in fatalities or serious injuries and, if so, does TD consider these findings in deciding what follow-up actions are required on the part of the franchised bus operator concerned? In such circumstances, where appropriate, does TD review the design and build of buses or other issues (e.g. road design, fleet deployment, etc.)?		
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	(iii) the details of any		

Information requested	Paper No.	Status
prosecution action and resulting convictions and, if available, the statement of findings of a Magistrate, reasons for verdict of a District Court Judge and the reasons for sentence of both the Magistrate and the District Court Judge.		
8) Work arrangements for bus captains	TD_Paper_05	Submitted on 25 April
(a) Employment Terms		
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(b) Working Hours		
 (i) Please set out in detail the existing stipulated working hour and shift arrangements (including any special shifts for events or on special days that entail longer working hours). 		
(ii) What are the conditions of work stipulated in the respective		

Inform	nation requested	Paper No.	Status
	employment contracts and what is the mechanism for TD to ensure the compliance of the franchised bus operators with the minimum standards?		
(C)	<i>Rest time and resting facilities and meal arrangements</i>		
(i)	What is the stipulated rest time for bus captains and are any resting facilities provided for them at bus termini?		
(ii)	If the actual bus journey exceeds the scheduled time due to traffic congestion or other circumstances, will the loss in rest time be compensated? Is there any mechanism for TD to ensure the compliance of the franchised bus operators with the stated arrangements?		
(iii)	What are the meal arrangements? Is there any mechanism for TD to ensure the compliance of the franchised bus operators with the stated meal arrangement?		
	D's approval on staff eployment	TD_Paper_05	Submitted on 25 April
w sł ke	approval from TD required for the orking hour and rest arrangements, hift arrangements and what are the ey considerations in granting such oproval?		

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Inform	ation requested	Paper No.	Submitted on 26 April	
	_	TD_Paper_10		
(a) (b)	all route scheduling (routing and time)and fleet deployment (type of bus to operate on each route)? If such approval is required, does TD conduct road test in conjunction with the franchised bus operator to ensure that all sections of the road are suitable for such type of bus, particularly from the safety perspective? Has TD looked into the suitability of the type of bus to operate on roads on hilly terrain with sharp bends and steep gradients from the safety perspective and has TD considered/recommended that a particular speed limit should be imposed on sections of road determined to be high risk?			
(11) Training for bus captains and follow-up action in case of traffic convictions		TD_Paper_11	Submitted on 26 April	
(a)	Is the driving training programme for bus captains			

Inform	ation requested	Paper No.	Status
	required to be approved by TD and whether the training instructors need to undergo any test conducted by TD?		
(b)	Do full-time and part-time bus captains receive the same form of driving training?		
(c)	Are newly recruited bus captains required to pass any road test conducted by TD and/or franchised bus operators?		
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(f)	Is customer service training provided to bus captains, such as that on how to handle difficult passengers?		

Inform	ation requested	Paper No.	Status
for	ckground checks and penalties traffic convictions	TD_Paper_12	Submitted on 26 April
(a) (b)	Are there any mandatory requirements imposed on the franchised bus operators to conduct background checks on newly-recruited bus captains? If yes, what are these requirements? Do they include a requirement that a check is made as to whether or not the prospective employee has a criminal record and/or driving convictions/penalties? Are there any mandatory requirements imposed on franchised bus operators to take action in the event that one of the bus captains is convicted of committing road traffic offences and/or contravening traffic regulations? If yes, what are these requirements?		

An Overview of the Regulatory and Monitoring Regime of Franchised Bus

PURPOSE

The purpose of this paper is to give an overview of the regulatory and monitoring regime under which the Government regulates the operation of franchised bus ("FB") services in Hong Kong.

PART 1: THE EVOLVING REGULATOARY FRAMEWORK

2. It is the established Government policy that public transport services (including FB) should be operated by private companies on prudent commercial principles, with the Government providing a regulatory framework and some degree of coordination between different modes. The Government is not a provider of bus services, but strives to ensure that a safe and reliable bus service is provided to the public. The Government regulates and monitors the bus services as well as assesses the performance of operators timely and systematically through the following means -

- (a) statutory requirements;
- (b) franchise; and
- (c) other measures and requirements through exchange of letters of requirements, consents and/or undertakings and issuance of guidelines.

3. As far as **safety** is concerned, the requirements imposed on FB operators are mainly **statutory requirements** under the Road Traffic Ordinance (Cap. 374) and its subsidiary legislation. As with all other vehicles and drivers, the FBs (i.e. the vehicles) have to meet all legal requirements in terms of construction and maintenance to ensure that the FBs are roadworthy and are safe to be used on roads. As for drivers of FBs, they are subject to driving tests and have to be issued with a proper driving licence before they can drive an FB on the road. Also, the drivers are subject to a set of traffic regulations and punitive actions if traffic offences are committed.

4. On the other hand, as far as **operational arrangements**, service levels

and quality, as well as financial arrangements are concerned, the Government regulates the bus operators through both statutory tools and the granting of franchises with franchise terms. The main legal tool on the requirement of the bus companies to provide a "proper and efficient" service is through the Public Bus Services Ordinance (Cap. 230) and its subsidiary legislation. Besides, through the grant of franchises (and the franchise terms) under Cap. 230, the Government would further regulate and stipulate operational and financial requirements or arrangements of the public bus services provided. In addition to legislation and the franchise, the Government imposes requirements on FB operators through exchange of letters of requirements, consents and/or undertakings (e.g. letters read in conjunction with commitments made by FB operators in connection with their franchise application) or issuance of guidelines so as to meet the day-to-day changing passenger needs and operational environment.

5. The details of the regulatory and monitoring regime are set out in the ensuing paragraphs.

(A) STATUTORY REQUIREMENTS

6. The Government has established the following legal framework to confer powers on the relevant authorities for regulation and monitoring of FB services. FB companies are regulated by **two Ordinances**, namely-

- (a) <u>The Public Bus Services Ordinance ("PBSO") (Cap. 230) and its</u> <u>subsidiary legislation, Public Bus Services Regulation ("PBSR")</u> <u>(Cap. 230A)</u> --- The PBSO and PBSR are the principal legislation for regulation of the operations of FB services.
- (b) <u>The Road Traffic Ordinance ("RTO") (Cap. 374) and its</u> <u>subsidiary legislation</u> --- The RTO provides for the regulation of road traffic and use of vehicles and roads. The RTO and its subsidiary legislation provide the legal backing to require all vehicles, including FBs¹, to comply with the traffic rules, construction and design standards (e.g. appearance and on-vehicle equipment to be installed), safety requirements and the associated

¹ FB service refers to the operation of public bus services for the carriage of passengers for reward at separate fares through the granting of franchise. An FB is classified as "public bus" or "bus" under the RTO and its subsidiary legislation. All provisions relating to "public buses" or "buses" in the RTO and its subsidiary legislation are applicable to FBs.

penalties arising from the traffic offences. FB companies have to comply with the legislative requirements on -

- (i) the use of FBs and roads under the main RTO;
- (ii) construction and maintenance of FBs under the Road Traffic (Construction and Maintenance of Vehicles) Regulations (Cap. 374A);
- (iii) licensing of FB drivers under the Road Traffic (Driving Licences) Regulations, (Cap. 374B);
- (iv) licensing of FBs under the Road Traffic (Registration and Licensing of Vehicles) Regulations (Cap. 374E); and
- (v) on-vehicle safety equipment under the Road Traffic (Safety Equipment) Regulations (Cap. 374F);
- (vi) the glass used on FBs under the Specification of Safety Glass Notice (Cap. 374H) (made by virtue of Regulation 28 of Cap. 374A).

The Public Bus Services Ordinance ("PBSO")

7. The prevailing PBSO, a full copy of which at <u>Appendix A</u>, has the following objectives and empowers the authorities to exercise powers on the following aspects-

- (a) granting of franchise for provision of FB services and setting requirements in respect of the directors of the grantee's company;
- (b) setting requirements on operation and control of FB services;
- (c) revocation of franchise and the associated contingency measures during emergency;
- (d) setting requirements of the financial matters of the grantee's company;
- (e) permitting the grantee to appeal against Government's decisions, directions and requirements in connection with its operation of FB services; and

(f) making regulations to regulate and control the operational arrangements of the FB services.

8. The Chief Executive ("CE"), the Chief Executive in Council ("CE-in-C"), the Secretary for Transport and Housing ("STH") and the Commissioner for Transport ("C for T") are vested with powers to perform the authorities under the PBSO. Generally speaking, the C for T has to exercise the powers relating to the regulation and monitoring of the compliance by the FB operators on the statutory operational requirements, e.g. service level and use of depot and maintenance facilities, while the high-level decisions on the non-operational issues are executed under the powers of the CE, the CE-in-C and the STH. The key powers of the respective authorities are set out in <u>Appendix B</u>.

The Public Bus Services Regulations ("PBSR")

9. The PBSR empowers the authorities to exercise powers on the following aspects-

- (a) regulation and control of the operational arrangements of FB services, including the designation of bus stops and the manner for collection of fares;
- (b) setting requirements on the general duties of the grantee, drivers and passengers, and requirements for carriage of goods and handling of lost property on buses; and
- (c) imposition of penalties on the grantee who contravenes the provisions under the PBSR.

10. The C for T is the key authority empowered to discharge the service-related responsibilities under the PBSR. The major powers of the C for T are summarized in <u>Appendix C</u>.

The Road Traffic Ordinance ("RTO")

11. The RTO provides the legal mandate for the following main aspects which are applicable to vehicles, including FBs -

(a) setting requirements for all vehicles, to be examined to ascertain their roadworthiness and in compliance with the vehicle design standards and noise emission standards, etc. before making application for registration of vehicles;

- (b) making regulations for licensing of vehicles for use on roads, and installation of safety equipment on vehicles or for drivers and passengers, etc.; and
- (c) imposition of penalty on all drivers for traffic offences, e.g. careless driving and dangerous driving.

12. The STH, the C for T and the Commissioner of Police are the key authorities to exercise the powers under the RTO.

Road Traffic (Construction and Maintenance of Vehicles) Regulations (Cap. <u>374A)</u>

13. Cap. 374A provides the legal mandate for the following main aspects that are applicable to all vehicles (including FBs) -

- (a) setting the requirements on the design and construction of vehicles which stipulate that every vehicle including all body work and fittings shall be:
 - (i) soundly and properly constructed of suitable materials;
 - (ii) in good and serviceable condition; and
 - (iii) of such design and method of construction as to be capable of withstanding the loads and stresses likely to be encountered in operation.
- (b) setting the requirements in respect of the locations for indicating the number of seated and standing passengers on a single-decked bus or a double-decked bus; and
- (c) setting the requirements for determining the stability of a single-decked bus or a double-decked bus and in conducting the test of stability on such bus.

14. The C for T is the key authority to exercise the powers under Cap. 374A.

Road Traffic (Driving Licences) Regulations (Cap. 374B)

15. Cap. 374B provides the legal mandate for the following main aspects that are applicable to all vehicles, including FBs -

- (a) setting the requirements that all drivers must pass the driving test set by the C for T and hold valid driving licence for a particular class of vehicles² before they are allowed to drive on roads;
- (b) setting the requirements for a driving test for a particular class of vehicles; and
- (c) setting the requirements for issuing driving instructors licence for a particular class of vehicles.

16. The C for T is the key authority to exercise the powers under Cap. 374B.

<u>Road Traffic (Registration and Licensing of Vehicles) Regulations (Cap. 374E)</u>

17. Cap. 374E provides the legal mandate in respect of the registration and licensing requirements of all vehicles, including FBs. The C for T is the key authority to exercise the powers under Cap. 374B.

Road Traffic (Safety Equipment) Regulations (Cap. 374F)

18. Cap. 374F provides the legal mandate for the following main aspects relating to FBs:

- (a) setting the requirements and specifications of seat belts of the bus captain's seat; and
- (b) setting the requirements for carriage of fire extinguisher inside the bus, light bus and heavy goods vehicle and vehicle whose vehicle licence contains such requirement.

19. The C for T is the key authority to exercise the powers under Cap. 374F.

Specification of Safety Glass Notice (Cap. 374H)

² A person must hold a valid full driving licence for public bus (Class 10) or FB (Class 17) to drive a FB. For bus learner drivers (i.e. without a full driving licence for public bus or FB), the FB companies will provide them with driver training and arrange with the TD for the application of FB driving test for them. If the bus learner drivers pass the relevant driving test, they will be issued with a full driving licence for FB (Class 17).

20. Cap. 374H provides the legal mandate for setting the requirements and specifications for installation of safety glass on all vehicles, including FBs. The C for T is the authority to exercise the powers under Cap. 374H.

21. It is worth noting that as far as **safety** is concerned, FBs are no different from any other vehicles, in that both the buses/vehicles and the drivers are all subject to the licensing regime as statutory requirements. The vehicles must be properly constructed and maintained and are proved to be roadworthy before they are licensed to run on roads. Similarly, drivers have to pass driving tests before they are qualified to drive respective class of vehicles on roads. Moreover, they are subject to the relevant sets of traffic regulations to ensure that the use of roads by vehicles and drivers are properly regulated to ensure road safety. Any person convicted of the traffic offences under the RTO and its subsidiary legislation will be subject to penalties and punitive actions.

(B) THE BUS FRANCHISE

22. Apart from the PBSO which requires the FB operators to maintain to the satisfaction of the C for T a proper and efficient public bus service, the franchise is also an important tool to provide the framework for regulating and monitoring the performance of FB operators. Once a franchise is granted, the grantee has to observe the terms stipulated in the franchise document. A copy of the prevailing franchise of the Kowloon Motor Bus Co. (1933) Ltd. ("KMB"), which resembles the franchises of other FB operators, is attached at **Appendix D**.

23. The franchise document is made up of four parts, namely (i) Preliminary; (ii) General; (iii) Financial; and (iv) Miscellaneous. The franchise document contains a number of franchise terms which are deliberated in different clauses. The franchise clauses lay down the detailed requirements on the operation (e.g. provision of facilities related to bus services, provision of bus service information to passengers, setting up customer service centres, forming passenger liaison groups, acquisition of new environmentally-friendly buses, conducting passenger satisfaction surveys, setting up control centres, formulating contingency measures, etc.) and <u>financial arrangements</u> (e.g. setting basic accounting policies and calculation methods for depreciation of assets, regulating the implementation of the undertakings on bus deployment, provision of bus depots, machinery, etc. as well as formulating procurement procedures,

etc.) in connection with the provision of FB services.

24. Generally speaking, the generic and long-lasting requirements are set the franchise clauses, while the specific initiatives and out in objectives/commitments as agreed with the grantee and required to be achieved are set out in the form of an undertaking or a side letter. As time goes by, the Government has taken the opportunity in each franchise negotiation exercise, particularly since 2003, to incorporate new clauses or amend the outdated clauses in the franchise so as to reinforce its regulatory powers and monitoring arrangements (i.e. on financial, governance, service and environmental friendliness aspects) to meet passengers' need for a safe and high quality bus service.

25. The major new franchise clauses included in the franchises since 2003 are shown in <u>Appendix E</u>.

(C) OTHER MEASURES AND REQUIREMENTS THROUGH EXCHANGE OF LETTERS AND ISSUANCE OF GUIDELINES

26. From time to time, the C for T may specify requirements for the compliance of FB operators in order to address areas of acute public concerns, e.g. bus service safety and quality of bus services, with mutual agreement with the FB operators in the form of letters or guidelines, etc. with a view to ensuring a proper and efficient public bus service to the satisfaction of C for T in accordance with the legislation and the franchise. The essential actions taken by the Transport Department ("TD") in the past are summarized below:

(a) In 2015 and 2017, when granting the franchises to the Citybus Limited (for Hong Kong Island and cross harbour bus network) ("CTB(F1)"), the New Lantao Bus Company (1973) Limited ("NLB"), and KMB, the TD required the concerned FB operators, among others, to devise a service pledge for handling public complaints and suggestions. Details of the commitments made by the concerned FB operators are set out in the relevant Legislative Council Brief at <u>Appendix F³</u>.

So far, these franchisees have generally fulfilled their service

³ While the exact correspondences between TD and bus operators on these commitments cannot be enclosed herewith given the confidentiality agreed between parties, key details of the commitments were made known to the public through the Legislative Council brief at **Appendix F**.

pledges on the time frames to give response to public complaints and suggestions. TD would check the compliance of bus operators. If non-compliance is found, TD would remind them to comply with the requirements and will continue to monitor the situation.

(b) In 1998, the TD promulgated a set of guidelines on bus drivers' working hours (which included guidelines on the duration and frequency of break, maximum duty length and the driving hours as well as the break between successive working hours) for full compliance of the FB operators in order to provide sufficient rest time for drivers. The TD reviews the guidelines with the FB operators from time to time and maintains close liaison with the unions of the bus drivers to listen to their views on bus operations. This is to ensure the operators' service level on the one hand while proper rest time is offered to the bus drivers on the other. The current version of the Guidelines was promulgated in February 2018 after consultation with the FB operators. The FB operators aim at implementing the updated Guidelines progressively from the second quarter of 2018, and fully implementing the revised Guidelines in the second quarter of 2019. A sample of TD's letter to the FB operators on the latest version of the Guidelines is at Appendix G.

To ensure that the FB operators would comply with the Guidelines, they are required to submit monthly reports on the implementation of the Guidelines to the TD for monitoring. In addition, the TD engages independent contractors to conduct sample surveys on FB captains' working hours, rest times and meal breaks for assessing compliance with the Guidelines by the FB companies every year. Surveys were taken on over 5 900 bus captains on their full duty The results of the monitoring hours in the past five years. surveys reveal that FB operators generally adhere to the prevailing guidelines in arranging rest times and meal breaks for bus captains. Should any non-compliance be identified, the FB companies would be required to provide explanations and take follow-up actions as appropriate. The TD has made it clear to FB operators that repeated failure to comply with the guidelines without reasonable justifications, among others, would be considered as failure to provide proper and efficient bus service under the legislation.

- (c) In 1998, the TD requested all FB operators via a letter to confirm in their submission of the Forward Planning Programme under section 12A of the PBSO that they would cease to use all buses reaching 18 years old before 31 August 2000. Thereafter, no buses aged 18 or above have remained in the FB fleet for carrying passengers. A sample of TD's letter to FB operators is at <u>Appendix H</u>.
- (d) In 2006, the Fare Adjustment Arrangement ("FAA") for FBs was reviewed and updated to enhance the responsiveness and objectivity of the bus fare adjustment process after having fully engaged the FB operators. Under section 13(1) of the PBSO, fares of FB services are to be charged according to a scale of fares determined by the CE-in-C. As approved by the CE-in-C in 2006, in assessing FB fare adjustment applications for the purpose of making recommendations to the CE-in-C, the Administration should continue to take into account a basket of factors in the Modified Basket of Factors ("MBOF")⁴, together with the following new elements added: (i) the introduction of a supportable fare adjustment formula⁵ as an additional factor, (ii) the making reference to median household income in considering public acceptability and affordability of bus fare adjustment, (iii) revising the triggering point for 50/50 sharing of return between bus operators and passengers⁶ from the return on average net fixed asset ("ANFA") from 13% to 9.7%, and (iv) the disclosure of passenger reward balance and their plan to utilize the amount in their booklet of "Fuller Disclosure" on an annual basis. This arrangement has continued to be adopted when the FAA was further reviewed in 2009. At present, the Government is conducting another round of FAA review⁷. Prior to the

⁴ The factors under MBOF approach included (i) changes in operating costs and revenue since the last fare adjustment; (ii) forecasts of future costs, revenue and return; (iii) the need to provide the operator with a reasonable rate of return; (iv) public acceptability and affordability; and (v) quality and quantity of service provided.

⁵ Supportable fare adjustment rate = 0.5 x change in Wage Index + 0.5% x change in Composite Consumer Price Index – 0.5 x Productivity Gain. This enables upward and downward fare adjustment. This formula should not operate as an automatic determination of fare adjustment outcome but just one of the factors in the MBOF approach.

⁶ Under the FAA, when the rate of return on ANFA of a bus company for a certain year exceeds the threshold of 9.7%, the passenger reward arrangement will be triggered automatically. The bus company will have to share the profit above the threshold on a 50/50 basis with passengers through fare concessions.

⁷ Initial findings indicate that the arrangement should be kept intact while the productivity

implementation of the new arrangement, all the FB operators had agreed to follow the FAA in adjusting their fares and provide concession to passengers through utilizing their passenger reward balance through mutual consent and written confirmation with the TD. A sample of the FB operators' undertaking letter to the TD is at **Appendix I**.

Over the years, the FB operators have been sharing the profit over and above the threshold with passengers under the passenger reward arrangement. Details of the fare concessions offered by the FB operators in the past two years are at <u>Appendix J</u>.

(e) In 2015, the TD put forward a revised sanction mechanism in respect of the bus lost trips made by the FB operators. The mechanism sets out the procedures and steps on the issuance of letters of different degrees of gravity (including Reminding Letter, Advisory Letter, Warning Letter and Serious Warning Letter) depending on the frequency, level of lost trips incurred and rectification actions taken by the FB operators. The warning letters will make way for initiating further statutory sanctions under section 22 of the PBSO, such as financial penalty, revocation of operating right of a particular bus route or of its franchise in the event that no apparent improvement is made by the bus operator concerned without providing any reasonable explanations. See Appendix K on a sample of TD's letter to FB operators on the promulgation of revised sanction mechanism.

Since the implementation of the above mechanism in 2015, the TD has been closely monitoring the lost trip situation of the FB operators and sent reminding letters, advisory letters and warning letter⁸ to FB operators for rectification action and making service improvement. These FB operators provided explanations to the TD and took prompt actions, including deploying more stand-by bus drivers to fill up the shortfall, to improve the lost trip situation. Given the actions taken by the FB operators, no further penalty actions were imposed on them.

gain value in the fare adjustment formula and the triggering point for passenger reward arrangement would be updated having regard to the latest changes in the overall economic situation and investment environment.

⁸ Since the implementation of the lost trip mechanism in 2015, the TD has issued a total of 471 reminding letters, 47 advisory letters and 1 warning letter to the five franchised bus operators.

27. In sum, the TD has implemented the above measures and requirements with mutual agreement between the Government and the FB operators over the years to ensure that the operators will provide proper and efficient public bus service. The TD will continue its efforts along this front and take a robust approach to introduce new arrangements, if necessary, to step up the regulation and monitoring of FB services.

PART 2: MONITORING OF FB SERVICES

28. While there is currently a comprehensive regulatory framework to require FB operators to deliver committed services, it is necessary to keep track of their performance regularly so as to detect any malpractices and irregularities in operation in a timely manner. In this regard, the TD has been attaching great importance to the service level (especially on reliability and adequacy) and safety aspects of FB services in the daily monitoring work, as they are of utmost concern to the public.

Fare aspects

29. The Government regulates the fares to be charged on passengers by all FB companies. According to Section 13 of the PBSO, the CE-in-C may determine the scale of fares which may be charged for the carriage of passengers, baggages and goods on any specified route or group of specified routes while the C for T shall determine the fares which may be charged on each route.

Service aspects

30. The key measures adopted by the TD to monitor the service level of FBs comprise the following –

- (a) conducting surveys and inspections on a need basis usually in response to complaints or regularly⁹ to check whether -
 - (i) its services are operated in accordance with the Schedules of Services approved by TD, which stipulate service details such as routeing, service hours and timetable, vehicle

⁹ The TD conducts annual surveys on the utilization of buses and frequency of routes and bi-annually surveys on the journey time of routes.

allocation, etc. and

- (ii) the level of service provided is appropriate taking into account the passenger demand, waiting time, occupancy on arrival/departure of a bus, and the number of passengers left behind if any;
- (b) analysing (in collaboration with the Financial Monitoring Section of the Transport and Housing Bureau) the monthly financial returns submitted by the FB operator to ensure that its services are financially healthy and cost-effective;
- (c) monitoring the passenger feedback through various channels, including complaints and suggestions received by the Transport Complaints Unit ("TCU") from time to time and the passenger satisfaction surveys on a quarterly basis;
- (d) analysing the operating returns of bus routes submitted by the FB operators on a need or monthly basis to check their utilisation and assess whether the services are operated in accordance with the requirements of the Schedules of Services;
- (e) reviewing the records and information provided by the FB operators periodically (a summary of the records and information provided by the operators as well as TD's use of the records and information is at <u>Appendix L</u>).

31. Based on the above, the TD will make an overall assessment of the FB operators' performance, in particular the regularity of FB service. If any non-compliance with the TD's requirements regarding service delivery, the TD will follow up in writing to the FB operator concerned. If a FB operator fails to provide a reasonable explanation or make improvement for its failure to observe the stipulated requirements within the specified period of time, the TD will remind the operator, in writing again, the need to maintain a satisfactory and efficient public bus service and to implement measures within a specified period of time. For example, depending on the persistence, nature and severity of each case, the TD may issue warning letters in respect of lost trips of individual routes or the overall situation to the operator, and require the operator to make improvement by a specified period of time. As mentioned in paragraph 25(e) above, starting from January 2015, to ensure that the operators

are taking mitigation measures and improving services more promptly, a written notice will be served to its board of directors when the TD issues warning letters to an operator, and that the Government will also take into account whether warning letters have been issued as well as the number of such letters when processing a fare increase application submitted by an operator, under the revised sanction mechanism. Under the most serious case, the CE-in-C may, in accordance with the law, impose financial penalty on the operator or even revoke its operating right on individual routes or the entire franchise. Experience is that the operators take TD's reminders and warning letter seriously and will make improvement as directed in a proactive manner.

32. In 2017, the surveys and inspections conducted, as well as the operating returns, records and information submitted by the FB operators revealed that the overall lost trip rates of all FB operators ranged from 0.4% to 2.6%, which demonstrated that all FB operators in general could provide services in accordance with the Schedules of Services. Further, according to the passenger satisfaction surveys conducted by the TD in 2017, the average passenger satisfaction indices for the service provided by the operators as measured against those for 2016 were more or less the same 10^{10} . The surveys revealed that passengers were most satisfied with compliance with traffic regulations and signals for the case of KMB and New World First Bus Services Limited ("NWFB"), while they were most satisfied with bus captains' driving performance for NLB and Long Win Bus Company Limited ("LW"). Generally speaking, the passenger survey reflected that passengers would like to have more frequent and punctual bus service. Besides, the number of complaints and suggestions about FB service received by TCU reduced slightly by about 3% from 5 959 in 2016 to 5 776 in 2017. The complaints and suggestions were mainly about the adequacy and standard of service.

33. In view of the above, the TD pointed out the areas of problems to the operators concerned and urged them for prompt actions both in writing and by holding follow-up meetings with them. As mentioned above, the FB operators take TD's advice and comments seriously and will make improvement as directed in a proactive manner. In the past three years, only one warning letter has been issued by the TD to an FB operator.

34. Furthermore, the TD conducts systematic assessment and review on the performance of the FB operator in the preceding year on an annual basis in

¹⁰ The passenger satisfaction indices for the six franchisees in the past two years were – In 2016: KMB – 70, CTB(F1) – 70, CTB (Airport and North Lantau bus network) ("CTB(F2)") – 80, NWFB – 71, LW – 73 and NLB –70. In 2017: KMB – 69, CTB(F1) – 69, CTB(F2) – 82, NWFB – 70, LW – 73 and NLB – 69.

order to ascertain the trend on whether or not it has been providing proper and efficient service. The key indicators reflecting its performance include -

- (a) bus availability;
- (b) bus utilization;
- (c) lost trips;
- (d) complaints per million passengers received by the Transport Complaints Unit;
- (e) average bus age;
- (f) safety-related defects per bus examination;
- (g) number of buses involved in accidents per million vehicle-kilometre;
- (h) percentage of buses meeting the Euro emission standards; and
- (i) percentage of wheelchair accessible buses.

35. In the annual performance assessment, as far as safety of bus operation is concerned, the nature of the accidents is analyzed and the measures to enhance safety of bus operation taken by the FB operators are reviewed. For benchmarking of their annual performance in a number of areas, the FB operators have developed a set of performance indicators on reliability, efficiency, safety and user friendliness of their services, cleanliness of their buses, and environmental friendliness of their fleets, with targets for the coming year in their 5-year Forward Planning Programmes submitted to the TD annually. The actual performance of the operators reflected by these performance indicators is reviewed against the targets.

36. The latest annual report on assessment of the performance of FB operation in 2016 (prepared and completed in mid-2017) is shown in <u>Appendix</u> <u>M</u>.

37. If an FB operator applies for fare increase or a new franchise upon expiry of the existing franchise, the performance indicators mentioned above would be taken into account together with other relevant factors before a decision is made. These factors include the capability and determination in carrying out service improvement and rationalization, and measures taken for improvement on service quality, such as provision of real time bus arrival information and enhancement of passenger facilities, provision of conspicuous bus route maps, free Wi-Fi at major bus termini/stops and Bus-Bus Interchanges, and new initiatives for improvement of bus safety such as automatic fire suppression system in engine compartment.

Safety Aspects

Measures Related to Buses

38. There was a total of 5 982 licensed FBs under the fleets of the FB operators in Hong Kong as at end 2017. Under the RTO and its subsidiary legislation mentioned in paragraph 6 above, the TD monitors the roadworthiness and operational safety of buses through (i) examination of vehicles to ensure proper functioning of the mechanical parts of buses and (ii) stipulating additional requirements or standards in view of changing environment and public expectation for compliance by the FB operators. The scope of the monitoring work covers examination of vehicles (including type approval, annual examination, monthly examination and spot checks) and requesting the operators to provide or install additional safety-related facilities or devices having regard to the reviews of each major incident. Details on this part will be provided under a separate paper titled "Vehicle Safety – Design, Build, Examination and Inspection of FBs".

Measures Related to Bus Captains

39. To enhance bus safety, the TD has launched the following measures related to bus captains over the years:

- (a) Organizing the Road Safety Seminars for FB captains The TD has collaborated with the Police in holding Road Safety Seminars for the FB captains to enhance their road safety awareness and promote good driving behavior. The subjects covered in the seminars include the tips on safe driving, analysis of the major accident black spots in different districts and contributory factors of bus accidents. About 7 seminars are conducted annually.
- (b) *Revising the health check arrangements for bus drivers* With effect from 2007, all FB operators have required their bus drivers aged 50 or above to undergo annual health checks which cover chest examination, eyesight, hearing, diabetes, blood pressure, blood and urine tests. Following a bus accident happened on Chai Wan Road in November 2012, the TD conducted a review with the FB operators on the health check arrangements for bus drivers. Based on the review findings, the FB operators agreed to enhance the health check arrangements as follows:
 - (i) For bus drivers at the age of 50, 54, 57 or 60 or above, they are required to undergo an electrocardiogram as part of the

annual health check; and

- (ii) For bus drivers who have suffered a stroke or cardiovascular diseases, or are on medication due to diabetes mellitus or hypertension, they are required to declare such illness(es) to the FB operators and undergo an electrocardiogram as part of the annual health checks.
- (c) Submission of monthly report on compliance of the Guidelines on the bus drivers' working hours and rest time - All the FB operators are required to submit reports starting from January 2018 to the TD on a monthly basis instead of on a quarterly basis as in the past regarding their compliance of the Guidelines in arranging the duty rosters for their bus drivers. Moreover, as mentioned in paragraph 26(b) above, the TD will engage independent contractors to carry out surveys on the working hours, rest time, meal breaks, and the rest time between shifts to assess the level of compliance with the Guidelines by the FB operators.

Measures related to FB Operators

40. To enhance bus safety, the TD has launched the following measures related to FB operators over the years:

- (a) Submission of monthly reports on safety related issues In view of the bus accident in September 2017 in Sham Shui Po, the TD has requested all FB operators to further strengthen their internal monitoring systems in respect of their bus drivers' safe driving skills and service performance. All FB operators are required to submit to the TD the following monthly reports starting from January 2018 -
 - (i) the results of random check on the operational data recorded in black boxes and the corresponding follow-up actions;
 - (ii) the records of on-board monitoring by plain-clothed staff and the corresponding follow-up actions;
 - (iii) the records of bus drivers' traffic offences and the corresponding follow-up actions; and
 - (iv) the records of breath tests conducted on bus drivers and the

corresponding follow-up actions.

(b) <u>Submission of quarterly report on training of bus drivers</u> - The FB operators are required to submit quarterly reports to the TD in respect of the training provided to the newly recruited bus drivers and the training offered to the in-service bus drivers (i.e. once for every three years).

41. The records mentioned in paragraph 39(c) and 40(a) above and the follow-up actions of the FB operators are reviewed by the TD on a monthly basis. The TD will follow up with concerned FB operator if there is any irregularity or rising trend, or the follow-up action has not been properly done. As regard the reports mentioned in paragraph 40(b) above, the TD will examine the reports and remind the concerned FB operators to rectify if necessary.

Review of bus accident statistics

42. It is an established arrangement that the TD would examine the accident statistics provided by the FB operators on a monthly basis, including the number of road traffic accidents involving the FB operators by severity of accidents, the number of FBs involving in accidents by severity of accidents as well as their trends over a period of time. In light of the findings/observations, the TD will follow up with the concerned FB operators as and when necessary. For example, the FB operators would be requested to provide explanations and seek improvement measures if there is a rising trend on the accidents relating to their buses.

43. According to current practice, the Police will investigate traffic accident and compile the accident information which will be periodically exported to the TD. Upon receiving the information, the TD will make use of data to identify the cluster¹¹ of accidents. In general, the TD conducts investigation at 100 locations with clusters of injury accidents (including junctions, bends and other road sections) every year. Detailed examination of accident information are then carried out to examine if there are any distinct accident patterns and identify common factors contributing to these accidents. Road safety enhancement measures will be proposed to address the common factors identified and to improve the road safety of Hong Kong.

¹¹ In general, emphasis is placed on sites with larger numbers of accident as sites with low accident histories may become difficult to discern accident patterns and hence difficult to recommend meaningful remedial measures.

Notwithstanding the above, the TD may consider conducting review on individual accident and proposing safety enhancement measures taking into account the prevailing traffic situation and road condition, facts of the accidents, investigation findings from the Police and comments from local stakeholders. Detailed information concerning the TD's handling of bus accidents will be provided in a separate Paper 09 "Franchised Bus Accidents" in due course.

Measures Related to Passengers

44. The TD has also requested the FB operators to promote passenger safety (such as holding handrails properly on buses, offering seats to persons in need, wear seat belts on buses where provided and take extra care when using stairs on double-decked buses) through various channels, e.g. Announcement of Public Interest on TV and radio, Bus Stop Announcement System on buses, display of posters and placing of sticker notices inside the bus compartments to disseminate the safety messages.

CONCLUSION

45. All in all, there is at present a comprehensive monitoring and regulatory regime for FB services for ensuring the provision of a proper and efficient bus service by the FB operators. To sustain the quality and safety of bus services, the Government will continue to work with the relevant stakeholders to implement the established mechanism stringently and explore additional measures, if needed, to enhance the operational and safety arrangements for FB services.

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List of Appendices -

Appendix A	-	A copy of the PBSO
Appendix B	-	Major powers of the authorities under the PBSO
Appendix C	-	Major powers of the C for T under the PBSR
Appendix D	-	The KMB franchise
Appendix E	-	Major new clauses included in the Franchises since 2003
Appendix F	-	Legislative Council Briefs on (i) new franchise for the bus
		network of KMB dated 28 March 2017 and (ii) new

		franchises for the bus networks of CTB (F1) and NLB dated
		22 September 2015
Appendix G	-	Sample of TD's letter to FB operators on the latest version of the Guidelines
Appendix H	-	Sample of TD's letter to FB operators on the age requirement of FB
Appendix I	-	Sample of the FB operators' undertaking letter to the TD on the passenger reward arrangement
Appendix J	-	Details of the fare concessions offered by the FB operators in the past two years
Appendix K	-	Sample of TD's letter to FB operators on the promulgation of revised sanction mechanism
Appendix L Appendix M	-	Records and information submitted by the FB operators The annual report on assessment of the performance of FB operation in 2016

<u>Franchises and Related Documents Issued by the Transport</u> <u>Department to the Franchised Bus Operators</u>

The Government regulates and monitors the franchised bus services as well as assesses the performance of operators by the statutory tools (i.e. legislation and franchise) and other measures. Throughout the years, the Government has imposed a number of requirements on the franchised bus operators through these means in order to ensure that a proper and efficient service is provided to the public.

2. This folder encloses the latest franchises granted to respective operators, relevant Legislative Council Briefs setting out the franchise terms and franchise commitments undertaken by respective operators, and guidelines for bus operation and correspondence on commitments as undertaken by operators, etc.

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List of documents

Document No.

Ex	isting Franchises	
1.	Franchise granted to The Kowloon Motor Bus Company (1933) Limited ("KMB") from 0400 Hours 1 July 2017 to 0400 Hours 1 July 2027	(1)
2.	Franchise granted to New Lantao Bus Company (1973) Limited ("NLB") from 0400 Hours 1 March 2017 to 0400 Hours 1 March 2027	(2)
3.	Franchise granted to Citybus Limited ("CTB") from 0400 Hours 1 June 2016 to 0400 Hours 1 June 2026 (for the Hong Kong Island and cross-harbour bus network)	(3)
4.	Franchise granted to New World First Bus Services Limited ("NWFB") from 0400 Hours 1 July 2013 to 0400 Hours 1 July 2023	(4)
5.	Franchise granted to CTB from 0400 Hours 1 May 2013 to 0400 Hours 1 May 2023 (for Airport and North Lantau bus network)	(5)
6.	Franchise granted to Long Win Bus Company Limited ("LW") from 0400 Hours 1 May 2013 to 0400 Hours 1 May 2023	(6)
Leg	gislative Council Briefs	
7.	Legislative Council Brief on New Franchise for the Bus Network of KMB dated 28 March 2017	(7)
8.	Legislative Council Brief on New Franchises for the Bus Networks of CTB (Franchise for Hong Kong Island and cross-harbour bus network) and NLB dated 22 September 2015	(8)
9.	Legislative Council Brief on Franchises of NWFB, LW and CTB (Franchise for Airport and North Lantau bus network) in April 2012	(9)

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Document No.

Drivers' working hours guidelines

 TD's guidelines to franchised bus operators (issued in February 2018) for phased implementation starting from the 2nd quarter of 2018 with full compliance in the 2nd quarter of 2019 	(10)
Monitoring of bus services	
11. TD's letter to franchised bus operators about the monitoring mechanism of bus lost trips (issued in December 2014)	(11)#
Bus specifications and inspection	
 TD's supplementary conditions for COR/COF Inspection on Franchised Buses (issued in July 2013) 	(12)#
13. TD's recommended minimum specification requirements for the franchised bus (issued in September 2012)	(13)#
14. Exchange of letters with franchised bus operators on cessation the use of buses aged 18 or above in August and September 1998	(14a) – (14e)#

This is not a public document.

Information on corporate governance, financial situation and <u>corporate social responsibility of franchised bus operators</u>

Introduction

This paper provides information related to the corporate governance, operational and financial information of the franchised bus companies.

Board of Directors and Organisation Charts

2. The lists of board directorship of each of the five franchised companies are at **Annex 1(a) to (e)** respectively.

3. The organization charts of each of the six bus franchisees are at **Annex 2(a) to (f)** respectively.

Publication and Disclosure of Operational and Financial Information as well as Corporate Social responsibilities

4. Since the franchised bus operators are not listed company, they do not publish an annual report. However, according to the terms of the their franchises, they are required to -

- (a) publish for the information of the public operational and financial arrangements which are related to the bus services, in such form and manner as the Commissioner for Transport within five months after the close of each accounting year¹. The Transport Department ("TD") has specified a list of information to be disclosed, and so such information is disclosed consistently by all franchised bus companies; and
- (b) publish its code on corporate social responsibility within six months from the Commencement Date of the Franchise, and annually thereafter:
 (i) publish the achievement of individual items; and (ii) review and update its content for the purpose of continuous improvement².

¹ Please refer to Clause 29(2) of the KMB franchise for reference.

² Please refer to Clause 33 of the KMB franchise for reference.

5. Each franchised bus operator publishes, as required by their respective franchises, its own **operational, financial information and corporate social responsibility** annually. Copies of the latest version of these documents for the five franchised bus operators are included in this folder.

The Kowloon Motor Bus Company (1933) Limited ("KMB")

6. *More About KMB 2016*' (Annex 3) and *Sustainability Report 2016*' (Annex 4) are published by KMB. The former gives an account of the company's operational and financial information, while the latter shows its corporate governance and corporate social responsibility.

Long Win Bus Company Limited ("LW')

7. The operational and financial information of LW Limited is published in *More About LWB 2016*' (Annex 5), while the corporate governance and corporate social responsibility is contained in its *Corporate Social Responsibility Report 2016*' (Annex 6).

Citybus Limited ("CTB") and New World First Bus Services Limited ("NWFB")

8. CTB and NWFB publish its own '*Fuller Disclosure*' respectively (Annexes 7 and 8) on their respective operational, financial information and corporate social responsibility. The corporate governance of CTB and NWFB is displayed in their common website (Annex 9).

The New Lantao Bus Company (1973) Limited ("NLB")

9. NLB publishes its '*Fuller Disclosure of Financial and Operational Data* & *Corporate Social Responsibility*' (Annex 10) which also gives a highlight on the company's corporate governance.

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List of Annexes

	Content	<u>Annex No.</u>
1.	Lists of board directorship of franchised bus companies	(1a) - (1e)*
2.	Organisation charts of bus franchisees	(2a) - (2f)#
3.	More About KMB 2016 published by The Kowloon Motor Bus Company (1933) Limited	(3)*
4.	Sustainability Report 2016 published by The Kowloon Motor Bus Company (1933) Limited	(4)*
5.	More About LWB 2016 published by The Long Win Bus Company Limited	(5)*
6.	Corporate Social Responsibility Report 2016 published by The Long Win Bus Company Limited	(6)*
7.	Citybus Fuller Disclosure 2017 published by Citybus Limited	(7)*
8.	NWFB Fuller Disclosure 2017 published by New World First Bus Services Limited	(8)*
9.	An extract of information from the website http://www.nwstbus.com.hk	(9)*
10.	Fuller Disclosure of Financial and Operational Data & Corporate Social Responsibility published by The New Lantao Bus Company (1973) Limited	(10)*

- * Information available in public domain.
- # These are supplied by franchised bus companies.

Samples of safety-related and service-related records / information provided by the franchised bus operators

In accordance with **the Public Bus Services Ordinance** (**Cap. 230**) ("the Ordinance") **and its subsidiary legislation**, as well as the **franchises** granted under the Ordinance, FB operators are required to submit various information on a regular basis, or as and when required, to enable the Government's regulation on the FB operators in provision of the bus services. The returns submitted would include operational records and information, forward planning programmes, customer service information, vehicle maintenance records, financial information and report of annual system audit.

2. Besides, FB operators are also required to provide operational and financial returns agreed by way of **letters, agreement or undertakings** over the years for the Transport Department's ("TD") monitoring on issues arising from the changing operational environment.

3. A summary of the safety-related and service-related records and information is at **Appendix**. Samples for each of these records and information are provided at the **Annexes** for reference. Through periodical examination of the returns set out in the Appendix, the TD could detect any malpractices and irregularities in operation in a timely manner, and take follow-up action where necessary.

4. Please note that other than Annex 19 which has already been uploaded on the FB operators' websites, the information contained in the Annexes is provided by the FB operators to the TD for (i) the monitoring of FB services provided by the FB operators and (ii) the implementation of the Forward Planning Programme submitted by the FB operators in accordance with section 12A of the Ordinance on the understanding that it would not be further disclosed. As the aforesaid Annexes contain commercially sensitive information of the FB operators such as patronage, revenue and other operational information of individual bus routes, as well as monetary values of assets, contracts, etc., disclosure of such information may hamper the interest of the FB operators. In the light of the above, the identifiers (e.g. the names of FB operators, route numbers and origin/destinations of individual routes) of such information in the Annexes have been redacted.

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Franchised Bus Captains – Working Conditions and Environment

PURPOSE

This paper gives an account of the role and efforts of the Transport Department ("TD") in regulating and monitoring the working conditions and environment for franchised bus ("FB") captains in Hong Kong.

BACKGROUND

2. FBs in Hong Kong are operated by private companies under The Government does not directly prudent commercial principles. regulate the remuneration and benefits offered by the FB operators to their bus captains. The specific employment terms and arrangements for bus captains of the FB operators are subject to agreement between the companies and their staff. Notwithstanding the above, the Government attaches great importance to the occupational safety and health of the bus captains, which may affect the delivery of FB services to the public, and imposes requirements on the working conditions of FB captains. The Government also encourages the FB operators, as responsible enterprises, to foster a friendly working environment and harmonious labour relations. The development of the requirements on the working conditions and the efforts in enhancing the working environment for FB drivers are set out in the ensuing paragraphs.

WORKING CONDITIONS

Working Hours and Rest Time of Franchised Bus Captains

3. At present, there are no statutory requirements in Hong Kong governing the working hours of employees including drivers of all commercial vehicles. Notwithstanding that, in order to avoid long working and driving hours for FB drivers which may affect the safe operation of FBs, the TD has formulated the Guidelines on Bus Captain Working Hours, Rest Times, and Meal Breaks ("Guidelines") as early as in 1983 for compliance of the FB operators on a voluntary basis so as to ensure that bus captains have sufficient rest time. Since then, the FB operators have taken into account the Guidelines in arranging the duty rosters of their drivers. Compliance of the Guidelines was checked by the TD and discussions with the FB operators on the implementation of the Guidelines were made to address the operational difficulty in complying with the Guidelines. In 1998¹, the TD promulgated a set of revised Guidelines for full compliance of the FB operators.

4. of the changing operating circumstances (e.g. Because introduction of much longer routes from the New Territories, comments from the bus captains, etc.), the TD has kept the Guidelines in constant review with the FB operators as and when necessary and maintained close liaison with the unions of the bus captains to gauge and take into account their views on bus operations. This is to ensure that the FB operators would maintain their service level as per the approved Schedules of Service under the relevant franchises on the one hand, while bus captains would be given proper and adequate rest time on the The Guidelines have been revised in 1999, 2000, 2004, 2007, other. 2010^{2} and 2018. Since 2010, the Guidelines have covered the following elements:

- (a) the duration and distribution of rest time in a working day;
- (b) the maximum working hours in a working day;
- (c) the maximum driving hours within a working day;
- (d) the duration of break between successive working days; and
- (e) the meal break arrangement which was a new requirement since 2010.

5. In the wake of a fatal bus accident in Sham Shui Po in September 2017, the TD conducted a review of the Guidelines in late 2017 to explore the room for further improvement in the working

¹ The Guidelines were promulgated in 1998 for compliance from 1 January 1999.

² The Guidelines were revised in October 2010, but the new Guideline E on meal break was implemented by phases with full implementation of the one-hour meal break in the third quarter 2012, taking into account the need for recruiting and training sufficient bus captains to fill up the shortfall arising from the lengthened meal break.

conditions of bus captains. In the review, we have taken into account the views and concerns of various stakeholders (including the FB operators, bus captains' unions, and Legislative Council members), with specific attention given to the following aspects:

- (a) the operational safety and service reliability of FBs;
- (b) the driving safety and healthy lifestyle of FB captains, especially in terms of balance between working hours and rest time as well as avoiding long hours of driving duties for a prolonged period by bus captains;
- (c) the flexibility of FB operators in their daily operations (such as staff deployment and vehicle allocation) for meeting passenger demand during different periods of the day; and
- (e) the implications of any changes in the Guidelines on the overall operation of the FB sector, including the need for additional bus captains and the time required by the FB operators to achieve full implementation of the revised Guidelines.

6. The review was completed in February 2018 and the changes to the previous Guidelines promulgated in 2010 include the following -

- (a) in general, the maximum duty hours of a shift should be reduced from 14 to 12 hours, and the maximum driving hours of a shift from 11 to 10 hours;
- (b) a new sub-guideline is introduced in relation to (a) above, whereby under a special shift duty to cater for the service demand during the morning and evening peak periods, the maximum duty hours of 14 and maximum driving hours of 10 could be maintained³; but an additional requirement for

³ At present, more than one half of the FB routes are operating with much more frequent headways during the morning and evening peak periods. During off-peak period, the demand for these routes is low and thus much less drivers are required. Currently, the FB operators have a total of about 1 500 special shift duties. Removal of all special shift duties will result in a demand for more than 1 000 additional bus drivers, and recruiting such a large number of additional bus

providing a rest break of no less than 3 consecutive hours is imposed;

- (c) the existing provision of a minimum of 10-hour off-duty break period between two successive shifts should be maintained for all duty shifts. However, a new requirement is imposed to provide that the total off-duty break period in three successive duty shifts (except special shift duties)⁴ should not be less than 22 hours; and
- (d) the rest break after 6 driving hours should be increased from 30 to 40 minutes.

7. The full version of the revised Guidelines is at Appendix A. As agreed with the FB operators in February 2018, the revised Guidelines would be implemented by phases starting from the second quarter of 2018, with full compliance by the second quarter of 2019, subject to the recruitment of sufficient bus captains to fill up the shortfall arising from the shortening of duty hours and driving hours of the existing bus Based on the crude projections by the FB operators, it is captains. estimated that a total of 250 additional bus captains will be required for full implementation of the Guidelines. The FB operators have undertaken to step up their efforts in the recruitment of bus captains and would improve the remuneration packages to attract new blood. In addition, with the shortening of the duty shift hours, the take-home pay of bus captains will be affected. The TD have also urged the FB operators to take this into account in adjusting the duty rosters for bus captains and to consider increasing the level of remuneration, on top of their annual pay adjustment, in order to compensate the bus captains for the loss in take-home pay. If the additional number of bus captains and improved remuneration package for the bus captains necessitate the FB operators to apply for fare increase, the TD would process any such fare increase application in accordance with established practice.

drivers is quite impracticable, let alone the financial costs to be incurred. Besides, the take-home pay of bus drivers who are currently working under special shift duty will be reduced.

⁴ In the case of special shift duties, the new requirement that the total off-duty break period in three successive duty shifts should not be less than 22 hours cannot be applied because the existing maximum duty hours of 14 and existing provision of a minimum of 10-hour off-duty break period between two successive shifts are maintained for the special shift duties to cope with operational needs.

The TD has been monitoring the implementation of the 8. Guidelines. The FB operators must adhere to the Guidelines when arranging duty rosters for their bus captains and submit monthly⁵ reports on the implementation of the Guidelines to the TD. The TD also engages independent contractors to carry out annual field surveys so as to assess the actual situation of compliance with the Guidelines by the FB companies. A sample copy of the monthly report on scheduled and actual compliance with the Guidelines is at Appendix B. The study brief for the survey on FB captains' working hours, rest time and meal breaks in 2017-18 when inviting an independent contractor to carry out the survey is at **Appendix C**. Should it be found in our monthly scrutiny that there is any non-compliance with the Guidelines, the TD would follow up with the FB operator concerned, including seeking an explanation and rectification from the FB operator. If the situation persists and the FB operator fails to provide reasonable explanation or take proactive action to rectify the situation, the TD would issue a warning letter to the FB operator. So far, the franchised bus operators can in general comply with the guidelines (i.e. the overall compliance rate is over 96% in the past three years). It was noted that the majority of the non-compliance cases were mainly caused by traffic congestion or traffic accident that had increased the journey time of bus trips and as a result the working and driving hours of bus captains. The FB operators have to compensate the bus captains' rest time should the actual bus journey exceed the scheduled time. Further, the TD maintains regular liaison with the bus captains' unions to gauge their feedback on the working hours and rest time arrangements.

Employment terms, remuneration and staff deployment

9. The FB operators are required under the franchise to submit reports on their driver establishment and strength to the TD on a monthly basis. The TD will review the returns, and make sure that the FB operators are able to deliver the FB services stipulated by the TD properly and efficiently. The TD will follow up with the FB operators on their recruitment of drivers (including the employment conditions and remuneration) as necessary. The FB operators are required to employ sufficient number of bus captains to provide the bus services in

⁵ Before January 2018, the franchised bus operators were required to submit quarterly (not monthly) reports to TD regarding their implementation of the Guidelines.

accordance with the routing, timetable, frequency and bus allocation as stipulated in the Schedules of Services of respective bus routes approved by the TD. To cater for the peak and holiday passenger demand, it is common for the FB operators to employ part-time bus captains to meet the needs of their daily manpower deployment on some specific dates and hours. In general, the percentage of part-time bus captains accounts for a meagre portion to around 30% to cope with the peak passenger demand on recreational routes. The number of full-time and part-time bus captains of the FB operators as at 28 February 2018 is shown below:

Table 1:	Number of bus captains of all franchised bus operators
(as at 28 Fe	ebruary 2018)

FB operator	Full-time	Part-time	Total	% of part-time
	bus captains	bus captains		bus captains
KMB	8,266	371	8,637	4.3%
LWB	543	52	595	8.7%
СТВ	2,144	346	2,490	13.9%
NWFB	1,529	322	1,851	17.4%
NLB	153	69	222	31.1% [#]

[#] The percentage of part-time bus captains of NLB is remarkably higher than that of other FB operators because more bus captains are required during holidays for the recreational nature of its services.

Legend

- KMB- The Kowloon Motor Bus Company (1933) Limited
- LWB Long Win Bus Company Limited
- CTB Citybus Limited
- NWFB New World First Bus Services Limited
- NLB The New Lantao Bus Company (1973) Limited

10. As with other business enterprises in Hong Kong, an employer has to ensure that the employment terms and conditions offered to employees meet the statutory requirements of the Employment Ordinance Provided that FB operators are in compliance with the (Cap. 57). above-mentioned Guidelines, the specific employment arrangements for bus captains (including working hours, salaries and allowances, duty rosters, etc.) are subject to the agreement between the FB operators and the bus captains. The remuneration packages offered to their bus captains vary amongst FB operators, which have different scales of operation. Even within the same company, the remuneration packages of bus captains would also depend on their year of entry. The TD does not keep the information of the specific employment terms of bus

captains. So far as TD is aware, for full-time bus captains, majority of them are rated on either monthly or daily basis⁶. On top of this basic salary, the bus captains also receive different kinds of allowances (such as over-time allowance, bus-type allowance, etc.) and / or bonus (such as year-end bonus, Lunar New Year bonus, etc.), which differ among different FB operators. As for part-time bus captains, they are either daily-rated or hourly-rated, and some will receive overtime allowance and safety bonus as part of the remuneration package.

WORKING ENVIRONMENT

Provision of Toilets and Rest Facilities for Bus Captains

11. Apart from the arrangements in respect of working hours, rest time and meal breaks of bus captains, the TD also has great concern on the provision of toilets and rest facilities by the FB operators for their employees, including the bus captains and on-site regulators, which are required under their respective franchise⁷. So far, the FB operators have been implementing this requirement in a reasonable pace with a view to maintaining occupational safety and health of the bus captains.

12. Under the established mechanism, the FB operators have to apply to the relevant government departments for provision of terminal facilities (e.g. toilets, regulator's office/kiosk, rest kiosk, etc.) at the bus termini having regard to the actual situation and staff's need. However, due to site constraint and the different land ownership, the FB operators may need to approach various departments for arranging the erection of these facilities for the bus captains. If the FB operators encounter

⁶ A small portion of KMB's full-time bus captains are rated on hourly basis.

⁷ With reference to the franchise of KMB (which resembles the franchises of other FB operators), the salient requirements of the relevant clauses on provision of toilet and rest facilities are as follows-

[•] Clause 1(1) – Facilities refer to, among others, bus regulators' offices and kiosks;

[•] Clause 7(2) – 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; and

[•] Clause 8 – The Grantee shall acquire, provide, adopt, maintain, modify or remove to the satisfaction of the Commissioner such canteens, washrooms and toilets for its employees.

difficulties in applying for provision of the terminal facilities, the TD will render assistance by clarifying the details and necessity of the applications with the relevant departments as well as conducting meetings/site visits with the locals in order to ease their concerns over the provision of terminal facilities by the FB operators.

13. Currently, the provision of toilets and rest facilities are regarded as part of the basic ancillary facilities for construction of new bus termini over the territory. For the existing/old bus termini, the FB operators will retrofit the toilets and rest facilities (or place the portable facilities) thereat to cater for the needs of bus captains if the site condition is feasible and there is no objection from the locals/relevant authorities.

<u>Toilets</u>

14. According to TD's records, nearly all of the 295 bus termini over the territory are provided with toilets with a walking distance of 3 to 7 minutes (including those provided in or at the vicinity of the bus termini or provided by nearby private developments with public access (e.g. shopping malls)). At about 96% of the bus termini, toilets are either located at or within a walking distance of 3 minutes of the termini, while for the remaining bus termini (except the bus terminus located at the Aircraft Maintenance Area of the Airport⁸), toilets are basically located within a walking distance of around 4 to 7 minutes.

Table 2: Bus termini provided with toilet for bus captains (as at
August 2017)

Details	Total
Number of bus termini* in Hong Kong	295
(including termini for MTR's bus routes)	
Number of bus termini with toilets located within a	285

⁸ With regard to the bus terminus at the Aircraft Maintenance Area of the Airport which is not provided with any toilet, there is only one bus route (i.e. CTB route S52 (Yat Tung Estate – Aircraft Maintenance Area)) serves this terminus. According to CTB, there is so far no request from bus captains to provide a toilet at the bus terminus at the Aircraft Maintenance Area of the Airport. The Airport Authority also considers it not appropriate to install toilets from the security and safety concerns in the area. A single round trip of this route takes about 22 minutes, and the bus captains can use the toilets at Yat Tung Estate (the other terminal point of the bus route).

Details	Total
walking distance of 3 minutes	
Number of bus termini with toilets located within a	9
walking distance of 4 to 7 minutes	
Number of bus termini where toilets are available for use	294
by bus captains during operation hours of bus services	

* Only those bus termini that serve as terminating points of at least one whole-day bus route are counted.

15. Moreover, CTB has obtained the consent of the Housing Department ("HD")/Link REIT to allow its bus captains to use the toilets in the shopping mall or the toilets reserved for the staff of HD/Link REIT after the shopping mall is closed.

Rest facilities

16. As at August 2017, about 85% of the bus termini (i.e. 252 bus termini) over the territory are provided with rest facilities in the form of regulator's kiosk/office or rest kiosk for bus captains. The FB operators have provided amenity facilities, such as drinking water dispensers, microwave ovens, or refrigerators at many bus termini for use by the bus captains and other frontline staff. The bus termini that are not provided with rest facilities for the bus captains are due to physical constraints (e.g. the bus terminus is located on a narrow pavement and the location lacks electricity supply) or objection from the locals.

Table 3: Bus termini provided with rest facilities for franchised buscaptains (as at August 2017)

Details	Total
Number of bus termini* in Hong Kong (including	295
termini for MTR's bus routes)	
Number of bus termini provided with rest facilities for	252
bus captains	
Number of bus termini without rest facilities for bus	43
captains	

* Only those bus termini that serve as terminating points of at least one whole-day bus route are counted.

17. The TD would liaise closely with the relevant government departments as appropriate to resolve any difficulties encountered by the

FB operators in applying for erection of the rest facilities at the bus termini if their locations are under the jurisdiction of these authorities. Whenever situation warrants, the TD would also assist the FB operators in canvassing support from the locals by conducting site visits/meetings with them to explore feasible solutions for erection of the rest facilities in order to expedite the implementation plans for the benefits of bus captains and passengers. For example, the TD has resolved objection raised by the concerned District Council member and the locals on an application for placement of a rest kiosk for bus captains at the bus terminus on Ma Wang Road outside Shan Shui House of Shui Pin Wai Estate submitted by Long Win Bus Company Limited. The application was finally approved by Lands Department in March 2018.

Transport Department April 2018

List of Appendices-

Appendix A -	Guidelines on Bus Captains' Working Hours, Rest Time
	and Meal Break for Franchised Bus Operators (revised in
	February 2018)
Appendix B -	A sample copy of the monthly report on scheduled and
	actual compliance with the Guidelines on Bus Captains'
	Working Hours, Rest Times and Meal Breaks
Appendix C -	The study brief for survey on franchised bus captains'
	working hours, rest times and meal breaks in 2017-18

Grant of Franchise

Purpose

This paper gives an account of the manner and key considerations for the granting of a franchise for the operation of public bus services in Hong Kong.

Background

2. At present, there are a total of five grantees operating six bus franchises in Hong Kong. The five grantees are Kowloon Motor Bus Co. (1933) Ltd. ("KMB"), Citybus Limited, New World First Bus Services Limited ("NWFB"), Long Win Bus Company Limited ("LW") and New Lantao Bus Company (1973) Limited ("NLB"). Citybus Limited is operating two franchises, one for the Hong Kong Island and cross-harbour bus network ("Citybus (Franchise 1)") and the other for the Airport and North Lantau bus network ("Citybus (Franchise 2)").

Manner of Granting/Extension of Franchise

Granting of franchise

3. Under section 5 of the Public Bus Services Ordinance ("the Ordinance") (Cap. 230), the Chief Executive in Council ("CE-in-C") may grant to a registered company¹ a franchise conferring the right to operate public bus service. There is no restriction on the number of franchises that can be granted to an existing grantee under the law.

4. According to section 5(3)(a) of the Ordinance, a franchise may be granted following a public tender or in such other manner as the CE-in-C thinks fit. Normally, an incumbent grantee may indicate interest in applying for a new franchise upon the expiry of its existing one. According

¹ This means any company registered under the Companies Ordinance (Cap. 622), or under the Companies Ordinance (Cap. 32) as in force from time to time before the commencement date of section 2 of Schedule 9 to the Companies Ordinance (Cap. 622).

to the established practice, an incumbent grantee that has proven to be capable of providing a proper and efficient service and is willing to further invest in franchised bus operation may be granted a new franchise for a period not exceeding 10 years under sections 5 and 6(1) of the Ordinance commencing upon the expiry of its existing franchise².

Franchise Period / Extension of Franchise

5. A franchise period is defined under section 2 of the Ordinance to mean the "period for which a franchise is granted under section 6(1) and any period for which the franchise is extended under section 6(2) or (3)". Under section 6(1), the CE-in-C may grant a franchise for a period not exceeding 10 years.

6. According to established practice, new franchise of five or six years were granted for operation of new bus networks or to newcomers in the franchised bus industry, so as to observe the performance of the operators before consideration is given to granting longer franchises to them. This arrangement applied to Citybus (Franchise 2), LW in 1996 and NWFB in 1998 when their franchises were first granted. For operators who have proved themselves to be capable of providing proper and efficient services, and are willing to further invest in their franchised bus operations, they will be granted new franchise for a period of ten years. This applies to all the six existing franchises.

7. The certainty of a ten-year franchise will facilitate long-term planning and development of bus service, including operation of loss-making but socially desirable routes, as franchised bus operation is capital and investment intensive. It will enable the grantee to secure financing on more favourable terms, thus reducing operating cost. A ten-year franchise will also provide room for weathering short-term business volatility. Bus operation is also a labour-intensive service industry. A ten-year franchise is conducive to a more stable working environment for the grantee's staff and the provision of a proper and efficient service to the travelling public.

² There is no provision in the Ordinance for renewal of a franchise granted under section 5. Existing franchise grantee may apply for a new franchise to be granted under section 5 of the Ordinance commencing upon the expiry of its existing franchise.

8. Under section 6(2) of the Ordinance, a grantee may also, by notice in writing to the Chief Secretary for Administration, request an extension of its franchise at any time not less than 15 months before its expiry. The CE-in-C may, if he is satisfied that the grantee is capable of maintaining a proper and efficient service, extend the franchise for a further period not exceeding 5 years. Once an extension has been granted under this section or section 6(3), a grantee cannot apply for a further extension of the extended franchise under section 6(2) since in such case, the period the grantee sought to be extended is not 'the period for which the franchise was granted under section 6(1)'. Under section 6(3), the CE-in-C may, at any time during a franchise period, extend a franchise from time to time for a further period not exceeding 2 years whenever he considers it appropriate having regard to any circumstances affecting the franchise and if he is satisfied that the grantee is capable of maintaining a proper and The CE-in-C may extend the franchise under this efficient service. section more than once.³

Key Consideration for Granting of Franchise

By Assessment of Existing Grantee's Performance

9. As mentioned in paragraph 4 above, according to the established practice, an incumbent grantee that has proven to be capable of providing a proper and efficient service and is willing to further invest in franchised bus operation may be granted a new franchise for a period not exceeding 10 years under sections 5 and 6(1) of the Ordinance commencing upon the expiry of its existing franchise. Hence, the Government's key consideration in granting a bus franchise is the provision of a proper and efficient public bus service. Section 12 of the Ordinance also prescribes that a grantee of a bus franchise shall, at all times during the franchise period, maintain to the satisfaction of the Commissioner for Transport a proper and efficient public bus service.

10. To assess whether an existing franchised bus operator is providing proper and efficient public bus services, the Transport Department ("TD") will take into account the findings of the regular review of its performance through the passenger satisfaction surveys, site surveys, vehicle inspections,

³ It should be noted that the extension mentioned in paragraph 8 is just extension of the franchise, not renewal.

examination of regular returns and feedbacks from the public. The TD will also conduct an assessment covering the following aspects -

(a) Capability of providing a proper and efficient service

An assessment on the service and safety performance during the current franchise period will be made. The major aspects for assessment are as follows -

- (i) trend and changes of patronage, and efforts made for enhancing operational and network efficiency;
- (ii) number of service improvement⁴ measures and service rationalisation⁵ measures;
- (iii) lost trip rate and, if it is high, the improvement measures taken;
- (iv) the average number of complaints per million passengers received by the Transport Complaints Unit under the Transport Advisory Committee vis-à-vis the overall industry average;
- (v) elderly/disabled friendly design of buses (e.g. % of low-floor wheelchair-accessible buses in the whole fleet);
- (vi) environmental performance, including emission standards of the buses, bus replacement programme, trial for electric-battery bus or super capacitor bus, etc.; and
- (vii) the average number of buses involved in accidents per million vehicle-kilometre travelled vis-à-vis the overall industry average.

⁴ Service improvement measures mainly include introduction of new routes, frequency enhancement, extension of service hours and extension of routeing.

⁵ Service rationalisation measures mainly include route cancellation, frequency reduction, route truncation and re-routeing.

(b) Commitments in further investing the franchised bus operation

The TD will assess a franchised bus operator's commitments in further investing the franchised bus operation, covering the following key aspects -

- (i) whether the franchised bus operator is capable of and willing to make investment to purchase of new buses for replacement of older buses to further enhance its services;
- (ii) whether the franchised bus operator will accept the franchise conditions of the most recently granted franchise as well as the commitments ⁶ made for enhancement of services and facilities, improvement in environmental perfomance of buses, etc.;
- (iii) whether the franchised bus operator will commit in introducing new initiatives for enhancing services as appropriate having regard to the changing circumstances as well as passenger demand. The new initiatives may include improvement on passenger waiting environment and facilities for persons with disabilities, upgrading of ancillary facilities at bus stops, erection of more shelters and providing more passenger-oriented information, etc.; and
- (iv) whether the franchised bus operator is willing to provide more fare concessions with due regard to the financial performance of its operation.

In this regard, it should be noted that the continual expansion of the railway network in the past two decades or so, coupled with other operating challenges, e.g. fluctuating fuel price, shortage of supply of bus captains, immense pressure for wage increase, etc., make the operating environment for franchised bus operation increasingly challenging. While it is the Government's established policy to encourage the franchised bus operator to offer more fare concessions and implement

⁶ Generally speaking, generic and long-lasting requirements will be set out as franchise clauses, while specific initiatives or objectives required to be achieved within a certain timeframe will be set out by way of an undertaking or side letter.

more service enhancement initiatives, it is necessary to be mindful to ensure that such arrangement would not have significant adverse effects on the financial viability and sustainable development of its operation in the long run as it is the Government's policy that public bus services should be run in accordance with prudent commercial principles without the Government's direct subsidy.

(c) Public's views

The TD would commission an independent opinion survey to collect passengers' overall opinion on eight service performance aspects of the concerned franchised bus operator. The eight service performance aspects include: (i) overall quality of service, (ii) comfort of buses, (iii) facilities on buses, (iv) passenger information, (v) reliability of bus services, (vi) driving performance, (vii) staff attitude; and (viii) effort on environmental protection. The TD would also conduct public consultation for three to four months to seek the public's views on the requirements to be imposed on the new franchise if it is to be granted to the existing franchised bus operator. The submissions received during the public consultation period and the findings of the independent opinion survey would be analysed before taking forward for further consideration.

The Legislative Council ("LegCo") Panel on Transport would also be consulted prior to enter into direct negotiation with the concerned franchised bus operator on the granting of a new franchise. The TD will follow up with the franchised bus operator on all the views canvassed from different channels and explore the feasibility of accommodating the constructive views / suggestions in the new franchise. The LegCo Panel on Transport and the Transport Advisory Committee would be briefed and consulted on the outcome of the franchise negotiation with the franchised bus operators.

11. Copies of the LegCo Briefs on the new franchises for KMB, LW, Citybus (Franchise 1), Citybus (Franchise 2), NWFB and NLB are attached at the <u>Appendix</u>.

By Tender Exercise

12. According to the established practice, a franchised grantee that has proven to be capable of providing a proper and efficient service and is willing to further invest in franchised bus operation will be granted a new franchise for a period of not exceeding 10 years. Generally speaking, incumbent operators that have continued to provide proper and efficient services would have expectation that they would be granted new franchises or have their existing franchises extended under the Ordinance upon the expiry of their current franchises should they show that they are willing to further invest. Tender exercises for granting new franchises would be conducted for specific reasons. Over the past years, a total of four tender exercises for granting of new franchises was launched by the TD since the enactment of the Ordinance in 1975 -

- (a) tender for a franchise to operate a bus route between MacDonnell Road and Central in April 1991;
- (b) tender for a franchise to operate 24 bus routes on Hong Kong Island and two cross harbour bus routes in June 1992;
- (c) tender for franchises to operate two networks of bus routes for North Lantau and the new airport at Chek Lap Kok in March 1996; and
- (d) tender for a franchise to operate 59 bus routes on Hong Kong Island and 29 cross harbour bus routes in February 1998.

13. Exercises (a), (b) and (d) were carried out for the purpose of bringing in competition as a means to deal with the unsatisfactory performance of the then incumbent franchised bus operator, i.e. the China Motor Bus Co. Ltd, while exercise (c) was conducted to facilitate the provision of bus networks to meet demands arising from the new developments in North Lantau and the new airport at Chek Lap Kok.

14. If new franchise is granted through tender, the TD will assess the applications from the tenderers taking into consideration a host of factors including the following -

(a) Mandatory requirements

The TD will set out a list of basic requirements which must be

met by the tenderer before its application will be further processed or evaluated. There will be two sets of major mandatory requirements -

- (i) Basic/minimum service levels to be provided the requirement is usually in the form of specified minimum requirements in terms of operating hours, peak hour and non-peak hour frequencies/service timetables.
- (ii) Other passenger services or facilities -
 - Fare concession (half fares) offered to elderly passengers;
 - Provision of low-floor wheelchair accessible buses with fixed ramp, wheelchair parking space and related facilities;
 - Designated priority seats;
 - > Installation with black box; and
 - Audio and visual bus stop announcement system in Cantonese, English and Putonghua should be installed on all buses, etc.
- (b) Other assessment criteria

If the tenderer's application has fully met the mandatory requirements, the TD will assess the application on the basis of a number of criteria, including -

- (i) Fares proposed (including full and concessionary fares to be offered)
- (ii) Corporate capability and experience;
- (iii) Financial capability;
- (iv) "Start-up" plan and work programme for gearing up;
- (v) Driver engagement and training plans;
- (vi) Provision of passenger information and facilities; and
- (vii)Customer services and complaint handling proposals, etc.

15. The assessment criteria will each be assigned with marks which shall total to 100. If a tenderer fails to reach the passing marks (e.g. 50 marks), its application will be rejected. Subject to the decision of the Chief Executive in Council, the tenderer with the highest score of marks will be the successful applicant for granting of franchise.

Transport Department April 2018

Appendix – The LegCo Briefs on the six existing franchises

Vehicle Safety -Design, Build, Examination and Inspection of Franchised Buses

PURPOSE

This paper sets out the legislative requirements and other regulatory measures relating to the examination and inspection of franchised buses ("FBs") in Hong Kong during the design-and-build stage and the in-service period.

THE REGULATORY FRAMEWORK ON SAFETY OF FRANCHISED BUSES

2. There were a total of 5,982 licensed FBs in Hong Kong as at end 2017. Nearly all of the FBs (about 99%) currently operating in Hong Kong are designed and imported by European bus manufacturers. To ensure that the structural safety of the FBs are in compliance with the prevailing international standards and that the safety requirements in the local context are addressed, the TD maintains close liaison with the FB operators and the manufacturers regarding the availability, feasibility and suitability of any proposed features to be incorporated to FBs. As set out in TD_Paper_01 on the regulatory framework of FBs, as far as safety of FBs is concerned, the requirements imposed on FB operators are mainly statutory requirements under the Road Traffic Ordinance ("RTO") (Cap. 374) and its subsidiary legislation as well as the Public Bus Services Ordinance ("PBSO") (Cap. 230). Apart from legislation, through the grant of **franchise** under the PBSO, the Government has also laid down the requirements for submission of the maintenance schedules of FBs and other vehicles as well as the inventory of stores by the FB In addition, the Government imposes requirements on FBs operators. from time to time by means of other regulatory measures in order to cope with the changing environment and public expectation.

Road Traffic Ordinance and its subsidiary legislation

3. The RTO and its subsidiary legislation provide the legal backing to require all vehicles, including FBs^1 , to comply with the traffic rules,

¹ FB service refers to the operation of public bus services for the carriage of

construction and design standards (e.g. appearance and on-vehicle equipment to be installed), safety requirements and provide for the associated penalties arising from the traffic offences. The main legislative requirements relating to **safety of vehicles** for compliance by FB operators are as follows:

- (a) the construction and maintenance of FBs under the Road Traffic (Construction and Maintenance of Vehicles) Regulations (Cap. 374A);
- (b) the registration and licensing of FBs under the Road Traffic (Registration and Licensing of Vehicles) Regulations (Cap. 374E);
- (c) the installation of on-vehicle safety equipment under the Road Traffic (Safety Equipment) Regulations (Cap. 374F); and
- (d) the glass used on FBs under the Specification of Safety Glass Notice (Cap. 374H) (made by virtue of regulation 28 of Cap. 374A.

Public Bus Services Ordinance and Franchise Requirements

4. The PBSO and the franchise granted under PBSO also impose requirements in respect of the operations of the FB services. The key requirements include –

(a) Section 12A – The FB companies have to prepare a forward planning programme ("FPP") on an annual basis, and among others, the programme should include (a) a programme for the provision and equipment of premises necessary for the construction, repair and maintenance of vehicles; and (b) a programme for the regular maintenance and servicing of all vehicles. The programmes have to be agreed by the Transport Department ("TD").

Extracts of the programmes for (a) and (b) submitted by Kowloon Motor Bus Co. (1933) Ltd. ("KMB") in its 2018 -

passengers for reward at separate fares through the granting of franchise. FB is classified as "public bus" or "bus" under the RTO and its subsidiary legislation. All provisions relating to "public buses" or "buses" in the RTO and its subsidiary legislation are applicable to FBs.

2022 FPP are at <u>Appendix A</u> and <u>Appendix B</u> respectively.

(b) Section 18(1)(f) and franchise requirement – The FB companies have to keep and furnish records on maintenance of vehicles and stores to TD.

A sample copy of the monthly report of vehicle maintenance submitted by KMB is at <u>Appendix C</u>.

- (c) Section 19 of PBSO and franchise requirements The FB companies have to provide and maintain premises that are necessary for the construction, repair and maintenance of vehicles used.
- (d) Section 21 TD may (a) inspect any premises and facilities for construction, repair and maintenance vehicles used by the FB companies; (b) require FB companies to carry out repair and maintenance of vehicles as TD may specify; and (c) require the FB companies to carry out maintenance and servicing according to any programme.

Other Regulatory Measures

5. Apart from statutory and franchise requirements, TD will from time to time impose additional requirements in relation to vehicle design and safety with mutual agreement with the franchised bus operators in the form of letters, etc. with a view to ensuring a proper and efficient public bus service to the satisfaction of C for T in accordance with the legislation and the franchise. The installation of seat belts for exposed seats, speed limiter, black box, etc. are cases in point.

IMPLEMENTATION OF THE REGULATORY REGIME

6. To ensure the roadworthiness and operational safety of FBs, the TD keeps track of the condition and performance of FBs from their design-and-build stage to the in-service period through periodic examinations and inspections of vehicles as required under the regulatory framework set out above. The details are set out in the ensuing paragraphs.

Design and Build of Franchised Buses

Type Approval and Licensing Requirements under Cap. 374A and Cap. 374B

7. Nearly (99%) of the FBs currently operating in Hong Kong are designed and imported by European bus manufacturers, and are in compliance with the European requirements. According to the information of the three major bus manufacturers², the body structure³ of the FBs used in Hong Kong are the same as those supplied to other countries, such as the United Kingdom, the USA and Singapore. Having said that, during the design-and-build stage, all new models of FBs must pass the type approval procedure of the TD to ensure that their safety requirements are fully in compliance with the requirements under Cap. **374A and Cap. 374F.** In addition, each new bus has to pass the TD's stringent pre-registration inspections before they can be registered, licensed and put into service. During the type approval process for FBs, the bus manufacturer is required to provide the vehicle details (Appendix **<u>D</u>**) and submit the required test certificates (<u>Appendix E</u>) for TD's The TD would check and verify their designs including the assessment. braking system, safety glasses, seat belts, steering system, glass-breaking hammers, emergency exits, numbers of seats, interior and exterior dimensions of the bus, etc. The type approval also includes a stability test to simulate full load condition to ascertain that the bus can be tilted at an angle of 28 degrees and 35 degrees for a double-decked bus and a single-decked bus respectively (see Figure 1 below). For double-decked bus, the test will simulate the worst scenario of having full complement of passengers on the upper deck only.

² The three major bus manufacturers are Volvo Limited, Alexander Dennis Limited and MAN.

³ The use of aluminum alloy on bus body has been an international trend in recent years. In fact, the rigidity of the structure relies mainly on the structural design, instead of the material use. The body strength has been designed based on safety, reliability and stability considerations for a life span of 20 years under arduous operating conditions.



Figure 1 - Stability test to simulate full load condition to ascertain the double-decked bus can be tilted at an angle of 28 degrees

Thereafter, a pre-registration inspection would follow to ensure that each bus is constructed as per its submitted design. Only after going through the type approval procedures of a particular design and build of buses and the subsequent inspection of each bus, will a vehicle licence be issued to each FB under Cap. 374E such that it can be put on use on roads.

Other measures imposed on bus design and on-vehicle safety-related devices

8. Having regard to the major incidents involving the vehicle design and safety of franchised buses, the TD would, if necessary, conduct review and request the FB operators to provide or install safety-related facilities or devices so as to further enhance the operational safety of FBs. In the past decade or so, the FB operators have, in consultation with FB manufacturers as appropriate, installed a number of safety-related facilities or devices in accordance with the TD's requirements. These include:

(a) Applying a transparent protective film onto the upper deck toughened glass windscreens of buses or replacing the glass with laminated glass - Between 2004 and 2006, there were 20 incidents involving broken window glasses of buses. Because of such incidents, the FB operators have undertaken to apply a transparent protective film onto the upper deck toughened glass windscreens of all buses or replace the glasses with laminated glasses (see Figure 2 below).



Figure 2 – The marking on the bottom right hand corner of the windscreen at the upper deck of a franchised bus showing the laminated materials applied on the windscreen

(b) Installing an additional horizontal guard rail across the upper deck windscreen and retrofitting seat belts to the exposed seats - In light of an accident in July 2006 in which a bus of KMB collided with another vehicle resulting in a passenger on the upper deck of the bus being thrown out of the bus, and an accident in December 2007 in which a bus of Citybus Ltd. ("CTB") collided with another bus of New World First Bus Ltd. in Tseung Kwan O resulting in three passengers on board the CTB's bus being thrown out of the bus, the TD recommended the installation of an additional horizontal guardrail at the upper deck windscreen for all the pre-1997 buses as well as provision of safety seat belts at the four upper deck front seats for the post-1997 buses to prevent passengers from falling out from the upper deck front seats (see Figure 3 below). At present, both the upper deck protective guardrails and seat belts for all the exposed seats have become the standard features of all FBs.



Figure 3 – The horizontal guardrail and the seat belts on exposed seats on the upper deck of a franchised bus

(c) Installing speed limiter and electronic tachograph (commonly known as "black box") - Arising from an accident in 2003 in which a bus fell down to the slope from Tuen Mun Road, speed limiter and electronic tachograph (commonly known as "black box") were installed on all new FBs (see Figure 4 below). Currently, all FBs are equipped with black boxes and speed limiters.

For the speed limiters, they control the maximum speed of the bus at a pre-set level during operation (i.e. 70km/hour). As regards the black box, they are tools for the bus operators to monitor the speed and behaviour of buses on roads. The device should sample the following data at one second interval, and store data every 30 seconds for a period of two weeks: (i) operation times (real time) including start time, rolling time, idle time, finish time; and (ii) vehicle speed. The software of the black box for analysing the onboard or downloaded data should also be capable of reporting the accident report (vehicle speed profile at time interval of one second for the three minutes period preceding detection of a 0.2G deceleration); and over-speeding report (frequency, maximum speed attained and over-speeding duration for speeds over 70km/hour).



Figure 4 – The black box installed on a franchised bus

The TD would conduct a random check on FBs for testing of the functionality of speed limiters and black boxes. On average, a total of 110 buses and 70 buses are selected every year to test the functionality of speed limiters and black boxes respectively. So far, there has been no failure case of speed limiters or black boxes found during the random checks.

The FB bus operators would retrieve the information of the black boxes for monitoring the driving behavior of their bus drivers regularly and on a need basis after an accident or in response to passenger complaint. If it is found that the bus captains' driving behaviour is improper (such as speeding), the franchised bus companies will take appropriate follow-up actions including issuance of advice/warning to the bus captain concerned and arrange the bus captain concerned to attend driving improvement course, etc.

The TD has requested all franchised bus companies to further strengthen their internal monitoring systems to monitor bus captains' safe driving and service performance since late 2017 arising from the incident in Sham Shui Po in September 2017. Franchised bus companies are requested to submit on a monthly basis to the TD the results of random checks on the operational data recorded in the black boxes and the corresponding follow-up actions. TD would review the results of random checks to ascertain that the FB operators have been monitoring the driving behaviour of their drivers and have taken/will take follow-up actions against those drivers with improper driving behaviour.

(d) Installing additional horizontal guard bar on the exit door -Three bus accidents occurred in 2016 which caused the breaking of glasses on the exit doors of buses and injury to To address the issue, the TD set up a working passengers. group with representatives from the FB operators and bus manufacturers to review the safety of bus doors and follow up the measures to enhance safety. Noting that the bus doors which opened in the inward direction had already been fitted with handles, the working group was of the view that the FB operators and bus manufacturers should actively explore the addition of horizontal guard bar on doors so as to give added protection to passengers when these doors were opened in the outward direction. Having obtained the confirmation on the technical feasibility of installing an additional guard bar on the exit door from the bus suppliers and the door manufacturer, the FB operators agreed to retrofit the guard bars on around 4,000 buses (see Figure 5 below). The retrofitting work was completed in June 2017 and this additional guard bar has become the standard feature for all newly procured buses since then.



Figure 5 – The additional horizontal guard bar in the middle of the exit door

Examinations and Inspections of In-Service Franchised Buses

9. Once the FBs have been deployed on service, they are required to undergo the annual examination and monthly inspection for checking of their safety equipment, technical parts and mechanical systems. Furthermore, the FBs are also subject to spot checks by the TD.

(a) Annual examination - All in-service FBs are required to pass annual examinations (i.e. every twelve months) conducted by the vehicle examiners of the TD to ensure their operational safety and roadworthiness before renewal of their vehicle licences. The annual examination covers items including the performance of the braking system, steering system, suspension system, lighting, seats, safety glass, compressed air system, emergency exit and the emission of black smoke to ensure that the buses are operationally fit for carriage of Only when each bus can pass the annual passengers. examination, it will be issued with a vehicle licence under Cap. 374E for use on roads. A sample record of the annual examination of the FB (with registration mark UW5055) and its certificate of roadworthiness are at Appendix F.

- (b) Monthly inspection Apart from the aforesaid annual examinations, all in-service FBs also undergo routine inspections conducted by the respective FB operators on a monthly basis. The TD closely monitors the programmes and the results of such inspections by conducting random checks on the records. Items covered in the monthly inspections include the braking system, steering system, engine, axle, suspension system, electrical and power systems and air-conditioning system of a bus. The FB operators are also required to submit monthly statistical reports on the number of breakdown of buses to the TD for monitoring purpose. Where necessary, the TD will request submission of additional records, or direct the franchised bus operators concerned to conduct an in-depth investigation into individual cases of breakdown, so as to facilitate appropriate follow-up action.
- (c) Spot check To ascertain that the FBs are in safe and good conditions for various road conditions, the vehicle examiners of TD conduct random spot checks on the buses to monitor the quality of maintenance and repair works of FBs undertaken by the FB operators. These spot checks follow the same standard as the annual examinations. On average, the TD conducts spot checks on 14 FBs per day, and the FBs are randomly selected from a list of registered and licensed in-service FBs kept in the computer system (i.e. a total of around 3 400 buses per year). The number of spot checks for buses of individual FB operators may be adjusted from time to time, having regard to factors such as the fleet size, number of breakdown cases and results of previous spot checks of the concerned operator. If a spot check reveals any problem with individual bus, the TD will request the FB operator concerned to take immediate action and properly repair the bus before putting it into service again. A sample record of TD's spot checks of FBs is at Appendix G. Where necessary, the TD will request submission of additional records, or direct the FB operators concerned to conduct in-depth investigation into individual cases of

breakdown, so as to facilitate appropriate follow-up actions. A sample record of TD's inspection is at <u>Appendix H</u>.

10. Once a serious safety defect, such as at the braking system or steering system, is found during the annual examinations or spot checks, the TD will initiate prosecution against the franchised bus operator. Under regulation 121(1) of the Road Traffic (Construction and Maintenance of Vehicles) Regulations, Cap. 374A, any person who uses or causes or permits to be used any vehicle on a road which does not comply with any aspect stipulated in the provisions therein commits an offence and is liable on conviction to a fine of \$10,000 and to imprisonment for 6 months. Over the past five years (2012-16), 11 cases of safety defect found in spot checks were prosecuted successfully. These cases involved malfunctioning of the braking system, defective tyres, failure of the suspension system and defective emergency door. There was no prosecution case in the past five years initiated by findings of annual examination.

11. Through the efforts of all parties concerned in monitoring and conducting the maintenance work on the FBs, it is noted that the number of safety-related defects per bus examination undertaken by the TD on the FB fleet of respective bus operators in 2012 to 2016^4 only ranges from 0 to 0.08. This demonstrates that the FB operators have attached great importance to the maintenance of FBs in order to deliver a safe and reliable service to the public. TD would continue to closely monitor the maintenance quality of FB operators and hold regular meetings with the bus operators to discuss bus examination results and, where appropriate, formulate actions to enhance bus safety.

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⁴ The figures of 2017 are being compiled.

<u>List of Appendices</u> –

Appendix A -	Extract of programme for the provision and equipment of premises necessary for the construction, repair and maintenance of vehicles submitted by an FB operator in its 2018-2022 Forward Planning Programme
Appendix B -	Extract of programme for the regular maintenance and servicing of all vehicles submitted by an FB operator in its 2018-2022 Forward Planning Programme
Appendix C -	A sample copy of the monthly report of vehicle maintenance schedule of an FB
Appendix D -	Vehicle details submitted by the bus manufacturers
Appendix E -	Sample of test certificates submitted by the bus manufacturers
Appendix F -	The record of the annual examination of the FB (with registration mark UW5055) and its certificate of roadworthiness
11	A sample record of TD's spot checks of FBs
Appendix H -	A sample record of TD's inspection of FBs

Application of New Devices or Technology on Franchised Buses

PURPOSE

This paper gives an account of the feasibility and desirability for application of new devices or technology on franchised buses ("FBs").

BACKGROUND

2. To ensure safe operation of FB service, one of the most important measures adopted by the Transport Department ("TD") is to keep close monitoring of the roadworthiness and operational safety of buses through examination/inspection of vehicles as well as stipulating additional requirements/standards by mutual agreement at meetings or through exchange of letters, etc. with the FB operators.

3. Apart from the daily monitoring, the TD would, as necessary, conduct review and request the FB operators to provide or install safety-related facilities or devices so as to further enhance the operational safety of FBs, having regard to major incidents involving the vehicle design and safety of franchised buses. Over the years, the TD, in collaboration with the FB operators (in the form of a formal working group or regular follow-up meetings), has implemented a number of measures for installation of safety-related facilities or devices, such as speed limiters and electronic tachographs ("black box"), on buses. Details are provided in TD's separate paper titled "Vehicle Safety – Design, Build, Examination and Inspection of Franchised Buses".

WORKING GROUP ON BUS SAFETY

4. Arising from the serious traffic accident involving a FB of The Kowloon Motor Bus Co. (1933) Ltd. ("KMB") on Tai Po Road resulting

in the death of a number of passengers in February 2018, the TD set up a working group ("WG") with representatives from all FB companies¹ and bus manufacturers in mid-March 2018 to review the technical feasibility and desirability of installing some new safety devices or applying new technology on the safety devices of FBs for enhancing protection to bus passengers. The outcome of the discussion and recommendations of the WG are set out in the ensuing paragraphs.

Installation of Seat Belts for All Passenger Seats

5. In the light of an accident in July 2006 in which a KMB bus collided with another vehicle resulting in a passenger on the upper deck of the bus being thrown out of the bus and another similar accident in December 2007 in which a bus of Citybus Ltd. ("CTB") collided with another bus of New World First Bus Co. Ltd. ("NWFB") in Tseung Kwan O resulting in three passengers on board the CTB's bus being thrown out of the bus, the TD recommended and the FB operators agreed that safety seat belts should be retrofitted at the four front seats on the upper deck² of all the post-1997 licensed buses to prevent passengers from falling out from the upper deck front seats. At present, the seat belts for all the exposed seats³ have become a standard feature of all FBs. A photo showing the provision of seat belts on the upper deck front seats is at Figure 1.

The franchised bus companies are:

⁽a) The Kowloon Motor Bus Co. (1933) Ltd.,

⁽b) The Long Win Bus Co. Ltd.,

⁽c) Citybus Limited,

⁽d) New World First Bus Services Limited, and

⁽e) New Lantao Bus Co., (1973) Ltd.

² The four front seats on the upper deck of buses were the only exposed seats that had not been installed with seat belts.

³ Exposed seats refer to those forward facing seats in a FB which are not immediately behind another forward-facing seats or an internal partition/panel. Usually, there are about 1 and 14 exposed seats on a single-decked bus and a double-decked bus respectively.



Figure 1- Provision of seat belts at the exposed seats on the upper deck of a FB

6. It should be noted that the fitting of seat belt on a FB has to be considered in a complete vehicle context. In other words, the strength of the material of the seat belt, the seat belt mounting points and the mounting of seats to the floor should be sufficiently strong to withstand the inertia imposed on the vehicle during a collision. Currently, the most widely recognized worldwide standards governing the security of seats and seat belt installations are those set by the European Community, the United Nations Economic Commission for Europe or the Federal Motor Vehicle Safety Standards.

7. As regards the installation of seat belts for all passenger seats on FBs, the three double-decked bus manufacturers (i.e. Alexander Dennis Limited "ADL", Volvo and MAN) have confirmed that it is technically feasible, upon the request of the FB operators, to supply **all new buses** with seat belts for all passengers seats which comply with the aforesaid international standards. Correspondingly, **all FB operators indicate that they agree to incorporate this requirement for procurement of new buses**.

8. As for retrofitting of seat belts on all passenger seats of existing buses, the bus manufacturers have concerns that the floor structure (especially on the lower deck) of the FB is not designed for seat belt installations for compliance with the international standards. To fulfill the requirements, reinforcement of the existing floor structure and replacement of all the existing passenger seats with new passenger seats are required. Subject to detailed assessment, the bus manufacturers have

initially confirmed that it may be technically feasible to retrofit safety seat belts on all passenger seats of upper deck of the existing buses which are manufactured in certain specified years. They would also make further study on such feasibility and advise the recommended models or batches of buses used by the FB operators that are suitable for installation of seat Based on the TD's understanding, the retrofitting work will belts. involve substantial modifications, including reinforcement of the structure of a FB, replacement of all seats with seat belts. as well as conducting pull tests of the seat belts and seats to confirm their compliance with the international standards, etc. The retrofitting and testing work for each FB will take considerable time to complete and hence will affect the bus availability rate for bus operation during the The FB operators will further study the proposal. process.

9. A sample showing the installation of seat belts on all seats of a FB is indicated in Figures 2 and 3 below.



Figure 2 – Provision of seat belts on all passenger seats on the lower deck of a FB



Figure 3 – Provision of seat belts on all passenger seats on the upper deck of a FB

Use of Technology on the Safety Devices of Franchised Buses

10. The WG has also examined the feasibility and desirability of using technology on the safety devices of FBs to further enhance bus safety. A number of on-vehicle safety devices have been explored, including:

- (a) Electronic stability control ("ESC") and Roll stability control ("RSC");
- (b) Capping the maximum speed at 70 km/hour on downhill by the speed limiter;
- (c) Speed control by Global Positioning Service ("GPS") or geo-fencing;
- (d) Speed display unit in passenger compartments ("SDU");
- (e) Collision prevention and lane keeping devices; and
- (f) Driver monitoring device.

11. The detailed deliberation of the concerned parties at the WG's meetings on each of the devices is as follows:

(a) Electronic Stability Control and Roll Stability Control

12. The ESC is referred by different bus manufacturers as the electronic stability program or the dynamic stability control. It is a device for improving the stability of a vehicle by detecting and reducing the loss of traction, e.g. skidding. Different designs of ESCs have been used in private cars for many years for enhancing vehicle stability when the vehicle is taking corner at a high speed. When the ESC detects loss of steering control, it will automatically activate the braking system of the vehicle to help "steer" the vehicle on its intended track. The braking system is automatically applied to the wheels individually, such as the outer front wheel to counter the over-steer or the inner rear wheel to counter the under-steer. Some ESC systems also reduce the engine power until the control of the cornering vehicle is regained. The ESC does not improve a vehicle's cornering performance. Instead, it would help minimize the loss of control when a vehicle is cornering. The performance of the ESC is illustrated in Figure 4.



Figure 4 – A picture showing the performance of the ESC

13. The RSC reduces the risk of a vehicle to rollover in extreme cornering or evasive manoeuvres, especially for trailers or vehicles with high centre of gravity which is more susceptible to rollover. Different vehicle manufacturers have different approaches to achieve the above mentioned function and the design depends on the vehicle model and the technology employed. In one of the designs, the RSC detects an

impending rollover (e.g. excessive lateral force generated by excessive speed in a turn) and the system will automatically apply the brake with a high burst of pressure to the appropriate wheels and sometimes decrease the engine torque to interrupt the rollover before it occurs.

14. The performance of a RSC is shown in the photos in Figure 5.



Figure 5 – Demonstration of the performance of a RSC on a truck with high center of gravity

15. One of the bus manufacturers have advised that their new and existing buses have already been equipped with the ESC. As such, about 2.8% of the FBs (i.e. 170 buses) in Hong Kong procured from this manufacturer have been installed with the ESC. The bus manufacturer further advised that one of the functions of their ESC is the RSC, which uses electronic-controlled suspension for rollover protection. The other two bus manufacturers indicate that their new buses (but not the existing buses) could be equipped with the ESC, which could minimize the risk of losing control when the vehicle is cornering. Based on the bus manufacturers' advice, their ESC could already assist the vehicle back to track before the rollover situation begins. However, the bus manufacturers pointed out that even with the installation, a bus can still lose control due to inappropriate driving behaviour, e.g. aggressive The bus would roll over if it is being driven off-road and the driving. body angle is too high. In addition, the system cannot prevent rollovers caused by hitting a curb or sliding into a ditch. To improve bus safety, all FB operators agree to incorporate the requirement of installing ESC system (which will include the function of RSC) for procurement of new buses.

(b) Capping the maximum speed at 70 km/hour on downhill by the speed limiter

16. In light of an accident in 2003 in which a bus fell down a slope from Tuen Mun Road, a review on bus safety measures was conducted by the TD with the FB operators with a view to preventing the recurrence of similar incident. The review recommended, among others, the installation of speed limiters on all new FBs. As a result, all FBs are now equipped with speed limiters to limit the maximum speed of a bus at 70 km/hour.

17. In general, the speed limiters are in-built systems of modern buses geared to the electronic engine management system. The setting or activation of the speed limitation function is controlled by a software programme. The current speed limiter performs its function by means of cutting off fuel supply to the engine when the speed is over 70 km/hour and it cannot control speeding on downhill which is steep enough for the vehicle to be in free roll. In a free rolling situation, the vehicle speed is not determined by engine revolutions or gearing but rather by the force of gravity acting against the rolling assistance of the vehicle.

18. The three bus manufacturers have initially advised that it is technically feasible to engage retarder to slow down a bus when the speed limit is over 70 km/hour under the downhill situation. In response, all the FB operators indicate that they agree to incorporate this requirement for procurement of new buses.

(c) Speed control by Global Positioning Service ("GPS") or geo-fencing;

19. The existing speed limiters are only effective in controlling speed at a pre-determined speed, e.g. 70 km/hour. However, it cannot prevent speeding at a speed below the pre-determined speed. For example, a vehicle travels at, say 65 km/hour, on urban roads with the imposed speed limit of 50 km/hour, is already committing speeding but its speed limiter is not activated at this travelling speed. Against this background, consideration has been given to using speed limiter in conjunction with the GPS/geo-fencing technique so as to provide a variable speed limiting function according to the prevailing speed limit of the road or a pre-defined boundary such that the maximum speed of the vehicle can be limited automatically, e.g. 50 km/hour in urban areas or 70 km/hour on A GPS receiver installed on-board a vehicle will identify expressways. the position of the vehicle. The GPS is a satellite based system to track the real time position of the vehicle. The signal received by the GPS receiver will interact with the digital map to identify the prevailing speed limit on the road where the vehicle is travelling. The vehicle speed is measured by a speed sensor which will compare with the imposed speed If the speed of the vehicle exceeds the imposed speed limit, the limit. vehicle will decelerate automatically to the imposed speed limit by a mechanism that retards the engine ignition timing for a short period or cuts the fuel supply or even applies the braking system.

20. All the three bus manufacturers opine that the technology for speed control by GPS or geo-fencing is theoretically feasible. However, they have concerns on the accuracy of the GPS signals as it will be affected by the high-rise buildings of Hong Kong. The FB operators also express that the bus captains may rely on the setting of the speed limit to control the buses. This in turn will encourage the bus captains to drive at critical speed rather than according to the actual road and traffic conditions, and weather situations.

(d) Speed display unit ("SDU") in passenger compartment

21. The SDU is a device which can be installed in the passenger compartments of the lower deck and upper deck of a FB. The device captures the real-time signal from the vehicle speed sensor and provides a visual display of the current speed to the passengers on-board. The device itself will not improve the vehicle safety but will provide a means for passengers to monitor the vehicle speed. The existing SDU installed on a public light bus which may resemble the installation of the proposed device on a FB is shown in Figure 6.



Figure 6 – The speed display unit which is currently installed on a public light bus in Hong Kong

22. The three bus manufacturers have advised that it is technically feasible to install the SDU in the passenger compartments of a FB. However, it should be noted that there are already speed limiters installed on all FBs to limit the maximum vehicle speed to 70 km/hour and electronic tachograph have also been installed on all FBs such that the FB operators could investigate any driver's mis-behaviour including speeding, if necessary. In addition, the the FB operators are concerned that SDU would create conflicts and arguments between the bus captain and passengers, and impose additional pressure on the bus captains which in turn would affect the safety for bus driving. The FB operators consider that the SDU is not conducive in enhancing bus safety.

(e) Collision prevention and lane keeping devices

23. The collision prevention system, if installed on a bus, will be activated if the vehicle ahead of the bus stops or is slowing. This would give an alert to the bus driver in respect of the risk of a possible crash.

24. While most of such systems installed on buses use radar for detecting the movement of the preceding vehicle, some also use laser or camera. The system monitors the relative speed and measures the distance away from the vehicle in front. When the bus gets too close to the vehicle in front, a signal (audible and/or visual) will alert the driver. Some systems offer collision warning with the brake support. If the

driver does not react after the collision warning, the brake support function will activate the braking system to react quickly and hence the brakes will be applied. In the event of an imminent crash and the driver has not applied the brakes, some of the new systems that are available in the market would apply heavy braking automatically to help reduce the impact of the crash. A photo showing the activation of the collision prevention system is at Figure 7.



Figure 7 – Demonstration of the activation of the collision prevention system

25. The lane keeping device helps a driver correct the course of his vehicle. The device uses a forward-looking camera that detects lane markings in front of the vehicle. It will apply a brief corrective action (steering or braking) or provide additional steering force with a warning sound if the vehicle starts to drift outside the lane without using a turn signal. A photo showing the operation of the lane keeping device is at Figure 8.

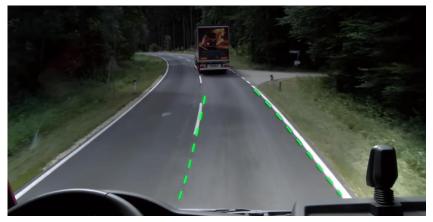


Figure 8 – Demonstration showing the operation of the lane keeping device

26. All the three bus manufacturers advise that there are in-built or third-party lane keeping systems available for new and existing buses. However, they have reservation in the installation of such device on the FBs as the traffic in Hong Kong is heavy and frequent lane changing is required for FB operation. It would generate false alarms to the FB captains from time to time who may soon easily get used to the false alarm and ignore the real road situation. Some FB operators advise that they have performed trial of such third-party system which generates visual and audio warning to bus captains. However, the trial results are not positive and conclusive, and the system generates false alerts to the bus captains. In sum, the FB operators do not consider that the installation of collision prevention and lane keeping devices are effective for enhancing the safe operation of FB services.

(f) Driver Monitoring Device

27. The driver monitoring systems monitor the driving performance and alert the driver if it detects a lack of attention or drowsiness. Some systems use a camera installed on the windscreen to detect the driver's status based on the eye movement or posture. When the system detects potential unsafe behaviours such as "looking aside", 'dozing", "drowsiness" or "bad posture", the system will give visual warning and voice alert to the driver. The system is a standalone system of the vehicle. The operation of a driver monitoring device is indicated in Figure 9.



Figure 9 – A demonstration showing the operation of the monitoring device for facial recognition of the status of a driver

28. All the three bus manufacturers have advised that these systems are third-party system and standalone to the bus system. It is technically feasible to monitor the bus captain's status but will also pose unnecessary nuisance to the bus captain when there is a false alarm. Two FB operators advise that they would install a similar system in four of their buses for a trial of 3 months tentatively starting from early May 2018. The TD, in collaboration with the FB operators concerned, will assess the effectiveness of the system upon completion of the trial.

CONCLUSION

29. Based on the initial assessments/comments made at the WG meetings, the feasibility and desirability of installing seat belts on all passenger seats and the application of technology on the other on-vehicle safety devices on FBs are summarized at the **Appendix**.

30. The work of the WG is still on-going. The TD will continue to work with the FB operators and bus manufacturers to follow up the technical feasibility, coverage and implementation timeframe of the recommended installations/devices on FBs for further enhancing the operational safety of FB service. The WG expects to release a report in about late June/early July 2018 on the recommended safety-enhancement measures and facilities to be installed on buses. The TD will then submit the report to the Independent Review Committee for its information.

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Appendix – Summary of the feasibility and desirability of installing seat belts on all passenger seats and other on-vehicle safety devices on franchised buses (as at April 2018)

Appendix

Summary of the Feasibility and Desirability of Installing Seat Belts on All Passenger Seats and Other On-vehicle Safety Devices on Franchised Buses (as at April 2018)

Proposals	Initial Remarks
(1) Seat belts for all passenger seats	The FB operators agree to incorporate this requirement for procurement of all new buses.
(2) Electronic stability control ("ESC") and Roll stability control ("RSC")	
(3) Capping the maximum speed at 70 km/hour on downhill by the speed limit	The FB operators agree to incorporate this requirement for procurement of all new buses.
(4) Speed control by Global Positioning Service ("GPS or geo-fencing	") The FB operators consider that the proposed device may encourage the bus captains to drive at critical speed but not according to the road and traffic conditions as well as weather situations.
(5) Speed display unit ("SDU" in passenger compartment	 Speed limiters and electronic tachographs are already in place. The FB operators consider that the proposed device may create conflict and argument between the bus captain and passengers, which in turn affect the safety of bus driving.
(6) Collision prevention and lane keeping devices	Due to heavy traffic in Hong Kong, it is not suitable to deploy them for FB operation. The results of the

Proposals	Initial Remarks		
	trials conducted by FB operators are not positive and conclusive.		
(7) Driver monitoring device	The FB operators will put on trials of the proposed device and assess the effectiveness before considering the way forward.		

TD_Paper_09

Franchised Bus Accidents

PURPOSE

This paper gives an account of the overall trend of accidents involving franchised bus ("FB") from 2012 to 2017 in Hong Kong, and the follow-up actions pursued by the Transport Department ("TD") for fatal accidents involving FB during the same period.

OVERALL TREND OF ACCIDENTS INVOLVING FB

2. The total number of accidents involving FBs between 2012 and 2017 remained relatively stable ranging from 2 168 to 2 292, as compared with the total number of traffic accidents in Hong Kong, ranging from 15 725 to 16 170 over the same period. Over the years, the percentage of traffic accidents in Hong Kong involving FBs remains stable at around 14%.

3. Regarding fatal accidents, while the total number of fatal accidents per year ranged between 99 and 129 from 2012 to 2017, the number of fatal accidents involving FBs ranged from 3 to 12.

4.	The	number	of	traffic	accidents	involving	FBs	from	2012	to
2017 ar	e sun	nmarized	in t	the follo	owing Tabl	e –				

Year	Number of Accidents Involving FB ¹					
	Non-collision	Collision	Total	Fatal		
	Туре	Туре		Accidents		
2012	1 278 (59%)	890 (41%)	2 168	8		
2013	1 367 (60%)	925 (40%)	2 292	11		
2014	1 460 (64%)	830 (36%)	2 290	3		
2015	1 442 (65%)	776 (35%)	2 218	12		
2016	1 430 (65%)	786 (35%)	2 216	9		
2017	1 372 (63%)	815 (37%)	2 187	6		

¹ The statistics only show that the number of traffic accidents "involving" FBs, and statistics does not differentiate whether the FB and FB drivers were at fault.

Non-collision Accidents

5. About 59% to 65% of all the accidents involving FB during 2012 – 2017 are non-collision type accidents. These included accidents which typically involved passengers losing balance inside the bus compartment due to various reasons, such as not holding the handrail tightly or falling down when boarding or alighting.

Collision Accidents

6. About 35% to 41% of all accidents involving FB during 2012 - 2017 are collision type accidents. A chart comparing the motor vehicle involvement rates² in collision type accidents for selected transport modes is at <u>Appendix A</u>. It can be seen that the involvement rates of FBs in collision type accidents were comparable to that of all motor vehicles in the last three years. The percentages of driver contributory factors contributing to the occurrence of collision type accidents of FBs in 2017 are illustrated in <u>Appendix B</u>. It should be noted that less than half (43%) of the collision type accidents involving FB in 2017 involved driver factors, which is lower than the corresponding figure (52%) for all other motor vehicles.

FOLLOW-UP ACTIONS OF FB ACCIDENTS

7. Bus passenger safety is of prime concern to the TD and thus we have been keeping a close eye on the FB accident statistics and would follow up closely with FB operators as appropriate.

Review of Accident Statistics and Accident Reports

8. It is an established arrangement that the TD would examine and analyse the accident statistics and reports from two main sources –

² Motor vehicle involvement rate refers to the number of vehicles involved in accidents per one million vehicle-kilometres travelled by vehicles of the same vehicle class.

(a) FB's returns and accident reports

FB operators submit information of accidents to the TD on a monthly basis, including the number of traffic accidents by severity of accidents, the number of FBs involved in accidents by severity of accidents as well as their trends over a period of time. Moreover, the TD will also demand the FB operators to submit accident reports on individual accidents as necessary. In considering whether to demand an accident report from FB operators, the TD will take into account a number of factors, including the seriousness of the accident and the casualty involved, the possible cause and the likelihood of reoccurrence, as well as the public concern on the incident. A sample letter issued by the TD requesting an accident report is at <u>Appendix C</u>.

(b) Police's investigation report

All traffic accidents involving personal injury must be reported to the Police. Details of injury accidents are recorded and inputted into a computer system. The Police and the TD have jointly maintained a database on all traffic accidents (including those involving FBs) which include the results of the Police's investigations. According to current practice, the Police will investigate all traffic accidents with personal injury including those involving FB buses and compile the accidents information which will be periodically exported to the computer system of the TD.

Follow-up Actions by the TD after Accident Analyses

9. In the light of the findings/observations from review of accident statistics and reports, the TD will follow up with the concerned FB operators as appropriate. For example, the FB operators would be asked to explain the causes for any rising trend of accidents involving their buses and undertake to adopt necessary measures to mitigate the situations. Depending on the seriousness of the accidents and the number of casualties involved, the possible cause and the likelihood of reoccurrence, as well as

the public concern on the accidents, the TD will impose new measures on the FB operators to enhance road safety and vehicle safety, or any other measures that are conducive to the safe operation of FBs.

Road safety

10. The TD will study the accident data gathered from the reports from the Police and the FB operators to identify any accident black spots³. In general, the TD conducts investigation at 100 locations with clusters of injury accidents (including junctions, bends and other road sections) every year. Detailed examinations of accident information are then carried out to examine if there are any distinct accident patterns and to identify common factors contributing to these accidents. Road safety enhancement measures will be proposed to address the common factors identified and to improve the road safety of Hong Kong. Notwithstanding the above, the TD may consider conducting review on individual accidents of significant severity and investigating whether any road safety enhancement measures are required. For example, after the fatal accident at the junction of Cheung Sha Wan Road and Yen Chow Street which happened in September 2017, the TD has stepped up the road safety measures, including painting "Slow" road marking, installing "traffic signal ahead" and "traffic black spot" signs at the junction of Cheung Sha Wan Road and Yen Chow Street, tightening up the non-stopping restriction ("NSR") near the concerned junction, and widening the waiting area of pedestrian crossing in the vicinity, being arranged by the Highways Department.

Vehicle safety

11. If the accidents involving FB buses are related to the safety and maintenance of FBs, the TD will, in collaboration with the FB operators and bus manufacturers, explore improvement measures to further enhance the bus safety. For example, in the light of the increasing number of accidents involving passengers falling off from the bus because of broken door windows, the TD had set up a working group with bus operators and

³ In general, emphasis is placed on sites with larger number of accidents as sites with low accident histories may become difficult to discern accident patterns and hence difficult to recommend meaningful remedial measures.

bus manufacturers to review the bus door incidents which happened in 2016 and proposed the installation of additional guard bar at the exit doors of FBs. A copy of the invitation letter to the FB operators for attending the working group meeting on review of the safety of bus door is at **Appendix D**. In this case, for instance, follow-up work was carried out to retrofit guard bars on 4 000 buses and the works was completed in June 2017. The installation of guard bars is required on all newly procured buses. Further details about FB's vehicle safety are provided in the TD's separate Paper 07 "Vehicle Safety - Design, Build, Examination and Inspection of Franchised Buses".

Publicity and education

Based on the accident statistics and trends, the TD, in conjunction 12. with the Road Safety Council and the Police, will launch targeted publicity and educational promotional activities. Apart from this, the TD will also enhance commercial vehicle drivers' (including FB captains) awareness of safe driving and health by means of training and education, including the publicity campaign "Safe Driving and Health Campaign" and seminars on safe driving co-organised by the TD and the Police. In addition, the TD will collaborate with the Police in holding "Road Safety Seminars" for FB captains at which the Police is invited to give tips on safe driving, analyse major accident black spots in different districts and causes of bus accidents, in order to enhance the road safety awareness and promote good driving behaviour among FB captains. Besides, the FB operators and the TD have been promoting passenger safety through various channels. The FB operators broadcast passenger safety messages through the Bus Stop Announcement System onboard the bus and display posters/ stickers inside bus compartments. The TD has also produced a number of television and radio announcements to promote passenger safety. The safety messages include holding handrails properly on buses, offering seats to persons in need, wearing seat belts where provided, and giving extra care when using stairs on double-decked buses.

Follow-up Actions after Fatal Accidents Involving FBs

13. Along with the general review of accident trends and statistics and the follow-up actions as set out in paragraphs 9 to 12 above, the TD pays special attention to **fatal** accidents and would follow up expeditiously with

the FB operators and relevant Government departments (e.g. Highways Department) on improvement measures. The TD would take into account the environmental factors, vehicle factors, driver factors and/or factors of other road users that caused the accident together with the trend of similar accidents as well as the traffic and accident patterns of subject roads when considering if any follow-up action is necessary. If there are systemic issues involved in relation to one or more factors above, the TD would propose and take forward relevant follow-up measures accordingly.

14. As an illustration, the TD has taken prompt follow-up actions for those major fatal accidents involving FBs that have aroused particular public concern. Details of the recent three major fatal accidents are set out as follows -

- (a) A joint review by the TD and the FB operators was conducted after the fatal bus accident on Chai Wan Road near A Kung Ngam Road in November 2012 that killed three persons after a FB (whose driver was suffering from illness during the accident) hit two private cars, a taxi and another FB, and the FB operators have enhanced the arrangements of health check for their bus captains. Since August 2013, apart from requiring all FB captains aged 50 or above to undergo annual health checks, the FB operators also require their bus captains at the age of 50, 54, 57 or 60 or above to undergo an electrocardiogram as part of the health check. Moreover, for bus captains who have suffered a stroke or cardiovascular diseases, or are on medication due to diabetes mellitus or hypertension, they are also required to declare such illness(es) to their operators and undergo an electrocardiogram in their annual health checks.
- (b) In view of strong public concern over long working hours on consecutive days after a fatal accident happened in September 2017 that killed two pedestrians and a bus passenger on Cheung Sha Wan Road near Yen Chow Street, the TD conducted a review on the Guidelines on Bus Captain Working Hours, Rest Times and Meal Breaks ("the Guidelines"). As a result, the Guidelines were revised in

February 2018 for phased implementation starting from the second quarter of 2018.

(c) Following the fatal accident in Tai Po on 10 February 2018, TD set up an internal Working Group on Enhancement of Safety of Franchised Bus in mid-March 2018 to study (a) measures to enhance bus captains' training; (b) whether all passenger seats should be installed with seat belts; and (c) use of technology on on-vehicle installation with the aim of enhancing bus safety. It is expected that the Working Group would come up with recommendations in around late-June/early July 2018.

15. As regards the information requested by the Independent Review Committee on Hong Kong's Franchised Bus Service on item (7)(c) in its letter of 28 March 2018, the TD is collating the relevant information and will be provided separately⁴.

Transport Department April 2018

List of Appendices:

Appendix A	-	Involvement rates (in million veh-km) in collision type accidents of selected classes of vehicles in Hong Kong, 2012-2017
Appendix B	-	Involvements of FBs and other motor vehicles in collision type accidents in 2017 by driver contributory factors
Appendix C	-	A sample of the letter issued by the TD requesting an accident report
Appendix D	-	The invitation letter to the FB operators for attending the working group meeting on review of the safety of bus door

⁴ The TD does not have any record on the statement of findings of a Magistrate, reasons for verdict of a District Court Judge and the reasons for sentence of both the Magistrate and the District Court Judge.

Operation of Franchised Bus Service – <u>Route Scheduling, Fleet Deployment and Designation of Speed Limit</u>

PURPOSE

This paper gives an account of the role of the Transport Department ("TD") in route scheduling, fleet deployment and designation of speed limits on roads for operation of franchised bus ("FB") service.

BACKGROUND

2. Under the Public Bus Services Ordinance (Cap. 230) ("the Ordinance"), the FB operators are authorized to operate public bus services on specified routes and/or temporary routes. Specified routes are routes specified by the Chief Executive in Council ("CE-in-Council") by order made under section 5(1) of the Ordinance. Under section 14(1)(b), the CE-in-Council may also, by notice in writing to the FB operator, require it to operate additional routes, not being a specified route, before the expiry of such period as may be specified in the notice. Further, by virtue of section 15(1)(b) of the Ordinance, the Commissioner for Transport ("Commissioner") may, by notice in writing to the FB operator, require it to operate temporary routes, not being a specified route, before the expiry of such period (being not less than 3 months) as may be specified in the notice. Before making the requirement on the FB operator for provision of an additional or temporary route, the Commissioner shall, according to section 14(5) and section 15(1) and (3) of the Ordinance, consult the FB operator on the proposed service and satisfy himself that the FB operator will have sufficient number of buses for use and be able to maintain a proper and efficient service on the new route and all existing routes.

3. If service changes are required on a specified route, the Commissioner, after consultation with the FB operator, is empowered under section 16 of the Ordinance to direct the FB operator by notice in writing the frequency, operation period, carrying capacity and types of buses to be used for a specified route from time to time as he thinks necessary.

4. For temporary variation of a specified route in respect of its routing, frequency of services, period of operation on each day, carrying capacity and types of buses to be used, the FB operator is required, under section 16A of the Ordinance, to apply to the Commissioner for approval of these service changes. Under the provisions of the same section of the Ordinance, the FB operator is

also required to apply to the Commissioner for approval of the temporary variation of the carrying capacity and types of buses to be used on a temporary route.

PREPARATION OF THE SCHEDULE OF SERVICE

5. Pursuant to the above-mentioned statutory requirements under the Ordinance, the Commissioner stipulates the operational details (including the routing, operation period and types of buses, etc.) of the routes for individual FB operators through the issuance of the Schedule of Service ("S of S") to the FB operators. A sample of the "S of S" of a bus route is shown at the **Appendix**.

6. The S of S of a bus route (whether specified or not) covers the following aspects -

- (a) Route;
- (b) Timetable;
- (c) Faretable;
- (d) Journey distance;
- (e) Journey time; and
- (f) Vehicle allocation/carrying capacity.

7. In applying for the introduction of a new route or variation of an existing route, the FB operator has to submit to the TD a proposed S of S. Upon receipt of the application, the TD will, under normal circumstances, assess the feasibility and desirability of the case by taking necessary follow-up actions as follows –

- (a) conduct test run with the FB operator by using an appropriate bus model to ascertain the suitability of the road condition and bus type for provision of FB service along the proposed routes;
- (b) collect information on the actual journey time and journey distance involved for operating the inward an outward journeys of the bus route during the test run;
- (c) project the passenger demand along the routes in the inward and outward journeys of the bus route during different operation hours of the bus route;
- (d) estimate the frequency of service and number of buses required based on the journey time recorded from the test run and the

projected passenger demand during different operation hours for provision of the bus service; and

(e) set the fare for each journey based on the journey distance of the bus route recorded from the test run as the scale of fares for FB service is distance-based which is determined by the CE-in-Council.

8. Based on the assessment results on the above aspects from bus safety and service quality perspectives, the TD will process the application from the FB operator. An approval letter attached with a finalized S of S will be issued to the FB operator with incorporation of all the operational details, including the routing, frequency of service, operation hours per day, bus type and number of buses required, etc.

9. If the assessment results are unsatisfactory, e.g. due to unfavourable road configuration for bus operation, the TD will reject the FB operator's application with an elaboration of the reasons behind. To ascertain whether the road conditions, such as availability of sharp bends, the gradient, width and headroom clearance of the roads, are suitable for operation of single-decked or double-decked buses (or any new bus model), the TD will also make a desk-top check on the related roads to confirm whether they have any statutory prohibition for access of certain types of vehicles with specific length or width prior to conducting the test run. If the prohibition is applicable to FBs, the TD will reject the FB operator's application on the basis of the road constraints for provision of FB service.

10. It should be noted that the design and build of FBs must meet the standards and safety requirements of the legislation for carriage of passengers in Hong Kong. The new bus models procured by the FB operators have to pass the type approval and annual examinations conducted by the TD to ensure their vehicle safety and roadworthiness before they are used on roads. The structure of buses currently used in Hong Kong is in compliance with Euro standards and has passed different simulated scenario tests on structural strength. For details, please see TD_Paper_07 "Vehicle Safety – Design, Build, Examination and Inspection of Franchised Buses".

11. FB operators have to provide FB services according to the S of S. The TD monitors the FB operators' compliance with the S of S, including the lost-trip rate, on an on-going basis. In particular, the TD puts forward a revised sanction mechanism in respect of the bus lost trips made by the FB operators in 2015 and sent reminding letters, advisory letters and warning letters to FB operators for rectification action and making service improvement. Further details were

provided in TD_Paper_01 "An Overview of the Regulatory and Monitoring Regime of Franchised Bus".

DESGINATION OF SPEED LIMITS ON ROADS

12. To promote road safety, speed limits are imposed on roads by the Commissioner in accordance with section 40 of the Road Traffic Ordinance (Cap. 374). Speed limit is not an indication of the speed that vehicles must or can be driven at all times, under all conditions, and by all types of vehicles, but is the maximum speed that is legally allowed which must not be exceeded at any time. Motorists, including FB drivers, have an obligation to drive with care and make necessary allowances in respect of their vehicle, their ability, traffic conditions, climatic conditions, and any constraints such as bends and surface characteristics of the road.

While the setting of speed limits depends on a number of factors which 13. include road geometry and conditions, the actual travelling speed, accident records and vehicle flow, etc., speed limits on the roads in Hong Kong vary with the type of roads, with a simple three-tier speed limit structure adopted. In general, 50 km/h is the standard speed limit on roads in the built-up areas, whether they are in Hong Kong, Kowloon or the New Territories. For areas outside the built-up areas in Hong Kong and Kowloon, the speed limit is 70 km/h. For areas outside the built-up areas in the New Territories, the speed limit is 70/80 km/h. For high standard expressways, the speed limit is 100 km/h. The above criteria in determining the speed limit of a road are drawn up on the basis of internationally accepted highway design and engineering practices, and the speed limit structure generally accords with international practice. Under the current legislation, a maximum speed limit of 70 km/h is imposed for medium goods vehicles, heavy goods vehicles and buses (including FBs), and a maximum speed limit of 80km/h is imposed for public light buses. Hence, even for roads that have a general speed limit of 80 km/h or above, FBs can only be driven at not more than 70 km/h.

14. On the above basis, the number of changes in speed limit on a stretch of road should be minimized, and the length of road section for a particular speed limit should not be less than 1km. For local hazards, consideration should be given to providing appropriate warning signs or road marking rather than lowering the speed limit.

15. The TD carries out reviews on the speed limits of all roads at regular intervals. In the review, the primary concern is to ensure the safety of road users. Relaxation will be considered only if road safety would not be

adversely affected. TD takes into consideration the following factors in carrying out the assessment –

- (a) the accident history of the road section, i.e. the personal injury accident rate of the road section concerned as compared with the figure for the whole territory;
- (b) the geometry and environment of the road section, i.e. the gradient and sightline of the road section concerned, the number of signalized road junctions, and the extent of pedestrian activities, etc.;
- (c) the number of changes in speed limit on a stretch of road should be minimised. For local hazards, consideration would be given to providing appropriate warning signs rather than lowering the speed limit; and
- (d) the speed under which the majority of drivers of light vehicles during off-peak periods would travel, i.e. the 85th percentile vehicle speed.

16. The TD has formed a standing Working Group on Speed Limit Review which would meet regularly to advise on speed limit. In addition to representatives from the TD, the Working Group also comprises representatives from the Police, the Hong Kong Automobile Association and the Institute of Advanced Motorists Hong Kong.

17. Following the Tai Po bus accident on 10 February, the TD conducted a comprehensive review of the subject road section, including studying whether the speed limit should be changed. It is proposed that the maximum speed of the road section between Chek Nai Ping and Yung Yi Road of Tai Po road should be reduced from 70km/hour to 50km/hour. The Working Group on Speed Limit Review agreed with the proposed maximum speed reduction and the new speed limit will be implemented on 27 April 2018.

Transport Department April 2018

Appendix - A sample of the "S of S" of a bus route

Appendix

A sample of the Schedule of Service of a bus route

KMB Route No. 2

Air-Conditioned Kowloon Urban Route No. 2

<u>ROUTE</u>

SO UK to STAR FERRY: via Kwong Lee Road, Tonkin Street, Castle Peak Road, Yen Chow Street, Lai Chi Kok Road, Nathan Road and Salisbury Road.

STAR FERRY to SO UK: via Salisbury Road, Nathan Road, Lai Chi Kok Road, Tonkin Street, Po On Road and Cheung Fat Street.

TIMETABLE

ROUTE NO. 2

<u>Headway</u> (minutes)	From Star Ferry	<u>Headway</u> (minutes)					
Mondays to Fridays							
12	6:15 a.m. to 6:30 a.m.	15					
10	6:30 a.m. to 5:30 p.m.	12					
12	5:30 p.m. to 6:30 p.m.	10					
10	6:30 p.m. to 11:30 p.m.	12					
12	11:30 p.m. to 12:15 a.m.	15					
. 15	12:15 a.m. to 12:35 a.m.	20					
. 20	-	-					
Saturdays							
12	6:15 a.m. to 6:30 a.m.	15					
10	6:30 a.m. to 11:30 p.m.	12					
12	11:30 p.m. to 12:15 a.m.	15					
. 15	12:15 a.m. to 12:35 a.m.	20					
. 20	-	-					
	(minutes) <u>Mono</u> 12 10 12 10 12 10 12 10 12 15 20 12 10 12 15 20 12 10 12 15 20 12 10 12 15 20 12 10 12 15 20 12 10 12 15 20 12 15 10 12 15 20 12 15 10 12 15 20 12 15 12 15 15 10 12 15 15 10 12 15 10 12 15 15 10 12 15 15 10 12 15 10 12 15 15 10 12 15 15 10 12 15 15 15 10 12 15 15 10 12 15 15 15 15 15 15 15 15 15 15	From Star Ferry(minutes)From Star FerryMondays to Fridays12 $6:15 \text{ a.m. to } 6:30 \text{ a.m.}$ 10 $6:30 \text{ a.m. to } 5:30 \text{ p.m.}$ 12 $5:30 \text{ p.m. to } 6:30 \text{ p.m.}$ 12 $5:30 \text{ p.m. to } 6:30 \text{ p.m.}$ 10 $6:30 \text{ p.m. to } 11:30 \text{ p.m.}$ 12 $11:30 \text{ p.m. to } 12:15 \text{ a.m.}$ 15 $12:15 \text{ a.m. to } 12:35 \text{ a.m.}$ 20-Saturdays12 $6:15 \text{ a.m. to } 6:30 \text{ a.m.}$ 10 $6:30 \text{ a.m. to } 11:30 \text{ p.m.}$ 12 $11:30 \text{ p.m. to } 12:15 \text{ a.m.}$ 12 $11:30 \text{ p.m. to } 12:15 \text{ a.m.}$ 13 $12:15 \text{ a.m. to } 12:35 \text{ a.m.}$ 14 $12:15 \text{ a.m. to } 12:35 \text{ a.m.}$					

Sundays and Public Holidays

5:30 a.m. to 7:30 p.m.	12	6:15 a.m. to 8:00 a.m.	15
7:30 p.m. to 11:30 p.m.	15	8:00 a.m. to 5:00 p.m.	12
11:30 p.m. to 11:50 p.m.	20	5:00 p.m. to 6:30 p.m.	10
-	-	6:30 p.m. to 8:30 p.m.	12
-	-	8:30 p.m. to 12:15 a.m.	15
-	-	12:15 a.m. to 12:35 a.m.	20

FARETABLE

\$4.90 per single journey

Half-fare concession will be given to senior citizen aged 65 or over and child aged below 12.

Below scale fare authorized under section 13(4)(b), Public Bus Services Ordinance.

Monthly Pass

Passengers with KMB Monthly Pass are entitled to ride on this route, subject to the terms and conditions of KMB Monthly Pass.

<u>Bus-bus interchange fare</u> For the details of BBI, please refer to the BBI report version "KMB_2_BBIv11_20171223"

JOURNEY DISTANCE

From So Uk to Star Ferry: 7.0 km From Star Ferry to So Uk: 7.0 km

JOURNEY TIME

52 minutes ; Average speed 8.1 km/h (both bounds)

VEHICLE ALLOCATION/CARRYING CAPACITY

11 air-conditioned double deckers of capacity not exceeding 141

Minimum number of passengers that can be carried during a peak hour in each

direction: 770

1 March 2018

Training and Health Checks of Bus Captains

PURPOSE

This paper gives an account of the training and health checks of bus captains by franchised bus ("FB") operators and the role of the Transport Department ("TD") in this respect.

BACKGROUND

2. Drivers of all vehicle types, including FB, are all subject to the statutory requirements of the licensing regime under the Road Traffic Ordinance (Cap. 374) ("RTO") and its subsidiary legislation. According to the Road Traffic (Driving Licences) Regulations (Cap. 374B), all FB drivers (or "bus captains" in general term), irrespective of whether they are full-time or part-time drivers, must pass the driving tests set by the TD and hold valid driving licences before they are allowed to drive a FB. Moreover, FB drivers are subject to the traffic regulations to ensure that the use of roads by vehicles and drivers are properly regulated to ensure road safety. Any person, including FB drivers, convicted of the traffic offences under the RTO and its subsidiary legislation is subject to penalties and punitive actions.

3. The five FB operators¹ in Hong Kong provide training for their bus captains in accordance with the above statutory requirements and also the needs of their daily operations. The scope of the training provided by the FB operators is by and large similar, while the duration of the training and the ratio of instructor to bus captain trainee vary among FB operators. As regards the health check, the FB operators require their bus captains to undergo health

¹ The five franchised bus operators in Hong Kong are –

⁽a) The Kowloon Motor Bus Co. (1933) Ltd. ("KMB"),

⁽b) The Long Win Bus Co. Ltd. ("LWB"),

⁽c) Citybus Limited ("CTB"),

⁽d) New World First Bus Services Limited ("NWFB"), and

⁽e) New Lantao Bus Co., (1973) Ltd. ("NLB").

check when joining the service and annually starting from the age of 50. The details of the existing training and health check requirements are set out in the ensuing paragraphs.

TRAINING OF BUS CAPTAINS BY FB OPERATORS

4. In order to meet the demand for bus captains in delivering the FB service according to the approved Schedules of Service under the respective franchises, the FB operators may recruit drivers who are already holding valid driving licences for driving an FB, or may recruit drivers who are only holding valid full driving licence to drive a private car or other commercial vehicles. In the latter cases, the FB operators will train the new recruits with a view to attending TD's driving tests and obtaining valid driving licences for driving an FB. Irrespective whether drivers recruited are already holding valid driving licences and/or are already qualified to drive FBs, FB operators will provide drivers various ordinary trainings in the form of induction course or refresher course and specific trainings with designated needs in order to meet different operational needs of the FB operators, and to familiarize drivers concerned with the driving environment. A summary of the training arrangements adopted by different FB operators for their new recruit bus captains, in-service bus captains, and in-service bus captains having committed traffic offences/involved in accidents or having been suspended from carrying out driving duties for a period of time is at **Appendix**.

Training for new recruits

Provision of driving training for new recruits without valid driving licence to drive a FB

5. For the four FB operators (i.e. KMB, CTB, NWFB and LWB)² who currently recruit drivers who are only holding valid full driving licence to drive a private car or other commercial vehicles, they will provide systematic training³ to these new recruits, including arranging their respective driving

² In the case of NLB, they only recruit bus drivers who are already holding valid driving licences for driving a public bus because they do not have qualified driving instructors to teach their bus captains the necessary driving skills for attending the TD's driving tests.

³ The driving training programme provided by the FB operators for their bus captain

instructors to provide training on driving skills for driving a FB. This is to equip the new recruits the necessary knowledge and techniques before arranging them to sit for the driving examination conducted by the TD. All the driving instructors of the FB operators need to pass TD's driving instructor licence test, which comprises written test and road test, before they are issued with a driving instructor's licence⁴.

6. TD administers the driving examination for FB driver trainees at the bus depot and nearby public roads and will test the driving skills and attitude of the examinees to ensure that they are familiar with various driving operations⁵ and have a clear understanding of various traffic signs, road markings and traffic signals. Only those who have passed the examination, and subsequently issued with valid driving licences for driving FBs, are allowed to drive FBs on the roads. TD's driving examination for all types of vehicle drivers, including FBs, has been carefully designed and running well over the years. In 2017, about 1 150 driving tests were conducted for FB driver trainees with an overall passing rate at about 83%, which is higher than that of other examinees sitting for the non-FB specific bus driving examination⁶.

Provision of induction training for all new recruits holding valid driving licence to drive a FB

7. The FB operators will arrange induction training for those **full-time** bus captain trainees who have passed the driving examination of the TD as well as those full-time bus captain trainees with valid driving licences for operating a FB⁷ when joining the FB company. In terms of the <u>content</u> of the induction

trainees to sit for the TD's driving examination is not required to be approved by the TD.

⁴ As mentioned in footnote 2, NLB does not have any in-house driving instructors with private driving instructors' licences. Instead, they have training instructors who are recruited internally from experienced bus captains who have not been liable in any traffic accidents and have no internal disciplinary records, and have passed the assessment arranged by the Institute of Advanced Motorists Hong Kong. These training instructors provide training to those recruits with a valid FB driving licence or in-service drivers.

⁵ The driving operations include the cooperation of the steering wheel, throttle, and brake; appropriate use of driving mirrors; attention to speed control, driving position and maintaining a proper distance from the vehicle ahead; and control on the speed of the vehicle and driving within the correct trajectory when making turns.

⁶ In 2017, the passing rate for non-franchised bus driving tests is 42%.

⁷ The bus captains with valid driving licences for operating a FB when joining the FB company are required to be assessed by the driving instructors or training instructors on

course, individual FB operators cover more or less the same topics, though not being entirely identical, and it generally includes both classroom training and route training. The classroom training covers mainly five parts – (a) cognition of bus structure and on-vehicle device/facilities as well as their operation; (b) safe driving and road safety; (c) handling incident/emergency; (d) customer service & handling passenger complaints; and (e) knowledge of company rules as well as traffic regulations. As for the route training, the bus captain trainees receive behind-the-wheel training on the routes that they will be assigned with driving duty in future. The bus captain trainees would also be trained to drive different bus models, if necessary, during route training. The <u>duration</u> of the induction course for full-time bus captain trainees varies among the FB operators, ranging from 5 to 16 days, depending on the scale of the FB operator, degree of complexity of its routes and instructor to bus captain trainee ratio.

8. As for **part-time** bus captain trainees, the FB operators⁸ also provide induction course for them after they have gone through in-house assessment on their driving skills. Same as that for full-time bus captain trainees, the <u>content</u> of the induction course for part-time bus captain trainees⁹ covers classroom training and route training. The topics of the classroom training for part-time bus captain trainees are similar to that of the training for full-time bus captain trainees. As for route training, it will mainly cover the route information of a few bus routes to which they will likely be assigned. The <u>duration</u> of the induction course for the part-time bus captain trainees varies among the FB operators, ranging from 2 to 5 days.

Training for in-service bus captains

Ordinary refresher course

9. The FB companies also provide in-service **full-time** bus captains with refresher trainings on regular basis, the <u>content</u> of which is more focused on daily operational issues. The topics may cover driving enhancement (such as defensive driving techniques, accident information sharing, latest driving

their driving skills.

⁸ KMB and LW have stopped recruiting part-time bus captains since 15 February 2018.

⁹ CTB, NWFB and NLB may employ retiree bus captains as part-time bus captains. Induction course will not be provided to this type of retiree part-time bus captains if they are assigned to drive the same bus routes in their post-retirement employment.

regulations and rules, and potential black spot locations), safety awareness (emergency handling procedures and operation of on-bus emergency facilities like fire extinguishers), customer service, and emotional training, etc. As for the <u>frequency</u> of the refresher training, it is the target of all FB companies that each of the in-service full-time bus captains will attend at least one refresher training or any other type of training (e.g. ancillary training) in every three years. The <u>duration</u> of the refresher training ranges from 1 to 2 days.

Specific trainings with designated need

(a) Route and bus model training

10. Apart from the regular refresher trainings, the FB operators will arrange relevant training for full-time and part-time bus captains should they be assigned to drive a **new route or bus model**. Before an in-service bus captain (irrespective of whether he/she is full-time or part-time) is required to drive a route which is new to him or her, KMB, LWB and NLB will provide behind the wheel training under all circumstances, whereas CTB and NWFB will provide behind the wheel training if the route is classified as a complicated route or arrange the bus captain to observe the routing and bus stop locations of the route (which is an ordinary one whilst new to the bus captain) for familiarization purpose. Before driving a bus model which is new to the bus captain, all FB operators will arrange behind the wheel training to their bus captains. The training for driving a new route or bus model may last for one day or more, depending on the training progress of the bus captain.

(b) Ancillary training

11. Same as other motorists, all bus captains are required to observe the relevant traffic legislation and regulations and are subject to the Road Traffic (Driving-Offence Points) Ordinance (Cap. 375). Under Cap. 375, when a driver is convicted of a specified driving offence, he incurs a designated number of driving-offence points ("DOPs") in respect of that offence. Details of the DOPs for different offences can be found in the Schedule of Cap. 375. If a person incurs 10 or more points in respect of offences that were committed during a period of two years, the person shall attend and complete a *mandatory* driving improvement course at his own cost within three months after the date of a written notice served on him by the Commissioner for Transport. If a

person incurs 15 or more points within a period of two years, he shall be liable to be disqualified from holding or obtaining a driving licence. The period of disqualification shall be three months if no previous disqualification has been imposed on the driver, and six months if any previous disqualification has been imposed under Cap. 375.

12. To ensure proper driving behaviour of the bus captains, the FB operators would retrieve the information of the black boxes for monitoring the driving behavior of their bus captains regularly and on a need basis after an accident or in response to passenger complaint. Depending on the nature, severity and persistence of improper driving behaviour (irrespectively of whether such behaviour leads to incurrence of any DOPs), the FB operators also arrange half-day to two-day driving *ancillary training* for bus captains who have been found to have improper driving behavior or attitude as revealed from traffic accidents/offence records, complaints or regular monitoring by the FB operators with an aim to reinforcing their driving skills, enhancing their safety awareness and fostering good driving behavior. After the completion of the improvement training, an assessment will be conducted by the FB's driving instructors to ascertain that the driving behavior of the bus captain has been rectified. Apart from providing ancillary training, the FB operator may take appropriate disciplinary actions against the bus captain such as issuance of warning letter(s) or deduction of safety bonus or even dismiss him/her if he/she is involved in serious traffic accidents or has committed serious traffic offence during driving duty.

13. Besides, all FB operators will provide half-day to two-day ancillary training to bus captains who have left the driving post for a certain period of time due to illnesses, work injuries or other reasons with an aim to rehabilitating their driving skills and route information. Assessment on the suitability of driving duty of these bus captains will be conducted by the concerned FB operator's driving instructors before they resume driving duty.

14. Apart from in-house induction course, refresher course and ancillary training course, the FB operators also arrange their bus captains and driving instructors to attend the Road Safety Seminars organized yearly by the TD.

REVIEW ON BUS CAPTAINS' TRAINING

15. Following the recent serious accidents involving FBs, the TD set up in mid-March 2018 a Working Group on Enhancement of Safety of Franchised Bus ("the WG") with the FB operators to review, among others, the training arrangements for the bus captains (including both full-time and part-time). The Working Group will focus on the need to align the re-training requirements for drivers who have committed key traffic offences or have traffic accident records. In addition, the FB operators would be required to set up a monitoring and audit mechanism to ensure the provision of a safe FB service and vehicle safety. Whilst the review is still underway, we have floated the idea of promulgating a set of guidelines, setting out the key principles and parameters for the induction training and ancillary training of bus captains (covering the structure of the training courses, relative weighting of each of the modules, range of duration, etc.) as well as the internal monitoring and audit mechanism within FB operators. General feedback from FB operator representatives is positive. All the FB operators agree to work towards putting in place a common structure for the induction or ancillary training for bus captains, while reckoning the need to allow some flexibility for different FB operators to tailor make their training courses (such as duration, frequency, etc.) to meet the different scale of operation and operating environments of individual FB companies (taking NLB as an example, it operates only 23 routes which run on the Lantau Island, while KMB operates about 400 routes in different areas over the territory). It is expected that the WG will conclude the review in about late June 2018. The recommendations of the WG will be submitted to the Independent Review Committee for information.

HEALTH CHECKS OF BUS DRIVERS

16. Drivers' health is vital to road safety. Under the Road Traffic (Driving Licences) Regulations (Cap 374B) ("the Regulations"), an applicant for a driving licence shall, on new application or reissue (e.g. for lost licence) or renewal, make a declaration in the application form if he is suffering from any disease or physical disability specified in the First Schedule to the Regulations (such as epilepsy, mental disorder and hypertension), or any disease or physical disability that would cause his driving to be a source of danger to the public. If, from the declaration so made, it appears to the Commissioner for Transport

("C for T") that the applicant is suffering from the specified disease or physical disability, the C for T shall refuse the application. If the applicant makes a declaration that he is suffering from a disease or physical disability other than those listed in the First Schedule, he may request to attend a test specified by the C for T on driving ability. If the applicant passes the test, the C for T cannot refuse his application by reason only of the declared disease or physical disability. Moreover, unlike ordinary driving licence which is valid for ten years, for applicant who is aged 60 but less than 70, the driving licence shall be valid for three years or up to the day before he attains the age of 70, whichever is the longer. The Regulations also stipulates that an applicant aged 70 or above shall, on new application or reissue or renewal, submit a certificate completed and signed by a registered medical practitioner not earlier than four months before the application to certify that the applicant is medically fit to drive. It is also laid down in the Regulations that an applicant aged 70 or above may only choose the driving licence with a validity period of one year or The Regulations also require a holder of valid driving licence to three years. inform the C for T in writing if he finds that he has the above disease or physical disability. Anyone who contravenes the above stipulations commits an offence and is liable to a fine of \$2,000.

17. From time to time, the TD has introduced measures (e.g. paragraph 19 below) with mutual agreement with the FB operators with a view to ensuring a proper and efficient public bus service to the satisfaction of C for T in accordance with the legislation and the franchise. The FB operators are also reminded to pay attention to the health condition of their drivers.

18. As road-based mass carriers, the FB operators have put in place clear requirements on the age and physical health of bus captains. On the age requirement, the retirement age for bus captains is 60 or 65 (depending on the arrangement of individual operators). Depending on their manpower needs, some operators will flexibly extend the employment period of bus captains on a contract basis up to the age limit of 66 or 67 (depending on the arrangement of individual operators). FB operators also put in place a requirement for bus captains to undergo health checks before joining the service, and formulated detailed arrangements for serving bus captains of different ages to undergo annual health checks having regard to their health conditions. Although the items covered by health checks vary slightly among different franchised bus companies, the scope of the checks is generally similar.

19. Specifically, all full-time and part-time bus captains before joining the service are required to declare their health conditions and pass a health check (which includes chest examination as well as eyesight, hearing, diabetes, blood pressure, blood and urine tests) such that he/she is certified by a doctor to be physically fit to drive buses.

20. On the other hand, a joint review by the TD and the FB operators was conducted after the fatal bus accident on Chai Wan Road near A Kung Ngam Road in November 2012 that killed three persons after a FB (whose driver was suffering from illness during the accident) hit two private cars, a taxi and another FB, the FB operators have enhanced the arrangements of health check for their bus captains. As regards the health checks for serving bus captains, all FB operators currently require bus captains aged 50 or above to undergo annual health checks which cover chest examination as well as eyesight, hearing, diabetes, blood pressure, blood and urine tests. CTB and NWFB even require bus captains aged 66 to 68 to undergo half-yearly health checks. After a joint review by the TD and FB operators, the latter have enhanced the arrangements concerned since August 2013. For bus captains at the age of 50, 54, 57 or 60 or above, they are also required to undergo an electrocardiogram as part of the health check. Moreover, for bus captains who have suffered a stroke or cardiovascular diseases, or are on medication due to diabetes mellitus or hypertension, they are also required to declare such illness(es) to their operators and undergo an electrocardiogram in their annual health checks.

21. The FB operators have also issued guidelines to remind their bus captains not to continue driving if feeling unwell while on duty and to consult doctors promptly. The FB operators will also observe the mental condition of bus captains during daily operations. They will suspend the driving duties of any bus captain observed to have an abnormal mental condition immediately.

Transport Department April 2018

Appendix - A summary on the overview of the training arrangements adopted by different FB operators

Background Checks on Franchised Bus Captains and Follow-up Action on Traffic Convictions and Improper Driving Behaviours of Franchised Bus Captains

Purpose

This note sets out the arrangements of the Franchised Bus ("FB") operators in respect of the background checks on FB Captains.

Background Checks on Franchised Bus Captains

2. There is no statutory requirement on the FB operators to conduct background checks when processing applications of bus captains. Notwithstanding that, we note all the FB operators conduct their own background checks on the bus captain applicants before offering the employment.

3. Bus captain applicants are requested to self-declare any criminal record to the FB operators in making their applications. The FB operators will check, among others, the applicants' Certificate of "Previous Conviction Issued under Section 75(5) of the Road Traffic Ordinance (Cap 374) of Laws of Hong Kong" ¹ for traffic conviction records, as well as the applicants' pre-employment medical check-up records. The FB operators will take into account records of the applicants therein together with other factors in considering whether the applications should be accepted having due regard to their companies' human resources policies. For example, all FB operators will not offer employment to the applicants with any of the following records :-

¹ The Certificate contains the following information –

⁽a) Previous conviction record under Road Traffic Ordinance (Cap. 374) in the past ten years.

⁽b) Payment record under Fixed Penalty (Criminal Proceedings) Ordinance (Cap. 240) in the past five years.

⁽c) Record of driving-offence points under section 3(2) of Road Traffic (Driving-Offence Points) Ordinance (Cap. 375) in the past five years.

- (a) unfit in the pre-employment medical checkup²;
- (b) guilty of dangerous driving;
- (c) guilty of driving under the influence of drink or drugs; or
- (d) guilty of driving in a motor race or speed trial on a road racing.

4. All FB operators, except the New Lantao Bus Co. (1973) Ltd., will also check the driving offence points of their bus captain applicants. For example, the Kowloon Motor Bus Co. (1933) Ltd ("KMB") and the Long Win Bus Co. Ltd. ("LW") will not offer employment to applicants who have incurred 9 or above driving offence points in the recent 3 years, whereas the Citybus Ltd. ("CTB") and the New World First Bus Services Limited ("NWFB") will not offer employment to applicants who have incurred 9 or softer employment to applicants who have incurred 9 or above driving offence points in the recent 3 years.

5. Besides, KMB and LW will not offer employment to applicants with records of disqualification of driving licence while CTB and NWFB will not offer employment to applicants with records of disqualification from holding a driving licence in the recent 5 years; or disqualification from holding a licence in the preceding 6^{th} to 10^{th} year³ for more than once or such disqualification period was over 3 months.

6. Furthermore, CTB and NWFB will not employ bus captains with unsatisfactory driving history revealed from background check on the bus captain applicants from their previous employers.

Follow-up Actions on traffic convictions and improper driving behaviours

7. Same as other motorists, all bus captains are required to observe the relevant road traffic legislation and regulation. Generally, if a serving bus captain has been involved in traffic accidents or violated traffic laws in their driving duty, it is the existing practice of the FB operators to record such incidents and arrange for the bus captains to attend driving improvement courses where necessary. While there is no statutory requirement on the FB operators to take action if the bus captains contravene traffic regulations or are convicted of committing traffic-related offences, the TD keeps a close watch on

² For example, an applicant may be considered unfit in the pre-employment medical checkup if he/she fails in eye sight test or is diagnosed as having Parkinson's disease.

³ The Certificate of "Previous Conviction Issued under Section 75(5) of the Road Traffic Ordinance (Cap 374) of Laws of Hong Kong" contains the applicant's previous conviction records under Road Traffic Ordinance (Cap. 374) in the past ten years.

the FB accidents and will follow up closely with FB operators upon occurrence of FB accidents. Details are set out in TD's Paper 09 on "Franchised Bus Accidents". As for other situations where a rising trend of violation of traffic laws (such as improper driving behaviours) by bus captains is revealed, the TD will follow up with the FB operators in their regular meetings and urge the FB operators to work out measures to handle such cases.

8. In addition, the FB operators would make use of the electronic tachograph (commonly known as the "black box"), which is currently a standard feature of FB and is installed on each FB, to monitor the speed and behaviour of buses on roads. The FB operators would retrieve the information of the black boxes for monitoring the driving behavior of their bus drivers regularly and on a need basis after an accident or in response to passenger complaint. If it is found that the bus captains' driving behaviour is improper (such as speeding), the FB operator will take appropriate follow-up actions including issuance of advice/warning to the bus captain concerned, arranging the bus captain concerned to attend driving improvement course, etc. The TD has requested all FB operators to submit on a monthly basis the results of random checks on the operational data recorded in the black boxes and the corresponding follow-up actions. The TD would review the results of random checks to ascertain that the FB operators have been monitoring the driving behaviours of their drivers and have taken/will take follow-up actions against those drivers with improper driving behaviour.

9. As FBs in Hong Kong are operated by private companies under prudent commercial principles, the Government does not get directly involved in the personnel policy of the FB operators. The specific employment terms and arrangements (including reward, penalty or dismissal mechanism) for bus captains of the FB operators are subject to agreement between the companies and their staff. Notwithstanding the above, the Government and the FB operators attach great importance to road and driving safety. Each FB operator has established their internal practice or guidelines on re-training requirements for bus captains who have committed certain types of traffic offences/accidents. For instance, depending on the nature and severity of the incident, the FB operators may arrange half-day to two-day driving improvement training for bus captains who have been found to have improper driving behavior or attitude as revealed in traffic accidents/offence, complaints or regular monitoring by the FB operators with an aim to reinforcing their driving skills, enhance their safety

awareness and foster good driving behavior. After the completion of the improvement training, assessment will be conducted by the FB operators' driving instructors to ascertain that the driving behavior of the bus captains has been rectified. Apart from providing improvement training, the FB operators may take appropriate disciplinary actions against the bus captains such as issuance of warning letter(s) or deduction of safety bonus or even dismiss him/her if he/she has been involved in serious traffic accidents or has committed serious traffic offences during driving duty.

10. The TD considers that there is room for better aligning the training practices for bus captains among FB operators. In this connection, in order to better align the practices, the TD will, in collaboration with the FB operators, formulate a guideline setting out, among others, the key parameters on re-training requirements for all FB operators, such that the bus captains with improper driving behaviour as detected from black box data in FBs or who have been involved in traffic accidents during or outside driving duties (including serious accidents, persistently committed same traffic offence, or having reached certain number of driving offence points) should be refrained from delivering any driving duty until they have attended and completed the ancillary training satisfactorily. The TD shall continue discussion with the FB operators in the Working Group on Enhancement of Safety of Franchised Bus formed in mid-March 2018 with a view to agreeing on a common set of parameters by late Further details are set out in Paper 11 on "Training and Health June 2018. Checks for Bus Captains".

Transport Department April 2018 香港專營巴士服務 獨立檢討委員會

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本函檔號 Our Ref.: CSO/IRC-BUS/CR/7-45/1



Independent Review Committee on Hong Kong's Franchised Bus Service

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27 April 2018

Commissioner for Transport Transport Department 41/F, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong (Attn: Miss Rachel KWAN) (Fax: 2511 4158)

Dear Miss Kwan,

Written Submissions for Consideration by the Independent Review Committee on Hong Kong's Franchised Bus Service

The Committee thanks you for your helpful submissions together with the accompanying appendices and annexures, Papers 1 to 8 and Papers 9 to 12 received by the Committee on 25 and 26 April 2018 respectively. However, the Committee seeks further detailed information in respect of some of the matters addressed in those submissions and invites you to provide further written responses to the issues raised and questions posed in the <u>Annex</u>.

I should be grateful if that information could reach the Secretariat of the Committee by 4 May 2018.

Further, the Committee invites a representative(s) of the Transport Department to give oral evidence to the Committee. Arrangements have been made to secure the availability of the Auditorium, Central Government Offices, Tamar for the delivery of oral evidence first by the representative(s) of the Transport and Housing Bureau, then by representative(s) of the Transport Department. Those premises have been booked for 7 May 2018, with 8 May reserved, if necessary. It is proposed that the sessions will commence at 10:00 am on both 7 and 8 May 2018 and end at 4:30 pm, with a break from 1:00 pm to 2:30 pm. I shall write to you next week outlining the procedure by which the evidence will be received. Please advise the Committee on or before 3 May 2018 if you accept the invitation to give evidence and, if so, please provide the names and post titles of those persons who will give evidence on behalf of the Transport Department.

Yours sincerely,

(CHAN Ping-fai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

cc Secretary and Transport and Housing Bureau (Attn: Miss Crystal YIP) (Fax: 2104 7274)

Encl

<u>Annex</u>

Paper1: <u>An Overview of the Regulatory and Monitoring Regime of Franchised</u> <u>Bus</u>

1. Paragraph 4 of Paper 1 states that:

"In addition to legislation and the franchise, the Government imposes requirements on FB operators through exchange of letters of requirements, consents and/or undertakings (e.g. letters read in conjunction with commitments made by FB operators in connection with their franchise application) or issuance of guidelines so as to meet the day-to-day changing passenger needs and operational environment."

2. Paragraph 24 of Paper 1 states that:

"Generally speaking, the generic and long-lasting requirements set out in the franchise clauses, while the specific initiatives and objectives/commitments as agreed with the grantee and required to be achieved as set out in the form of an undertaking or a side letter."

3. Paragraph 26 of Paper 1 states that:

"From time to time, the C for T may specify requirements for the compliance of FB operators in order to address areas of acute public concerns, e.g. bus service safety and quality of bus services, with mutual agreement with the FB operators in the form of letters or guidelines etc. with a view to ensuring a proper and efficient public bus service to the satisfaction of C for T in accordance with the legislation and the franchise."

- 4. (a) Apart from the revised sanction mechanism for "bus loss trips made by the FB operators" described in paragraph 26 (e) what powers to impose sanctions does the TD have for failure by the FB operators to comply with the requirements imposed on them by the methods described in paragraph 4, other than inviting the exercise of the power of the Chief Executive in Council to revoke the franchise, pursuant to section 24 of the PBSO? Please supply a sample copy of an advisory letter and the warning letter sent by the TD to a FB operator pursuant to that revised sanction mechanism.
 - (b) Which, if any, safety-related work-hours related requirements imposed on FB operators by the method set out in paragraph 4 are considered a "direction or requirement under its franchise or this Ordinance" as that phrase is used in section 22 (2) of the PBSO?

- (c) Are there any safety-related or work-hours-related requirements that are set out in the form of an undertaking or a side letter other than those described in paragraphs 26 to 44?
- (d) In the period 2012 to February 2018 have there been occasions when no mutual agreement could be reached between the TD and the FB operators on any safety-related or work-hours related requirements proposed by the TD? If so, please provide details.
- 5. Paragraph 26 (b) of Paper 1 states that:

"The TD has made clear to FB operators that repeated failure to comply with guidelines without reasonable justifications, among others, would be considered as failure to provide proper and efficient bus service under the legislation."

6. (a) Please provide details of the occasions on which that statement was made by the TD to FB operators and, if in writing, please supply samples of such statements.

7. Paragraph 30 of Paper 1 states that "The key measures adopted by the TD to monitor the service level of FBs comprise the following:

"

(e) reviewing the records and information provided by the FB operators periodically (a summary of the records and information provided by the operators as well as TDs use of the records and information is at **Appendix L**)."

8. Under the rubric "Safe operations", paragraphs 17-20 of Appendix L summarise the records required of the FB operators by the TD in respect of bus captains' traffic offences, on-board monitoring by plain-clothed staff, random check on the operational data recorded in black boxes and of breath alcohol tests conducted on bus captains and related follow-up actions.

9. (a) Please provide a sample of copies of the letters written by the TD to the FB operators requiring the provision of that information.

10. Under the rubric "Safety Aspects", in respect of the submission of monthly report on compliance with the guidelines on bus drivers working hours and rest time, paragraph 39 (c) of Paper 1 states that:

"All the FB operators are required to submit reports starting from January 2018 to the TD on a monthly basis..."

11. (a) If the requirement was expressed in writing by the TD to the FB operators, please provide a sample copy of the document.

12. Paragraph 40 (a) of Paper 1 states, in respect of the submission of monthly reports on safety-related issues, that:

"In view of the bus accident in September 2017 in Sham Shui Po, the TD has requested all FB operators to further strengthen their internal monitoring system in respect of their bus drivers' safe driving skills and service performance. All FB operators are required to submit to TD the following monthly reports starting from January 2018-

- (i) the result of random check on the operational data recorded in black boxes and the corresponding follow-up actions;
- (ii) the records of on-board monitoring by plain-clothes staff and the corresponding follow-up actions;
- (iii) the records of bus drivers' traffic offences and the corresponding follow-up actions; and
- (iv) the records of breath tests conducted on bus drivers and the corresponding follow-up actions."
- 13. (a) If the requirement was expressed in writing by the TD to the FB operators, please provide a sample copy of the document.
 - (b) In what ways were the FB operators asked to strengthen their internal monitoring system in respect of their bus drivers' safe driving skills and service performance?
 - (c) What was the previous requirement as to reporting in respect of these matters by FB operators? Why was it determined to make reporting monthly?

14. Paragraph 40 (b) of Paper 1 states, in respect of the submission of quarterly reports on the training of bus drivers, that:

"The FB operators are required to submit quarterly reports to the TD in respect of the training provided to the newly recruited bus drivers and the training offered to the in-service bus drivers (i.e. once for every three years).

15. Paragraph 41 states of those reports that "...the TD will examine the reports and remind the concerned FB operators to rectify if necessary."

16. (a) Please provide details as to when the requirement to submit quarterly reports to the TD was first made and, if it was made in writing, provide a sample copy of the document and a sample copy of a quarterly report made in compliance with the requirement. Have those requirements been changed over time and, if so, what have been the changes?

- (b) Does the TD require of the FB operators that they create documentary records of the particular training provided to their bus drivers, e.g. as to the models of buses and routes on which they have been trained?
- (c) Please provide details of the examination of the quarterly reports by TD and provide sample copy documents of requests made to FB operators to make rectification.

Paper 5: Franchised Bus Captains-Working Conditions and Environment

17. In Paper 5, the topic of the Guidelines on "Bus Captain Working Hours, Rest Times, and Meal Breaks" was considered. In paragraph 5 of Paper 5, it is stated that:

"In the wake of a fatal bus accident in Sham Shui Po in September 2017, the TD conducted a review of the guidelines in late 2017 to explore the room for further improvement in the working conditions of bus captains. In the review, we have taken into account the views and concerns of various stakeholders (including the FB operators, bus captains unions, and Legislative Council Members)..."

18. Paragraph 6 of Paper 5 states that:

"The review was completed in February 2018 and the changes to the previous Guidelines promulgated in 2010 include the following:

- (a) in general, the maximum duty hours of a shift should be reduced from 14 to 12 hours, and the maximum driving hours of a shift from 11 to 10 hours;
- (b) a new sub-guideline is introduced in relation to (a) above, whereby under a special shift duty to cater for the service demand during the morning and evening peak periods, the maximum duty hours of 14 and maximum driving hours of 10 could be maintained; but an additional requirement for providing a rest break of no less than 3 consecutive hours is imposed;
- (c) the existing provision of a minimum of 10-hour off-duty break period between two successive shifts should be maintained for all duty shifts. However, a new requirement is imposed to provide that the total off-duty break period in three successive duty shifts (except special shift duties) should not be less than 22 hours; and
- (d) the rest break after 6 driving hours should be increased from 30 to 40 minutes."

- 19. (a) Please provide details of the "...views and concerns of the various stakeholders" as expressed to the TD", providing copies of any written submissions made by those parties and records of oral submissions, including minutes and transcripts of meetings.
 - (b) Please provide copies of all earlier versions of the TD's Guidelines on bus drivers working hours.
 - (c) Please provide copies of the records, including discussion papers, written submissions from interested parties, emails and minutes of meetings, which led to the revision of the TD's Guidelines in 2010.
 - (d) Please advise if, in the period 2010 to February 2018, there have been similar reviews of the TD's Guidelines which did not lead to changes of the guidelines. If there were such reviews, please provide copies of the records, including discussion papers, written submissions from interested parties, emails and minutes of meetings.
- 20. Paragraph 7 of Paper 5 states that:

"Based on the crude projections by the FB operators, it is estimated that a total of 250 additional bus captains will be required for full implementation of the Guidelines. The FB operators of undertaking to step up their efforts in the recruitment of bus captains and would improve the remuneration packages to attract new blood."

21. (a) Please provide details of the undertakings and, if they are in writing, please provide a sample copy of the document.

22. Paragraph 8 of Paper 5 and the related appendices address the monitoring by the TD of the implementation of the Guidelines, noting that there had been instances of non-compliance by the FB operators. Also, it is noted that that FB operators are required to compensate the bus captains should the actual bus journey time exceeds the scheduled time.

- 23. (a) Please describe the process of monitoring by the TD in respect of the monthly reports submitted by the FB operators and the field surveys provided by independent contractors engaged by the TD.
 - (b) Please provide further detail of the instances of non-compliance, in particular as to the causes, nature and seriousness of non-compliance (e.g. which specific guideline (s) was not complied with and the extent of the non-compliance).
 - (c) Please provide details of the mechanism by which bus captains are compensated in the event that the actual bus journey time exceeds the scheduled time and how that is monitored by the TD.

- (d) Are there any separate guidelines limiting the number of hours of duty and driving by part-time drivers?
- (e) Please provide a sample copy of a FB operator's report to the TD in respect of the hours worked by a part-time bus captain and a sample copy of a survey conducted by independent contractors engaged by the TD in respect of such a part-time bus captain.
- (f) What, if any, information is obtained by FB operators from those employed by them as part-time bus drivers in respect of their other full-time and/or part-time employment, if any? Is that information made available to the TD?
- (g) Given that a part-time bus captain may also have other full-time and/or part-time jobs driving vehicles, please describe how information is gathered and verified by the FB operators and monitored by the TD to ensure that such a driver has the requisite amount of rest time between driving jobs.

24. Paragraph 9 of Paper 5 draws a distinction between "Full-time" and "Part-time" bus captains.

(a) Please provide details of the basis on which that distinction is drawn.

25. Paragraph 6 of Paper 5 and the related footnotes refer to the use of "special shift duties" by FB operators of bus captains.

- 26. In respect of such duties:
- (a) Please provide information of the use of that practice, together with statistics for each of the FB operators for the period from 2012 to 2017, in respect of:
 - (i) the total number of driving duties in that year;
 - (ii) the number of "special shift duties" (or "split-duties" as was previously called) in that year;
 - (iii) the average duty length in that year; and
 - (iv) the average driving duty length in that year.

It is noted that similar information was provided to the Legislative Council in respect of an earlier period (vide Annex A of the paper for the Panel on Transport with reference number "LC Paper No. CB(1)111/04-05(05)").

(b) Are there any restrictions on the number of special shift duties that the FB operators may require their bus captains to work within a fixed period of time? If yes, how is the number of actual special shift duties utilised by the FB operators monitored by the TD? It is noted that the copy of sample

records at Annexes 8 and 9 of Paper 4 do not appear to record such data. If not, what are the reasons for not imposing any restrictions?

Paper 7: <u>Vehicle Safety-Design, Build, Examination and Inspection of Franchised</u> <u>Buses</u>

27. Paragraph 8 of Paper 7 states that:

"In the past decade or so, the FB operators have, in consultation with FB manufacturers as appropriate, installed a number of safety-related facilities or devices in accordance with the TD's requirements."

Amongst the devices adverted to is a tachograph/black box. Paragraph 8 (c) summarises some of the requisite capabilities of that device.

- 28. (a) If the requisite capabilities of the tachograph/black box were communicated to the FB operators in written form, please provide copy samples of such documentation. Has the TD revised the requisite capabilities of the tachograph/black box from the time that the TD first required FB operators to fit the device on franchised buses?
 - (b) Is it a requisite capability of the tachograph/black box that it provides Global Position System ("GPS") data as to the location of the bus?
 - (c) If not, why not?
 - (d) Are the FB operators required to set the machine/monitor the machine to indicate speeding at speeds of over 70 kph only, whereas actual speeding, contrary to legislation, might occur at lesser speeds in areas subject to a speed limit of 50 kph?

29. Further, paragraph 8 of Paper 7 states that the TD conducts "...a random check on FB is the testing of the functionality of speed limiters and black boxes." The paragraph goes on to state, in respect of the monthly submissions by the FB operators to TD of the results of random checks on the operational data recorded in black boxes, that:

"TD would review the results of random checks to ascertain that the FB operators have been monitoring the driving behaviour of their drivers and have taken/will take follow-up action against those drivers with improper driving behaviour."

30. (a) Please describe the process by which those random checks are reviewed. If their process is recorded in writing, please provide copy samples of such documents.

Paper 4: <u>Samples of safety-related and service-related records / information</u> provided by the franchised bus operators

31. Annex 11 of Paper 4 is described as "Monthly Report on Monitoring Measures Relating to Bus Safety" and on its face is in respect of January 2018.

32. (a) Please confirm that this is a copy sample of a report from a FB operator submitted to the TD. Please explain what is meant by the description "No. of Routine Checks on Black Box Data Conducted (as at end of Month)" Is the reference to 271 cases of speeding, a reference to buses travelling at more than 70 kph? Please explain what is meant by the description "No. of Ad-hoc Checks on Black Box Data Conducted (For instance, complaints) (as at end of Month)." Is the reference to 5 cases of speeding a reference to buses travelling at more than 70 kph?

33. Annex 16 of Paper 4 is an extract of a "Five-Year Plan (2018-2022)", dated June 2017, provided by KMB to the TD.

- 34. (a) Please provide a copy of the whole document.
 - (b) Have each of the FB operators provided the TD with similar documents? If so, please provide copies of the most recent such documents supplied to the TD by the other FB operators.

Paper 8: Application of New Devices or Technology on Franchised Buses

35. Paragraph 4 of Paper 8 states that, following the incident on the Tai Po Road in February 2018 which resulted in the deaths of passengers, that:

"...the TD set up a working group ("WG") with representatives from all FB companies and bus manufacturers in mid-March 2018 to review the technical feasibility and desirability of installing some new safety devices or applying new technology on the safety devices of FB's for enhancing protection to bus passengers."

Paragraphs 29 and 30 of Paper 8, together with the attached appendix, identify the various proposals considered by the working group and the "Initial Remarks" of the FB operators in respect of those proposals.

36. (a) Notwithstanding the fact that it is stated that the TD intend to submit to the Committee the report of the working group, which it is said is expected to be delivered in late June/early July 2018, please provide further details of the discussions and, if written submissions and/or reports were made to the working group or minutes and/or transcripts made of those discussions, please provide copies of those documents.

(b) Please confirm whether or not any of the information as to those discussions and recommendations has been provided to representatives of the bus drivers and/or to the bus driver trade unions.

Paper 10: <u>Operation of Franchised Bus Service – Route Scheduling, Fleet</u> <u>Deployment and Designation of Speed Limit</u>

37. Paragraphs 16 and 17 of Paper 10 state that:

"The TD has formed a standing Working Group on Speed Limit Review which would meet regularly to advise on speed limit. In addition to representatives from the TD, the working group also comprises representatives from the police, the Hong Kong Automobile Association and the Institute of Advanced Motorists Hong Kong.

Following the Tai Po bus accident on 10 February, the TD conducted a comprehensive review of the subject road section, including studying whether the speed limit should be changed. It is proposed that the maximum speed of the road section between Chek Nai Ping and Yung Yi Road of Tai Po Road should be reduced from 70 km/hour to 50 km/hour. The working group on speed limit review agreed with the proposed maximum speed reduction in the new speed limit will be implemented on 27 April 2018."

- 38. (a) Please advise when the Working Group on Speed Limit Review was formed.
 - (b) Please provide details of the "comprehensive review" and indicate by whom and for what reasons it was proposed that the speed limit be reduced, providing copies of any document that was made available to the Working Group on Speed Limit Review in support of the proposed change in speed limit.

Paper 11: Training and Health Checks of Bus Captains

39. In paragraph 15 of Paper 11, under the rubric "Training of Bus Captains by FB Operators", reference was made to the Working Group on Enhancement of Safety of Franchised Buses, set up in mid-March 2018, of which it was stated:

"Working Group will focus on the need to align the **re-training requirements** for drivers who have committed key traffic offences or have traffic accident records. In addition, the FB operators would be required to set up a **monitoring and audit mechanism** to ensure the provision of a safe FB service and vehicle safety. Whilst the review is still underway, we have floated the idea of promulgating a set of **guidelines**, setting out the key principles and parameters for the induction training and ancillary training of bus captains (covering the structure of the training courses, relative weighting of each of the modules, range of duration, etc.) to meet the different scale of operation and operating environment of individual FB companies ..."

40. (a) Notwithstanding the fact that it is stated that the TD intend to submit to the Committee the recommendations of the Working Group, which review is expected to be concluded in late June 2018, please provide further details of the discussions of the matters adverted to in paragraph 15 and, if written submissions and/or reports were made to the working group or minutes and/or transcripts made of those discussions, please provide copies of those documents

- End -

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<u>Urgent By Fax</u> (Fax No. 3104 0254)

 Our Ref.:
 TD BR 76/190-1C

 Your Ref.:
 CSO/IRC-BUS/CR/7-45/1

 Tel.:
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 2511 4158

30 April 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

Invitation for Written Submissions for Consideration by the Independent Review Committee on Hong Kong's Franchised Bus Service

Further to my letter of 26 April 2018, I would like to submit at the *Appendix* the information and relevant statistics of all accidents resulting in fatalities involving franchised bus services from 2012 to February 2018.

We are given to understand that the Hong Kong Police Force will furnish the information on the relevant prosecution, if any, and resulting convictions to the Independent Review Committee direct.

Yours sincercly, trick WONG)

for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

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3 May 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

Written Submissions for Consideration by the Independent Review Committee on Hong Kong's Franchised Bus Service

Thank you for your letter dated 27 April 2018. We accept the invitation to attend the session on 7 May 2018 (and with 8 May 2018 reserved) to make oral submissions to the Committee.

The following officers will represent the Transport Department to attend the session :-

- 1. Ms. Mable CHAN, Commissioner for Transport
- 2. Ms. Macella LEE, Deputy Commissioner for Transport / Transport Services and Management
- 3. Mr. YK CHAN, Assistant Commissioner for Transport / Administration and Licensing
- 4. Miss Rachel KWAN, Assistant Commissioner for Transport / Special Duties
- 5. Mr. Tony YAU, Chief Engineer / Road Safety and Standards
- 6. Ms. Amy LEE, Chief Transport Officer / Special Duties

Yours sincerely,

LEE) Amv

for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)



 Our Ref.:
 TD BR 76/190-1C

 Your Ref.:
 CSO/IRC-BUS/CR/7-45/1

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 2829 5307

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 2511 4158

4 May 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

Invitation for Written Submissions for Consideration by the Independent Review Committee on Hong Kong's Franchised Bus Service

We refer to your letter of 27 April 2018. Our responses to address the issues and questions set out in the Annex of your letter are provided in the *Appendix*.

Yours sincerely,

(Amy LEE) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

Written Submission for Consideration by the Independent Review Committee (IRC) on Hong Kong's Franchised Bus (FB) Service (27.4.2018)

Item	Para.	IRC's enquiries	TD's response
1	4(a)	Apart from the revised sanction mechanism for "bus loss trips	The TD do not have the power to impose sanctions other than inviting the
		made by the FB operators" described in paragraph 26 (e) [of	exercise of the power of the Chief Executive in Council (CE in C) to
		Paper 1] what powers to impose sanction does the TD have for	impose financial penalty and to revoke the franchise, pursuant to sections
		failure by the FB operators to comply with the requirements	22 and 24 of the PBSO. Nevertheless, the TD have established internal
		imposed on them by the methods described in paragraph 4,	procedures for handling cases of failure in the service performance of FB
		other than inviting the exercise of the power of the Chief	operators. For example, in dealing with bus lost trips, there are
		Executive in Council to revoke the franchise, pursuant to	procedures to monitor the lost trip rates on a route basis as well as on a
		section 24 of the PBSO? Please supply a sample copy of an	whole network basis, under a mechanism of issuing advisory letters and
		advisory letter and the warning letter sent by the TD to a FB	warning letters for persistent lost trip situations, and should the situation
		operator pursuant to that revised sanction mechanism.	not be improved, it would then lead to a submission to the CE in C
			recommending the exercise of sanctions under the PBSO. A copy of the
			advisory letter and the warning letter are at <u>Annex 1</u> and <u>Annex 2</u>
			respectively.
2	4(1-)	Which if one cofety related [or] work hours related	Duran and to the commitments made by the ED on easters in the grant of
2	4(b)	Which, if any, safety-related [or] work-hours related	Pursuant to the commitments made by the FB operators in the grant of
		requirements imposed on FB operator by the method set out in	new franchises, the FB operators undertook to introduce safety-related
		paragraph 4 are considered a "direction or requirement under its	on-bus facilities and bus-related ancillary/add-on services as required
		franchise or this Ordinance" as that phrase is used in section	under a franchise term. The details of the committed on-bus facilities
		22(2) of the PBSO?	are shown at <u>Annex 3</u> . The requirements set out in Annex 3 are
3	4(c)	Are there any safety-related or work-hours-related requirements	considered "direction or requirement under its franchise or this
		that are set out in the form of an undertaking or a side letter	Ordinance".
		other than those described in paragraphs 26 to 44 [of Paper 01	
53		(i.e. other than the statutory requirements and the bus	The work-hours related requirements (including a set of guidelines on bus
		franchise]?	drivers' working hours) are issued to the FB operators as an

Item	Para.	IRC's enquiries	TD's response
			administrative requirement with agreement from the FB operators. It is not considered as direction or requirement under the bus franchise or the PBSO.
4	4(d)	In the period 2012 to February 2018 have there been occasions when no mutual agreements could be reached between TD and the FB operators on any safety-related or work-hours related requirements proposed by the TD? If so, please provide details.	On the safety-related requirements, it is not uncommon that bus companies proactively propose installation of safety-related facilities and devices to enhance bus safety (for example, a bus operator proactively proposed to install fire suppression systems in the engine compartment of buses). In other cases, the TD often conducted reviews, in conjunction with FB operators, to provide and install safety-related facilities and devices to enhance bus safety (e.g. installation of seat belts on exposed seats). The feasibility of the devices is thoroughly deliberated before a decision is made to adopt a device or not by the TD and the bus companies, with support of bus manufacturers input. There has been no occasion where there was in-principle disagreement between TD and FB on the installation of safety-related facilities or devices in the past 6 years.
154			In respect of the work-hours related requirements, the TD reviewed the guidelines on bus drivers' working hours from time to time taking into account the operational needs of the FB operators and the views from the staff unions over the sufficiency of rest times and meal breaks. The TD exchanged views and explored options with the FB operators in improving the working conditions of bus captains, and there is no major disagreement between the TD and the FB operators. The option had to be practicable and feasible. In fact, there is a need to strike a fine balance amongst the need to provide the services to meet passenger

Item	Para.	IRC's enquiries	TD's response
			demand, the work and rest time for bus captains, as well as the operational needs of FB operators.
5	6(a)	Paragraph 26 (b) of Paper 1 states that "The TD has made clear to FB operators that repeated failure to comply with guidelines without reasonable justifications, among others, would be considered as failure to provide proper and efficient bus service under the legislation." Please provide details of the occasions on which that statement was made by the TD to FB operators.	The FB operators have been informed that the non-compliance with the Guidelines would be considered as failure of proper and efficient bus services through our day-to-day verbal communications. There is no written statement nor file record of the above. That said, the TD closely monitors the implementation of the Guidelines through examining the management reports submitted by the FB operators and engaging independent contractors to carry out field surveys to assess the actual compliance. Experience shows that the FB operators are fully aware of the importance of the guidelines and would rectify the non-compliance cases once they are found.
⁶ 155	9(a)	Please provide a sample of copies of the letters written by the TD and the FB operators requiring the provision of that information [in respect of bus captains' traffic offences, on-board monitoring by plain-clothed staff, random check on operational data recorded in black boxes and of breath alcohol tests conducted on bus captains and related follow-up actions]	The TD requested the FB operators to provide the information in respect of bus captains' traffic offences, on-board monitoring by plain-clothed staff, random check on operational data recorded in black boxes and of breath alcohol tests conducted on bus captains and related follow-up actions in meetings held on 30 October and 2 November 2017. All operators provided express agreement to the request. Following the agreement on the provision of the information at the above-mentioned meeting, the TD issued letters with a proforma requesting the FB operators to submit the information on a monthly basis. A copy of the letter is attached at <u>Annex 4</u> .

Item	Para.	IRC's enquiries	TD's response
7	11(a)	If the requirement was expressed in writing by the TD to the FB	The requirements were expressed in the meetings between the TD and the
		operators, please provide a sample copy of the document [in	FB operators held in meetings held on 30 October and 2 November 2017.
		respect of monthly report on compliance with the guidelines on	
		bus drivers working hours and rest time].	
8	13(a)	Paragraph 40 (a) of Paper 1 states, in respect of submission of	
	& (b)	monthly reports on safety related issues -	
		(a) If the requirement was expressed in writing by the TD to the	
		FB operators, please provide a sample copy of the	
		document.	
		(b) In what ways were the FB operators asked to strength their	
		internal monitoring system in respect of their bus drivers'	
		safe driving skills and service performance?	
9	13(c)	(c) What was the previous requirement as to reporting in	Previously, FB operators would provide the reports to the TD on our
		respect of these matters by FB operators? Why was it	requests. The requirement for regular reports on these matters was first
		determined to make reporting monthly?	made in January 2018 to enhance our monitoring of FB operators' work in
			this respect. The requirement has been enhanced to ensure that the FB
			operators conduct internal monitoring on these aspects on a more frequent
			basis against their promulgated performance pledges.
10	16(a),	Paragraph 40 (b) of Paper 1 states, in respect of the submission	(a) The requirement to submit quarterly reports to the TD was first made
	(b) &	of quarterly report on the training of bus drivers, and Paragraph	in July 2015. A copy of the document is attached at <u>Annex 5</u> and a
	(c)	41 states of those reports that "the TD will examine the	sample copy of a quarterly report is attached at Annex 6 . The
		report and remind the concerned FB operators to rectify if	reporting frequency has been enhanced from a yearly basis to a
<u>л</u>		necessary."	quarterly basis since July 2015 to ensure that the FB operators conduct
56		(a) Please provide details as to when the requirement to submit	internal monitoring on these aspects on a more frequent basis against
		quarterly reports to the TD was first made. Have those	their promulgated performance pledges.

Item	Para.	IRC's enquiries	TD's response
		requirements been changed over time and, if so, what have	(b) The TD do not require the FB operators to create documentary records
		been the changes?	of a particular training provided to their bus drivers.
		(b) Does the TD require of the FB operators that they create	(c) The TD examine the measurement of performance in the quarterly
		documentary records of the particular training provided to	reports submitted by the FB operators with the performance target
		their bus drivers, e.g. as to the models of buses and routes	voluntarily proposed in the Five Year Plan (Annex 16 of Paper 04).
		on which they have been trained?	The TD would request the FB operators for explanation and
		(c) Please provide details of the examination of the quarterly	rectification if necessary. A sample copy of TD's letter requesting the
		reports by TD and provide sample copy documents of	FB operator to make rectification and the reply of the FB operator is
		requests made to FB operators to make rectification.	attached at <u>Annex 7</u> .
11	10(a)	Demomenth 5 of Demon 5 states that "In the welfs of a fetal bug	(a) The views and concerns of District Councils, the Logislative Council
11	19(a)	Paragraph 5 of Paper 5 states that "In the wake of a fatal bus accident in Sham Shui Po in September 2017, the TD	(a) The views and concerns of District Councils, the Legislative Council
	& (d)	conducted a review of the guidelines in late 2017 to explore the	members and members of public are attached at <u>Annex 8</u> . The FB operators deliberated different options and expressed their views and
		room for further improvement in the working conditions of bus	concerns from operations and human resource management angles on
		captains. In the review, we have taken into account the views	the review of the Guidelines in the meetings with the TD held in
		and concerns of various stakeholders (including the FB	October and November 2017.
		operators, bus captain unions, and Legislative Council	(b) The previous versions of the Guidelines are attached at <u>Annex 9</u> .
		Members)" and Paragraph 6 of Paper 5 states that "The	(c) The copies of the papers in Legislative Council Panel on Transport,
		review was completed in February 2018 and the changes to the	letters from bus captains' unions and letters issued by the TD which
		previous Guidelines promulgated in 2010 include the	led to the revision of the TD's Guidelines in 2010 are attached at
		following"	Annex 10.
		(a) Please provide details of the "views and concerns of the	(d) In March 2015, the TD received a suggestion from a bus captains'
		various stakeholders" as expressed to the TD", providing	union suggesting a revision of the Guideline. The TD discussed the
S			
7		transcripts of meetings.	with the proponent, it was concluded that the Guidelines would not be
157		copies of any written submissions made by those parties and records of oral submissions, including minutes and	suggestion with the FB operators and another bus captains' uni both expressed objection to the suggestions. After further dis with the proponent, it was concluded that the Guidelines would

Appendix

Item	Para.	IRC's enquiries	TD's response
		(b) Please provide copies of all earlier versions of the TD's	changed.
		Guidelines on bus drivers working hours.	
		(c) Please provide copies of the records, including discussion	
		papers, written submissions from interested parties, emails	
		and minutes of meetings, which led to the revision of the	
		TD's Guidelines in 2010.	
		(d) Please advise if in the period 2010 to February 2018, there	
		have been similar reviews of the TD's Guidelines which did	
		not lead to changes of the guidelines. If there were such	
		reviews, please provide copies of the records, including	
		discussion papers, written submissions from interested	
		parties, emails and minutes of meetings.	
12	21(a)	Paragraph 7 of Paper 5 states that "Based on the crude	The FB operators would step up their efforts in the recruitment of bus
		projections by the FB operators, it is estimated that a total of	captains and would improve the remuneration packages to attract new
		250 additional bus captains will be required for full	captains. In TD's meetings with the FB operators held in November
		implementation of the Guidelines. The FB operators of	2017, the FB operators agreed to enhance the welcome bonus to boost the
		undertaking to step up their efforts in the recruitment of bus	intake of bus captains and recruit part-time drivers to relieve the pressure
		captains and would improve the remuneration packages to	of bus captains. The FB operators also revealed that they were considering
		attract new blood."	to review the payroll structure of bus captains to convert the bonus as part
		(a) Please provide details of the undertaking and, if they are in	of the basic salary. In fact, some FB operators have already enhanced
		writing, please provide a sample copy of the document.	promotions on the recruitment and improved the remuneration packages
			for new bus captains as early as October 2017 when the revised
			Guidelines were being discussed. A copy of the advertisement of a FB
1 5			operator's recruitment exercise is attached at <u>Annex 11</u> .
57 60 13	23 (a),	Paragraph 8 of Paper 5 and the related appendices address the	(a) The TD examine the reports submitted by the FB operators to check if

Item	Para.	IRC's enquiries	TD's response
	(b),	monitoring by the TD of the implementation of the Guidelines.	there is any non-compliance with the Guidelines. In addition, the TD
	(c),	Noting that there had been instances of non-compliance by the	engage independent contractors to carry out annual field survey
	(d),	FB operators. Also, it is noted that FB operators are required to	(Please refer to the study brief attached at Appendix C of Paper 05) to
	(f) &	compensate the bus captains should the actual bus journey time	assess the actual situation of compliance. In the event of any
	(g)	exceeds the scheduled time.	non-compliance case, the TD would follow up with the FB operator
		(a) Please describe the process of monitoring by the TD in	concerned for explanation and rectification. If the situation persists
		respect of the monthly reports submitted by the FB	and the FB operator fails to provide reasonable explanation or take
		operators and the field surveys provided by independent	proactive action to rectify the non-compliance, the TD would issue a
		contractors engaged by TD.	warning to the FB operator. A sample letter from TD requesting the
		(b) Please provide further detail of the instances of	FB operator for explanation and the reply from the FB operator are
		non-compliance, in particular as to the causes, nature and	attached at Annex 12.
		seriousness of non-compliance (e.g. which specific	(b) Generally speaking, the FB operators are found operating the bus
		guideline(s) was not complied with and the extent of the	services in compliance with the Guidelines. Please see Annex 13 on
		non-compliance).	the compliance rates of the FB operators for reference.
		(c) Please provide details of the mechanism by which bus	Non-compliance of the Guidelines was mostly due to contributing
		captains are compensated in the event that the actual bus	factors that were outside the control of FB operators such as traffic
		journey time exceeds the scheduled time and how that is	congestion which lengthened the bus journey time. As an example
		monitored by the TD.	of the TD's follow-up actions in case of non-compliance by an FB
		(d) Are there any separate guidelines limiting the number of	operator, the TD found in the reports submitted by FB Operator A in
		hours of duty and driving by part-time drivers?	2015 that it did not schedule a meal break of not less than one hour for
		(e) What, if any, information is obtained by FB operators from	three bus captains. The TD requested Operator A to investigate and
		those employed by them as part-time bus drivers in respect	rectify the non-compliance. Upon the TD's request, the Operator A
		of their other full-time and/or part-time employment, if	had re-scheduled the meal break of the bus captains to fulfill the
$\frac{1}{2}$		any? Is that information made available to the TD?	requirements of the Guidelines.
59		(f) Given that a part-time bus captain may also have other	(c) In the event that the actual bus journey time exceeds the scheduled
)		full-time and/or part-time jobs driving vehicles, please	time, the FB operators' regulators at site would normally adjust the

Item	Para.	IRC's enquiries	TD's response
		describe how information is gathered and verified by the FB	actual departure time of the following departure or swap the duties of
		operators and monitored by the TD to ensure that such a	the concerned bus captain with other bus captains such that the
		driver has the requisite amount of rest time between driving	working hours, rest time and meal break of the concerned bus captain
		jobs.	can fulfill the Guidelines. In the event that there is a substantial loss of
		(g) Given that a part-time bus captain may also have other	rest time, the FB operator would cancel the next scheduled departure
		full-time and/or part-time jobs driving vehicles, please	of that particular bus captain in order to compensate the rest time to
		describe how information is gathered and verified by the FB	him. The adjustment of the departure time is recorded and reported
		operators and monitored by the TD to ensure that such a	to the TD through a report shown in Annex 5 of Paper 04. Through
		driver has the requisite amount of rest time between driving	the field surveys provided by independent contractors, the TD assess
		jobs.	the actual situation of compliance with the Guidelines by the FB operators.
			(d) & (e) The Guidelines are applicable to all bus captains irrespective of
			full-time or part-time drivers. As long as a particular driver has
			driven for certain hours that warrants a rest break or meal break, such
			break has to be given to the driver according to the Guidelines.
			Hence, there is no separate report for part-time drivers submitted by
			the FB operators and the independent contractors.
			(f) & (g) It is practicably difficult for the FB operators to monitor and
			regulate the activities of bus captains outside the duty hours. To our
			understanding, the FB operators request the part-time bus captains to
			declare their working hours in other full-time and/or part-time
			employment. The information is collected and kept by the FB
			operators. The TD have not required the bus operators to submit this
2			information to TD. Further, the FB operators have issued guidelines
160			to remind their bus captains not to continue driving if feeling unwell
			while on duty. They would also observe the mental condition of bus

Item	Para.	IRC's enquiries	TD's response
			captains during daily operations and suspend the driving duties of any bus captain observed to have an abnormal mental condition.
14	24(a)	Please provide details of basis on which that distinction between "Full-time" and "Part-time" bus captains is drawn.	 The Employment Ordinance (Cap. 57) does not define full-time or part-time employees. Under the Employment Ordinance, employees engaged under a continuous contract, whether working under full-time and part time, are further entitled to other employment benefits, such as rest days, paid statutory holidays, paid annual leave, sickness allowance, severance payment and long service payment, etc. subject to their meeting the relevant eligibility criteria. The distinction of full-time and part-time bus captains vary from FB operators. The FB operators have to fulfill all requirements under the Employment Ordinance in this respect.
¹⁵	26(a)	 Please provide information of the use of "special shift duties", together with statistics for each of the FB operators for the period from 2012 to 2017, in respect of (i) the total number of driving duties in that year; (ii) the number of "special shift duties"(or "split-duties" as was previously called) in that year; (iii) the average duty length in that year; and (iv) the average driving duty length in that year. It is noted that similar information was provided to the Legislative Council in respect of an earlier period (vide Annex A of the paper for the Panel on Transport with reference 	The information contained in Annex A of LC Paper No. CB(1)111/04-05(05) are provided by the FB operators on a need basis. The TD have requested the FB operators to compile the information in 2017 which is attached at <u>Annex 14</u> .

Item	Para.	IRC's enquiries	TD's response
		number "LC Paper No. CB(1)111/04-05(05)").	
16	26(b)	Are there any restrictions on the number of special shift duties	Before the implementation of new Guidelines promulgated in February
		that the FB operators may require their bus captains to work	2018, it is permissible for the bus captains to have a duty shift of 14
		within a fixed period of time? If yes, how is the number of	hours. Hence, it was not necessary to distinguish special shifts in the
		actual special shift duties utilised by the FB operators	information or records submitted to TD (as in Annexes 8 and 9 of Paper
		monitored by the TD? It is noted that the copy of sample	4) in this respect. In the latest revised Guidelines in February 2018,
		records at Annexes 8 and 9 of Paper 4 do not appear to record	the maximum duty hour of a shift is reduced from 14 to 12 hours and the
		such data. If not, what are the reasons for not imposing any	maximum driving hour of a shift from 11 to 10 hours. In order to cater
		restrictions?	for the operational needs in particular the need to cope with the passenger
			demand during the morning and evening peak hours, the arrangement of a
			special shift with duty hours up to a maximum of 14 hours is included in
			the revised Guidelines. The TD are mindful that bus drivers assigned to
			special shifts should have sufficient rest time. Hence, the revised
			Guidelines stipulate that the upper limit of driving hours should not
			exceed 10 hours, which tallies with that in normal duty shifts. Besides,
			it is stipulated that a rest break of not less than 3 consecutive hours should
			be provided (please refer to Appendix A of Paper 05 for the set of Revised
			Guidelines). The FB operators have all agreed to improve the rest
			facilities in depots so that bus captains can rest during rest breaks.
			Upon the phased implementation of the new Guidelines starting from the
			second quarter of 2018 with a target for full implementation in the second
			quarter of 2019, the TD would request the FB operators to report the
<u> </u>			implementation progress and the percentage of bus captains in special
162			shift duties to ensure that such duties would be commensurate with the
			operational needs for monitoring.

Item	Para.	IRC's enquiries	TD's response
17	28(a)	If the requisite capabilities of the tachograph/black box were	The TD have issued a "Basic Minimum Requirements for Electronic
		communicated to the FB operators in written form, please	Recording Devices (also known as Black Box) on New Buses" to the FB
		provide copy samples of such documentation. Has the TD	operators and a copy is enclosed at <u>Annex 15</u> for easy reference. Based
		revised the requisite capabilities of the tachograph/black box	on these requirements, the vehicle examiners would conduct random
		from the time that the TD first required FB operators to fit the	checks on the functionality of the black boxes during bus inspections.
		device on franchised buses?	
18	28(b)	Is it a requisite capability of the tachograph/black box that it	We understand that over the years with the advancement of technology,
	&(c)	provides Global Position System ("GPS") data as to the	the FB operators have taken initiative to work with the supplier of the
		location of the bus? If not, why not?	device to widen the scope of information being kept by the black box to
			facilitate their fleet management, which may include records of route
			number, door bell pushing, opening of the doors, GPS location, brake
			application, etc.
19	28(d)	Are the FB operators required to set the machine/monitor the	According to Section 40(5) of the Road Traffic Ordinance (Cap. 374), the
		machine to indicate speeding at speeds of over 70 kph only,	maximum speed of a bus to travel on roads in Hong Kong is 70kph, even
		whereas actual speeding, contrary to legislation, might occur at	if on roads with speed limit higher than 70 kph. Hence, it is appropriate
		lesser speeds in areas subject to a speed limit of 50 kph?	for the speed limiter to set the maximum speed at 70 kph. It is a legal
			requirement for drivers to drive to comply with the prescribed speed limit
			on individual road sections.
20	30(a)	"TD would review the results of random checks to ascertain	The requirement for the submission of the results of random checks
20	50(a)		-
		that the FB operators have been monitoring the driving behaviour of their drivers and have taken/will take follow-up	shown in Annex 11 of Paper 04 has been implemented only since January
_		-	2018. The TD reviewed the monthly report submitted by the FB operators
ດ		action against those drivers with improper driving behaviour."	to ascertain that the FB operators have been monitoring the driving
63		Please describe the process by which those random checks are	behaviour of their drivers and have taken/will take follow-up action
		reviewed. If their process is recorded in writing, please provide	against those drivers with improper driving behaviour.

Item	Para.	IRC's enquiries	TD's response
		copy samples of such documents.	
21	32(a)	Annex 11 of Paper 4 is described as "Monthly Report on	The TD confirm that Annex 11 of Paper 04 is a sample of a report from a
		Monitoring Measures Relating to Bus Safety" and on its face is	FB operator.
		in respect of January 2018.	
		(a) Please confirm that this is a copy sample of a report from a	The blackbox records, among others, the speed of a bus on a specific road
		FB operator submitted to the TD. Please explain what is	section. The FB operators map the road sections with their respective
		meant by the description "No. of Routine Checks on Black	speed limits and monitored the driving behaviours of bus captains
		Box Data Conducted (as at end of Month)" Is the reference	exceeding the respective speed limits. Some FB operators would also
		to 271 cases of speeding, a reference to buses travelling at	monitor the bus captains' performance on selected road sections which are
		more than 70 kph? Please explain what is meant by the	exposed to higher traffic accident risks to further enhance bus safety.
		description "No. of Ad-hoc Checks on Black Box Data	
		Conducted (For instance, complaints) (as at end of Month)."	The figures at Annex 11 of Paper 04 means: Among 8552 [400] routine
		Is the reference to 5 cases of speeding a reference to buses	[ad-hoc] checks on black box data, there are 271 [5] cases founded with a
		travelling at more than 70 kph?	speed above the speed limit of the specific road section. Follow-up
			actions including 187 [13] verbal warnings, 78 [0] written warnings and 6
			[0] final warnings were issued to the concerned bus captains.
22	34(a)	(a) Please provide a copy of the whole document.	All FB operators provided the TD a Five Year Plan. As the Five Year
	&(b)	(b) Have each of the FB operators provided the TD with similar	Plan contains commercially sensitive information of individual FB
		documents? If so, please provide copies of the most recent	operators, the FB operators agree to disclose the information to the IRC
		such documents supplied to the TD by other FB operators	provided that prior agreement from IRC is obtained for not disclosing the
			information to the public. Meanwhile, a copy each of the table of
			contents of the respective Five Year Plans of FB operators, other than the
164			one from KMB which is at Annex 16 of Paper 4, is attached at <u>Annex 16</u> .
4			

Item	Para.	IRC's enquiries	TD's response
23	36(a)	Paragraph 4 of Paper 08 states that " the TD set up a working	(a) Not Applicable.
		group ("WG") with representatives from all FB companies and	(b) TD have not provided any of the information as to those discussions at
		bus manufacturers in mid-March 2018 to review the technical	the working group and recommendations to representatives of the bus
		feasibility and desirability of installing some new safety devices	drivers and /or to the bus driver trade unions.
		or applying new technology on the safety devices of FB's for	
		enhancing protection to bus passengers."	
		(a) Notwithstanding the fact that it is stated that the TD intend	
		to submit to the Committee the report of the working group,	
		which it is said is expected to be delivered in late June/early	
		July 2018, please provide further details of discussions and,	
		if written submissions and/or reports were made to the	
		working group or minutes and/or transcripts made of those	
		discussions, please provide copies of those documents.	
24	36(b)	(b) Please confirm whether or not any of the information as to	
		those discussions at the working group and	
		recommendations has been provided to representatives of	
		the bus drivers and /or to the bus driver trade unions.	
25	38(a)	Please advise when the Working Group on Speed Limit Review	The Working Group on Speed Limit Review ("Working Group") has been
		was formed.	formed since 2000, and the first Working Group meeting was held on 1
			September 2000.
26	38(b)	Please provide details of the "comprehensive review" and	In the Legislative Council Panel on Transport held on 15 February 2018,
		indicate by whom and for what reasons it was proposed that the	the TD committed to comprehensively review the road environment and
1		speed limit be reduced, providing copies of any document that	relevant traffic management measures of the subject road section,
65		was made available to the Working Group on Speed Limit	including studying whether the speed limit should be changed, and
		Review in support of the proposed change in speed limit.	whether the warning traffic signs and road markings should be enhanced

10 io further promote road safety. Subsequently, the TD conducted the review for the section of Tai PO Road between Tsun King Road, Sha Tin and Yung Yi Road, Tai Po for discussion in the Working Group on Speed Limit Review meeting on 27 March 2018. The TD took into consideration the following factors in carrying out the speed limit review : (a) the accident history of the road section; (b) the geometry and environment of the road section; (c) the number of changes in speed limit on a stretch of road should be minimised. For local hazards, consideration would be given to providing appropriate warning signs rather than lowering the speed limit; and (d) the actual vehicle travelling speed. Based on the above criteria, it was proposed that the speed limit of both bound of Tai Po Road section between Chek Nai Ping and Yung Yi Road should be lowered from 70km/h to 50km/h, which was supported by the Working Group on Speed Limit Review on 27 March 2018. The TD subsequently issued an information paper (please refer to <u>Annex 17</u>) to the Tai Fo District Council ("TPDC") on 9 April 2018 informing members of the recommended speed limit change, and TPDC raised no objection.

Item	Para.	IRC's enquiries	TD's response
27	40(a)	Notwithstanding the fact that it is stated that the TD intend to	The TD have kicked off the discussions with the FB operators in the
		submit to the Committee the recommendations of the Working	Working Group. The first meeting was held on 13 March 2018.
		Group, which review is expected to be concluded in late June	
		2018, please provide further details of the discussions of the	
		matters adverted to in paragraph 15 and, if written submission	
		and/or reports were made to the working group or minutes	
		and/or transcripts made of those discussions, please provide	
		copies of those documents.	

Transport Department May 2018

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 Our Ref.:
 TD BR 76/190-1C

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7 May 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

Supplementary Written Submissions for Consideration by the Independent Review Committee on Hong Kong's Franchised Bus Service

Further to the oral evidence hearing held earlier today, we have prepared in the attached *Appendix* additional written submissions as requested by the Independent Review Committee on Hong Kong's Franchised Bus Service for its consideration.

Yours sincerely,

for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

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Supplementary Written Submissions by Transport Department

(1) Forward Planning Programmes (FPP)

- 1. In accordance with S12A, a grantee shall in each year, not later than 30 June, prepare a programme of the operations of the grantee for the following 5 years in respect of the matters specified in the Schedule. The Schedule sets out the content of the programme which, inter alia, shall contain "any other matter, whether or not specified in paragraphs (a) to (g) inclusive, as may be required by the Committee by notice to the grantee.".
- 2. As an annual exercise, the Transport Department issues a letter to each of the franchised bus (FB) operator setting out the requirements for the preparation of the coming FPP in April/May. Since 2004, we have required the FB operators to include a section on "Bus Safety" under which FB operators should provide analysis on their accidents and proposed improvement measures. They are also required to review and set target(s) for accident involvement rate for the coming five years.
- 3. With the consent from FB operators, copies of the extract of the chapter/section on "Bus Safety" of the FPP (2018-2022) submitted by the FB operators are at <u>Annex A(1) to (6)</u>.
- 4. On receipt of the FPPs, TD would study the FB operators' analysis on bus accidents and the proposed measures on an individual company basis with a view to identifying whether there are noticeable trends, common factors or observations that warrant further studies or actions by both TD or the FB operators. For instance, in the light of observations on a spate of accidents involving upper deck passengers being thrown out of the vehicles, in 2008, on TD's advice, FB operators had been asked to put into place an implementation programme for the retrofitting of seat belts on the exposed seats for the whole bus fleet in 2007. In 2008, on TD's advice, FB operators had included in their FPP (2009-2013) an implementation progress report for retrofitting of seat belts at the four seats on the first row on the upper deck and installation of guardrails across the upper deck windscreen. In view of the noticeable trend of increasing number of bus accidents involving passengers falling from the staircases inside the buses, we have required FB operators to retrofit double hand rail on double deck

buses with straight staircases, and asked the operators to formulate a programme for the retrofitting of such facility in the FPP.

(2) Independent surveys conducted by TD on the operations of bus service

- 5. TD does not only rely on the submission of records and information submitted by the FB operators in respect of bus service operations. TD engages independent consultants/contractors to conduct surveys for verifications. They are term consultants and will be assigned to carry out surveys on routes for different objectives as specified by TD from time to time. The surveys are conducted at bus termini or on-board buses. A sample of the study brief to invite tender for the independent consultant is at <u>Annex B</u>. The consultants are required to submit survey results to TD. Samples of reports of a terminal survey of a bus route and an on-board survey on another bus route conducted and prepared by the consultant Ozzo Limited is at <u>Annex C</u>.
- 6. Apart from service operations, TD also engage an independent consultant to conduct field surveys annually on a sample size as specified by TD to check the compliance of the Guidelines on Bus Captain Working Hours, Rest Time and Meal Break.

(3) Passenger Liaison Group

7. FB operators are required to submit reports on Passenger Liaison Group meetings conducted. Samples of such reports submitted by FB operators to TD have been provided at Annex 7 of TD_Paper 04. TD normally sends a representative as observer to the Passenger Liaison Group meeting and produces our own record as appropriate on observations and the views received at the Passenger Liaison Group meetings. A sample of such record is at <u>Annex D</u>.

(4) Working Group on Enhancement of Safety of Franchised Buses

8. TD set up a Working Group on Enhancement of Safety of Franchised Bus in mid-March 2018 with representatives from TD and all franchised bus companies to study (a) measures to enhance bus captains' training; (b) practicality of installing seat belts on all passenger seats; and (c) use of technology on in-vehicle device with the aim of enhancing bus safety. Representatives of major bus manufacturers were invited to attend the technical meeting of the Working Group to provide advice on the technical feasibility and desirability of (b) and (c). TD proposed the scope of work of the Working Group, which were agreed by the FB operators in the first meeting held on 13 March 2018. The scope of work is set out at <u>Annex E</u>.

Transport Department May 2018

8. <u>BUS SAFETY</u>

1)

8.1 Introduction

8.1.1 Safety is the top priority in the operation of KMB. Safety is enhanced through the strengthening of communication, documentation, training, deployment and performance monitoring as well as improvements in bus maintenance and design. Considerable efforts have also been made to promote traffic safety by passenger education and publicity.

8.1.2 This chapter includes an analysis of the types/causes of accidents for the past two calendar years (2015 and 2016) and the relationship of accident rates with respect to different factors, including bus captain age, length of service, and length of driving hours before the accident, bus types, etc.

8.1.3 The chapter further discusses the various measures that have been or are being undertaken to promote safety.

8.2 Analysis of Bus Accidents in the Past Two Calendar Years

8.2.1 The analyses for the two-year period 2015 to 2016. The results are presented below.

Trend of Accident Rates

8.2.2 Accident rates from 2007 to 2016 are shown in Figure 8.1. Following the increase in accident rate from 2011 to 2013, notable reduction was achieved in 2014 and 2015. Slight increase of slight injury was found in 2016.

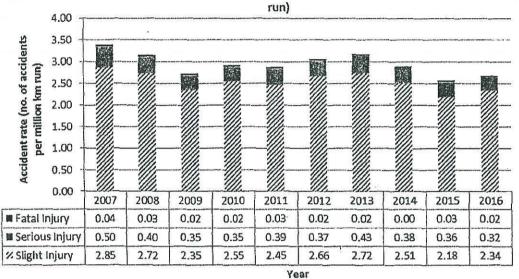
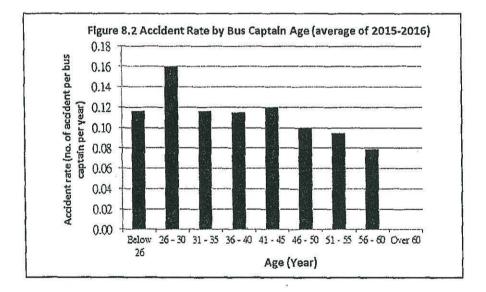


Figure 8.1 KMB - Accident rates involving personal injuries and deaths (per million km

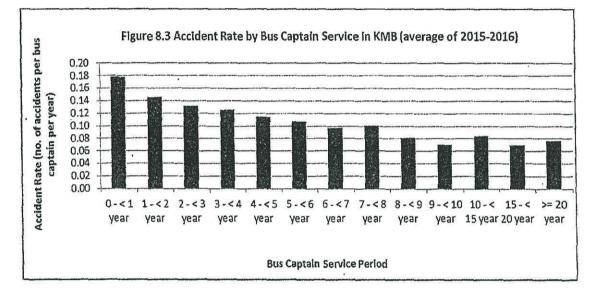
Accident Rate by Bus Captain Age

8.2.3 Results of an analysis of accident rate by bus captain age are shown in Figure 8.2. The results show that younger bus captains are more prone to higher accident rates, but this is mainly due to the fact that these bus captains have relatively less bus driving experience and they are more prone to accidents in their first few months of service. This is also shown in the relationship between accident rates and years of service.



Accident Rate by Years of Service

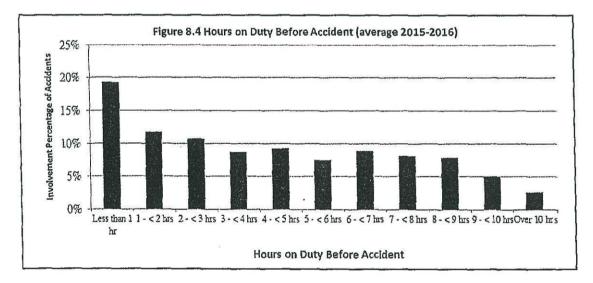
8.2.4 The results of an analysis on accident rate by experience in terms of years of service in the Company are shown in Figure 8.3. As mentioned above, the likelihood of an accident occurring in the first year immediately following recruitment is relatively higher. The accident rate then falls as experience increases.



Accident Rate by Hours on Duty Before Accident

.....

8.2.5 The analysis results in Figure 8.4 show that there is no correlation between the occurrence of accident and the number of hours on duty before the accident.



Accidents by Nature

8.2.6 The results of an analysis of accident nature are shown in Table 8.1 below. The results are expressed in terms of percentage of accidents during the two years 2015-2016.

Table 8.1 Accidents by nature in percentage	Table	8.1	Accidents	bv	nature	in	percentage
---	-------	-----	-----------	----	--------	----	------------

Accident nature	Percentage (%)
Passenger Loss Of Balance	51.5%
Head On/Tail Collision	13.5%
Collision W/TP Veh (changing lane)	11.4%
J/O Collision	6.0%
Injury To Pedestrian	4.8%
Glancing Collision	4.2%
Injury To Alighting/Boarding Passenger	3.2%
Hit St. Obj/Veh/Animal	2.2%
Injury To Passenger Inside Bus	1.7%
Collision With Other Veh (rolling back /forward /reversing)	0.6%
Others	0.6%
Entering R/A Collision	0.2%
Bus Overturn/Topple	0.1%
Total:	100.0%

8.2.7 The majority of the accidents (51.5%) were due to passengers losing balance while on the bus. More than half of these cases were caused by the bus braking in traffic. Accidents with injuries sustained as a result of different kinds of collisions accounted for 35.9% while accidents with injury to pedestrians accounting for 4.8% of all the accidents.

8.2.8 The breakdown by our classification of accident nature is as follows:

Accident Nature	No. of Accidents		
	2015	2016	
Passenger Loss Of Balance	445	448	
Head On/Tail Collision	128	106	
Collision W/TP Veh (changing lane)	88	109	
J/O Collision	56	48	
Injury To Pedestrian	43	40	
Glancing Collision	30	43	
Injury To Alighting/Boarding Passenger	22	33	
Hit St. Obj/Veh/Animal	12	27	
Injury To Passenger Inside Bus	17	13	
Collision With Other Veh (rolling back/forward/reversing)	5	6	
Others	4	6	
Entering R/A Collision	3.	1	
Bus Overturn/Topple	0	1	
Total:	853	881	

Table 8.2 Accidents by nature

8.2.9 Accidents related to "Head On/Tail Collision" dropped significantly while "Collision W/TP Veh (changing lane)" and "Hit St. Obj/Veh/Animal" increased in 2016.

Accidents by Liability

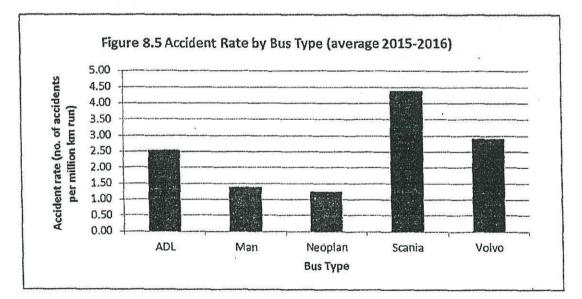
8.2.10 The breakdown of liability in the two-year period is shown in Table 8.3 below. For 75% of the cases, the bus captains were not blameworthy.

Liability of KMB Bus Captain	Percentage (%)
Negligent	25
Innocent	75
Tota	al: 100

Table 8.3	Accidents	by	Liability	of	Bus	Captain	
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Accidents by Bus Type

8.2.11 Accidents by bus type were also analysed and the results are shown in Figure 8.5. The general results are not significant enough to show any direct relationships between accident rate and bus type, and the differences among bus types can be attributable to operating environment (e.g. route), roads, bus captains and other factors.



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Number of Non-collision Franchised Bus Accidents Involving Passenger Casualty

	r Casualty Number of Non-collision Franchised Bus Accidents involving passenger	Percentage over all accidents involving franchised buses	No. of accidents involving passenger losing balance on stairway (No.	No. of accidents involving passenger injured by door (No. of casualty)	No. of accidents involving passenger losing balance elsewhere except (i) & (ii) (No. of casualty)
	casualty		of casualty) (i)	(ii)	(iii)
2016	494	56%	109	29	356

 Table 8.4 Number of Non-collision Franchised Bus Accidents Involving

 Passenger Casualty

Contributory Factors of Traffic Accidents

8.2.12 To prevent similar traffic accidents from recurring, bus captains who are involved in repeated blameworthy traffic accidents are referred to the Bus Captain Training School to attend training. The training course includes defensive driving concepts, case studies, experience sharing and assessment.

8.2.13 KMB produces its "Bus Captain Safe Driving Handbook" which is posted at staff website for all bus captains currently in its fifth edition (1 March 2016), the handbook includes driving regulations and points to note about safe driving, covering every aspect of a bus captain's daily work. It is aimed at assisting bus captains in establishing a proper safe driving attitude and encouraging them to take all practical steps aimed at achieving safe driving.

Accidents by experience of the bus captains on the route

Experience of the bus captains on the route (Year)	Distribution of accidents from 2015-2016 (%) 30.5%		
0-<1			
1-<2	13.5%		
2-<3	9.8%		
3-<4	6.2%		
4-<5	4.6%		
5-<6	3.0%		
6-<7	2.1%		
7-<8	1.9%		
8-<9	1.7%		
9-<10	1.7%		
10-<11	• 1.1%		
11-<12	4.0%		
12-<13	6.4%		
13-<14	3.6%		

Table 8.5 Accidents by Experience of the Bus Captains on the Route

Experience of the bus captains on the route (Year)	Distribution of accidents from 2015-2016 (%)		
14-<15	2.0%		
15-<16	2.2%		
16-<17	2.2%		
17-<18	2.3%		
18-<19	0.9%		
19-<20	0.2%		
24-<25	0.1%		

8.2.14 As mentioned above, the percentage of traffic accidents for bus captains with less than 1 year route driving experience is the highest as compared to those bus captains with years of route driving experience. The figures indicate that less experienced bus captains (<1 year driving experience on the routes) were more likely to be involved in traffic accidents. They need time to get familiar with the characteristics of the routes and the road environment.

Accidents by experience of the bus captains on the bus model operated

Experience of the bus captains on the bus model operated (Year)	Distribution of accidents from 2015-2016 (%)		
0-<1	16.7%		
1-<2	11.4%		
2-<3	8.1%		
3-<4	6.7%		
4-<5	4.5%		
5-<6	3.3%		
6-<7	2.3%		
7-<8	2.5%		
8-<9	2.0%		
9-<10	1.3%		
10-<11	1.7%		
11-<12	1.5%		
12-<13	3.3%		
13-<14	7.8%		
14-<15	7.9%		
15-<16	6.2%		
16-<17	4.3%		
17-<18	5.2%		
18-<19	2.4%		
19-<20	0.7%		
20-<21	0.3%		

Table 8.6 Accidents by Experience of the Bus Captains on the Bus Model Operated

8.2.15 The figures indicate that less experienced bus captains (<1 year driving experience on the bus model operated) had the highest traffic accident involvement rate.

Accidents by the number of routes which a bus captain operated in one shift

 Table 8.7 Accidents by the Number of Routes which a Bus Captain Operated in One

 Shift

Number of routes which a bus captain operated in one shift	Distribution of accidents in 2015-2016 (%)		
1	87.3%		
2	11.3%		
3	1.4%		

Accidents by the number of buses which a bus captain operated in one shift

Table 8.8 Accidents by the Number of Buses a Bus Captain Operated in One Shift

Number of buses a bus captain operated in one shift	Distribution of accidents in 2015-2016 (%)			
1	72%			
2	25%			
3	3%			

8.3 Bus Captain Training and Monitoring

8.3.1 As part of KMB's dedication to provide safe, reliable and comfortable services for our passengers, comprehensive systems of bus captain training and monitoring have been set up in KMB. Elements of defensive driving, good driving attitude and emergency handling are incorporated in various training courses. Driving performance monitoring is carried out with systematic checking by driving instructors and followed up with disciplinary actions if required. Moreover, real-time Driving Indicators (駕駛提示器) will also help to identify those bus captains who have a higher incidence of 'harsh braking' on a given route than is normal. This information can be used as to ensure that appropriate proactive feedback is given to a bus captain with aim of promoting improved driving behaviour that will in turn serve to prevent/reduce 'loss of balance' cases (as well as accidents in general).

8.3.2 KMB buses have various safety related features to enhance road and passenger safety. Speed monitoring and limiting devices are already installed or are being installed on buses.

- The electronic tachographs are being used to monitor bus captain performance, especially with regard to speeding. An electronic tachograph is standard equipment on new buses. At the end of April 2017, a total of 3,922 KMB buses (i.e. 100% of registered licensed fleet) were installed with electronic tachographs; and,
- Real-time Driving Indicators are installed in all buses which can help bus captains to utilize the driving skills learnt in the Eco-safe Driving Training

Course. As denoted above, the benefits of such Eco-safe driving to the bus captains are:

- 1. Reduce the risk of accidents while driving;
- 2. Reduce stress levels and enhanced satisfaction of driving; and,
- 3. Increase confidence in vehicle control and driving technique.

8.3.3 Details of training provided to new and serving bus captains are given in Annex 8.1.

8.3.4 Bus captains who are involved in serious traffic accidents will be suspended from driving duty and referred to receive professional counselling service. Remedial driving training will also be arranged for them.

8.3.5 To prevent similar traffic accidents from recurring, bus captains who are involved in repeated blameworthy traffic accidents are referred to the Bus Captain Training School to attend training. The training course includes defensive driving concepts, case studies, experience sharing and assessment.

8.3.6 Communication channels with staff and labour unions are well established and these channels facilitate the exchange of views on issues including safety.

8.3.7 As a safety enhancement measures, the Company has appointed a professional counselling service provider to operate a 24-hour Hotline (傾心線) for our staff and their immediate family members, including spouse and children, to raise and discuss any problems or difficulties they may encounter in their daily lives. The purpose is to provide a channel for staff members to relieve their pressure and seek help from independent professional counsellors as they may see fit. The discussions are strictly confidential and contents will not be revealed to the Company. The Company also organises a series of seminars on health and disease prevention for its staff members with the aim of raising their awareness of the importance of healthy living.

8.3.8 Alcoholic Breathing Test of Bus Captains is randomly conducted to control the incidence of driving under influence.

8.3.9 The current system of bus captain training will continue to be reviewed regularly.

8.3.10 The performance monitoring system will continue to uphold driving and safety standards.

8.3.11 A new training module, in the form of classroom discussion led by Driving Instructors of KMB's Bus Captain Training School, has been added to the bus

captain training programmes from March 2016. Besides the new bus captains, other in-service bus captains have participated in this "Care for Passenger" classroom discussion when they attend refresher training. To make sure that the "Care for Passenger" message can reach existing bus captains in a timely manner, highlights of this training module has been available on the staff web from April 2016 and bus captains are required to log-on the staff web to go through the content.

8.4 Rostering, Scheduling and Duty Dispatch

8.4.1 KMB follows rostering, scheduling and duty dispatch systems having due regard to the Transport Department Guidelines on Driver Working Hours. The systems also ensure that only bus captains who satisfy training requirements are assigned to duties.

8.4.2 Arrangements are made to assign new bus captains to easy routes in the first few months of appointment to allow for a period of familiarisation and settling in.

8.4.3 In order to help new bus captains adapt to the new working environment, KMB has enhanced and introduced an all-rounded "Buddy Scheme for New Bus Captain" in May 2015. In this enhanced scheme, new bus captains are provided with New Bus Captain Orientation regarding bus operational and mechanical aspects. Experienced bus captains accompany new bus captains with the aim of providing the new bus captains with enhanced 'on the job' support in their early days with the Company. Hotline at the Bus Captain Training School is available for new bus captains to obtain consultation from driving instructors and mentors respectively.

8.4.4 Ongoing adjustment in journey time, layover time and meal break is made with the solicited input from frontline staff and efforts in this regard have been accelerated in recent years.

8.4.5 The Company is continuously enhancing the systems and control mechanisms for ensuring and monitoring compliance with Driver Working Guidelines.

8.4.6 The percentage of duties in KMB that involve bus or route hopping was (56.9% and 30.5% respectively) as at the end of April 2017.

8.5 Bus Maintenance and Safety Features

8.5.1 All KMB buses are subject to a maintenance and quality assurance system which aims to keep the buses in top conditions. Speed monitoring and limiting devices are already installed on KMB buses.

8.5.2 The buses have many safety related features to enhance road and passenger safety, such as,

- seat belts have been retrofitted at the four seats on the first row on the upper deck,
- double hand rails have been retrofitted to all double deck buses with straight staircases; and
- to help reduce accidents involving elderly passengers due to 'losing balance on board', the new bus specifications have included continuous railing, extending from the entrance into the saloon (as far as is practicable).

8.5.3 All KMB buses are subject to a stringent maintenance and quality assurance system which keeps the buses in good roadworthy conditions. The existing maintenance and quality assurance system will be continued.

8.5.4 Speed limiting devices have been a standard feature of all KMB buses.

8.5.5 KMB will continue to review and consider the retrofit of safety features as necessary to the vehicles to enhance road and passenger safety.

8.5.6 According to the bus manufacturers, the current bus models available do not have the required structural integrity to have all seats or seats in upper deck seatbelt-enabled. Currently, all SLF buses in KMB already have seatbelts fitted at the "vulnerable" positions, i.e. the exposed seats. It would be a complete bus body structural re-design of the vehicle to have all seats with seatbelts that are currently non-existent in the market. Not only do the standard seats need to be changed to ones with stronger anchorage points and wider pedestal legs, but the overall bus construction would need extensive localized reinforcement along the floor / inter-floor structure that inevitably render the vehicle unnecessarily heavy, reduced passenger carrying capacity and less fuel efficient for public bus application.

8.5.7 There were 44 buses installed with 3-point seat belts on all seats by the end of April 2017. Survey will be conducted to assess the utilization rate of seat belt on buses which are installed with 3-point seat belt on all seats

8.6 <u>Promotion of Passenger Safety</u>

8.6.1 Safety awareness among bus captains is promoted by means of in-house videos, notices, posters, tool-box talk, safety messages on Terminus Management System, and safety tips provided at staff website.

8.6.2 KMB produces its "Bus Captain Safe Driving Handbook" which is posted at staff website for all bus captains currently in its fifth edition (1 March 2016), the handbook includes driving regulations and points to note about safe driving, covering every aspect of a bus captain's daily work. It is aimed at assisting bus captains in establishing a proper safe driving attitude and encouraging them to take all practical steps aimed at achieving safe driving.

8.6.3 Various projects to educate the public and passengers on the safe use of bus services have been undertaken. These include on-board stickers, KMB Facebook and KMB Apps to remind passengers from taking safety precautions.

8.6.4 Education of passengers on the importance of road safety and safety on buses by using the Bus Stop Announcement System ("BSAS") will continue. The safety messages were broadcast in Cantonese, English and Putonghua.

8.6.5 KMB Facebook and KMB Apps have been used to increase passenger awareness to 'Hold the Handrail' since March 2016.

8.6.6 Before Boarding: Existing efforts continue to remind passengers to hold the handrails by outdoor staff at busy locations.

8.6.7 During the Journey: The message to remind passengers to hold the handrails has been broadcast via the Bus Stop Announcement System before approaching each and every bus stop on all KMB routes. Re-arrangement of the sound track has started in March 2016.

8.6.8 "Hold the handrail" sticker has been posted at a prominent place of the bus compartment to catch the attention of passengers.

8.7 Programmes for Elderly and Persons with Disabilities

8.7.1 To encourage young people to give their seat to passengers in need, KMB depots regularly receive visits from local youth centres, primary and secondary schools and other educational institutes. In addition to being introduced to the depots' operations, the visitors are informed of the caring facilities in bus compartments, including the priority seats.

8.7.2 Also, KMB's volunteer club, Friends of KMB, is committed to promoting the message of "Good Passenger - Good Citizen". Friends of KMB

provides voluntary assistance at carnivals organized by District Councils, NGOs and Road Safety Council to enhance public awareness of road safety, offer seats to people in need and to promote safe travel tips for the elderly.

8.7.3 KMB makes use of its bus stop announcement system to broadcast relevant messages in Cantonese, English and Putonghua encouraging passengers to give their seats to those in need.

8.7.4 Stickers are placed on buses to raise awareness about the need to hold the handrail when travelling on buses.

8.7.5 To further enhance safety awareness among elderly passengers, outdoor staff visit bus stops frequently used by the elderly to remind them to hold handrail whilst riding on buses.

8.7.6 Bus Stop Assistants have been assisting persons in need to find a seat and helping wheelchair users while boarding/alighting.

8.8 Proposed Target and Other Measures

8.8.1 KMB proposes to use the 3-year average of 2014 to 2016 actual accident involvement rate of 2.71 (defined as the number of buses involved in accidents per million km operated) as a target for the purpose of this Five-Year Plan period. It represents a 6% reduction from the accident rate in 2014, the highest record among 2014-2016.

8.8.2 KMB has created a database of "Driving Tips in Special Attention Areas". The database provides structured instructions and tips on best driving practices for all bus captains driving on particular routes, so that expertise and knowledge of the most experienced bus captains can be effectively transferred to all others. To promote bus captains' awareness of safe driving, all relevant bus routes are listed in the database, supplemented by photos and layout drawings for easy reference.

8.8.3 The existing systems of Safety Bonus and Safety Awards will continue to promote safety awareness among bus captains. Safety awareness will continue to be emphasised in communications as stated above.

8.8.4 Internal meetings will continue to be held regularly to monitor accident statistics and propose methods of accident reduction. The importance of systematic 'feedback loops' in safety management will be emphasised to ensure that lessons are learned from any incidents that do occur.

8.8.5 KMB will continue to communicate with Transport Department on road safety issues.

8.8.6 On-street monitoring and promotion by inspectors will be conducted in strategic locations on a regular basis to promote safety messages to passengers.

8.8.7 KMB's volunteer club, Friends of KMB will visit NGOs to promote the message of passenger safety and conducts, such as offering seat to passenger in need, moving into the bus compartment after boarding, holding handrail and wearing seat belt.

Annex 8.1

	Training Type	Nature	Duration	Frequency	No. of route / bus type trained
1.	Basic Training	To teach bus driving technique to prepare for Transport Department class 17 licence tests and to equip trainees with the skills required to carry out the duties of a bus captain. Classroom lectures on company rules, passenger safety, accident black spot analysis, emergency handling procedure and concept of quality service. On road training on defensive driving technique, bus type familiarisation and route training (night drive included).	(68 hours on road driving practice by each trainee and 18 hours classroom training)	Before posting to duty	2 routes 3-4 bus types
2.	Special Facilities Training	With the assistance of a simulated bus model, bus captains are trained on the operation of Octopus System, Bus Stop Announcement System, Destination Signboard and Fare Display.	Training	Before posting to duty	Not applicable

A. Regular Training for New Bus Captains

	Training Type	<u>Nature</u>	<u>Duration</u>	Frequency	No. of route / bus type trained
1.	Driving Enhancement Training	This training covers: - defensive driving technique - customer service improvement skills - route familiarization - bus type familiarization (previous route training and bus type training incorporated into 1 type of training: driving enhancement training	3	In service bus captains for driving skill enhancement, or before posting to a new route or drive a new bus type	1 route & highway training 1 bus type
2.	Remedial Training	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.	time	For bus captains who are found to have driving irregularities or away from driving duties for a period of time.	I route I bus type

B. Regular Training for Serving Bus Captains

Training protocols are subject to ongoing review, albeit that the aim will be to continue to do all that is reasonably practicable to ensure the safety and comfort of passengers, staff and other road users at all times

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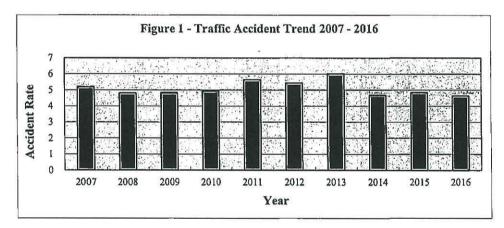
5. BUS SAFETY

5.1 Introduction

There are different parameters for monitoring accident trends and assessing safety performance. It is meaningless to just look at the total number of accidents without taking into account of the kilometer operated and the composition of the bus network. It should also be noted that accident statistics should not be compared among different franchised bus operators because the composition of the network and the traffic situation of the operating areas of the franchised bus operators are difference. The significant difference in accident statistics of Citybus F1 and F2 is a good demonstration of the effect of network composition and operating areas as Citybus F1 and Citybus F2 are both operated by Citybus.

5.2 Accident Trend

The historical trend of accident per million vehicle-km operated for Citybus F1 for the past ten years shows a slight upward trend up to 2013 and then a slight downward trend (Figure 1).



5.3 Blameworthiness

Table 1 – Contributory Factor of Traffic Accidents by Number of Bus Captains Involved (Provided by TD)

Contributory Factors of Traffic Accident	Number of Bus Captains Involved			
	2014	2015	2016	
Factors not related to Bus Captains	192 (66.9%)	212 (70.7%)	191 (67.0%)	
Factors related to Bus Captains	95 (33.1%)	88 (29.3%)	94 (33.0%)	
Total	287	300	285	

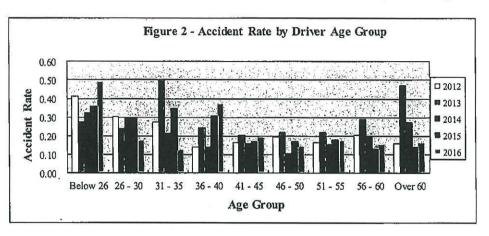
Unlike train operation, which has dedicated tracks, franchised buses share use of the roads with other vehicles, cyclists and pedestrians. No matter how good the buses are maintained and how careful the bus drivers are, there are chances that some vehicles ran into their back or some pedestrians suddenly jumped out of the roads. Hence, a traffic accident involving franchised bus does not necessarily be our fault. Table 1 shows that majority of the accidents was not due to the fault of our Bus Captains. The analysis of the accidents happened in 2016 for Citybus F1 reveals that only 8.8% are considered to be blameworthy cases (Table 2). The analysis also shows that 10.3% of the accidents were the fault of other road users. Hence, whether other road users follow traffic rules and adopt a careful and considerate attitude has a great bearing on the number of accidents involving our buses.

Prosecution Result	CTB Blameworthy	No Further Action	TP Blameworthy	Blameworthines to be determined	
CTB convicted	20				
CTB & T/P convicted					
CTB acquitted		1			
CTB will be					
prosecuted	5				
CTB & T/P					
prosecuted					
No prosecution					
contemplated		128			
Pending Police				98	
investigation					
TP convicted			21		
TP acquitted		2			
TP will be prosecuted			8		
Total	25 (8.8%)	131 (46.3%)	29 (10.3%)	98 (34.6%)	

Table 2 – Responsibility of Traffic Accident involving CTB F1 in 2016

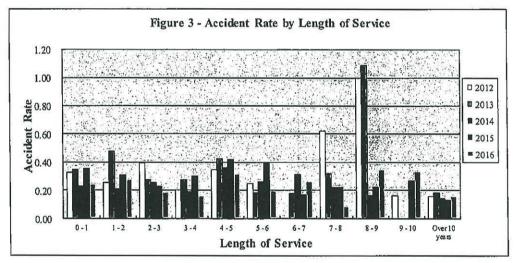
5.4 TAPI Accident Rate and Bus Driver Age

To find out the relationship between age of drivers and occurrence of TAPI accident, the driver involvement rates for different age groups for the past 5 years are worked out and shown in Figure 2. It shows that the accident rates fluctuated in different year for different age groups. No pattern can be established. Hence, it is concluded that there is no correlation between age and accident occurrence.



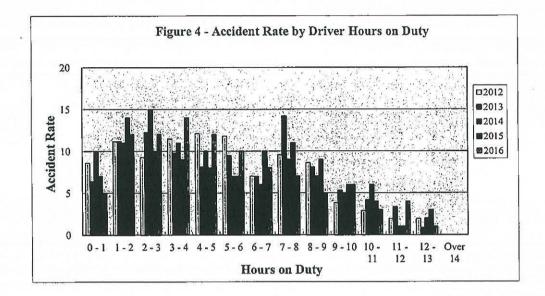
5.5 TAPI Accident Rate and Length of Service

To find out the relationship between length of service and occurrence of TAPI accident, the accident rates for different length of service for the past 5 years are worked out and shown in Figure 3. It shows that the accident rates fluctuated in different years for different service length groups. No pattern can be established. Hence, it is concluded that there is no correlation between length of service and accident occurrence.



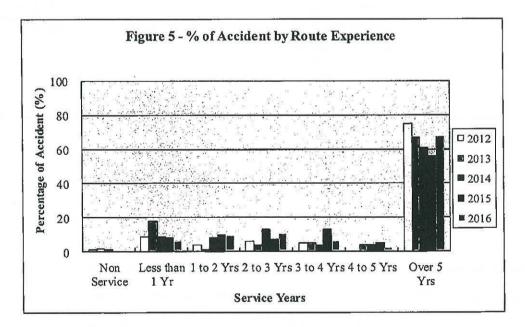
5.6 TAPI Accident Rate and Working Hours

To find out the relationship between number of hours worked and occurrence of TAPI accident, the proportion of accidents happened at different hours after the duty commences for the past 5 years are worked out and shown in Figure 4. It shows that accident rates fluctuated in different years for different hours worked groups. No pattern can be established. Hence, it is concluded that there is no correlation between number of hours worked and accident occurrence. It also shows that the accident rates for the early part of the duty are relatively higher and the accident rates for working hours over 9 hours are noticeably lower. This finding dismisses the claim that long working hours increase the chance of having traffic accident.



5.7 TAPI Accident Rate and Experience of Bus Captains on the route

To find out the relationship between accident occurrence and experience of Bus Captains on the route, the percentage of accidents by route experience of Bus Captains are worked out for the past 5 years and shown in Figure 5. It shows that a high percentage of the accidents involved Bus Captains with over 5 years route experience and the percentages of having accident with different years of experience in different years did not show any pattern. Hence, it is concluded that there is no correlation between experience of Bus Captains on the route and accident occurrence.



TAPI Accident Rate and Experience of the bus captains on the bus model 5.8 operated

There is no statistic record related to experience of the Bus Captains on the bus model operated. To cope with operation needs, Bus Captains are trained to operate different models of buses when they joined the Company. Periodic refresher training and special training on new bus model are also arranged for in-service Bus Captains. Our Bus Captains normally have to operate different bus models everyday. We believe they have equal experience on different bus models and hence there should be no correlation between the traffic accident and the experience of the bus captains on the bus model operated.

5.9 TAPI Accident Rate and the Change of Service Route/Vehicle

To find out the relationship between the number of routes/buses a driver operates in one shift and the occurrence of TAPI accident, those accidents that happened during a bus trip after the driver just changed route/bus were identified. The result is shown in Table 3 below. The percentage of TAPI accident happened after driver just changed routes is generally less than the percentage of the total bus trips scheduled to change route/bus. Taking into consideration of the fact that traffic congestion and vehicle breakdown would result in more route/bus changes, the actual percentage of total bus trips changed route/bus should be higher than the scheduled percentage. Thus, there is no correlation between the change of service route/vehicle and accident occurrence.

Year	TAPI happened after driver just change routes/bus	% of bus trips scheduled to change route/bus
2012	15%	26.7%
2013	20%	28.6%
2014	20%	29.0%
2015	18%	29.7%
2016	20%	26.5%

Table 3 – TAPI Accident Rate and Change of Service Route/Bus

5.10 Analysis of Accident by Nature in 2016

The results of analysis of accident by nature are shown in Table 4.

able 4 – Analysis of Accident	by Nature	m 2012, 2	013, 2014	,2015 and	12016
Nature of Accident	2012	2013	2014	2015	2016
CTB hit the rear of Third	3.8%	5.8%	7.0%	7.1%	8.2%
Party					
Third Party hit the rear of	3.8%	3.3%	3.2%	2.0%	2.1%
CTB					
CTB hit the side of Third	3.8%	3.3%	3.9%	3.7%	4.3%
Party					
Third Party hit the side of	8.3%	8.9%	10.2%	13.8%	10.6%
CTB					
Non-collision accident	68.5%	67.5%	64.9%	62.7%	59.5%
involving passenger injury	00.5%	07.5%	04.9%	02.1%	39.3%

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Pedestrian Injury	9.2%	8.6%	7.4%	5.0%	8.2%
Others (pedestrian hitting stationary object etc.)	2.6%	2.5%	3.5%	5.7%	7.1%
Total	100%	100%	100%	100%	100%

As about 60% of the accidents were non-collision accidents involving passenger injury, further analysis was made on this type of accidents as shown in Table 5 below. The analysis revealed that accidents caused by passengers losing balance in the bus has always been the major cause of accidents. Joint campaign among Transport Department, Road Safety Council and franchised bus operators to remind passengers to hold on to handrails whilst on board will continue be arranged periodically. Apart from driver training and monitoring, greater publicity effort will be addressed to passengers and other road users.

	Number of	Percentage	No. of	No. of	No. of
	non-collision	overall	accidents	accident	accident
	franchised	accidents	involving	involving	involving
	bus	involving	passenger	passenger	passenger
	accidents	franchised	losing	injured by	losing
	involving passenger casualty	buses	balance on stairway (No. of casualty)	door (No. of casualty)	balance elsewhere expect on stairway (No. of casualty)
2012	216	68.57%	51	17	148
2013	243	67.50%	71	16	156
2014	185	64.91%	54	7	124
2015	187	62.75%	47	12	128
2016	174	61.70%	55	6	113

Table 5 – Number of Non-collision Traffic Accidents Involving Passenger Injury

5.11 Measures and Programmes Planned to Enhance Safety

Apart from disciplinary actions taken, measures and programmes implemented to reduce common types/causes of accidents are listed below:-

- (i) Strict enforcement on the requirement for Bus Captains to report their traffic offences to the Company and carry out periodic random checkings of traffic offence record of selected Bus Captains with the Police.
- (ii) Provide refresher driving training to every Bus Captain. The course content shall be reviewed periodically and shall include defensive driving concept, accident prevention tips and traffic accident black spots.
- (iii) Carry out routine mysterious ride checks to monitor performance of drivers. When any driving irregularities are detected, remedial driving training will be arranged to rectify the misbehaviours.

- (iv) The combined BSA & DL System can record speed and location information. This information is uploaded to a centralized database through WiFi network on a daily basis at bus depots for traffic accident investigation. Besides, in conjunction with bus driver name obtained from their Octopus log-in on the bus, the data logger information are extracted by analytical software package into various kinds of exception reports to monitor individual driver's driving behaviour. Speeding reports generated according to speed limit set at selective locations have replaced roadside laser gun speed checks to monitor the driving speed of drivers with effect from mid June 2013. Harsh braking reports generated whenever deceleration is beyond threshold are used to identify drivers with harsh braking habit. Remedial training or disciplinary action will be taken to rectify the misbehaviours.
- (v) Promote safety awareness of passengers to hold on to handrail by displaying warning message at bus stops.
- (vi) Conduct random sample breath test for alcohol to monitor drink driving.
- (vii) Arrange Driving Improvement Training Course for Bus Captains who have more than 8 traffic offence points.
- (vii) Assign new Bus Captains to relatively simple and less busy bus routes in the first few months of their employment to enable them to gain experience.
- (ix) Arrange more propagandas to remind Bus Captains on the importance of adequate sleep and rest after work and to encourage them to seek assistance from the Company on counselling on mitigating chromic stress on personal issue.
- (x) Adopted the design of square staircase and added vertical handrails at mid-way of the staircase of new buses.
- (xi) Specific safety messages (e.g. hold on to handrail, fasten seat belt) are disseminated to passengers through the on-board bus stop announcement system.
- (xii) Designate 4 priority seats on the lower deck for the elderly, pregnant women, people with disability and people carrying baby. These priority seats have special design seat covers for easy identification.
- (xiii) Arrange follow-up mysterious ride checks to monitor performance of bus captains being disciplined after a period of 3 months.
- (xiv) Arrange bus captain to participate in the Road Safety Seminar for Franchise Bus Driver organized by TD.

5.12 Target of Accident Involvement Rate per Million Kilometers

There is little correlation between the occurrence of traffic accident and factors such as hours worked, age and length of service. Recruitment of bus driver is done properly and adequate continual driving training is provided to upkeep good driving behaviours. We are now in strict compliance of the working hours guidelines for franchised bus drivers. Monitoring of driving performance by various means is enforced. Proper and fair disciplinary procedure and reward mechanism are in place to deter bad driving behaviour and to encourage good driving attitude. Our fleet is equipped with various safety equipment and is maintained to a high level of safety and reliability standard required by the VSSD of the Transport Department.

Taking into consideration of the above and the measures to be taken, we set our yearly accident involvement rate (number of buses involved per million vehicle-km operated) targets for the coming years (in bold) as follows:-

2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
5.45	6.09	5.42	4.89	4.68	4.70	4.60	4.50	4.50	4.50	4.50

5.13 Feasibility of Installation of Seat Belts on (a) All Seats and (b) All Seats on the Upper Deck on New Buses

It is feasible to install seat belts on all seats or on all seats on the upper deck. However, our observation shows that very few people wear the seat belts currently available at the exposed seats. Without any legislation to mandate the wearing of passenger seat belts on a franchised bus and the enforcement authority to strictly enforce the legislation, installing seat belts on all seats will be a waste of resources because vast majority of passengers will not wear seat belts even though they are provided.

5.14 Retrofitting of Double Hand Rail on Double Deck Buses with Straight Staircases

Retrofitting of double handrail for all 10 buses with straight staircase was completed in 2010

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5 BUS SAFETY

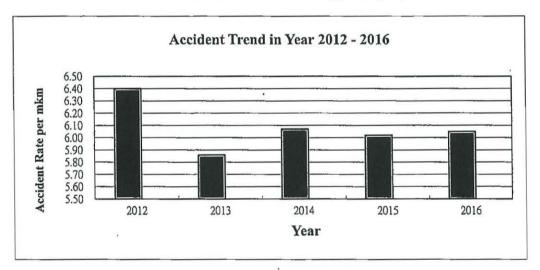
5.1 Introduction

There are different parameters for monitoring accident trends and assessing safety performance. It is meaningless to just look at the total number of accidents without taking into account of the kilometer operated and the composition of the bus network. It should also be noted that accident statistics should not be compared among different franchised bus operators because the composition of the network and the traffic situation of the operating areas of the franchised bus operators are difference. The significant difference in accident statistics of NWFB and Citybus F2 is a good demonstration of the effect of network composition and operating areas as NWFB and Citybus F2 are all operated by the same management team.

5.2 Accident Analyses

(a) Accident Trend

The Chart below shows the accident rate has dropped slightly in 2016.



(b) Blameworthiness

Table 1 - Contributory Factor of Traffic Accidents by Number of Bus Captains Involved (Provided by TD)

Contributory	Number of Bus Captains Involved						
Factors of Traffic Accident	2012	2013	2014	2015	2016		
Factors not related to Bus Captains	227 (66.0%)	193 (62.5%)	204 (65.4%)	212 (69.3%)	182 (60.7%)		
Factors related to Bus Captains	117 (34.0%)	116 (37.5%)	108 (34.6%)	94 (30.7%)	118 (39.3%)		
Total	344	309	312	306	300		

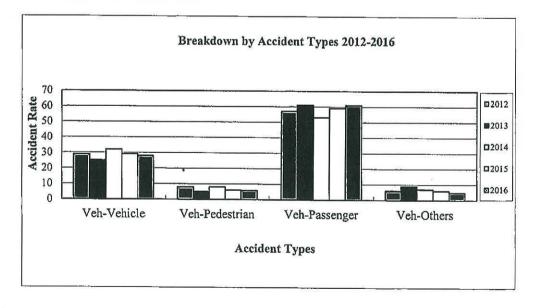
5.3 Blameworthiness

Unlike train operation, which has dedicated tracks, franchised buses share use of the roads with other vehicles, cyclists and pedestrians. No matter how good the buses are maintained and how careful the bus drivers are, there are chances that some vehicles ran into their back or some pedestrians suddenly jumped out of the roads. Hence, a traffic accident involving franchised bus does not necessarily be our fault. Table 1 shows that majority of the traffic accidents was not due to the fault of our Bus Captains. The analysis of the accidents happened in 2016 for NWFB reveals that only 11.9% are considered to be blameworthy cases (Table 2). The analysis also shows that 14.9% of the accidents were the fault of other road users. Hence, whether other road users follow traffic rules and adopt a careful and considerate attitude has a great bearing on the number of accidents involving our buses.

Prosecution Result	NWFB Blameworthy	No Further Action		Blameworthiness to be determined
NWFB convicted	25			
NWFB will be prosecuted	10			12
NWFB & TP will be prosecuted	0			
NWFB & TP convicted	0			
No prosecution contemplated		145		
Pending Police Investigation				69
NWFB acquitted		2		
TP acquitted		0		
TP convicted			28	
TP will be prosecuted			16	
Total	35 (11.9%)	147 (49.8%)	44 (14.9%)	69 (23.4%)

Table 2 - Responsibility of Traffic Accident involving NWFB in 2016

(c) Breakdown by Accident Types



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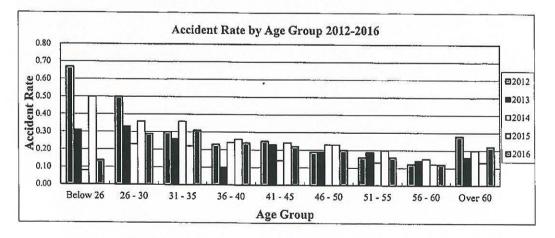
As over 50% of the accidents were non-collision accidents involving passenger injury, further analysis was made on this type of accidents as shown in the Table 2 below. The analysis revealed that passengers losing balance in the bus has always been the major cause of accidents. Joint campaign among Transport Department, Road Safety Council and franchised bus operators to remind passengers to hold on to handrails whilst on board will continue be arranged periodically. Apart from driver training and monitoring, greater publicity effort will be addressed to passengers and other road users.

	Number of non-collision franchised bus accidents involving passenger casualty	Percentage overall accidents involving franchised buses	No. of accidents involving passenger losing balance on stairway (No. of casualty)	No. of accident involving passenger injured by door (No. of casualty)	No. of accident involving passenger losing balance elsewhere except on stairway (No. of casualty)
2011	203	62.08%	30	9	164
2012	215	63.05%	49	16	150
2013	188	61.24%	41	15	132
2014	163	53.27%	38	9	116
2015	178	59.14%	29	13	136
2016	179	60.68%	32	8	139

Table 3 - Number of Non-collision Traffic Accidents Involving Passenger Injury

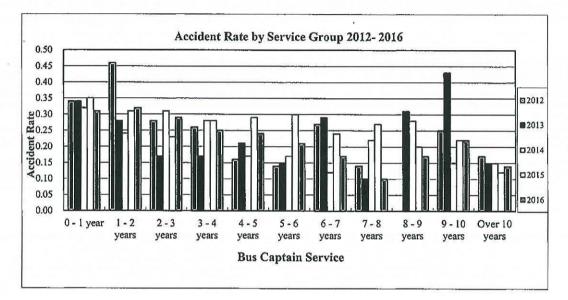
(d) Accident Analysis by Age Group of Bus Captains

To find out the relationship between age of drivers and occurrence of TAPI accident, the driver involvement rates for different age groups are worked out and shown in Figure 3. It shows that the accident rates fluctuated in different year for different age groups. No pattern can be established. Hence, it is concluded that there is no correlation between age and accident occurrence.



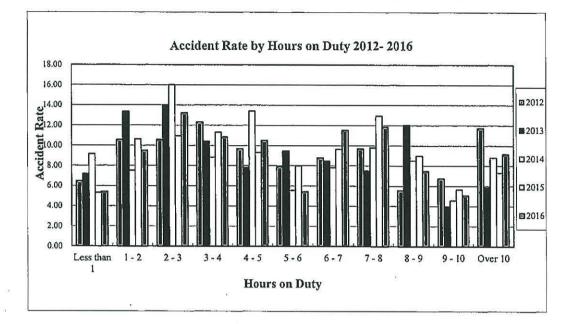
(e) Accident Analysis by Length of Service of Bus Captains

To find out the relationship between length of service and occurrence of TAPI accident, the accident rates for different length of service are worked out and shown in Figure 4. It shows that the accident rates fluctuated in different years for different service length groups. No pattern can be established. Hence, it is concluded that there is no correlation between length of service and accident occurrence.



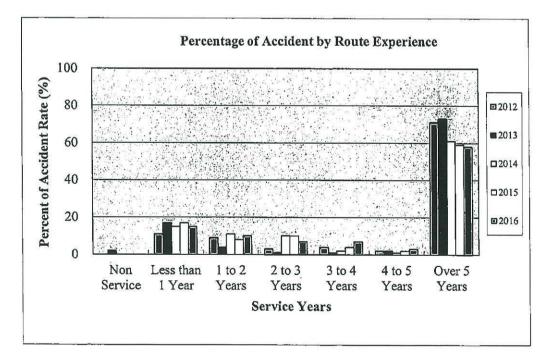
(f) Accident Rate by Hours on Duty of Bus Captains

To find out the relationship between number of hours worked and occurrence of TAPI accident, the proportion of accidents happened at different hours after the duty commences are worked out and shown in Figure 5. It shows that the accident rates fluctuated in different years for different hours worked groups. No pattern can be established. Hence, it is concluded that no correlation between number of hours worked and accident occurrence. It is also shows that the accident rates for the early part of the duty are relatively higher and the accident rates for working hours over 9 hours are noticeably lower. This finding dismisses the claim that long working hours increase the chance of having traffic accident.



(g) Accident Rate by Route experience of Bus Captains

To find out the relationship between accident occurrence and experience of Bus Captains on the route, the percentage of accidents by route experience of Bus Captains are worked out and shown in Figure 6. It shows that a high percentage of the accidents were happened with the Bus Captains who have over 5 years route experience and the percentages of having accident with different years of experience in different years did not show any pattern. Hence, it is concluded that there is no correlation between experience of Bus Captains on the route and accident occurrence.



(h) Accident Rate by Bus Model experience of Bus Captains`

There is no statistic record related to experience of the Bus Captains on the bus model operated. To cope with operation needs, Bus Captains are trained to operate different models of buses when they joined the Company. Periodic refresher training and special training on new bus model are also arranged for in-service Bus Captains. Our Bus Captains normally have to operate different bus model everyday. We believe they have equal experience on different bus models and hence there should be no correlation between the traffic accident and the experience of the bus captains on the bus model operated.

(i) TAPI Accident Rate and the Change of Service Route/Vehicle

To find out the relationship between the number of routes/buses a driver operates in one shift and the occurrence of TAPI accident, those accidents that happened during a bus trip after the driver just changed route/bus were identified. The result is shown in Table 3 below. The percentage of TAPI accident happened after driver just changed routes is generally in-line with the percentage of the total bus trips scheduled to change route/bus. Taking into consideration of the fact that traffic congestion and vehicle breakdown would result in more route/bus changes, the actual percentage of total bus trips changed route/bus should be higher than the scheduled percentage. Thus, there is no correlation between the change of service route/vehicle and accident occurrence.

Year	TAPI happened after driver just change routes/bus	% of bus trips scheduled to change route/bus		
2011	19.1%	21.2%		
2012	22.5%	26.4%		
2013	19.9%	23.3%		
2014	34.0%	23.8%		
2015	15.6%	24.0%		
2016	17.63%	19.70%		

Table 4 – TAPI Accident Rate and Change of Service Route/Bus

5.3 Measures and Implementation Programme to Enhance Safety

Apart from disciplinary actions taken, measures and programmes planned to reduce common types/causes of accidents are listed below:-

- (i) Strict enforcement on the requirement for Bus Captains to report their traffic offences to the Company and carry out periodic random checkings of traffic offence record of selected Bus Captains with the Police.
- (ii) Provide refresher driving training to every Bus Captain. The course content shall be reviewed periodically and shall include defensive driving concept, accident prevention tips and traffic accident black spots.
- (iii) Carry out routine mysterious ride checks to monitor performance of drivers. When any driving irregularities are detected, remedial driving

training will be arranged to rectify the misbehaviours.

- The combined BSA & DL System can record speed and location (iv) information. This information is uploaded to a centralized database through WiFi network on a daily basis at bus depots for traffic accident investigation. Besides, in conjunction with bus driver name obtained from their Octopus log-in on the bus, the data logger information are extracted by analytical software package into various kinds of exception reports to monitor individual driver's driving behaviour. Speeding reports generated according to speed limit set at selective locations have replaced roadside laser gun speed checks to monitor the driving speed of drivers with effect from mid June 2013. Harsh braking reports generated whenever deceleration is beyond threshold are used to identify. drivers with harsh braking habit. Remedial training or disciplinary action will be taken to rectify the misbehaviours.
- (v) Promote safety awareness of passengers to hold on to handrail by displaying warning message at bus stops.
- (vi) Conduct random sample breath test for alcohol to monitor drink driving.
- (vii) Arrange Driving Improvement Training Course for Bus Captains who have more than 8 traffic offence points.
- (viii) Assign new Bus Captains to relatively simple and less busy bus routes in the first few months of their employment to enable them to gain experience.
- (ix) Arrange more propagandas to remind Bus Captains on the importance of adequate sleep and rest after work and to encourage them to seek assistance from the Company on counselling on mitigating chromic stress on personal issue.
- (x) Adopted the design of square staircase and added vertical handrails at mid-way of the staircase of new buses.
- (xi) Specific safety messages (e.g. hold on to handrail, fasten seat belt) are disseminated to passengers through the on-board bus stop announcement system.
- (xii) Designate 4 priority seats on the lower deck for the elderly, pregnant women, people with disability and people carrying baby. These priority seats have special design seat covers for easy identification.
- (xiii) Arrange follow-up mysterious ride checks to monitor performance of bus captains being disciplined after a period of 3 months.
- (xiv) Arrange bus captain to participate in the Road Safety Seminar for Franchise Bus Driver organized by TD.

5.4 Target of Accident Rate per Million Kilometers

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Although the accident rate is high, over 60% of the accidents were not our fault. On the other hand, there is no significant correlation between accident rates and factors such as driving hours, age and length of service of bus captains. Recruitment of bus captains is done properly and adequate continual driving training is provided to upkeep good driving behaviours. Monitoring of driving performance by various means is enforced. Proper and fair disciplinary procedure and reward mechanism are in place to deter bad driving behaviour and to encourage good driving attitude. Our fleet is equipped with various safety equipment and is maintained to a high level of safety and reliability standard required by the VSSD of the Transport Department.

Taking into consideration of the above and the measures to be taken, we set our yearly accident involvement rate (number of buses involved per million vehicle-km operated) targets for the coming years (in bold) as follows:

							2018				
6.15	6.44	5.86	6.99	6.13	6.11	5.80	5.50	5.30	5.10	4.90	4.80

5.5 Feasibility of Installation of Seat Belts on (a) All Seats and (b) All Seats on the Upper Deck on New Buses

It is feasible to install seat belts on all seats or on all seats on the upper deck. However, our observation shows that very few people wear the seat belts currently available at the exposed seats. Without any legislation to mandate the wearing of passenger seat belts on a franchised bus and the enforcement authority to strictly enforce the legislation, installing seat belts on all seats will be a waste of resources because vast majority of passengers will not wear seat belts even though they are provided.

5.6 Retrofitting of Double Hand Rail on Double Deck Buses with Straight Staircases

Retrofitting of double handrail for all 18 buses with straight staircase was completed in 2010.

Extracts of Forward Planning Programme (2018 - 2022) submitted by Long Win Bus Co. Ltd.

8. <u>SAFETY REVIEW AND IMPROVEMENT MEASURES IN BUS</u> <u>OPERATION</u>

8.1 <u>Introduction</u>

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8.1.1 Safety is always the number one priority in LWB's operation. Safety is enhanced through the strengthening of communications, documentation, training, deployment and performance monitoring as well as improvements in maintenance and bus design. Considerable efforts have also been made to promote traffic safety by passenger education and publicity.

8.1.2 This chapter includes an analysis of the types / causes of accidents for the past two calendar years (2015 and 2016) and the relationship of accident rates with respect to different factors including bus captain age, length of service, length of driving hours before the accident, bus type, etc.

8.1.3 This chapter further discusses the various measures that have been or are being undertaken to promote safety.

8.2 Analysis of Bus Accidents in the Past Two Calendar Years

8.2.1 The analyses are made for the two-year period 2015 to 2016. The results are presented below.

Trend of Accident Rates

8.2.2 Accidents rates from 2006 to 2016 are shown in Figure 8.1. There was a decrease in accident rate in 2016 compared to 2014 and 2015. The decrease of the figure in 2016 is mainly due to the improvement under the accident nature for passenger loss of balance. Further details are shown in paragraph 8.2.6 to 8.2.9.

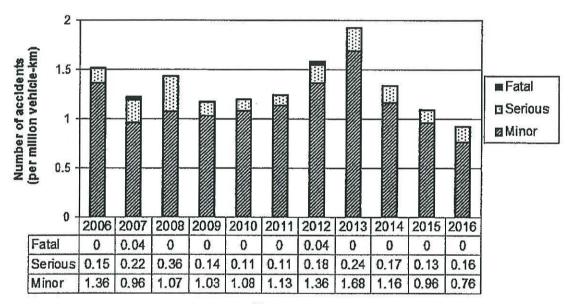


Figure 8.1 Number of accidents involving personal injuries and deaths (per million vehicle-km)

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Accident Rate by Bus Captain Age

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8.2.3 Results of the analysis of accident rate by bus captain age are shown in Figure 8.2. The results show that younger bus captains have comparatively higher accident rates, but this is mainly due to the fact that these bus captains have relatively less bus driving experience and they are more prone to accidents in their first few months of service. This is also shown in the relationship between accident rates and year of services in Section 8.2.4.

0.45 Accident Rate (no. of accidents per bus captain per year) 0.40 0.35 0.30 0.25 0.20 0.15 0.10 0.05 0.00 Below 26 26-30 31 - 35 36-40 41-45 46 - 50 51 - 55 56 - 60 Over 60 Age

Figure 8.2 Accident Rate by Bus Captain Age

Accident Rate by Year of Service

8.2.4 The results of the analysis on accident rate by experience in terms of years of service in the Company are shown in Figure 8.3. As mentioned above, the likelihood of an accident occurring in the first year immediately following recruitment is relatively higher. The accident rate then falls as experience is accumulated.

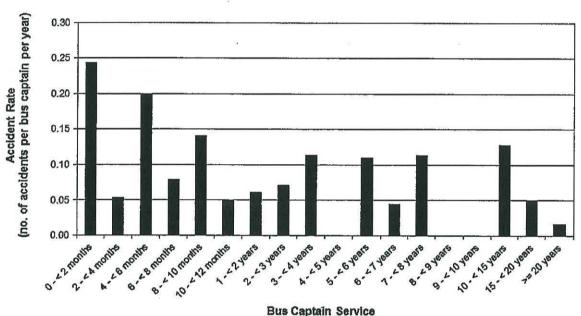
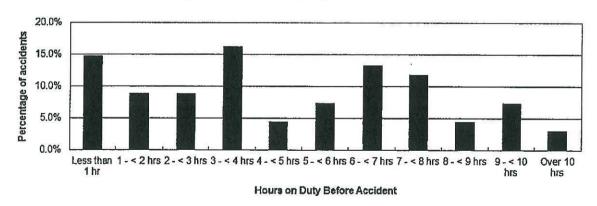


Figure 8.3 Accident Rate by Bus Captain Service in Company

Accident Rate by Hours on Duty Before Accident

8.2.5 The analysis results shown below in Figure 8.4 indicate that there is no correlation between the occurrence of accident and the number of hours on duty before the accident.





Accidents by Nature

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8.2.6 The results of the analysis of accident nature breakdown by our classification for 2015 to 2016 are as follows:

Table 8.1 LWB Accidents by Nature

Nature of Accident	2015	2016
Head On / Head Tail Collision	8	7
Glancing Collision	2	1
Collision with Vehicle - Changing lane	5	5
Collision while Bus / Other Vehicle Reversing	0	0
Collision at Junction	4	3
Collision at Roundabout	0	0
Hitting Stationary Object	0	5
Overturn/Topple	0	0
Injury To Pedestrian	2	3
Injury To Alighting/Boarding Passenger	0	0
Passenger Loss Of Balance	12	9
Injury To Passenger Inside Bus - Other Nature	1	1
Others	0	0
Total:	34	34

8.2.7 The results of the analysis of accident nature by percentage are shown in Table 8.2 below.

Table 8.2	LWB Accidents by	Nature in	percentage
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Nature of Accident	
Head On / Head Tail Collision	22.1%
Glancing Collision	4.4%
Collision with Vehicle - Changing lane	14.7%
Collision while Bus / Other Vehicle Reversing	0.0%
Collision at Junction	10.3%
Collision at Roundabout	0.0%
Hitting Stationary Object	7.4%
Overturn/Topple	0.0%
Injury To Pedestrian	7.4%
Injury To Alighting/Boarding Passenger	0.0%
Passenger Loss Of Balance	30.9%
Injury To Passenger Inside Bus - Other Nature	2.9%
Others	0.0%
Total:	100.0%

8.2.8 The above results are expressed in terms of percentage of all accidents during the two years 2015 - 2016. A majority of the accidents (30.9%) were due to passenger losing balance. More than half of these cases were caused by the bus braking in traffic.

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8.2.9 Accidents with injuries sustained as a result of different kinds of collisions accounted for 51.5% while accidents with injury to pedestrians accounting for 7.4% of all the accidents in 2015 - 2016.

8.2.10 The breakdown of the number of non-collision accident involving passenger casualty is provided as follows:

Table 8.3	Number of Non-collision Franchised Bus Accidents Involving Passenger Casualty
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	Number of Non-collision Franchised Bus Accidents Involving Passenger Casualty	Percentage over all accidents involving franchised buses	No. of accidents involving passenger losing balance on stairway (No. of casualty)	No. of accidents involving passenger injured by door (No. of casualty)	No. of accidents involving passenger losing balance elsewhere except on stairway (No. of casualty)
	(i)+(ii)+(iii)		(i)	(ii)	(iii)
2016	10	29.4%	3	0	7

Accidents by Liability

8.2.10 The breakdown of liability in the two-year period is shown in Table 8.4 below. For 66.2% of the cases, the bus captains were not blameworthy.

Table 8.4	Accident by	Liability of	Bus Captain
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Liability of Bus Captain		
Negligent		33.8%
Innocent		66.2%
Suspended		0.0%
	Total:	100.0%

Accident by Bus Type

8.2.11 The results of the analysis on accidents by bus type were also analysed and the results are shown in Figure 8.5. The general results are not significant enough to show any direct relationships between accident rate and bus type, and the differences among bus types can be attributable to operating environment (e.g. route), roads, bus captains and other factors.

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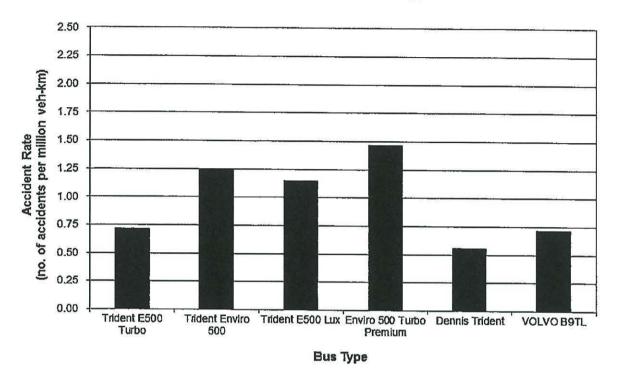


Figure 8.5 Accident Rate by Bus Type

Duty Deployment with regard to Number of Routes / Buses Operated

8.2.12 The percentage of duties in LWB that involve route or bus hopping are 36.2% and 58.1% respectively as at the end of April 2017. Bus captains are deployed to these duties only if they have received the relevant bus route or type training. Our current accident database does not have the information regarding whether the accident occurred during a trip involving route or bus hopping.

Conclusion

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8.2.13 The results of the analyses show no systematic relationship between accidents and bus captain age, driving experience in terms of years of service (apart from higher accident potential in the first year of service) and hours on duty before accident. In about 66% of all the accident cases, our bus captains were not blameworthy for the accidents. Loss of balance of passengers on board the buses and passenger injuries sustained as a result of collisions accounted for a major portion of the accidents.

8.3 Bus Captain Training and Monitoring

8.3.1 As part of LWB's dedication to providing safe, reliable and comfortable services for our passengers, comprehensive systems of bus captain training and monitoring have been adopted in LWB. Elements of defensive driving, good driving attitude and emergency handling are incorporated in the various training courses. Driving performance monitoring is carried out with systematic checking by driving instructors and followed up with disciplinary actions if required. Moreover, real-time Driving Indicators 駕駛提示器 will also help to identify those bus captains who have a higher incidence of 'harsh braking' on a given route than is normal. This information can be used as to ensure that appropriate proactive feedback is given to a bus captain with aim of promoting improved driving behaviour that will in turn serve to prevent/reduce 'loss of balance' cases (as well as accidents in general).

8.3.2 LWB buses have various safety related features to enhance road and passenger safety. Speed monitoring and limiting devices are already installed or are being installed on buses.

- The electronic tachographs are being used to monitor bus captain performance, especially with regard to speeding. An electronic tachograph is standard equipment on new buses. At the end of May 2017, a total of 244 buses (i.e. 100% of registered fleet) were installed with electronic tachographs; and,
- Real-time Driving Indicators 駕駛提示器 are being installed in buses from mid-2013 which can help bus captains to utilize the driving skills learnt in the Eco-safe Driving Training Course. As denoted above, the benefits of such Eco-safe driving to the bus captains are:
 - 1. Reduce the risk of accidents while driving;
 - 2. Reduce stress levels and enhanced satisfaction of driving; and,
 - 3. Increase confidence in vehicle control and driving technique.

8.3.3 Details of training provided to new and serving bus captains are given in Annex 8.1.

8.3.4 Bus captains who are involved in serious traffic accidents will be suspended from driving duty and referred to receive professional counselling service. Remedial driving training will also be arranged for them.

8.3.5 To prevent similar traffic accidents from recurring, bus captains who are involved in repeated blameworthy traffic accidents are referred to the Bus Captain Training School to attend training. The training course includes defensive driving concepts, case studies, experience sharing and assessment.

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8.3.6 Communication channels with staff and labour unions are well established and these channels facilitate the exchange of views on issues including safety.

8.3.7 As a safety enhancement measure, the Company has appointed a professional counselling service provider to operate a 24-hour Hotline (傾心線) for its staff and their immediate family members, including spouse and children, to raise and discuss any problems or difficulties they may encounter in their daily lives. The purpose is to provide a channel for staff members to relieve pressure and seek help from independent professional counsellors as they may see fit. The discussions are strictly confidential and contents will not be revealed to the Company. The Company also organises a series of seminars on health and disease prevention for its staff members with the aim of raising their awareness of the importance of healthy living.

8.3.8 Alcoholic Breathing Test of Bus Captains is randomly conducted to control the incidence of driving under influence.

8.3.9 The current system of bus captain training will continue to be reviewed regularly.

8.3.10 The performance monitoring system will continue to uphold driving and safety standards

8.3.11 A new training module, in the form of classroom discussion led by Driving Instructors of KMB's Bus Captain Training School, has been added to the bus captain training programmes from March 2016. Besides the new bus captains, other in-service bus captains have participated in this "Care for Passenger" classroom discussion when they attend refresher training. To make sure that the "Care for Passenger" message can reach existing bus captains in a timely manner, highlights of this training module has been available on the staff web from April 2016 and bus captains are required to logon the staff web to go through the content.

8.4 Rostering, Scheduling and Duty Dispatch

8.4.1 LWB follows rostering, scheduling and duty dispatch systems having due regard to the Transport Department Guidelines on Driver Working Hours. The systems also ensure that only bus captains who satisfy training requirements are assigned to duties.

8.4.2 Arrangements are made to assign new bus captains to fixed duties in the first few months of appointment to allow for a period of familiarisation and settling in.

8.4.3 In order to help new bus captains adapt to the new working environment, LWB has enhanced and introduced an all-rounded "Buddy Scheme for New Bus Captain" in May 2015. In this enhanced scheme, new bus captains are provided with New Bus Captain Orientation regarding bus operational and mechanical aspects. Experienced bus captains accompany new bus captains with the aim of providing the new bus captains with enhanced 'on the job' support in their early days with the Company. Hotline at the Bus Captain Training School is available for new bus captains to obtain consultation from driving instructors and mentors respectively.

8.4.4 Ongoing adjustment in journey time, layover, and meal break is made with the solicited input from frontline staff and efforts in this regard have been accelerated in recent years.

8.4.5 The Company is continuously enhancing the systems and control mechanisms for ensuring and monitoring compliance with Driver Working Guidelines.

8.5 Bus Maintenance and Safety Features

8.5.1 All LWB buses are subject to a maintenance and quality assurance system which aims to keep the buses in top conditions. Speed monitoring and limiting devices are already installed on LWB buses.

8.5.2 The buses have various safety-related features to enhance road and passenger safety, such as:

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- seat belts have been retrofitted at the four seats on the first row on the upper deck;
- double hand rails have been retrofitted to all double deck buses with straight staircases; and
- To help reduce accidents involving elderly passengers due to 'losing balance on board', the new bus specifications have included continuous railing, extending from the entrance into the saloon (as far as is practicable).

8.5.3 All LWB buses are subject to a stringent maintenance and quality assurance system which keeps the buses in good roadworthy conditions. The existing maintenance and quality assurance system will be continued.

8.5.4 Speed limiting devices have been a standard feature of all LWB buses.

8.5.5 LWB will continue to review and consider the retrofit of safety features as necessary to the vehicles to enhance road and passenger safety.

8.5.6 According to the bus manufacturers, the current bus models available do not have the required structural integrity to have all seats or seats in upper deck seatbelt-enabled. Currently, all buses in LWB already have seatbelts fitted at the "vulnerable" positions, i.e. the exposed seats. It would be a complete bus body structural re-design of the vehicle to have all seats with seatbelts that are currently nonexistent in the market. Not only do the standard seats need to be changed to ones with stronger anchorage points and wider pedestal legs, but the overall bus construction would need extensive localized reinforcement along the floor / inter-floor structure that inevitably render the vehicle unnecessarily heavy, reduced passenger carrying capacity and less fuel efficient for public bus application.

8.6 <u>Promotion of Passenger Safety</u>

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8.6.1 Safety awareness among bus captains is promoted by means of in-house videos, videos, notices, posters, tool-box talk, safety messages on Terminus Management System, and safety tips provided at staff website.

8.6.2 LWB produces its "Bus Captain Safe Driving Handbook" which is posted at staff website for all bus captains currently. The handbook includes driving regulations and points to note about safe driving, covering every aspect of a bus captain's daily work. It is aimed at assisting bus captains in establishing a proper safe driving attitude and encouraging them to take all practical steps aimed at achieving safe driving.

8.6.3 Various projects to educate the public and passengers on the safe use of bus services have been undertaken. These include on-board stickers, company Facebook and KMB/LWB mobile phone Apps to remind passengers from taking safety precautions.

8.6.4 Education of passengers on the importance of road safety and safety on buses by using the Bus Stop Announcement System ("BSAS") will continue. The safety messages were broadcast in Cantonese, English and Putonghua.

8.6.5 Company Facebook and KMB/LWB mobile phone Apps have been used to increase passenger awareness to "Hold the Handrail" since March 2016.

8.6.6 During the journey, the "請緊握扶手" message has been broadcast via the Bus Stop Announcement System before approaching each and every bus stops on all LWB routes. Re-arrangement of the sound track has started in March 2016.

8.6.7 "Hold the handrail" sticker has been posted at a prominent place of the bus compartment to catch the attention of passengers.

8.6.8 LWB participated in a "priority seats" trial scheme in May 2011 by providing specially-designed priority seats with distinct colour headrests and images of the elderly, pregnant woman, baby and people with disabilities for easy recognition. The trial proved to be successful in promoting a caring culture and raising the safety awareness of the bus captains. Through the provision of priority seats, passengers in needs can enjoy a safer and more pleasant bus journey. In view of the positive feedback from the public, LWB have completed fleet-wide adoption of this scheme by the end of 2012. Designated priority seats for passengers in need, with special-designed labels and / or cushion covers, have been adopted as a standard feature for the new buses.

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8.7 <u>Measures to be Taken</u>

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8.7.1 All LWB buses are subject to a stringent maintenance and quality assurance system which keeps the buses in good roadworthy conditions. The existing maintenance and quality assurance system will be continued.

8.7.2 LWB makes use of its Multi-media On-board TV Broadcasting System ("MMOB"), as well as the bus stop announcement system installed in the entitled bus fleet, to broadcast relevant messages in Cantonese, English and Putonghua encouraging passengers to hold the handrail and give their seats to those in need.

8.7.3 LWB has created a database of "Driving Tips in Special Attention Areas". The database provides structured instructions and tips on best driving practices for all bus captains driving on particular routes, so that expertise and knowledge of the most experienced bus captains can be effectively transferred to all others. To promote bus captains' awareness of safe driving, all relevant bus routes are listed in the database, supplemented by photos and layout drawings for easy reference.

8.7.4 The existing systems of Safety Bonus and Safety Awards will continue to promote safety awareness among bus captains. Safety awareness will continue to be emphasised in communications as stated above.

8.7.5 LWB will continue to communicate with Transport Department on road safety issues.

8.7.6 Cross-company meetings with KMB will continue to be held regularly to monitor accident data and statistics, review the safety procedures and systems, and propose methods of accident reduction. The importance of systematic 'feedback loops' in safety management will be emphasised to ensure that lessons are learned from any incidents that do occur.

8.6.7 Frontline management staff will continue to conduct briefings on safety and share the causes of accidents and driving tips to accident blackspots to bus captains periodically. To increase bus captains' awareness on the briefings, LWB operation management staff will join the safety briefings periodically and collect opinions/ feedbacks from bus captains related to safety and accident prevention.

8.7.8 On-street monitoring and promotion by outdoor staff will be conducted at strategic locations on a regular basis to promote safety messages to passengers.

8.7.9 Bus Stop Assistants have been assisting persons in need to find a seat and helping wheelchair users while boarding/alighting.

8.8 Target Accident Rate

8.8.1 LWB propose to use the 3-year average of 2014 to 2016 actual accident involvement rate of 1.11 (defined as the number of buses involved in accidents per million km operated) as target for the purpose of this Five-Year Plan period. It represents a 16.5% reduction from the accident rate in 2014, the highest record among 2014-2016.

Annex 8.1

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A. Regular Training for New Bus Captains*

	Training Type	Nature	Duration	Frequency	No. of route / bus type trained
1.	Basic Training	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. Classroom lectures on company rules, passenger safety, accident black spot analysis, emergency handling procedure and concept of quality service. On road training on defensive driving technique, bus familiarization and route training (night drive included).	18 days full time	Before posting to duty	2 routes 3-4 bus types
2.	Special Facilities Training	Bus captains are trained on the operation of Octopus System, Bus Stop Announcement System, Destination Signboard and Fare Display.	Included in Basic Training	Before posting to duty	Not applicable

* Training courses are conducted by Bus Captain Training School of KMB.

	Training Type	Nature	<u>Duration</u>	Frequency	<u>No. of route / bus type</u> <u>trained</u>
1.	Driving Enhancement Training	Experienced bus captains are trained on areas of defensive driving techniques to avoid traffic accident as well as advanced skills in bus maneuvers. Service enhancement training is also included. All bus captains will be trained before posted to a specific route and to drive a specific bus type.	1 day full time	For experienced bus captains and on as needed basis.	I route & highway training 1 bus type
2.	Remedial Training	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.	time	For bus captains who are found to have driving irregularities or away from driving duties for a period of time.	1 bus type

B. Regular Training for Serving Bus Captains*

* Training courses are conducted by Bus Captain Training School of KMB.

Training protocols are subject to ongoing review, albeit that the aim will be to continue to do all that is reasonably practicable to ensure the safety and comfort of passengers, staff and other road users at all times

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Citybus Limited (Franchised 2)

Forward Planning Programme RDP (2018 – 2022)

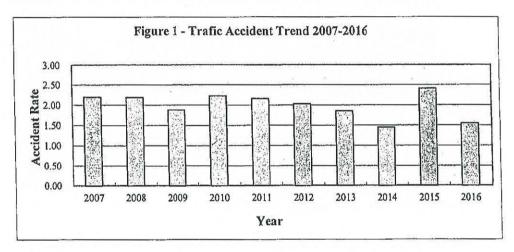
5 BUS SAFETY

5.1 Introduction

There are different parameters for monitoring accident trends and assessing safety performance. It is meaningless to just look at the total number of accidents without taking into account of the kilometre operated and the composition of the bus network. It should also be noted that accident statistics should not be compared among different franchised bus operators because the composition of the network and the traffic situation of the operating areas of the franchised bus operators are different. The significant difference in accident statistics of Citybus F1 and F2 is a good demonstration of the effect of network composition and operating areas as Citybus F1 and F2 are both operated by Citybus.

5.2 Accident Trend

The historical trend of accident per million vehicle-km operated for Citybus F2 for the past 10 years shows a slight downward despite an upsurge in 2015 (Figure 1).



5.3 Blameworthiness

Table 1 – Contributory Factor of Traffic Accidents by Number of Bus Captains Involved

Contributory Factors of	of Number of Bus Captains Involved			lved
Traffic Accident	2013	2014	2015	2016
Factors not related to Bus Captains	35 (67.3%)	27 (62.8%)	39 (54.2%)	21 (45.7%)
Factors related to Bus Captains	17 (32.7%)	16 (37.2%)	33 (45.8%)	25 (54.3%)
Total	52	43	72	46

Forward Planning Programme RDP (2018 – 2022)

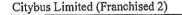
Unlike train operation, which has dedicated tracks, franchised buses share use of the roads with other vehicles, cyclists and pedestrians. No matter how good the buses are maintained and how careful the bus drivers are, there are chances that some vehicles ran into their back or some pedestrians suddenly jumped out of the roads. Hence, a traffic accident involving franchised bus does not necessary be our fault. Table 1 shows that about 50% of the traffic accidents was not due to the fault of our Bus Captains. The analysis of the accidents happened in 2016 for Citybus F2 also reveals that 21.7% are considered to be Citybus blameworthy cases (Table 2). The analysis also shows that 21.7% of the accidents were the fault of other road users. Hence, whether other road users follow traffic rules and adopt a careful and considerate attitude has a great bearing on the number of accidents involving our buses.

	CTB	No Further	ТР	Blameworthiness
Prosecution Result	Blameworthy	Action	Blameworthy	to be determined
CTB convicted	6			
CTB & T/P convicted	2			
CTB will be prosecuted	2			2.0
No prosecution contemplated		15		
Pending Police Investigation				11
TP convicted			6	
TP will be prosecuted			4	
Total	10 (21.7%)	15 (32.6%)	10 (21.7%)	11 (23.9%)

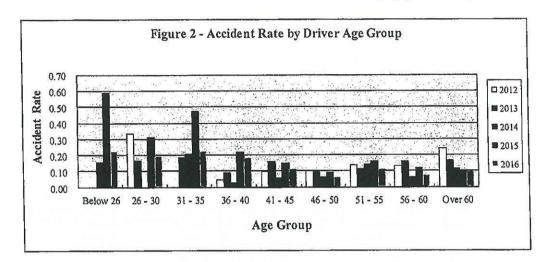
Table 2 – Responsibility of Traffic Accident involving Citybus F2 in 2016

5.4 TAPI Accident Rate and Bus Driver Age

To find out the relationships between age of drivers and occurrence of TAPI accident, the driver involvement rates for different age groups for the past 5 years are worked out and shown in Figure 2. It shows that the accident rates fluctuated in different years for different age groups. No pattern can be established. Hence, we conclude that there is no correlation between age and accident occurrence.

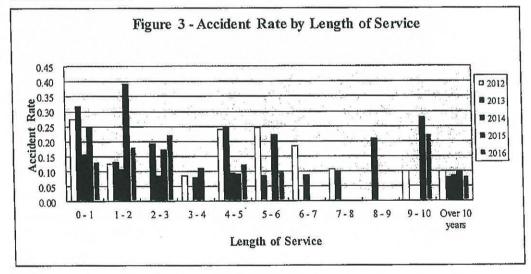


Forward Planning Programme RDP (2018 – 2022)



5.5 TAPI Accident Rate and Length of Service

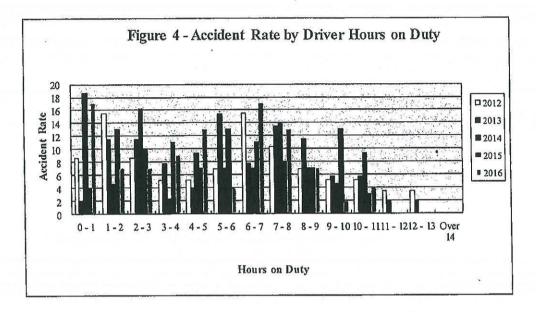
To find out the relationships between length of service and occurrence of TAPI accident, the accident rates for difference length of service are for the past 5 years worked out and shown in Figure 3. It shows that the accident rates fluctuated in different years for different service length groups. No pattern can be established. Hence, it is concluded that there is no correlation between length of service and accident occurrence.



5.6 TAPI Accident Rate and Working Hours

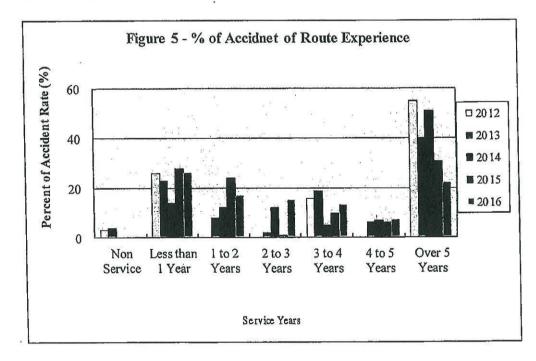
To find out the relationships between number of hours worked and occurrence of TAPI accident, the proportion of accidents happened at different hours after the duty commence for the past 5 years are worked out and shown in Figure 4. It shows that accident rates fluctuated in different years for different hours worked groups. No pattern or trend can be established. Hence, it is concluded that there is no correlation between number of hours worked and accident occurrence. This finding dismisses the claim that long working hours increase the chance of having traffic accident.

Forward Planning Programme RDP (2018 – 2022)



5.7 TAPI Accident Rate and Experience of Bus Captains on the route

To find out the relationship between accident occurrence and experience of Bus Captains on the route, the percentage of accidents by route experience of Bus Captains are worked out for the past 5 years and shown in Figure 5. It shows that a high percentage of the accidents involved Bus Captains with over 5 years route experience and the percentages of having accident with different years of experience in different years did not show any pattern. Hence, it is concluded that there is no correlation between experience of Bus Captains on the route and accident occurrence.



5.8 TAPI Accident Rate and Experience of the bus captains on the bus model operated

There is no statistic record related to experience of the Bus Captains on the bus model operated. To cope with operation needs, Bus Captains are trained to operate different models of buses when they joined. Periodic refresher training and special training on new bus model are also arranged for in-service Bus Captains. Our Bus Captains normally have to operate different bus models everyday. We believe they have equal experience on different bus models and hence there should be no correlation between the traffic accident and the experience of the bus captains on the bus model operated.

5.9 TAPI Accident Rate and the Change of Service Route/Vehicle

To find out the relationship between the number of routes/buses a driver operates in one shift and the occurrence of TAPI accident, those accidents that happened during a bus trip after the driver just changed route/bus were identified. The result is shown in Table 3 below. The percentage of TAPI accident happened after driver just changed routes is generally less than the percentage of the total bus trips scheduled to change route/bus. Taking into consideration of the fact that traffic congestion and vehicle breakdown would result in more route/bus changes, the actual percentage of total bus trips changed route/bus should be higher than the scheduled percentage. Thus, there is no correlation between the change of service route/vehicle and accident occurrence.

Year	TAPI happened after driver just change routes/bus	% of bus trips scheduled to change route/bus
2012	19%	31%
2013	28.3%	31.1%
2014	27.9%	30.9%
2015	21.1%	33.5%
2016	30.4%	31.6%

Table 3 - TAPI Accident Rate and Change of Service Route/Bus

5.10 Analysis of Accident by Nature

The results of analysis of accident are shown in Table 4.

Nature of Accident	2012	2013	2014	2015	2016
CTB hit the rear of Third Party	8.6%	7.5%	9.3%	11.3%	19.6%
Third Party hit the rear of CTB	3.5%	1.9%	7.0%	1.4%	8.7%
CTB hit the side of Third Party	10.3%	3.8%	0%	9.9%	8.7%
Third Party hit the side of CTB	10.3%	20.7%	18.6%	15.5%	13.0%
Non-collision accident involving passenger injury	58.6%	52.8%	51.2%	50.7%	43.5%

Table 4 – Analy	sis of Accident	by Nature in 2012,	2013, 2014,	2015 and 2016
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Forward Planning Programme RDP (2018 – 2022)

Passenger trapped by door	5.2%	1.9%	2.3%	1.4%	0%
Pedestrian Injury	0%	3.8%	0%	4.2%	0%
Others (pedestrian hitting stationary object, etc)	3.5%	9.4%	11.6%	5.6%	6.5%
Total	100%	100%	100%	100%	100%

As about 50% of the accidents were non-collision accidents involving passenger injury, further analysis was made on this type of accidents as shown in Table 5 below. The analysis revealed that accidents caused by passengers losing balance in the bus has always been the major cause of accidents. Joint campaign among Transport Department, Road Safety Council and franchised bus operators to remind passengers to hold on to handrails whilst on board will continue be arranged periodically. Apart from driver training and monitoring, greater publicity effort will be addressed to passengers and other road users.

	Number of non-collision franchised bus accidents involving passenger casualty	Percentage overall accidents involving franchised buses	No. of accidents involving passenger losing balance on stairway (No. of casualty)	No. of accident involving passenger injured by door (No. of casualty)	No. of accident involving passenger losing balance elsewhere expect on stairway (No. of
2012	37	63.79% 52.83%	<u>6</u> 5	3	casualty) 28 22
2014	23	53.49%	5	1	17
2015	28	39.4%	5	1	22
2016	20	43.5%	2	0	18

Table 5 - Number of Non-collision Traffic Accidents Involving Passenger Injury

5.11 Measures and Implementation Programme to Enhance Safety

Apart from disciplinary actions taken, measures and programmes implemented/planned to reduce common types/causes of accidents are listed below:-

- (i) Strict enforcement on the requirement for Bus Captains to report their traffic offences to the Company and carry out periodic random checkings of traffic offence record of selected Bus Captains with the Police.
- (ii) Provide refresher driving training to every Bus Captain. The course content shall be reviewed periodically and shall include defensive driving concept, accident prevention tips and traffic accident black spots.

- (iii) Carry out routine mysterious ride checks to monitor performance of drivers. When any driving irregularities are detected, remedial driving training will be arranged to rectify the misbehaviours.
- (iv) The combined BSA & DL System can record speed and location information. This information is uploaded to a centralized database through WiFi network on a daily basis at bus depots for traffic accident investigation. Besides, in conjunction with bus driver name obtained from their Octopus log-in on the bus, the data logger information are extracted by analytical software package into various kinds of exception reports to monitor individual driver's driving behaviour. Speeding reports generated according to speed limit set at selective locations have replaced roadside laser gun speed checks to monitor the driving speed of drivers with effect from mid June 2013. Harsh braking reports generated whenever deceleration is beyond threshold are used to identify drivers with harsh braking habit. Remedial training or disciplinary action will be taken to rectify the misbehaviours.
- (v) Promote safety awareness of passengers to hold on to handrail by displaying warning message at bus stops.
- (vi) Conduct random sample breath test for alcohol to monitor drink driving.
- (vii) Arrange Driving Improvement Training Course for Bus Captains who have more than 8 traffic offence points.
- (vii) Assign new Bus Captains to relatively simple and less busy bus routes in the first few months of their employment to enable them to gain experience.
- (ix) Arrange more propagandas to remind Bus Captains on the importance of adequate sleep and rest after work and to encourage them to seek assistance from the Company on counselling on mitigating chromic stress on personal issue.
- (x) Adopted the design of square staircase and added vertical handrails at mid-way of the staircase of new buses.
- (xi) Specific safety messages (e.g. hold on to handrail, fasten seat belt) are disseminated to passengers through the on-board bus stop announcement system.
- (xii) Designate 4 priority seats on the lower deck for the elderly, pregnant women, people with disability and people carrying baby. These priority seats have special design seat covers for easy identification.
- (xiii) Arrange follow-up mysterious ride checks to monitor performance of bus captains being disciplined after a period of 3 months.
- (xiv) Arrange bus captain to participate in the Road Safety Seminar for Franchise Bus Driver organized by TD.

June 2017

5.12 Target of Accident Involvement Rate per Million Kilometers

There is little correlation between the occurrence of traffic accident and factors such as hours worked, age and length of service. Recruitment of Bus Captains is done properly and adequate continual driving training is provided to upkeep good driving behaviours. We are now in strict compliance of the working hours guidelines for franchised Bus Captains. Monitoring of driving performance by various means is enforced and application of new technology for better monitoring is on trial. Proper and fair disciplinary procedure and reward mechanism are in place to deter bad driving behaviour and to encourage good driving attitude. Our fleet is equipped with various safety equipment and is maintained to a high level of safety and reliability standard required by the VSSD of the Transport Department.

Taking into consideration of the above and the measures to be taken, we set our yearly accident involvement rate (number of buses involved per million vehicle-km) targets for the coming years (in bold) as follows:-

2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
2.16	2.03	1.85	1.61	2.45	1.55	1.71	1.70	1.70	1.70	1.70	1.70

5.13 Feasibility of Installation of Seat Belts on (a) All Seats and (b) All Seats on the Upper Deck on New Buses

It is feasible to install seat belts on all seats or on all seats on the upper deck. However, our observation shows that very few people wear the seat belts currently available at the exposed seats. Without any legislation to mandate the wearing of passenger seat belts on a franchised bus and the enforcement authority to strictly enforce the legislation, installing seat belts on all seats will be a waste of resources because vast majority of passengers will not wear seat belts even though they are provided.

5.14 Retrofitting of Double Hand Rail on Double Deck Buses with Straight Staircases

There is no double deck bus with straight staircases.

BUS SAFETY

The accident involvement rate of NLB from 2015 was 2.54 compared with 2.97 in 2016. As franchised buses are mass carriers, continued improvement in reducing accident rate is necessary.

(A) NUMBER OF NON-COLLISION FRANCHISED BUS ACCIDENTS INVOLVING PASSENGER CASUALTY FROM 2013 TO 2016

YearNumber of Non-collision FranchisedPercentage over all accidentsNo. of accidentsNo. of accidentsNo. of accidentsBus Accidents involving passenger casualtyinvolving involving franchisedinvolving passengers balance in stairway (No. of casualty)involving passenger (No. of balance in stairway (No. of (ii)No. of accidents involving passenger (No. of casualty)2013327.3%003(3)20141361.9%02(2)11(13)2015731.8%05(5)6(6)	N	NT I C	D			
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2014 13 61.9% 0 2(2) 11(13) 2015 7 31.8% 0 2(2) 13(14)						
2015 7 31.8% 0 2(2) 13(14)	2013	3	27.3%	0	0	3(3)
2015 7 31.8% 0 2(2) 13(14)					}	
	2014	13	61.9%	0	2(2)	11(13)
2016 18 69.2% 0 5(5) 6(6)	2013	5 7	31.8%	0	2(2)	13(14)
2016 18 69.2% 0 5(5) 6(6)					A 186	
	2010	5 18	69.2%	0	5(5)	6(6)

(B) PROPOSED EFFECTIVE MEASURES TO FURTHER LOWER THE ACCIDENT INVOLVEMENT RATE

Programmes would include working with external professional bodies to provide training courses, including defensive driving, to drivers to enhance their driving skill.

Incentive programmes would be introduced to provide awards to drivers who have secured a longer period of accident-free days against a central measuring benchmark.

(C) BUS SAFETY ANALYSIS

The attached are analysis of the bus accidents record of NLB:

- (a) Analysis of types/ causes of accidents for the past 2 calendar years (2013-2015), relationship of accidents rates with different factors, including -
 - *(i) driver age*
 - (ii) length of service of bus captain
 - (iii) length of driving hours before accident happened
 - *(iv)* experience of bus captains on the route
 - (v) experience of bus captains on the bus model operated
 - (vi) the number of routes which a bus captain operates in one shift
 - (vii) the number of buses a bus captain operates in one shift
- (b) Target for reduction of accident involvement rate per million km yearly for the coming five years (2017-2022)
- (c) Programmes planned in the next two years to reduce common types/causes of accidents

Enhancement of drivers training programmes.

Awareness programme on traffic safety

Health awareness, including medical examination for drivers who are aged 50 or above and continuous monitoring

(d) Programmes/plans in the next two years to enhance the safety of the elderly and persons with disabilities

Awareness training for drivers to pay more attention to passengers who are elderly and/or with disabilities

(e) Plan for automation of monitoring bus captain driving behaviour through data captured in black boxes or similar devices

Retrieval of data from black box is usually conducted after a traffic accident; these data, which are electronic in nature, would require special analysis.

Analysis results could be put forward for prevention studies to avoid accidents of similar nature.

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Specialist's support would be required for retrieval, analysis and recommendations.

(f) Public programmes/plans in the next two years to enhance passenger safety

Through Passenger Liaison Group meetings, concept and messages on passenger safety could be conveyed to the publics.

More on board notices could be installed in bus compartments for passengers' information in this regard; similar notices can be posted at terminals.

Awareness training for drivers to pay attention to passengers while boarding, and ensure that standees are holding onto the handrails properly.

(g) Programmes/plan in the next two years to enhance bus captain training

NLB may seek to cooperate with fellow franchised bus operators to achieve the above, by sending bus captains to the training programmes offered by other operators, subject to mutual acceptance and cooperation.

Co-operation with external professional bodies in providing driving skills enhancement training for existing and newly recruited drivers

(h) Programmes of improvements of amenity facilities at bus termini

Major bus termini of NLB are located at Yuen Long West Rail Station, Shenzhen Bay Port, Mui Wo, Tung Chung Town Centre, Tai O and Ngong Ping.

Subject to approval of landowner of these locations, plans can be put forward for improvement of amenity facilities of these bus termini

- (i) Study on feasibility of installation of seat belts on
 - 1. All seats

Requests have been set forth to suppliers of new buses

2. All seats on upper deck of all new buses

NLB is going to procure new double deck buses but will keep in view of this issue for suppliers' input, subject to any mandatory requirement from the authority

(D) SAFETY ENHANCEMENT TARGETS

The following safety enhancement measures have been implemented:

- (a) Installation of "electronic black box" in 124 buses
- (b) Earlier Euro Models buses (except those "MAN" buses) have been installed with CRT. After the disposal and replacement programme of this year, there should be no Euro earlier model buses in our fleet.
- (c) 121 units of the newer models of buses have been equipped with speed limiters.

(E) MEASURES TAKEN IN ACCIDENT PREVENTION

(a) Programmes planned in the next two years to reduce accidents

Regular review of drivers' performance would be conducted by routine driving skill evaluation conducted by their supervisors. Plain-cloth inspectors would be assigned to observe their driving performance for appraisal. There is also a system of safety bonus to encourage their adherence of company rules regarding driving safety.

(b) Publicity Programmes in the next two years to enhance passenger safety

NLB has followed the lead from Transport Department and fellow

public bus service operators in the promotion of passenger safety. In these programmes, NLB would participate actively in order to achieve the anticipated results.

(c) Bus Captain Training

Regular review of bus drivers' performance would be conducted, they are also encouraged to register for driving enhancement programmes, which NLB would be prepared to reimburse, subject to prior approval.

(F) REVIEW ON SAFETY ARRANGEMENTS TO ENHANCE ROAD AND PASSENGER SAFETY

Passenger safety includes consideration for their comfort and safety on board and at station. As NLB does now have double-deck buses, the problem of ascending and descending to/from upper floor has become a concern. There are other measures that NLB has made or is planning to take up, these include:

- Improvement in power steering systems bus providers have been informed on the need of more efficient power steering systems for better manoeuvre on the road
- Anti-lock Braking System ("ABS") to be installed
- Enhancement of materials for the bus floor to prevent slipping
- Improved lighting on board

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- Handrails with better grips

In order to abide by the safety standard, NLB's new buses would be equipped with the above facilities. All recently procured new low floor buses have been installed with these facilities. Any new vehicle added to the fleet would have the same standard installation, except when those vehicles are designated for routes that have to negotiate topography that does not encourage the use of super low floor buses.

NLB would continue to place priority in the procurement of pre-owned low floor buses from fellow bus operators. Though they are used buses, the facilities on board could abide by the standard of NLB as far as passenger safety is concerned.

New buses have been procured and delivered for Route B2, B2P and B2X and Route 38, to be equipped with facilities as specified above.

(G) SPECIFIC MEASURES

(a) Target for reduction of accident involvement rate

No. of buses involved in accidents per million vehicle-km operated in 2016: 1.60

Year	Accident Rate per million vehicle-km
2013	1.53
2014	1.35
2015	1.32
2016	1.32
2017	1.60
2018	1.60
2019	1.58
2020	1.58
2021	1.55
2022	1.55

(b) Target for Reduction of Bus Accident Rate 2013-2022

(F) WORKING HOUR AND REST TIME ARRANGMENTS FOR BUS CAPTAINS

The following working hour, rest time and meal break arrangements for bus captains have be implemented upon the successful consensus between fellow franchised bus operators and Transport Department, as revised in October 2010 –

(1) Bus captains should have a rest time (meal break is also regarded as rest time) of at least 30 minutes after 6 hours of duty and within that 6-hour duty, the bus captains shall have rest time of least 20 minutes of which no less than 12 minutes shall be within the first 4 hours of duty. 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.

- (2) Maximum duty (including all rest times) in a working day should not exceed 14 hours.
- (3) Driving duty, i.e., maximum duty less all rests times each of 30 minutes or more in a working day, should not exceed 11 hours.
- (4) Break between successive working days should not be less than 10 hours.
- (5) Bus captains working for a duty of not less than 8 hours in a working day should have a meal break.

It has been proposed that certain amendments be incorporated into the aforesaid guidelines, which NLB would raise no serious objection, but subject to uniform consensus among fellow franchised bus operators,

(G) TERMINALS

The followings are NLB's Terminals

Northwest New Territories

Yuen Long West Rail Station Tin Tsz (Tin Shui Wai) Tin Yiu (Tin Shui Wai – peak hours) Shenzhen Bay Port

Lantau

Mui Wo Tai O Ngong Ping Tung Chung New Town Yat Tung Estate

All terminals are facilitated with toilets, in the cases of Yat Tung, Tin Tsz and Tin Yiu, which could be accessible within walking distance to public toilet. Toilet and dining facilities are all within walking distance from the terminals, with the exception of Shenzhen Bay Port, where there is no dining facilities.

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The Tung Chung Terminal will be relocated across the street to make way for other development, new plans have been initiated for the relocation of the Tai O Terminal too.

New Lantao Bus Co. (1973) Ltd.

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Bus Accident Statistics 2015-2016

	2015	2016	Average
Accident rate per licensed veh.	0.18	0.11	0.15
Accident rate per million veh-km	2.54	1.60	2.07
No. of accidents	22	14	18.0
No. of Licensed buses	123	124	124
Million vehicle-km operated	8,676,637	8,750,336	8,713,487

Traffic Accident Involoving Personal Injury per million km operated 2015-2016

	2015	2016	Average
Accident rate per million veh-km	2.54	1.60	2.07
No. of accidents	22	14	18.0
Million vehicle-km operated	8,676,637	8,750,336	8,713,487

Bus Accident Statistics 2015 - 2016

	2015	2016	Average
Bus Accident rate per million veh-km operated	2.54	1.60	2.07
No. of buses involved traffic accidents	22	14	18.0
Million vehicle-km operated	8,676,637	8,750,336	8,713,487
Bus Accident rate per licensed vehicle	0.18	0.11	0.15
No. of Licensed buses	123	124	124

Bus Accident Rate per Licensed Vehicle 2015-2016

	2015	2016	Average
Bus Accident rate per licensed vehicle	0.18	0.11	0.15
No. of buses involved traffic accidents	22	14	18.0
No. of Licensed buses	123	124	124

Bus Accident Rate per million km operated 2015-2016

	2015	2016	Average
Bus Accident rate per million veh-km	2.54	1.60	2.07
No. of buses involved traffic accidents	22	14	18.0
Million vehicle-km operated	8,676,637	8,750,336	8,713,487

New Lantas Bus Co. (1973) Ltd.

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Driver involvement rate by age group in 2015

	Age Group										
	Under 26	26-30	31-35	36-40	41-45	46-50	51-55	56-60	61-65	above 65	Total
Accident rate per bus captain	0.00%	20,00%	11.11%	14.29%	0.00%	10.00%	25.00%	13.64%	7.14%	0.00%	12.22%
No. of drivers involved	0	1	1	2	o	3	7	6	2	0	22
Total no. of drivers	0	5	9	14	19	30	28	44	28	3	180

Accident Rate by hus captain length of service in 2015

	0-6 months	6 months - 1 year	1-2 years	2-3 years	3-4 years	4-5 years	5-6 years	6-7 years	7-8 years	8-9 years	9-10 years	more than 10 years	Total
Accident rate	81.82%	10.00%	10.00%	5.88%	0.00%	25.00%	0.00%	0.00%	66.67%	0.00%	0.00%	7.04%	12.22%
No. of drivers involved	9	1	2	1	0	2	0	0	2	0	0	5	22
Total no. of drivers	11	10	20	17	11	8	8	6	3	u	4	71	180

Accident Bate by bus captain working hours before the accident happened in 2015

	Working Hours											
	0-1 hours	1-2 hours	2-3 hours	3-4 hours	4-5 hours	5-6 hours	6-7 hours	7-8 hours	8-9 hours	9-10 hours	more than 10 hours	Total
Percentage of Accident rate	18.18%	9.09%	4.55%	13.64%	13.64%	0.00%	4.55%	4.55%	18.18%	4.55%	9.09%	100.00%
No. of drivers involved	4	2	1	3	3	0	1	ı	4	1	2	22

Driver involvement rate by age group in 2016

	Age Group										
	Under 26	26-30	31-35	36-40	41-45	46-50	51-55	\$6-60	61-65	above 65	Tetal
Accident rate per bus captain	0.00%	0.00%	0.00%	0.00%	0.00%	10.34%	9.68%	10.81%	16.00%	0.00%	8.64%
No. of drivers involved	0	0	0	0	0	3	3	4	4	0	14
Total no. of drivers	ł	5	5	n	17	29 ·	31	37	25	1	162

Accident Rate by hus captain length of service in 2016

	0-6 months	6 months - 1 year	1-2 years	2-3 years	3-4 years	4-5 years	5-6 years	6-7 years	7-8 years	8-9 years	9-10 years	more than 10 years	Total
Accident rate per bus captain	16.67%	0.00%	21.43%	0.00%	11.11%	14.29%	28.57%	0.00%	0.00%	33.33%	0.00%	6.45%	8.64%
No. of drivers involved	2	0	3	0	1	1	2	0	0	ı	0	4	14
Total no. of drivers	12	19	14	12	9	7	7	4	3	3	10	62	162

Accident Rate by bus captain working hours before the accident happened in 2016

1	Working Hours											
	0-1 hours	1-2 hours	2-3 hours	3-4 hours	4-5 hours	5-6 hours	6-7 hours	7-8 hours	8-9 hours	9-10 hour:	more than 10 hours	Total
Percentage of Accident rate	14.29%	21.43%	14.29%	14.29%	0.00%	0.00%	0.00%	28.57%	7.14%	0.00%	0.00%	100.00%
No. of drivers	2	3	2	2	ò	0	0	4	t	0	0	14

Accident Rate by experience of drivers on bus model operated in 2015-2016

	0-6 months	6 months - 1 year	1-2 years	2-3 years	3-4 years	4-5 years	5-6 years	6-7 years	7-8 years	8-9 years	9-10 years	more than 10 years	Total	Total no. of drivers
2015	9	2	3	1	0	1	2	0	3	0	O	1	22	180
2016	2	1	2	0	1	2	1	0	0	1	0	4	14	162

Accident Rate by experience of drivers on bus routes operated in 2015-2016

	0-6 months	6 months -	1-2 years	2-3 years	3-4 years	4-5 years	5-6 years	6-7 years	7-8 years	8-9 years	9-10 years	more than 10 years	Total	Total no. of drivers
2015	9	2	3	l	0	1	2	1	2	0	٥	1	22	180
2016	2	1	2	0	. 1	4	2	0	0	1	0	4	14	162

NewLantao Bus Co. (1973) Ltd.

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Plan for Retrofitting of Seat Belts on The Exposed Seats or Any Other Seats

Date	No. of licenced buses	No. of new buses procured in the next half year / next year	No. of buses to be scrapped in the next half year / next year	No. of buses fitted / retrofitted with seat belts on exposed seats	No. of buses retrofitted with seat belts on exposed seats in the next half year / next year	No. of buses fitted / retrofitted with seat belts on all seats	No. of buses fitted / retrofitted with seat belts on all seats in the next half year / next year	Total No. of buses fitted / retrofitted with seat belts	Total No. of buses fitted / retrofitted with seat belts in the next half year / next year
					#		#		#
As at 30-6-2017	124	0	6	47	0	77	-6	124	0
As at 31-12-2017	118	36	22	47	36	71	-22	118	0
As at 31-12-2018	132	29	7	83	29	49	-7	132	0
As at 31-12-2019	154	8	6	112	8	42	-6	154	2
As at 31-12-2020	156	2	0	120	2	· 36	0	156	2
As at 31-12-2021	158	0	0	122	0	36	0	158	0
As at 31-12-2022	158	0	0	122	0	36	0	158	0

For additional buses and replacement buses which are without installed with seatbelts.

Annex B

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Study Brief

Surveys for Planning, Development & Regulation of Franchised Bus and Mass Transit Railway Services in Hong Kong (2017 – 2018) (Quotation Reference No.: TD 53/2017)

1 Introduction

1.1 This brief is to be read in conjunction with the Memorandum of Agreement, the General Conditions of Employment of Engineering and Associated Consultants for an Investigation Assignment and the Special Conditions of Employment at **Appendix 1** and **Appendix 2**.

2 Description of the Project

2.1 Objectives

2.1.1 The objectives of the <u>"Surveys for Planning, Development & Regulation of Franchised Bus and Mass Transit Railway (MTR*) Services in Hong Kong (2017 – 2018)</u>" (hereafter called "the Project") are to collect operational information of franchised bus and MTR services to form basis for planning and regulation of franchised bus and MTR services in Hong Kong and to monitor traffic conditions and transport operations during the industrial actions of staff unions of franchised bus operators and Mass Transit Railway Corporation Limited (MTRCL) (hereafter called "the Service").

2.2 Timeframe and Scope of the Project

- 2.2.1 The Project shall be conducted between <u>1 August 2017 and 31 March 2018</u> (both dates inclusive).
- 2.2.2 The selected consultant (hereafter called "the Consultant") shall provide <u>7,000</u> man-hours of field service (pre-survey preparation, pre-survey site visits, traveling, reporting and other non-field works are excluded).

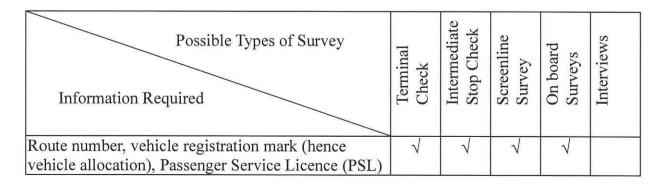
*MTR Services include heavy rail, light rail, MTR buses and MTR feeder buses

- 2.2.3 Subject to the review of the situation, the Survey Hours would be extended with additional man-hours of up to <u>1,000</u>, according to the rates proposed under this quotation submission. The actual Survey Hours to be extended shall be confirmed in written not later than 31 January 2018.
- 2.2.4 The Consultant shall provide the Service on any days as required and agreed by the Transport Department's representatives as mentioned in sub-clause 10.1.
- 2.2.5 Irregular working hours will be required for the Service. Transport Department has the sole discretion to decide the date and time to carry out the surveys or any part thereof.
- 2.2.6 The Project Area includes the area of Hong Kong Island, Kowloon, New Territories, and Lantau Island.
- 2.2.7 The Consultant shall ensure the availability of sufficient staff for providing the Service as requested by Transport Department. Sometimes the Project will conduct under bad weather such as during typhoon signal warning No. 3 or rainstorm warning, and will require a pool of field staff of at least fifteen persons or above at short notice (e.g. twelve hours in advance).
- 2.2.8 The Project shall cover all franchised bus and MTR services. A list of franchised bus services and MTR services, though not exhaustive and may be subject to variation, is enclosed in **Appendix 3 and Appendix 4** for reference.

3 The Assignments

- 3.1 A survey request form will be issued by Transport Department, stating the type and requirements of the surveys. A sample form is shown in **Appendix 5**. In addition to the survey request form, written instructions in the form of letter or email will also be issued in some occasions.
- 3.2 The Consultant shall, irrespective of commitment to other projects, provide the Service strictly according to the requirements set out in the survey request form or as per the written instructions. No amendment shall be made unless Transport Department's agreement is obtained.

- 3.3 The Consultant is required to provide one manager to oversee the whole Project; one supervisor to arrange the logistics of the Service and one supervisor to ensure the quality and timely submission of reports. The manager and supervisors should have individual email accounts for communication; and carry mobile phones at the Consultant's cost which could be contacted round the clock daily. Should the survey cannot be proceeded or completed due to staff absence from the position of site observation, the manager and/or the supervisors should inform Transport Department by phone immediately with written explanation and detailed records (including but not limited to time, duration and reasons) and provide remedial arrangements. Each staff absence will be counted and a warning letter will be issued to the Consultant if the Consultant fail to inform Transport Department immediately/ the reason of staff absence is not substantiated. The number of warning letters will be reflected in the performance appraisal conducted upon completion of the Study.
- 3.4 The Service includes but is not limited to site observation, real-time reports and video-shooting during industrial actions of staff unions of franchised bus operators and MTRCL, inaugural surveys, monitoring surveys, screen-line surveys, utilization surveys, passenger satisfaction surveys, public opinion surveys, etc. that may require terminal checks, en-route stop checks, on-board checks, face-to-face questionnaire interviews, telephone interviews or any other methods deemed appropriate and agreed by Transport Department.
- 3.5 The Service shall cover whole or part of the operational period as requested by Transport Department. The information and data required shall comprise but not limited to the followings:



(A) Franchised Bus Services Surveys

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Possible Types of Survey Information Required	Terminal Check	Intermediate Stop Check	Screenline Survey	On board Surveys	Interviews
number and capacity of the bus deployed for each					
trip, etc.					
Number of departures	\checkmark	\checkmark	\checkmark		
Arrival and departure time of each departure (hence frequency of service)	\checkmark	\checkmark	\checkmark	\checkmark	
Passenger boarding, alighting and left behind figures on each departure	\checkmark	\checkmark		V	
Occupancy and carrying capacity of vehicles		\checkmark	\checkmark	\checkmark	
Passenger queue length and waiting time (with and without left behind)	\checkmark	\checkmark	jî.		
Driver layover time	\checkmark	· · · · · · · · · · · · · · · · · · ·			
Journey Time	\checkmark			\checkmark	
Functioning of Multimedia On-board (MMOB) and Bus Stop Announcement System (BSAS)				\checkmark	
Inputs to questionnaires relating to bus services as provided on a case-to-case basis					\checkmark
Any other particular observations or information not limited to those mentioned above	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark

(B) MTR Services Surveys

(i) Heavy Rail Services

Possible Types of Survey Information Required	Station Check	On board Surveys	Interviews
Train number	\checkmark	\checkmark	
Number of arrival/departures	\checkmark		
Arrival and departure time of each departure (hence frequency of service)	\checkmark	\checkmark	
Passenger boarding, alighting and left behind figures on each departure	\checkmark	\checkmark	
Occupancy and carrying capacity of trains	\checkmark	\checkmark	

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Possible Types of Survey Information Required	Station Check	On board Surveys	Interviews
Passenger queue and waiting time (with and without left behind)	\checkmark		
Journey Time	\checkmark	\checkmark	
Adherence to schedule/train service arrangements	\checkmark		
Crowd control arrangements, e.g. staff deployment	\checkmark		
Door opening margin/width of train door	\checkmark		
Station facilities observed (details to be provided in survey request form)	\checkmark		
Public announcement inside train cars, at platform and station concourse	V	\checkmark	
Inputs to questionnaires relating to train services and fare as provided on a case-to-case basis			\checkmark
Bicycles, wheelchairs and scooters observed	\checkmark		
Any other particular observations or information not limited to those mentioned above	\checkmark	1	\checkmark

(ii) Light Rail Services

Possible Types of Survey Information Required	Terminal Check	Intermediate Stop Check	On board Surveys	Interviews
Route number and fleet number	\checkmark	\checkmark	\checkmark	
Number of arrival/departures	\checkmark	\checkmark		
Arrival and departure time of each departure (hence frequency of service)	\checkmark	\checkmark	\checkmark	
Passenger boarding, alighting and left behind figures on each departure	\checkmark	\checkmark	\checkmark	
Occupancy and carrying capacity of trains	\checkmark	\checkmark	\checkmark	
Passenger queue and waiting time (with and without left behind)	\checkmark	\checkmark		
Journey Time	\checkmark		\checkmark	
Adherence to schedule	\checkmark			
Crowd control arrangements, e.g. staff deployment	\checkmark	\checkmark		
Public announcement inside train cars, at platform	\checkmark	\checkmark		

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Possible Types of Survey Information Required	Terminal Check	Intermediate Stop Check	On board Surveys	Interviews
and terminal				
Inputs to questionnaires relating to train services and				
fare as provided on a case-to-case basis				
Bicycles, wheelchairs and scooters observed	\checkmark			
Any other particular observations or information not limited to those mentioned above	\checkmark		\checkmark	\checkmark

(iii) MTR Buses and MTR Feeder Buses

Possible Types of Survey Information Required	Terminal Check	Intermediate Stop Check	Screenline Survey	On board Surveys	Interviews
Route number, vehicle registration mark (hence vehicle allocation) and capacity of the bus deployed for each trip, etc.	V	V	V	V	
Number of departures	\checkmark	\checkmark	\checkmark		
Arrival and departure time of each departure (hence frequency of service)		\checkmark	\checkmark	\checkmark	
Passenger boarding, alighting and left behind figures on each departure		\checkmark		\checkmark	
Occupancy and carrying capacity of vehicles	\checkmark	\checkmark	\checkmark	\checkmark	
Passenger queue length and waiting time (with and without left behind)		\checkmark			
Driver layover time					
Journey Time				\checkmark	
Adherence to schedule					
Inputs to questionnaires relating to bus services and fare as provided on a case-to-case basis					\checkmark
Bicycles and wheelchairs observed		\checkmark		\checkmark	
Any other particular observations or information not limited to those mentioned above		\checkmark	\checkmark	\checkmark	\checkmark

(C) Site Observations

- (i) Real-time verbal reports on the actual situations of road traffic conditions, provision of public transport services, queuing order and sentiments of waiting passengers, etc.;
- (ii) Real-time visual images/videos captured by 3G/4G mobile phones (provided by TD) and transmitted to the TD Emergency Transport Coordination Centre;
- (iii) Photo-taking and video-shooting at site; and
- (iv) Any other ad hoc information for particular cases.
- 3.6 The schedules of the franchised bus services listed in **Appendix 3** and the Train Service Arrangements of different rail lines and the Schedules of Services of MTR buses and feeder buses listed in **Appendix 4** will be provided to the Consultant in case necessary. These schedules of service and train service arrangements may be subject to variation and the Consultant is required to confirm with the officers of Transport Department as mentioned in sub-clause 10.1 before conducting the surveys.

4 Monthly Progress Report and Weekly Survey Programme

- 4.1 The selected consultant shall base on the survey request forms issued by Transport Department, design a weekly schedule for conducting surveys and submit to the satisfaction of Transport Department one week in advance. The survey schedule is subject to change under Transport Department's instruction and shall include the following information Surveys to be conducted during the week;
 - (a) Dates of the surveys to be conducted;
 - (b) Number of staff to be deployed;
 - (c) Man-hours required for conducting each survey; and
 - (d) Remained man-hours after finishing the scheduled surveys.
- 4.2 The selected consultant is required to ensure the availability of sufficient staff for conducting the surveys as and when required by Transport Department.
- 4.3 The Consultant shall submit a Monthly Progress Report to the satisfaction of Transport Department with following information in the first week of every month:

- (a) A summary of received survey requests with scheduled and actual survey dates, and the dates of report submission;
- (b) A summary of man-hours consumption and forecasts on weekly basis;
- (c) A table of cumulated man-hour consumption and remained man-hours.

5 The Report

- 5.1 The Consultant shall propose the report format for Transport Department's agreement. Some typical samples of survey report are shown in **Appendix 6** for reference.
- 5.2 The survey results shall be available as and when required by Transport Department after completion of the survey, normally the following working day after completion of the survey. One copy of survey report on the survey result shall be submitted to Transport Department within 6 working days after completion of the survey. Soft copy of the survey report shall be provided by Transport Department upon request. The Consultant shall also submit a summary of surveys completed on a monthly basis and provide a monthly report in the format as set out in **Appendix 7**.
- 5.3 The submission of survey reports as specified in sub-clause 5.2 should be on time unless with reasons accepted by Transport Department. Each delay in the submission of the survey reports will be counted and a warning letter will be issued to the Consultant should more than 5 delays be recorded. The number of warning letters will be reflected in the performance appraisal conducted upon completion of the Project.
- 5.4 The survey reports shall include but not limited to the summary of survey findings, analysis of the survey data, special observations, and conclusion on the public transport service performance.

6 Data, Models and Operation Manuals

6.1 The Consultant shall pass to the Transport Department all the survey materials, including raw data, tables, photos and videos prepared and recorded in the course of the Project.

- 6.2 The Consultant shall pass to the Transport Department any computer programs developed and data input to computer by e-mail or any other data storage device.
- 6.3 The Consultant shall also submit to the Transport Department full documentation of any programs developed, details of surveys conducted and analysis made at the end of the Project.

7 **Response to Queries**

7.1 The Consultant shall respond, at no further charge, to queries raised by Transport Department on matters relating to the surveys under Clause 20 of the General Conditions of Employment raised prior to a date 6 months after the submission of the final survey report. Such date shall be confirmed in writing to the Consultant by the Commissioner's Representative.

8 Financial Management

- 8.1 The payment of fees to the Consultant shall be made in accordance with the Schedule of Fees upon satisfactory completion of survey and acceptance of reports by Transport Department. Unless provided otherwise, all payment shall be made in Hong Kong Dollars, and the fees quoted in the Schedule of Fees shall be inclusive of all labour, materials, transport and expenses incurred in the performance of the services.
- 8.2 In case of cancellation of surveys due to inclement weather conditions or other Acts of God, the Consultant shall rearrange for the surveys to be conducted at the next earliest possible day at his own costs.

9 Disclosure of fees payable to the Consultant

- 9.1 The Government of Hong Kong Special Administrative Region (hereafter called "the Government") shall have the right to disclose to any person, whenever it considers appropriate or upon request by any third party (written or otherwise), and in such form and manner as it deems fit:-
 - (a) the prices, fees, costs and expenses payable by the Government for engaging

the Consultant; and

- (b) the fee proposal submitted by the Consultant.
- 9.2 For the purposes of sub-clause 9.1, each consultancy firm shall complete, execute and deliver to the Government a Consent To Disclosure in the form enclosed together with its proposal in respect of the Project.

10 Commissioner's Representatives

- 10.1 The Commissioner's Representative as defined in the General Conditions of Employment shall be Principal Transport Officer/ Bus and Rail (1) of Transport Department or any other person(s) as may be authorized by the Commissioner for Transport in writing and notified to the Consultant. The Commissioner's Representative may delegate any of the powers and functions vested in him to other officers. If the Consultant is dissatisfied with a decision or instruction of any such officer, the matter shall be referred to the Commissioner's Representative for a ruling.
- 10.2 During the course of the Agreement, the Consultant shall report direct to the Commissioner's Representative or his delegates.

11 Control of the Project and Assignment

11.1 Day-to-day management, supervision and control of the Assignment shall be exercised by the Commissioner's Representative. All or some of the duties of the Commissioner's Representative may be carried out by the Chief Transport Officer/ Bus and Rail (2) or other officers as nominated by the Commissioner's Representative.

12 Consultant's Office and Staffing

12.1 The Consultant shall maintain for the duration of this Agreement an office in Hong Kong under the control of the Project Director of the Consultant who shall be responsible for the Project. He shall have adequate authority and sufficient professional, technical and administrative support staff in all relevant disciplines to ensure progress to the satisfaction of the Commissioner's Representative.

- 12.2 Staff outlined in the Consultant's proposal shall be committed to the Project. Other than in exceptional circumstances, no staff changes will be permitted during the progress of the Project. Should a change be necessary, the Consultant should seek prior approval in writing, informing the Commissioner's Representative of the circumstances that require the change and providing information on the replacement proposed.
- 12.3 Staff outlined in the Consultant's proposal shall be residents in Hong Kong for the length of their involvement in the Project. The Consultant in joint ventures shall give an assurance that each of the collaborating parties involved will be bound to the undertaking until satisfactory completion of the Project.
- 12.4 Computing and other facilities for the Project shall be provided by the Consultant over the whole Project period.

13 Specialist and Sub-consultant Service

- 13.1 The Consultant shall provide all specialists required for the satisfactory completion of the Project. No additional fees or expense for the provision of such services rendered locally or overseas shall be payable by the Government except as otherwise provided in the schedule of fees.
- 13.2 Under no circumstances should this Project be sub-contracted to any other parties.

14 Surveys

14.1 All field survey work required for the proper execution of the Project shall unless otherwise provide for in the Agreement, be the duty of the Consultant and shall be covered by the lump sum fee quoted for the Project. A copy of the field notes, field data and resultant plans arising from these surveys shall be handed over to the Commissioner's Representative upon completion of the Project. The accuracy as well as presentation of these surveys shall be of a standard agreed by the Commissioner's Representative.

15 Insurance

15.1 The amount of insurance cover to be maintained in accordance with sub-clause

47(A) of the General Conditions of Employment shall be equivalent to the lump sum fee of the Project.

15.2 The selected bidder should provide the Commissioner's Representatives with a certified true copy of the insurance cover and terms of insurance policy as soon as these are available, and shall, at the request of the Commissioner's Representatives, provide the Commissioner's Representatives with a certificate signed by and on behalf of the selected bidder's insurers as required under Clause 47(C) of the General Conditions of Employment.

16 Warranty Against Collusion

- 16.1 By submitting a quotation, a bidder is regarded to have represented and warranted to the Transport Department that in relation to the Invitation for Quotation for the Study:
 - (a) it has not communicated and will not communicate to any person other than the Transport Department the amount of any price submitted in its quotation;
 - (b) it has not fixed and will not fix the amount of any price submitted in its quotation by arrangement with any person;
 - (c) it has not made and will not make any arrangement with any person as to whether it or that other person will or will not submit a quotation; and
 - (d) it has not otherwise colluded and will not otherwise collude with any person in any manner whatsoever in the quotation process.
- 16.2 In the event that a bidder is in breach of any of the representations and/or warranties in Clause 16.1, the Transport Department is entitled to, without compensation to any person or liability on the part of the Transport Department :
 - (a) reject the bidder's quotation;
 - (b) if the Transport Department has accepted the quotation, withdraw its acceptance of the quotation; and

- (c) if the Transport Department has entered into the Agreement with the bidder, terminate the Agreement.
- 16.3 A bidder is regarded to have undertaken to indemnify and keep indemnified the Transport Department against all losses, damages, costs or expenses arising out of or in relation to any breach of any of the representations and/or warranties in Clause 16.1.
- 16.4 A breach by a bidder of any of the representations and/or warranties in Clause 16.1 may prejudice its future standing as contractor or service provider of the Transport Department.
- 16.5 Clause 16.1 shall have no application to bidder's communications in strict confidence with its own insurers or brokers to obtain an insurance quotation for computation of the prices quoted in its quotation, or with its professional advisers, consultants or sub-contractors to solicit their assistance in preparation of its quotation.
- 16.6 The rights of the Transport Department under Clause 16.1 to 16.4 are in addition to and without prejudice to any other rights or remedies available to it against the bidder.

17 Code of Conduct for Prevention of Bribery

- 17.1 Bidder is required to submit a Code of Conduct, which sets out guidelines and instructions provided for all its directors, staff directly employed by the bidder as well as staff of subcontractor to be engaged by the bidder involved in the Study, governing their actions and behaviour during their performance of duties under the Agreement in strict compliance with the Prevention of Bribery Ordinance. A sample of the Code of Conduct is shown on **Appendix 8**.
- 17.2 The selected bidder is required to seek comments of the Corruption Prevention Advisory Service (CPAS) of the Independent Commission Against Corruption (ICAC) on the Code of Conduct within 10 working days upon award of the Agreement. In case of any enquiry, the selected bidder may contact the CPAS at telephone no. 2526 6363 or by email at its address <u>cpas@cpd.icac.org.hk</u>.

- 17.3 The selected bidder is required to revise the Code of Conduct by incorporation of all comments given by the ASG and issue the revised version for compliance by the staff as mentioned in Clause 17.1 within 10 working days upon receipt of such comments from the ASG. The selected bidder should also require each of the staff as mentioned in Clause 17.1 to sign an undertaking signifying their understanding and acceptance of the Code of Conduct.
- 17.4 The Agreement is voidable if the selected bidder has failed to comply with the requirements under this Clause.

18 The Contracts (Right of Third Parties) Ordinance

18.1 The parties hereby declare that nothing in this Contract confers or purports to confer on any third party any benefit or any right to enforce any term of this Contract pursuant to the Contracts (Rights of Third Parties) Ordinance (Cap. 623).

19 Termination of Contract

19.1 Transport Department reserves the right for termination of the contract if the performance of the Consultant failed to meet the requirements of Transport Department. Fees will be payable according to the man-hours used for the field surveys being conducted (excluding pre-survey preparation work, pre-survey site visits, traveling and reporting work). The payment shall be paid within 30 days upon the receipt of the invoice after termination of the contract. The Consultant shall not claim against the Government for any losses, costs, charges, liabilities, demands, proceedings and actions that may arise out of or in consequence of such action by the Government.

Bus and Railway Branch Transport Department June 2017

Appendix 1

THE GOVERNMENT OF

THE HONG KONG SPECIAL ADMINISTRATIVE REGION

GENERAL CONDITIONS OF EMPLOYMENT

OF

ENGINEERING AND ASSOCIATED CONSULTANTS

FOR AN

INVESTIGATION ASSIGNMENT

1997 EDITION

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GENERAL CONDITIONS OF EMPLOYMENT OF ENGINEERING AND ASSOCIATED CONSULTANTS FOR AN INVESTIGATION ASSIGNMENT

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GENERAL CONDITIONS OF EMPLOYMENT OF ENGINEERING & ASSOCIATED CONSULTANTS FOR AN INVESTIGATION ASSIGNMENT

Definitions

1. In the Agreement as hereinafter defined the following words and expressions shall have the meaning hereby assigned to them except when the context otherwise requires :

"Agreement" means and includes the Memorandum of Agreement, General Conditions of Employment of Engineering & Associated Consultants for an Investigation Assignment, any Special Conditions of Employment, the Brief, Schedule of Fees and such other documents as may be referred to in the Memorandum of Agreement.

"Assignment" means that part of the Project undertaken by the Consultants as detailed in the Brief.

"Brief" means the document attached to the Memorandum of Agreement which describes the Project and sets out the details of the Assignment.

"Consultants" means the person, firm or company named in the Memorandum of Agreement and includes the Consultants' permitted assignees.

"Deliverables" means all the reports, drawings, documents, software, certificates and other items described in the Brief which are to be produced by the Consultants under the Assignment.

"Director" means the person designated in the Memorandum of Agreement to act as the Director or such other person as may be appointed from time to time by the Employer and notified in writing to the Consultants to act as the Director for the purposes of this Agreement and the person so designated or appointed may be described either by name or as the holder for the time being of a public office.

"Director's Representative" means the person designated in the Brief to act as the Director's Representative or such other person as may be appointed from time to time by the Director and notified in writing to the Consultants to carry out the duties of the Director's Representative and the person so designated or appointed may be described either by name or as the holder for the time being of a public office.

"Employer" means the Government of the Hong Kong Special Administrative Region.

"Government" means the Government of the Hong Kong Special Administrative Region.

"Project" means the scheme described in the Brief, of which the Assignment forms a part.

	"Services" means duties, work, services, surveys and investigations to be carried out and obligations to be fulfilled by the Consultants under this Agreement.
Singular and plural	2. Words and expressions in the singular include the plural and words and expressions in the plural include the singular where the context so implies.
Marginal headings	3. The index, marginal notes or headings in any documents forming part of the Agreement shall not in any way vary, limit or extend the interpretation of the Agreement.
Laws	4. The Agreement shall be governed by and construed according to the laws for the time being in force in Hong Kong.
Interpretation	5. The Interpretation and General Clauses Ordinance shall apply to the Agreement.
Memorandum of Agreement	6. The Consultants when called upon to do so shall enter into and execute a Memorandum of Agreement which shall be prepared at the cost of the Employer in the form annexed with such modifications as may be necessary.
Documents mutually explanatory	7. (A) Save to the extent that any Special Conditions of Employment provides to the contrary the provisions of the General Conditions of Employment shall prevail over those of any other document forming part of the Agreement.
	(B) Subject to sub-clause (A) of this Clause the several documents forming the Agreement are to be taken as mutually explanatory of one another but in the case of ambiguities and discrepancies the same shall be explained and adjusted by the Director's Representative.
Use of English Language and metric units	8. All the correspondence in connection with this Agreement shall be in English. All Deliverables shall be in English and metric units shall be used throughout, unless otherwise stated in the Brief or approved by the Director's Representative.
Confidentiality	9. (A) Save for the performance of the Services the Consultants shall not disclose the terms and conditions of this Agreement or any information, specification, documents, drawing, plan, software, data or particulars furnished by or on behalf of the Employer in connection therewith, to any person other than a person employed or engaged by the Consultants in carrying out this Assignment or any approved sub-consultants or the Consultants' legal and insurance advisers.

(B) Any disclosure to any person, sub-consultants or advisers permitted under sub-clause (A) of this Clause shall be in strict confidence and shall extend only so far as may be necessary for the purpose of this Agreement and the Consultants shall take all necessary measures to ensure the confidentiality of any such disclosure.

(C) The Consultants shall not without the prior written consent of the Director which approval shall not be unreasonably withheld publish, either alone or in conjunction with any other person, in any newspaper, magazine, or periodical, any article, photograph or illustration relating to this Agreement.

(D) If the Consultants have provided the Employer with documents and information which they have declared in writing to be confidential and stamped accordingly whether in relation to their practice or special circumstances or for other good causes, unless the Director within two months of receipt of such information by notice in writing disagrees, then that information will be treated as confidential. The Employer shall not permit the disclosure of such confidential information to third parties without the written consent of the Consultants.

10. (A) The Director's Representative shall keep the Consultants informed on such matters as may appear to him to affect the performance of the Services and shall give such assistance, approvals, and decisions in writing as and when they shall reasonably be required for the performance of the Services.

(B) All information relevant to the Assignment which is readily available shall be supplied free of charge to the Consultants subject to the provisions in the Brief. Any documents supplied free of charge to the Consultants shall be returned to the Director's Representative if so required.

(C) The Consultants shall take all necessary steps to approach the Director's Representative for the supply of information and for making additional copies of any information supplied.

11. The Consultants shall, through the Director's Representative, keep the Employer informed on all matters related to the Assignment within the knowledge of the Consultants including details of all staff employed by them in the performance of the Services and shall answer all reasonable enquiries received from the Director's Representative and render reports at reasonable intervals when asked to do so and shall assist the Director's Representative to form an opinion as to the manner in which they are proceeding with the Assignment.

12. (A) For a period of 12 years commencing with the completion of any works contract, supervision of which is part of the Services, the Consultants shall retain and provide spaces for that purpose all their records, measurement books, accounts and other information in respect of each works contract.

(B) The Consultants shall give assistance to authorised public officers for the purpose of audit inspection to inspect such records, measurement books, accounts and other information whatsoever and shall answer queries or supply information reasonably requested by such officers in pursuance of such audit inspection.

13. The Consultants shall, if reasonably possible, attend or be represented at all meetings convened by the Director's Representative to which they may be summoned and shall advise and assist the Director and the Director's Representative on all matters relating to the Services.

Information to be supplied by the Employer

Information to be supplied by the Consultants

Retention of documents and audit inspection

Attendance at meetings

Facilities for inspection

Approval of documents

Director's Representative

Amendments to the Brief

Written approval

Consultation

14. The Consultants shall at all times give to the Director, his representatives and any persons duly authorised by him reasonable facilities to inspect or view the contract works and the sites for the contract works and all plans, drawings, specifications, records and correspondence in their possession relevant to any works contracts covered by this Agreement.

15. (A) All drawings, designs, plans specifications, bills of quantities or other documents, matters or things prepared by the Consultants for or in connection with any invitation for tenders shall not be used for such purpose unless they shall first have been approved by the Director's Representative.

(B) The Consultants shall, when so requested by the Director's Representative, submit to him for his approval such drawings, designs, plans, specifications, bills of quantities or other documents, matters or things prepared by them as a direct requirement of the Assignment as he may specify or require.

(C) No such approval shall affect the responsibility of the Consultants in connection with the Services.

16. The Consultants shall take instructions and directions and, where appropriate, receive the Employer's decisions and views only through the Director's Representative and, subject to any limitations imposed by the Director's Representative in any letter of authority granted by him, such other person to whom the Director's Representative may delegate his powers.

17. (A) The Director's Representative shall make any changes to the Brief which he considers necessary or desirable for the successful completion of the Assignment or the Project.

(B) Any queries on, or suggestions for amendments to the Brief shall be referred to the Director's Representative for his clarification or instructions regarding further action.

18. The Consultants shall obtain the written approval of the Director's Representative prior to entering into any commitment to expenditure for which there is provision for reimbursement under the Schedule of Fees.

19. (A) The Consultants shall, as may be necessary for the successful completion of the Assignment, consult all authorities, including public utility companies, having rights or powers in connection with the Assignment and bodies or persons affected by the Assignment.

(B) The Consultants shall consult all persons and bodies listed in the Brief or who may be appointed by the Employer or nominated by the Director in regard to any particular aspect of the Project and in consequence thereof make such changes in the production of the Deliverables as may be approved by the Director's Representative. **20.** (A) The Consultants shall respond to queries on the findings and conclusions of this Assignment raised during the period defined in the Brief for such queries by the Director's Representative or by any consultant who may be appointed by the Employer for the subsequent stage of the Project.

(B) The Consultants shall use their best endeavours to respond to queries on the findings and conclusions of this Assignment raised after the period defined in the Brief for such queries by the Director's Representative or any person who may be appointed by the Employer or nominated by the Director's Representative.

21. The Employer shall become the exclusive owner of all Deliverables, save those Deliverables under licence or those Deliverables in respect of which there is a preexisting copyright or patent, supplied or produced by, for or on behalf of the Consultants under this Agreement. The liability of the Consultants in respect of the Employer's use of such Deliverables shall be limited to liabilities arising from uses contemplated under this Agreement or expressly agreed to in writing by the Consultants. The Employer hereby :

- (i) indemnifies the Consultants against all claims, damages, losses or expenses suffered by the Employer; and
- (ii) agrees to indemnify the Consultants against all claims, made by third parties against the Consultants;

arising out of or in connection with a use by the Employer of any Deliverable which use was not contemplated under this Agreement or not expressly agreed to in writing by the Consultants.

22. (A) The Consultants shall exercise all reasonable professional skill, care and diligence in the performance of all and singular the Services and, in so far as their duties are discretionary, shall act fairly between the Employer and any third party.

(B) The Consultants shall, in respect of any work done or information supplied by or on behalf of the Employer, report to the Director's Representative any errors, omissions and shortcomings of whatsoever nature of which the Consultants become aware in the performance of the Services.

(C) The Consultants shall indemnify and keep indemnified the Employer against all claims, damages, losses or expenses arising out of or resulting from any negligence in or about the conduct of and performance by the Consultants, their servants or agents, of all and singular the Services.

(D) In the event of any errors or omissions for which the Consultants are responsible and as a result of which the re-execution of the Services is required, the Consultants shall, without relieving any liability and obligation under the Agreement, at their own cost re-execute such Services to the satisfaction of the Director's Representative. Response to queries

Exclusive ownership

Care and diligence

23. The Consultants shall comply with all reasonable instructions of the Director or the Director's Representative. The Director's Representative shall issue to the Consultants general instructions on procedure and shall supply such additional information and standard Government printed forms as may be required. The Consultants shall follow the Employer's procedure so far as possible and shall obtain the prior approval in writing of the Director's Representative to major departures from such procedure. Nothing in this clause shall be deemed to affect the responsibility of the Consultants in connection with the Services.

Approval for 24. The Consultants when acting as Engineer to any works contracts shall variations and other obtain prior approval in writing of the Director's Representative to the order of a variation to the contract works or to the commitment otherwise of the Employer to expenditure under the works contract other than in respect of claims, if the value of such order or commitment is estimated to exceed the sum specified in the Brief, or if not specified in the Brief, as advised in writing by the Director's Representative. With the exception that in emergencies such prior approval shall not be required, provided that the order or other commitment is essential and that it is impractical to seek the prior approval of the Director's Representative.

> 25. Notwithstanding the requirements of Clause 24 the Consultants when acting as Engineer to any works contact shall :

- (i)refer the details of every variation to the contract works, including the reasons for it and its estimated value, to the Director's Representative for information as soon as the variation is ordered;
- (ii) as soon as the value of a variation to the contract works has been determined, refer the details of the evaluation to the Director's Representative for information;
- (iii) report to the Director's Representative all claims for additional payment made by the contractor and, except for those solely in respect of agreement of rates, refer the principles underlying their assessment of each claim, to enable the Employer to provide his view of the matter before the Consultants reach a decision; and
- (iv) report to the Director's Representative all delays to the progress of the contract works and, except for those delays solely in respect of inclement weather conditions or the hoisting of storm signals, refer their assessment of grant of extension of time for completion, if any, to enable the Employer to provide his view of the matter before the Consultants reach a decision.

26. (A) The Consultants may propose changes to some or all of the key dates specified in the Brief for incorporation into the draft programme prepared under subclause (B) of this Clause. If any of such proposed changes are agreed by the Director's Representative, who may impose conditions on his agreement, the corresponding key dates shall be changed and the changed dates incorporated into the draft programme.

Referral of variations and claims

expenditure

Instructions and

procedure

Programme to be submitted and agreed

(B) The Consultants shall submit a draft programme which shall be in accordance with the requirements of the Brief and shall incorporate the key dates specified in the Brief, including any changes agreed under sub-clause (A) of this Clause. The Director's Representative shall either agree the draft programme or instruct the Consultants to submit a revised draft programme which they shall do.

(C) If the Director's Representative does not agree the revised draft programme submitted under sub-clause (B) of this Clause, he shall issue an instruction under Clause 23.

(D) When the Director's Representative has agreed the draft programme or the revised draft programme submitted under sub-clause (B) of this Clause or such other draft programme as may result from sub-clause (C) of this Clause, the agreed draft programme or re-draft programme shall become the Programme for carrying out the Assignment and shall be amended only with the approval of the Director's Representative.

27. Payments under this Agreement shall be made in accordance with the Payment Schedule of Fees.

28. Unless provided otherwise, the fees quoted in the Schedule of Fees shall be inclusive of all labour, materials and expenses incurred in the performance of the Services.

29. Unless provided otherwise, payments shall be made in Hong Kong in Hong Kong dollars.

30. (A) The Consultants shall specify in their claims for fees on a time basis and any reimbursement expenses associated with these fees incurred by the Consultants or one of their associated firms in a currency other than Hong Kong dollars the calendar month during which the Services to which they relate are performed. Payment shall be arranged by conversion to Hong Kong dollars at the Selling (T.T.) rate in use by the Hong Kong and Shanghai Banking Corporation at the commencement of business on the last working day of that month.

(B) The Consultants shall specify in their claims for other reimbursement expenses incurred in currencies other than Hong Kong dollars the date on which the expenses were paid. Payment shall be arranged by conversion to Hong Kong dollars at the Selling (T.T.) rate in use by the Hong Kong and Shanghai Banking Corporation at the commencement of business on the date the expense was paid.

(C) Payment of claims under sub-clauses (A) and (B) of this Clause may alternatively be arranged by conversion to Hong Kong Dollars at the actual rate of exchange used, on production of a copy of the relevant exchange receipt issued by the bank. Payment in Hong Kong dollars

Fees to be inclusive

Expenses incurred in currencies other than Hong Kong dollars Payment of accounts

31. (A) Except as provided for in sub-clause (B) of this Clause accounts of all money due from the Employer to the Consultants in accordance with this Agreement shall be paid within 28 days after receipt of the Consultants' invoice by the Director's Representative. In the event of failure by the Employer to make payment to the Consultants in compliance with the provisions of this Clause the Employer shall pay to the Consultants interest at the judgement debt rate prescribed from time to time by the Rules of the Supreme Court (Chapter 4 of the Laws of Hong Kong)) (interpreted in accordance with the Hong Kong Reunification Ordinance) upon any overdue payment from the date on which the same should have been made.

(B) If any item or part of an item of an account rendered by the Consultants is reasonably disputed or reasonably subject to question by the Employer, the Employer shall within 14 days after receipt of the invoice by the Director's Representative inform the Consultants in writing of all items under dispute or subject to question. Payment by the Employer of the remainder of that account shall not be withheld on such grounds and the provisions of sub-clause (A) of this Clause shall apply to such remainder.

Rendering of accounts **32.** The Consultants shall render their accounts for interim payments in accordance with the Schedule of Fees.

Payment for additional Services 33. The Consultants shall be entitled to payment for the performance of any Services which they could not reasonably have anticipated at the time of entering into this Agreement resulting from:

- (i) explanations or adjustments made under Clause 7;
- (ii) changes to the Brief made under sub-clause (A) of Clause 17;
- (iii) clarifications or instructions given under sub-clause (B) of Clause 17;
- (iv) appointments or nominations made under sub-clause (B) of Clause 19;
- (v) responding to queries under sub-clause (B) of Clause 20; and
- (vi) instructions given under Clause 23.

Provided that such Services are not attributable to default on the part of the Consultants.

Reduction of lump **34.** sum fees

- If there shall be a reduction in the Services resulting from :
- (i) explanations or adjustment made under Clause 7;
- (ii) changes to the Brief made under sub-clause (A) of Clause 17;
- (iii) clarifications or instructions given under sub-clause (B) of Clause 17;

- (iv) appointments or nominations made under sub-clause (B) of Clause 19; and
- (v) instructions given under Clause 23;

then the Employer shall be entitled to a reduction in the lump sum fees in respect of such a reduction in the Services.

35. (A) The Consultants shall be entitled to payment in respect of any additional costs they incur as a result of delays arising during the performance of the Services provided that the delays are not attributable to default on the part of the Consultants.

(B) The Consultants shall notify the Director's Representative when a delay arises and shall detail what in their opinion are the reasons for the delay, the consequences or likely consequences of the delay and any additional costs they have incurred or may incur.

(C) The Consultants shall keep such contemporary records as may reasonably be necessary to support any claim for payment under this Clause and shall give to the Director's Representative details of the records being kept in respect thereof. Without necessarily admitting the Employer's liability, the Director's Representative may require the Consultants to keep and agree with the Director's Representative any additional contemporary records as are reasonable and may in the opinion of the Director's Representative be material to the claim. The Consultants shall permit the Director's Representative to inspect all records kept pursuant to this Clause and shall supply copies thereof as and when the Director's Representative so requires.

(D) After the giving of a notice of delay to the Director's Representative under sub-clause (B) of this Clause, the Consultants shall, as soon as is reasonable, send to the Director's Representative a first interim account giving full and detailed particulars of the circumstances giving rise to the delay and any additional costs they incurred. Thereafter at such intervals as the Director's Representative may reasonably require, the Consultants shall send to the Director's Representative further up-to-date accounts giving the accumulated total of the additional costs and any further full and detailed particulars in relation thereto.

(E) If the Consultants fail to comply with the provisions of sub-clause (B) of this Clause in respect of any claim, such claim shall not be considered.

(F) If the Consultants fail to comply with the provisions of sub-clauses (C) or (D) of this Clause in respect of any claim, the Director's Representative may consider such claim only to the extent that the Director's Representative is able on the information made available.

(G) The Consultants shall take all reasonable steps to mitigate the costs which may be incurred as a result of the delays.

Payment for delays

36. *Not used.*

Non-assignment

Employment and replacement of subconsultants **37.** The Consultants shall not have the right to assign or transfer the benefit and obligations of this Agreement or any part thereof.

38. The Consultants shall obtain the prior written approval of the Director's Representative to :

- (i) the appointment of sub-consultants to undertake any part of the Services; and
- (ii) the replacement of any sub-consultant appointed under sub-clause (i) of this Clause.

39. The appointment of sub-consultants to undertake any part of the Services shall not relieve the Consultants from any liability or obligation under this Agreement and they shall be responsible for the acts, default and neglects of any sub-consultant, his agents, servants or workmen as fully as if they were the acts, default and neglects of the Consultants, their agents, servants or workmen.

40. *Not used.*

41. (A) This Agreement may be suspended or terminated by the Employer at any time, by the Director's Representative giving the Consultants 3 months' notice in writing.

(B) On suspension or termination the Consultants shall be paid all fees and expenses commensurate with the Services performed by them up to the date of suspension or termination which may then be due.

(C) In the event of suspension or termination the Consultants shall be entitled to reimbursement of the actual cost of or an amount in fair compensation for any financial commitment or obligation outstanding after the giving of the notice of suspension or termination which they have properly incurred in accordance with this Agreement prior to the giving of the notice of suspension or termination.

(D) The payments referred to in sub-clauses (B) and (C) of this Clause shall be deemed in full and final payment for the Services up to the date of suspension or termination.

(E) In the event of suspension and subsequent resumption of this Agreement the Consultants shall be reimbursed any expenses necessarily incurred as a result of such resumption.

(F) If this Agreement is resumed any payment of fees under this Clause except in respect of abortive work that has to be re-done shall rank as payment on account towards the fees payable under this Agreement.

Suspension.

resumption

termination

or

Liability of

consultants

Consultants for acts

and default of sub-

(G) Should this Agreement continue to be suspended for a period of more than two years then either :

(i) it shall be terminated upon the written notice of either party; or

(ii) it may be renegotiated with the agreement of both parties.

42. (A) The Consultants shall not be liable for any failure to perform the Services caused by the special risks.

(B) Should the performance by the Consultants of the Services be prevented or adversely affected by the special risks, they shall forthwith give notice in writing thereof to the Director and, subject to such notice having been given, shall be reimbursed any extra costs and expenses as may have been necessarily incurred by reason of the special risks.

(C) If at any time by reason of the special risks it shall be impossible or impracticable to give notice in writing to the Director in Hong Kong under the provisions of sub-clause (B) of this Clause, such notice may be given by or on behalf of the Consultants to any Economic and Trade Office of the Government wherever situated.

(D) Should the performance of the Services be wholly or substantially prevented by the special risks for a period of not less than 90 consecutive days, the Consultants shall be entitled at the expiration of such period of 90 days to give to the Director not less than 14 days' notice in writing terminating this Agreement. Upon the expiration of such notice, the Consultants shall be entitled to receive the same remuneration and reimbursement as if the Agreement had been terminated by the Director under Clause 41 plus any payments which may have become payable under sub-clause (B) of this Clause.

(E) For the purpose of this Clause "the special risks" means the outbreak of war affecting Hong Kong, hostilities (whether war be declared or not), invasion, acts of foreign enemies, rebellion, revolution, military or usurped power, the overthrow whether by external or internal means of the Government, civil war, riot, disturbances, civil commotion or any similar cause beyond the control of the Consultants which prevents or adversely affects the performance of the Services.

43. The Consultants shall have the right to appeal to the Director against any instruction or decision of the Director's Representative which they consider to be unreasonable.

44. (A) If any dispute or difference of any kind whatsoever shall arise between the Employer and the Consultants in connection with or arising out of this Agreement, either party shall be entitled to refer the dispute or difference to the Director and the partner or director of the Consultants, who shall meet within 21 days of such matter being referred to them.

Appeal to Director

Settlement of disputes

Special risks

 (\mathbf{B}) If the dispute or difference cannot be resolved within 2 months of a meeting under sub-clause (A) of this Clause or upon written agreement that the dispute or difference cannot be resolved, either the Employer or the Consultants may at any time thereafter request that the matter be referred to mediation in accordance with and subject to the Hong Kong Government Mediation Rules or any modification thereof for the time being in force.

(C)If the matter cannot be resolved by mediation, or if either the Employer or the Consultants do not wish the matter to be referred to mediation then either the Employer or the Consultants may within the time specified herein require that the matter shall be referred to arbitration in accordance with and subject to the provisions of the Arbitration Ordinance or any statutory modification thereof for the time being in force and any such reference shall be deemed to be a submission to arbitration within the meaning of such Ordinance. Any such reference to arbitration shall be made within 90 days of either the refusal to mediate, or the failure of the mediation.

(D)The Hong Kong International Arbitration Centre Domestic Arbitration Rules shall apply to any arbitration instituted in accordance with this Clause unless the parties agree to the contrary.

Prevention of 45. The Consultants shall inform their employees who are engaged either directly or indirectly on the formulation and implementation of a Government project that the soliciting or accepting of an advantage as defined in the Prevention of Bribery Ordinance is not permitted. The Consultants shall also caution their employees against soliciting or accepting any excessive hospitality, entertainment or inducements which would impair their impartiality in relation to the Government projects.

> 46. On appointment and during the currency of this Agreement, the (A) Consultants must declare any interest if it is considered to be in real or apparent conflict with the Services. The Consultants shall not undertake any services, which could give rise to conflict of interest, except with the prior approval of the Director's Representative which approval shall not be unreasonably withheld.

> (B) In any case, the Consultants or any of their associated companies shall not undertake any services for a contractor in respect of a contract between that contractor and the Employer for which the Consultants are providing a service to the Employer.

> 47. (A) Without limiting their obligations and responsibilities nor their liability to indemnify the Employer under Clause 22 the Consultants shall, as from the date of commencement of this Agreement, and thereafter, maintain a minimum insurance cover of an amount as defined in the Brief to meet any claims that may be made by the Employer in respect of any negligence in or about the conduct of and performance by the Consultants, their servants and agents of all and singular the Services. The Consultants shall use their best endeavours to maintain the said cover for a period of six years from completion of the works under the Assignment. Either in the same policy or additionally, the Consultants shall maintain sufficient insurance, for the like period, as would properly protect the Consultants against any claims by third parties in respect of the performance of the Services by the Consultants.

bribery

Declaration of interest

Insurance

(B) In the event that through no fault of the Consultants it becomes impractical or unreasonable to maintain the said cover for the full period required by sub-clause (A) of this Clause, the Director's Representative may approve alternative arrangements.

(C) The foregoing insurance policy or policies shall be effected with an insurer (or insurers) and in terms acceptable to the Employer. Throughout the period of insurance the Consultants shall each year lodge with the Employer a certificate signed by and on behalf of the Consultants' insurers stating that the said policy or policies of insurance remain in force.

Appendix 2 (Total 10 pages)

SPECIAL CONDITIONS OF EMPLOYMENT

Commissioner and Commissioner's Representative

S.C.E. 1 Replace the terms "Director" and "Director's Representative" by "Commissioner" and "Commissioner's Representative" respectively in the General Conditions of Employment.

Disclosure of Fees Payable to the Consultants S.C.E. 2.1 The Consultants hereby irrecoverably authorize, consent and agree that the Employer may, whenever the Employer considers appropriate or upon request by any person (written or otherwise) and without further reference to the Consultants, disclose to any person in such form and manner as the Employer deems fit -

 the fees, costs and expenses payable by the Employer for erigaging the Consultants; and

(b) the lump sum fee proposal submitted by the selected Consultants (in case of assignment remunerated on lump sum fee basis) / the notional time charge ceiling for the consultancy study (in case of assignment remunerated on time-charge basis) / the estimated lump sum fee calculated based on the percentage-fee proposal submitted by the selected consultant (in case of assignment remunerated on percentage-fee basis).

S.C.E. 2.2 The Consultants hereby waive and forego their right, if any, to make any claims against the Employer for any losses, damages, costs, charges, liabilities, demands, proceedings and actions that may arise out of or in consequence of such disclosure by the Employer.

Exclusive Ownership S.C.E. 3 Clause 21 of General Conditions of Employment is deleted and replaced with the following clauses:-

(A) The Employer shall become the absolute and exclusive owner of all Deliverables and all intellectual property rights subsisting therein free from all encumbrances save these intellectual property rights belonging to a third party in respect of which sub-clause (C) of this Clause shall apply.

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(B) The Consultants hereby undertake and warrant to the Employer that they are, except in respect of those Deliverables referred to in sub-clause (C) of this Clause, the sole legal and beneficial owner of all intellectual property rights in all Deliverables.

angagi gagan menangi kenangan menangan menangan dari sarah sebagi kenangan sebagi kenangan sebagi kenangan seba

The Consultants hereby further undertake and warrant to the (C)Employer that to the extent that beneficial ownership of any intellectual property rights subsisting in any Deliverables are vested in anyone other than the Consultants, the Consultants shall procure that the beneficial owner shall grant to the Employer and any person as the Director's Representative may instruct : (i) a transferable, non-exclusive, royalty-free and irrevocable licence (carrying the right to grant sub-licences) to utilize the intellectual property rights in such Deliverables for all purposes contemplated under this Agreement or expressly agreed to in writing by the relevant beneficial owner thereof; and (ii) an indemnity upon the same terms mutatis mutandis as those set out in sub-clause (E) of this Clause. For the avoidance of doubt, any such licence and indemnity granted shall not be determined if this Agreement is suspended or determined pursuant to Clause 41 or otherwise.

(D) The Consultants shall, at the request of the Director's Representative, do such acts and execute all such deeds and documents (or procure that the same be done or executed) as the Director's Representative may require to vest any or all of the rights referred to in this Clause in the Employer or any other person as the Director's Representative may instruct. The Consultants shall bear their own costs and expenses in relation thereto.

(E) The Consultants hereby indemnify the Employer against all claims, proceedings, actions, damages and losses incurred or sustained by the Employer arising from the use of the Deliverables and the intellectual property rights subsisting therein (whether owned by the Consultants or other parties) provided that in respect of those intellectual property rights referred to in sub-clause (C) of this Clause, the liability of the Consultants under this sub-clause (E) shall be limited to liability arising from uses for the purposes contemplated under this Agreement or expressly agreed to in writing by the relevant beneficial owner thereof. The indemnity herein shall survive termination of this

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Agreement.

(F) Solely for the purpose of this Clause, "Deliverables" means all the reports, drawings, documents, software, certificates or other items described in the Brief (whether or not such reports, drawings, documents, software, certificates or other items described in the Brief are in completed forms or otherwise) which are to be produced by the Consultants under the Assignment.

S.C.E. 4 Clause 41 of General Conditions of Employment is amended by adding the following sub-clause:-

(H) Upon suspension or termination the Consultants shall forthwith at their own costs deliver to the Director's Representative number of copies as stated in the Study Brief of all Deliverables thus far carried out up to the date of suspension or termination.

Appointment and S.C.E. 5 Replacement of Key Team Member (a)

appoint the Key Team Member as proposed in the

The Consultant shall :

Technical Proposal submitted to Transport Department vide letter dated _____; and

not replace the Key Team Member appointed under

sub-clause (a) of this clause without the prior written

(b)

approval of the Director's Representative.

S.C.E. 6 General Conditions of Employment Clause 47 is deleted and replaced by the following:

(a) Without limiting their obligations and responsibilities nor their liability to indemnify the Employer under Clause 22 the Consultants shall, as from the date of commencement of this Agreement, and thereafter, maintain professional indemnity insurance with a minimum cover of an amount as stated in the Brief to meet any claims that may be made by the Employer in respect of any negligence in or about the conduct of and performance by the Consultants, their servants and agents of all and singular the Services. The Consultants shall use their best endeavours to maintain the said cover for a period of 6 years from

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Professional · Indemnity Cover

Suspension,

termination

resumption or

completion of the Services under the Assignment. Either in the same policy or additionally, the Consultants shall maintain sufficient insurance, for the like period, as would properly protect the Consultants against any claims by third parties in respect of the performance of the Services by the Consultants.

(b) In the event that the insurance cover required by sub-clause (a) above ceases to be available at reasonable commercial rates, the Consultants shall maintain professional indemnity insurance at the maximum level of cover which is available at reasonable commercial rates, provided that the Consultants has obtained the prior agreement in writing of the Employer to such reduced level of insurance cover.

(c) If the Consultants shall fail upon request to produce to the Employer satisfactory evidence that there is in force professional indemnity insurance required by sub-clause (a) above or as may have been agreed in accordance with sub-clause (b) above, the Employer may effect and keep in force any such insurance and pay such premium as may be necessary for that purpose. The Employer shall be entitled to deduct such premium, together with expenses incurred from any sums due to the Consultants under the Agreement and/or to recover such amount as a debt from the Consultants.

Payment of accounts

S.C.E. 7 Clause 31 of the General Conditions of Employment is deleted and replaced by the following:

(A) Except as provided for in sub-clause (B) of this Clause accounts of all money due from the Employer to the Consultants in accordance with this Agreement shall be paid within 28 days after receipt of the Consultants' invoice by the Director's Representative. In the event of failure by the Employer to make payment to the Consultants in compliance with the provisions of this Clause the Employer shall pay to the Consultants interest at one percent below the judgment debt rate prescribed from time to time by the Rules of the High Court (Chapter 4 of the Laws of Hong Kong) upon any overdue payment from the date on which the same should have been made.

(B) If any item or part of an item of an account rendered by the Consultants is reasonably disputed or reasonably subject to question by

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the Employer, the Employer shall within 14 days after receipt of the invoice by the Director's Representative inform the Consultants in writing of all items under dispute or subject to question. Payment by the Employer of the remainder of that account shall not be withheld on such grounds and the provisions of sub-clause (A) of this Clause shall apply to such remainder.

Settlement of disputes

S.C.E. 8 Sub-clause (D) of General Conditions of Employment Clause 44 shall be replaced by the following:

(i) Subject to paragraphs (ii) and (iii) of this sub-clause, the Hong Kong International Arbitration Centre Domestic Arbitration Rules (the Arbitration Rules) shall apply to any arbitration instituted in accordance with this Clause.

(ii) Notwithstanding Article 8.2 and Article 13 of the Arbitration Rules, the place of meetings and hearings in the arbitration shall be Hong Kong unless the parties otherwise agree.

(iii)

(D)

Article 26 of the Arbitration Rules shall be deleted and replaced by:

'26.1 The arbitration proceedings are private and confidential between the parties and the arbitrator. No information relating to the arbitration shall be disclosed by any person without the written consent of each and every party to the arbitration. Disclosures are permissible where disclosures –

(a) are necessary for implementation or enforcement;

(b) are required by the parties' auditors or for some other legitimate business reason;

(c) are required by any order of the courts of Hong Kong or other judicial tribunal;

(d) which are necessary for the making of claims against



any third party or to defend a claim brought by any third party.

26.2 Notwithstanding Article 26.1 and subject to the following provisions, the party comprising the Government of the Hong Kong Special Administrative Region (the Government party) may disclose the outline of any dispute with the other party and the outcome of the arbitration to the Public Accounts Committee of the Legislative Council upon its request. Before disclosures are made to the said Committee, the Government party shall inform the other party. Disclosures shall not be made to the said Committee before expiry of the first 6 months from the date of the outcome of the arbitration without the written consent of the other party but such consent shall not be unreasonably withheld. The other party shall be deemed to have given his consent to disclosures on the expiry of the first 6 months from the date of the outcome of the arbitration. The other party may, if he considers necessary to protect the sensitive nature of certain information relating to him, request the Government party to disclose such specified information to the said Committee strictly on a confidential basis. If the Government party considers that there are legitimate grounds to accede to the other party's request, the Government party shall convey the request to the said Committee for its consideration.'

Confidentiality

S.C.E. 9 Replace Clause 9 of the General Conditions of Employment by the following clause:

(A) Except as necessary for the performance of the Services the Consultants shall not (except with the prior written consent or as instructed by the Director's Representative) disclose the terms and conditions of this Agreement or any report, document, specification, drawing, plan, software, data or other particulars furnished by or on behalf of the Employer in connection therewith, or any such or similar information generated or produced by the Consultants pursuant to this Agreement, to any person other than a person employed or engaged by the Consultants in carrying out this Assignment, an agent of the Consultants, any approved sub-consultant or the Consultants' accountants, insurers and legal advisers.

(B) Any disclosure to any person, agent, sub-consultant, accountant, insurer, legal adviser permitted under sub-clause (A) of this clause shall be in strict confidence and shall be on a "need to know" basis and extend only so far as may be necessary for the purposes of this Agreement.

(C) The Consultants shall take all necessary measures (including by way of contractual provisions where appropriate) to ensure that their employees, agents, sub-consultants and advisers as mentioned in sub-clause (A) are aware of and shall comply with the confidentiality and non-disclosure provisions contained in this Agreement. If required by the Employer, the Consultants undertake to procure for and on behalf of the Employer a confidentiality agreement in a form to be prescribed by the Employer from any employee, agent, sub-consultant and adviser to whom any confidential information is to be disclosed.

(D) The Consultants shall not without the prior written consent of the Director's Representative publish, either alone or in conjunction with any other person, in any newspaper, magazine, periodical or through any electronic medium, any article, photograph or illustration relating to this Agreement.

(E) If the Consultants have provided the Employer with documents and information which they have declared in writing to be confidential and stamped accordingly whether in relation to their practice or special circumstances or for other good causes, unless the Director within two months of receipt of such information by notice in writing disagrees, then that information will be treated as confidential. In relation to disputes between the Employer and the Consultants, the Employer may subject to the following provisions disclose the outline of any dispute and the terms of settlement for which a settlement agreement has been reached with the Consultants or the outcome of the arbitration or any other means of resolution of dispute to the Public Accounts Committee of the Legislative Council upon its request. Before disclosures are made to the said Committee, the Employer shall inform the Consultants.

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Disclosures shall not be made to the said Committee before expiry of the first 6 months from the date of the settlement agreement, arbitration award or, as the case may be, outcome of other means of resolution of dispute without the written consent of the Consultants but such consent shall not be unreasonably withheld. The Consultants shall be deemed to have given their consent to disclosures on the expiry of the first 6 months from the date of the settlement agreement, arbitration award or, as the case may be, outcome of other means of resolution of dispute. The Consultants may, if they consider necessary to protect the sensitive nature of certain information relating to them, request the Employer to disclose such specified information to the said Committee strictly on a confidential basis. If the Employer considers that there are legitimate grounds to accede to the Consultants' request, the Employer shall convey the request to the said Committee for its consideration.

(F) The Consultants shall indemnify and keep indemnified the Employer against all loss, liabilities, damages, costs, legal costs, professional and other expenses of any nature whatsoever the Employer may suffer, sustain or incur, whether direct or consequential, arising out of or in connection with any breach by the Consultants or their employees, agents, sub-consultants, accountants, insurers or legal adviser of this clause.

(G) The provision of this Clause shall survive the termination of this Agreement (however occasioned) and shall continue in full force and effect notwithstanding such termination.

Prevention of bribery S.C.E. 10 Replace Clause 45 of the General Conditions of Employment by the following clause:

The Consultants shall prohibit their employees, agents and sub-consultants who are involved in this Assignment from offering, soliciting or accepting any advantage as defined in the Prevention of Bribery Ordinance, Cap 201. The Consultants shall also caution their employees, agents and sub-consultants against soliciting or accepting any excessive hospitality, entertainment or inducements which would impair their impartiality in relation to the Assignment. The Consultants shall take all necessary measures (including by way of contractual provisions and/or providing training workshops where

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appropriate) to ensure that their employees, agents and sub-consultants are aware of the aforesaid prohibition and will not solicit or accept any advantages, excessive hospitality etc when conducting business in connection with this Agreement.

Declaration of interest

S.C.E. 11 Add the following sub-clauses to the end of Clause 46 sub-clause (B) of the General Conditions of Employment:

(C) The Consultants shall require their employees, agents and sub-consultants who are involved in this Agreement to declare in writing to the Consultants any conflict or potential conflict between their personal/financial interests and their duties in connection with this Agreement. In the event that such conflict or potential conflict is disclosed in a declaration, the Consultants shall forthwith take such reasonable measures as are necessary to mitigate as far as possible or remove the conflict or potential conflict so disclosed.

(D) The Consultants shall prohibit their employees who are involved in this Agreement from engaging in any work or employment other than in the performance of this Agreement, with or without remuneration, which could create or potentially give rise to a conflict between their personal/financial interests and their duties in connection with this Agreement. The Consultants shall require their agents and sub-consultants to impose similar restriction on their employees by way of a contractual provision.

(E) The Consultants shall take all necessary measures (including by way of contractual provisions where appropriate) to ensure that their employees, agents and sub-consultants who are involved in this Agreement are aware of the provisions under the aforesaid sub-clauses (C) and (D).

Declaration of ethical commitment S.C.E. 12 The Consultants shall submit a signed declaration in a form prescribed or approved by the Employer to confirm compliance with the provisions on ethical commitment and confidentiality as stated in SCE Clauses 9, 10 and 11 when demand is made for payment under this Agreement at a frequency, which shall not be more frequent than once per month, as specified by the Director's Representative. If the Consultants fail to submit the declaration as required, the Employer

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shall be entitled to withhold payment until such declaration is submitted and the Consultants shall not be entitled to interest in that period.

Acknowledgement of being notified of the ethical requirements

S.C.E. 13 The Consultants acknowledge that they have been reminded that dishonesty, theft and corruption on their part or those of their employees, agents or sub-consultants who are involved in this Agreement may lead to prosecution under, without limitation, section 9 of the Prevention and Bribery Ordinance, Cap 201; section 17, section 18D or section 19 of the Theft Ordinance, Cap 210 and section 161 of the Crimes Ordinance, Cap 200. These offences commonly carry upon conviction terms of imprisonment.

Franchised Bus Servics in Hong Kong

Operator	Route No.	Origin	Destination		
CTB 1		Felix Villas	Happy Valley (Upper)		
СТВ	6	Central (Exchange Square)	Stanley Prison (Via Ma Hang)		
CTB 6			Stanley Prison (Via Chung Hom Kok &		
		Central (Exchange Square)	Ma Hang)		
CTB	6	Central (Exchange Square)	Stanley Prison (Omit Ma Hang)		
		Shek Pai Wan Estate Public Transport			
CTB 7		Interchange	Central (Central Ferry Piers)		
CTB	10	Kennedy Town	North Point Ferry		
CTB	11	Central (Ferry Piers)	Jardine's Lookout (Circular)		
СТВ	11	Yee Wo Street	Central (Ferry Piers)		
СТВ	11	Mount Butler Road (Jardine Court)	Central (Ferry Piers)		
СТВ	11	Central (Ferry Piers)	Tai Hang Drive		
СТВ	11	Central (Central Ferry Piers)	Tai Hang Drive		
СТВ	11	Central (Ferry Piers)	Jardine's Lookout		
СТВ	12	Central (Central Ferry Piers)	Robinson Road (Circular)		
CTB	19	Siu Sai Wan (Island Resort)	Tai Hang Road		
CTB	40	Wah Fu (North)	Wan Chai North		
СТВ	48	Ocean Park	Wah Fu (Circular)		
СТВ	48	Sham Wan	Wah Fu (Circular)		
CTB	48	Sham Wan	Wah Fu		
CTB	70	Wah Kwai	Central (Exchange Square)		
СТВ	70	Aberdeen	Central (Exchange Square)		
СТВ	71	Wong Chuk Hang	Central (Wing Wo Street)(Circular)		
CTB	72	Wah Kwai	Causeway Bay (Moreton Terrace)		
СТВ	73	Cyberport / Wah Fu (North)	Stanley Prison		
СТВ	75	Shum Wan Public Transport Terminus	Central (Exchange Square)		
n		Shek Pai Wan Estate Public Transport	Causeway Bay (Pennington		
CTB	76	Interchange	Street)(Circular)		
СТВ	77	Tin Wan Estate	Shau Kei Wan		
СТВ	85	Siu Sai Wan (Island Resort)	Braemar Hill (Circular)		
СТВ	85	Siu Sai Wan (Island Resort)	North Point Ferry		
СТВ	90	Ap Lei Chau Estate	Central (Exchange Square)		
СТВ	96	Lei Tung Estate	Causeway Bay (Moreton Terrace)		
СТВ	97	Lei Tung Estate	Central (Exchange Square)		
СТВ	98	Lei Tung Estate	Aberdeen (Chengtu Road)		
СТВ	99	South Horizons	Shau Kei Wan		
CTB	260	Central (Exchange Square)	Stanley Prison		
CTB	314	Siu Sai Wan (Island Resort)	Stanley (Circular)		
CTB	511	Tai Hang Drive	Central (Central Ferry Piers)		
CTB	592	South Horizons	Causeway Bay (Moreton Terrace)		
СТВ	592	Ap Lei Chau Estate	Causeway Bay (Moreton Terrace)		
CTB	629	Central (Star Ferry)	Ocean Park (Main Entrance)		
CTB	780	Chai Wan (East)	Central (Central Ferry Piers)		
CTB	788	Siu Sai Wan (Island Resort)	Central (Central Ferry Fiers) Central (Macau Ferry)		
CTB	789	Siu Sai Wan (Island Resort)			
	107	Sta Sar Wan (Istand Resolt)	Admiralty (Rodney Street) Wan Chai North		

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Operator	Route No.	Origin	Destination
CTB	930	Tsuen Wan West Station	Wan Chai North
СТВ	962	Tuen Mun (Lung Mun Oasis)	Causeway Bay (Moreton Terrace)
СТВ	967	Tin Shui Wai North (Tin Yan Estate)	Admiralty Station (West)
СТВ	969	Tin Shui Wai Town Center	Causeway Bay (Moreton Terrace)
СТВ	969	Tin Yiu Estate	Causeway Bay (Moreton Terrace)
СТВ	969	Kingswood Villas (Locwood Court)	Causeway Bay (Moreton Terrace)
СТВ	973	Tsim Sha Tsui East (Mody Road)	Stanley
СТВ	12A	Admiralty (Tamar Street)	Macdonnell Road (Circular)
СТВ	12M	Admiralty (Tamar Street)	Park Road (Circular)
СТВ	19P	Shau Kei Wan	Tai Hang Road
СТВ	1P	Happy Valley (Wong Nai Chung Road)	Central (Central Market)
СТВ	1P	Central (Des Voeux Road Central Outside Hang Seng Bank Headquarters)	Happy Valley (Upper)
СТВ	25A	Wan Chai (Hong Kong Convention And Exhibition Centre Extension)	Braemar Hill (Circular)
СТВ	37A	Chi Fu Fa Yuen	Admiralty (Circular)
СТВ	37B	Chi Fu Fa Yuen	Central (Circular)
СТВ	37B	Central (Exchange Square)	Chi Fu Fa Yuen
СТВ	37X	Chi Fu Fa Yuen	Central (Circular)
СТВ	40M	Wah Fu (North)	Admiralty (Central Government Office)
СТВ	40P	Wah Fu (North)	Robinson Road
CTB	40P	Shum Wan Public Transport Terminus	Robinson Road
СТВ	40P	Wah Kwai	Robinson Road
СТВ	41A	Wah Fu (Central)	North Point Ferry
СТВ	43M	Tin Wan Estate	Shek Tong Tsui(Des Voeux Road West Near Hill Road)(Circular)
СТВ	47P	Kennedy Town (Belcher Bay Temporary Bus Terminus)	Wong Chuk Hang
СТВ	5B	Kennedy Town	Hong Kong Stadium
CTB	5B	Kennedy Town	Causeway Bay
CTB	5B	Causeway Bay	Kennedy Town
CTB	5X	Kennedy Town	Causeway Bay (Whitfield Road)
CTB	6A	Central (Exchange Square)	Stanley Fort Gate
CTB	6X	Central (Exchange Square)	Stanley Prison
CTB	70P	Shek Pai Wan Estate Public Transport Interchange	Central (Exchange Square)
СТВ	71P	Sham Wan Public Transport Terminus	Central (Central Ferry Piers)
CTB	72A	Shum Wan Public Transport Terminus	Causeway Bay (Moreton Terrace)
СТВ	73P	Aberdeen (Ocean Court)	Cyberport
CTB	77X	Wah Kwai Estate	Sai Wan Ho (Tai Hong Street)
CTB	780P	Chai Wan (Hing Wah Estate)	Central (Central Ferry Piers)
CTB	85A	Oi Yin Street	Braemar Hill
СТВ	85A	Island Place	Shau Kei Wan
CTB	85A	Shau Kei Wan	Braemar Hill
CTB	85P	Siu Sai Wan (Island Resort)	Braemar Hill
CTB	8X	Siu Sai Wan (Island Resort)	Happy Valley (Lower)

Operator	Route No.	Origin	Destination
СТВ	90B	South Horizons	Admiralty Station (East)
СТВ	90C	Ap Lei Chau (Main Street, Ap Lei Chau)	Central (Jardine House)
СТВ	930A	Tsuen Wan (Discovery Park)	Wan Chai North
СТВ	930X	Wan Chai North	Tsuen Wan (Discovery Park)
СТВ	93C	Main Street Ap Lei Chau	Caine Road
СТВ	93C	Tin Wan Estate Bus Terminus	Caine Road
CTB	95C	Ap Lei Chau Estate	Chi Fu Fa Yuen (Circular)
СТВ	95P	Tin Wan Estate	Ap Lei Chau Estate
СТВ	962A	Tuen Mun (Yuet Wu Villa)	Admiralty(Cotton Tree Drive Slip Road Outside Lippo Centre)
СТВ	962B	Tuen Mun (Chi Lok Fa Yuen)	Causeway Bay (Moreton Terrace)
СТВ	962B	Tuen Mun (Chi Lok Fa Yuen)	Admiralty (West)
СТВ	962B	Luard Road	Tuen Mun (Chi Lok Fa Yuen)
СТВ	962C	Quarry Bay (King's Road Opposite Sunway Gardens)	
СТВ	962C	Tuen Mun (Lung Mun Oasis)	Taikoo (Kornhill Plaza)
СТВ	962P	Tuen Mun (Lung Mun Oasis)	Causeway Bay (Moreton Terrace)
СТВ	962S	Tuen Mun (Chi Lok Fa Yuen)	Causeway Bay (Moreton Terrace)
СТВ	962X	Tuen Mun (Lung Mun Oasis)	Causeway Bay (Moreton Terrace)
СТВ	967X	Tin Shui Wai (Tin Yan Estate)	Causeway Bay(Via Tin Shui Wai North)
СТВ	967X	Causeway Bay (Moreton Terrace)	Tin Shui Wai (Tin Yan Estate)
СТВ	969A	Tin Shui Wai Town Centre	Admiralty (Lippo Centre)
СТВ	969A	Wan Chai (Hennessy Road)	Tin Shui Wai Town Centre
СТВ	969B	Tin Shui Wai Town Centre	Wan Chai
СТВ	969B	Kingswood Villas (Locwood Court)	Wan Chai (Hennessy Road)
СТВ	969C	Quarry Bay	Tin Shui Wai (Tin Chung Court)
CTB	969P	Tin Shui Wai Town Centre	Causeway Bay (Moreton Terrace)
СТВ	969X	Tin Shui Wai Town Centre	Causeway Bay (Leighton Centre)
СТВ	973P	Shum Wan Public Transport Terminus	Tsim Sha Tsui East (Mody Road)
СТВ	97A	Ap Lei Chau (Main Street, Ap Lei Chau)	Sham Wan (Via Wong Chuk
СТВ	97A	Lei Tung Estate	Sham Wan (Circular)
СТВ	97A	Lei Tung Estate	Wong Chuk Hang
CTB	97A	Ap Lei Chau (Main Street, Ap Lei Chau)	Sham Wan (Circular)
СТВ	99X	South Horizons	Sai Wan Ho (Tai Hong Street)
CTB	99X	Ap Lei Chau (Main Street, Ap Lei Chau)	Sai Wan Ho (Tai Hong Street)
CTB	A10	Ap Lei Chau (Lee Lok Street)	Airport (Ground Transportation Centre)
CTB	A11	North Point Ferry Pier	Airport (Ground Transportation Centre)
CTB	A11 A12	Siu Sai Wan (Island Resort)	Airport (Ground Transportation Centre)
CTB	A12 A12	Siu Sai Wan (Island Resort)	Airport (Via Cathay City / Cad
CTB	A12 A20	Hung Hom Station	
CTB	A20	Hung Hom Station	Airport (Ground Transportation Centre)
CTB	A21 A22	Lam Tin Station	Airport (Ground Transportation Centre)
	AZZ		Airport (Ground Transportation Centre)
CTB	A22	Lam Tin Station	Airport (Cathay City / Ground Transportation Centre)
CTB	A29	Tseung Kwan O (Po Lam)	Airport (Ground Transportation Centre)
CTB	A29P	Tseung Kwan O Station	Airport (Ground Transportation Centre)

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Operator	Route No.	Origin	Destination
CTB	A29P	Tseung Kwan O Station	Airport (Via Cathay City)
CTB	B3	Tuen Mun Pier Head	Shenzhen Bay Port
СТВ	B3A	Shan King Estate	Shenzhen Bay Port
СТВ	B3M	Shenzhen Bay Port	Tuen Mun Station(Circular)
СТВ	B3X	Tuen Mun Town Centre	Shenzhen Bay Port
СТВ	E11	Tin Hau Station	Asiaworld-Expo
СТВ	E11A	Tin Hau Station	Asiaworld-Expo
СТВ	E11S	Yat Tung Estate Public Transport	Tin Hau Station
СТВ	E21	Tai Kok Tsui (Island Harbourview)	Asiaworld-Expo
СТВ	E21A	Ho Man Tin (Oi Man Estate)	Tung Chung (Yat Tung Estate)
СТВ	E21C	Tai Kok Tsui (Island Harbourview)	Aircraft Maintenance Area
СТВ	E21X	Tung Chung (Yat Tung Estate)	Hung Hom Station
СТВ	E22	Lam Tin (North)	Asiaworld-Expo
СТВ	E22A	Tseung Kwan O (Hong Sing Garden)	Asiaworld-Expo
СТВ	E22C	Tiu Keng Leng Station	Aircraft Maintenance Area
СТВ	E22P	Yau Tong	Asiaworld-Expo
		Tung Chung (Yat Tung Estate Public	Tseung Kwan O (Po Lam Public Transport
CTB	E22S	Transport Terminus)	Interchange)
СТВ	E22X	Yau Tong	Asiaworld-Expo
СТВ	E23	Tsz Wan Shan (South)	Airport (Ground Transportation Centre)
СТВ	N11	Central (Macau Ferry)	Airport (Ground Transportation Centre)
СТВ	N21	Tsim Sha Tsui (Star Ferry)	Airport (Ground Transportation Centre)
СТВ	N21A	Tsim Sha Tsui (Star Ferry)	Airport (Via Tung Chung North / Yat Tung Estate)
СТВ	N23	Tsz Wan Shan (North)	Tung Chung Station
СТВ	N26	Yau Tong	Tung Chung Station
СТВ	N29	Tseung Kwan O (Hong Sing Garden)	Tung Chung Station Bus Terminus
СТВ	N72	Wah Kwai	Quarry Bay (Hoi Chak Street)
СТВ	N8X	Siu Sai Wan (Island Resort)	Central (Macau Ferry)
СТВ	N90	Ap Lei Chau Estate	Central (Macau Ferry)
СТВ	N962	Tuen Mun (Lung Mun Oasis)	Causeway Bay (Moreton Terrace)
СТВ	N969	Tin Shui Wai Town Centre	Causeway Bay (Moreton Terrace)
СТВ	NA11	North Point Ferry Pier Public Transport Interchange	Airport (Ground Transportation Centre)
CTB	NA21	Airport (Ground Transportation Centre)	Tai Kok Tsui (Hoi Fai Road)
CTB	NA29	Tseung Kwan O (Po Lam)	Airport (Ground Transportation Centre)
СТВ	S52	Tung Chung (Yat Tung Estate Public Transport Terminus)	Airport (Aircraft Maintenance Area)
СТВ	S52P	Tung Chung (Yat Tung Estate Public Transport Terminus)	Chun Ping Road (Asia Airfreight Terminal) (Circular)
СТВ	S56	Tung Chung Station Bus Terminus	Airport (Passenger Terminal Building)(Via Tung Chung New Development Ferry
СТВ	S56	Tung Chung Station Bus Terminus	The Visionary (Ying Tung Road)
CTB	X962	Connaught Road Central (Near Douglas	Tuen Mun (Lung Mun Oasis)
KMB	1	Chuk Yuen Estate	Star Ferry
KMB	2	Star Ferry	So Uk

Operator	Route No.	Origin	Destination
KMB	5	Fu Shan	Star Ferry
KMB	6	Star Ferry	Lai Chi Kok
KMB	6	Lai Chi Kok	Star Ferry
KMB	7	Star Ferry	Lok Fu
KMB	8	Star Ferry	Kowloon Station
KMB	9	Ping Shek	Star Ferry
KMB	10	Choi Wan	Tai Kok Tsui (Circular)
KMB	11	Diamond Hill Station	Kowloon Station
KMB	12	Hoi Lai Estate	Tsim Sha Tsui East (Mody Road)
KMB	14	Lei Yue Mun Estate	China Ferry Terminal
KMB	15	Ping Tin	Hung Hom Ferry
KMB	16	Lam Tin (Kwong Tin Estate)	Mong Kok (Park Avenue)
KMB	16	Ping Tin	Mong Kok (Park Avenue)
KMB	17	Kwun Tong (Yue Man Square)	Oi Man
KMB	17	Kowloon Bay Railway Station	Oi Man
KMB	18	Cheung Sha Wan (Sham Mong Road)	Oi Man(Circular)
KMB	21	Choi Wan	Hung Hom Station
KMB	23	Kwun Tong Ferry	Shun Lee (Circular)
KMB	24	Kai Yip	Mong Kok (Circular)
KMB	26	Shun Tin	Tsim Sha Tsui East
KMB	27	Shun Tin	Mong Kok (Circular)
KMB	28	Lok Wah	Tsim Sha Tsui East (Mody Road)
KMB	30	Allway Gardens	Cheung Sha Wan
KMB	31	Tsuen Wan West Station Public Transport Interchange	Shek Lei (Circular)
KMB	32	Shek Wai Kok	Olympic Station
KMB	34	Kwai Shing(Central)	Bayview Garden
KMB	36	Tsuen Wan West Station Public Transport Interchange	Lei Muk Shue Estate Public Transport Interchange(Circular)
KMB	37	Olympic Station	Kwai Shing (Central)
KMB	38	Kwai Shing (East)	Ping Tin
KMB	40	Tsuen Wan (Belvedere Garden)	Laguna City
KMB	40	Tsuen Wan (Nina Tower)	Laguna City
KMB	41	Cheung Ching	Kowloon City Ferry
KMB	42	Cheung Hong	Shun Lee
KMB	43	Cheung Hong	Tsuen Wan West Station Public Transport Interchange
KMB	44	Tsing Yi Estate	Mong Kok East Station
KMB	45	Kowloon City Ferry	Lai Yiu
KMB	46	Jordan (To Wah Road)	Lai Yiu
KMB	51	Tsuen Wan West Station Public Transport Interchange	Sheung Tsuen (Circular)
KMB	53	Yuen Long (East)	Tsuen Wan West Station Public Transport Interchange
KMB	54	Yuen Long (West)	Sheung Tsuen (Shek Kong) (Circular)
KMB	72	Tai Wo	Cheung Sha Wan

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Operator	Route No.	Origin	Destination
KMB	73	Wah Ming	Tai Po Industrial Estate
KMB	73	Wah Ming	Tai Po Central
KMB	80	Mei Lam	Kwun Tong Ferry
KMB	81	Wo Che	Jordan (To Wah Road)
KMB	85	Fo Tan (Shan Mei Street)	Kowloon City Ferry
KMB	86	Wong Nai Tau	Mei Foo
KMB	89	Lek Yuen	Kwun Tong Railway Station
KMB	91	Clear Water Bay	Diamond Hill Station
KMB	92	Sai Kung	Diamond Hill Station
KMB	94	Wong Shek Pier	Sai Kung
KMB	95	Tsui Lam	Jordan (To Wah Road)
KMB	99	Heng On	Sai Kung
KMB	108	Kai Yip	Braemar Hill
KMB	208	Broadcast Drive	Tsim Sha Tsui East
KMB	211	Tsui Chuk Garden	Wong Tai Sin Station (Circular)
KMB	211	Whampoa Garden	Cheung Sha Wan (Sham Mong Road)
KMB	212	Yau Tong Public Transport Interchange	Cheung Sha Wan (Snam Mong Road) Cheung Sha Wan (Kom Tsun Street)
KMB	235	On Yam	Tsuen Wan (Circular)
the second se	261	Sam Shing	
KMB		Tuen Mun Station	Tin Ping Estate
KMB	263		Sha Tin Station
KMB	270	Tsui Lai Garden	Tin Ping (Circular)
KMB	270	Tin Ping	Tsui Lai Garden
KMB	271	Fu Heng	Tsim Sha Tsui (Canton Road)
KMB	271	Tsim Sha Tsui	Fu Heng
KMB	271	Tsim Sha Tsui (Middle Road)	Fu Heng
KMB	273	Wah Ming	Fanling Station (Circular)
KMB	276	Tin Tsz	Sheung Shui
KMB	282	Sha Tin Central	Sun Tin Wai (Circular)
KMB	283	Sha Tin Central	Mei Chung Court (Circular)
KMB	284	Sha Tin Central	Ravana Garden(Circular)
KMB	288	Shui Chuen O	Sha Tin Central (Circular)
KMB	290	Choi Ming	Tsuen Wan West Station Public Transport
			Interchange
KMB	297	Hang Hau (North)	Hung Hom Ferry
KMB	373	Sheung Shui	Central (Hong Kong Station)
KMB	603	Ping Tin	Central(Central Ferry Piers)
KMB	603	Central (Rumsey Street)	Ping Tin
KMB	603	Ping Tin	Admiralty Station
KMB	613	Wong Chuk Hang Station	Shau Kei Wan
KMB	673	Sheung Shui	Central (Hong Kong Station)
KMB	673	Sheung Shui	Central (Rumsey St)
KMB	934	Bayview Garden	Wan Chai
KMB	935	Shek Lei (Tai Loong Street)	Wan Chai
KMB	935	On Yam	Wan Chai
V MD	026	Lei Muk Shue Estate Public Transport	Course David
KMB	936	Interchange	Causeway Bay

Operator	Route No.	Origin	Destination
KMB	960	Kin Sang	Wan Chai North
KMB	961	Shan King	Wan Chai (Hkcece)
KMB	968	Yuen Long (West)	Causeway Bay (Tin Hau)
KMB	968	Yuen Long Park	Causeway Bay (Tin Hau)
KMB	978	Wah Ming	Wan Chai North
KMB	11B	Kwun Tong (Tsui Ping Road)	Kowloon City Ferry
KMB	11C	Chuk Yuen Estate	Sau Mau Ping (Upper)
KMB	11D	Lok Fu	Kwun Tong Ferry
KMB	11K	Chuk Yuen Estate	Hung Hom Station
KMB	11X	Sau Mau Ping (Upper)	Hung Hom Station
KMB	12A	Whampoa Garden	Cheung Sha Wan (Sham Mong Road)
KMB	13D	Po Tat	Tai Kok Tsui (Island Harbourview)
KMB	13M	Kwun Tong (Elegance Road)	Po Tat (Circular)
KMB	13P	Po Tat	Lai Kok
KMB	13S	Po Tat	Lam Tin Station
KMB	13X	Po Tat	Tsim Sha Tsui East
KMB	14B	Ngau Tau Kok	Lam Tin (Kwong Tin Estate)
KMB	14D	Yau Tong	Choi Hung
KMB	14D	Lam Tin (Kwong Tin Estate)	Choi Hung
KMB	14X	Lei Yue Mun (Sam Ka Tsuen Ferry)	Tsim Sha Tsui (Circular)
KMB	15A	Ping Tin	Tsz Wan Shan (North)
KMB	15X	Lam Tin (Kwong Tin Estate) Bus	Hung Hom Railway Station
KMB	16M	Kwun Tong Railway Station	Lam Tin (Hong Wah Court)(Circular)
KMB	16X	Lam Tin B/T (Kwong Tin Est)	Mong Kok (Park Avenue)
KMB	1A	Sau Mau Ping (Central)	Star Ferry
KMB	203C	Tai Hang Tung	Tsim Sha Tsui East (Mody Road)
KMB	203C	Tsim Sha Tsui East (Mody Road)	Tai Hang Tung
KMB	203E	Choi Hung	Kowloon Station
KMB	203S	Chak On Estate	Tsim Sha Tsui East (Mody Road)
KMB	213D	Sau Mau Ping (Central)	Mong Kok (Circular)
KMB	213M	On Tat	Lam Tin Station
KMB	213X	On Tat	Tsim Sha Tsui (Circular)
KMB	215P	Lam Tin (Kwong Tin Estate)	Kowloon Station
KMB	215X	Lam Tin (Kwong Tin Estate)	Kowloon Station
KMB	216M	Lam Tin Station	Yau Tong Station (Circular)
KMB	219X	Laguna City	Tsim Sha Tsui(Circular)
KMB	224X	Kai Yip	Tsim Sha Tsui East (Circular)
KMB	230X	Allway Gardens	Whampoa Garden
V) (D	2244		Tsuen Wan West Station Public Transport
KMB	234A	Sea Crest Villa	Interchange
V) (D	2240	Tsuen Wan West Station Public Transport	
KMB	234B	Interchange	Sea Crest Villa
KMB	234C	Sham Tseng	Kwun Tong Railway Station
KMB	234P	Bayview Garden	Star Ferry
KMB	234X	Tsim Sha Tsui East (Mody Road)	Bayview Garden
KMB	235M	On Yam	Kwai Fong Station

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	Origin	Destination
237A	Kwai Shing(Central)	Tsim Sha Tsui East (Salisbury Road)
238M	Riviera Gardens	Tsuen Wan Station
238P	Riviera Gardens	China Ferry Terminal
238X	Riviera Gardens	China Ferry Terminal
23M	Lok Wah	Shun Lee (Circular)
240X	Wong Nai Tau	Kwai Hing Station
242X		Tsim Sha Tsui
243M	Mayfair Gardens	Tsuen Wan (Discovery Park)
243P	Mayfair Gardens	Tsuen Wan (Discovery Park)
248M		Tsing Yi Station
249M		Mayfair Gardens (Circular)
	Sha Tin Central	Tsing Yi Station
	Kam Sheung Road Railway Station	Sheung Tsuen (Circular)
		Sheung Tsuen (Circular)
		Tsuen Wan Station
		Tsim Sha Tsui
		Lam Tin Station
		Lam Tin Station
and the second se		Lam Tin Station
11 Mar 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		Kwun Tong Ferry
and the second s		Tsim Sha Tsui
		Tsim Sha Tsui
		Lei Yue Mun Estate (Skip Tuen Mun
259D	Lung Mun Oasis	Town Centre)
		Lei Yue Mun Estate (Skip Tuen Mun
259D	Lung Mun Oasis	Town Centre)(Via Tuen Mun Town
259D	Tuen Mun Pier Head(Siu Hei Court)	Lei Yue Mun Estate
		Tsuen Wan Station
		Kwun Tong Ferry
		Tsim Sha Tsui
and the second se		Kwai Fong Station
		Hung Hom Station
Contraction of the local division of the loc		Kowloon Station
and the second se		Tin Ping Estate
the second se		Yuen Long (West)
the second s	and an an an an an and an an and an an an an an an an and an	Mong Kok (Park Avenue)
the second se		Lai Yiu
Contraction of the local division of the loc		Tai Po Industrial Estate
		Lam Tin Station
		Hung Hom Ferry
		Kwun Tong Ferry
		Kwun Tong Ferry
		Kwun Tong Ferry
	Hung Shui Kiu (Hung Fuk Estate)	Jordan (To Wah Road)
1/6XX		
	Tin Sau Road	Kwai Chung (Kwai Fong Estate)
	238M 238P 238X 23M 240X 240X 242X 243M 243P 243M 243P 243P 243M 243P 243M 243P 243M 243P 243P 243P 243P 243M 249X 251A 251B 251B 251B 258D 258D 258S 258S 258S 258D 259D 259D 259D 259D 259D 259D 259D 259D 259D <tr< td=""><td>238MRiviera Gardens238PRiviera Gardens238XRiviera Gardens238XRiviera Gardens23MLok Wah240XWong Nai Tau242XCheung Hang243MMayfair Gardens243PMayfair Gardens243PMayfair Gardens243MCheung Wang249MTsing Yi Station249XSha Tin Central251AKam Sheung Road Railway Station251BPat Heung Road251MSheung Tsuen252BHandsome Court258DPo Tin258PHung Shui Kiu258SShan King Bus Terminus259BTuen Mun Pier Head259CSun Tuen Mun Centre259DLung Mun Oasis259DLung Mun Oasis259DTuen Mun Pier Head(Siu Hei Court)259ELung Mun Oasis259DTuen Mun Central260CSam Shing260CSam Shing261BSam Shing261PNg Lau Road(Tsing Lun Road)264RTai Po Market Station265STin Heng Estate265STin Shui Wai Town Centre267XSiu Hong Court268ELong Ping Station268CYuen Long Park</td></tr<>	238MRiviera Gardens238PRiviera Gardens238XRiviera Gardens238XRiviera Gardens23MLok Wah240XWong Nai Tau242XCheung Hang243MMayfair Gardens243PMayfair Gardens243PMayfair Gardens243MCheung Wang249MTsing Yi Station249XSha Tin Central251AKam Sheung Road Railway Station251BPat Heung Road251MSheung Tsuen252BHandsome Court258DPo Tin258PHung Shui Kiu258SShan King Bus Terminus259BTuen Mun Pier Head259CSun Tuen Mun Centre259DLung Mun Oasis259DLung Mun Oasis259DTuen Mun Pier Head(Siu Hei Court)259ELung Mun Oasis259DTuen Mun Central260CSam Shing260CSam Shing261BSam Shing261PNg Lau Road(Tsing Lun Road)264RTai Po Market Station265STin Heng Estate265STin Shui Wai Town Centre267XSiu Hong Court268ELong Ping Station268CYuen Long Park

Operator	Route No.	Origin	Destination
KMB	269C	Tin Shui Wai Town Centre	Kwun Tong Ferry
KMB	269C	Tin Tsz	Kwun Tong Ferry
KMB	269D	Tin Fu	Lek Yuen
KMB	269M	Tin Yan Estate	Cho Yiu
KMB	269P	Kwai Chung (Kwai Fong Estate)	Tin Heng Estate
KMB	269S	Tin Shui Wai Town Centre	Kwun Tong Ferry
KMB	26M	Choi Hung	Kwun Tong (Circular)
KMB	270A	Sheung Shui	Tsim Sha Tsui East (Mody Road)
KMB	270B	Sheung Shui	Sham Shui Po
KMB	270C	Luen Wo Hui Bus Terminus	Tsim Sha Tsui East (Mody Road)
KMB	270D	Luen Wo Hui Bus Terminus	Sham Shui Po
KMB	270P	Sheung Shui	Kowloon Railway Station
KMB	270S	Tsim Sha Tsui East (Mody Road)	Luen Wo Hui
KMB	271B	Fu Heng	Tsim Sha Tsui (Middle Road)
KMB	271P	Kau Lung Hang	Tsim Sha Tsui (Canton Road)
KMB	271X	Tsim Sha Tsui (Middle Road)	Fu Heng
KMB	272A	University Station	Pak Shek Kok (Circular)
KMB	272K	University Station	Hong Kong Science Park (Circular)
KMB	272P	Fu Heng	Kwai Hing Railway Station
KMB	272S	Diamond Hill Station	Hong Kong Science Park
KMB	272X	Tai Po Central	Mong Kok (Via Tsing Sha)
KMB	273A	Choi Yuen	Wah Ming (Circular)
KMB	273B	Ching Ho Estate	Sheung Shui Station (Circular)
KMB	273C	Kau Lung Hang	Tsuen Wan West Station Public Transport Interchange
KMB	273D	Sheung Shui	Wah Ming (Circular) (Via Ching Ho
KMB	273D	Sheung Shui	Wah Ming (Circular)
KMB	273P	Tai Wo	Tsuen Wan West Station Public Transport Interchange
KMB	2738	Wah Ming	Fanling Station
KMB	274P	Wu Kai Sha Station	Tai Po Industrial Estate
KMB	274X	Kwun Tong Ferry	Tai Po Central
KMB	275R	Tai Po Market Station	Bride's Pool
KMB	276A	Tin Heng Estate	Tai Ping
KMB	276B	Tin Fu	Choi Yuen
KMB	276P	Tin Shui Wai Railway Station	Sheung Shui
KMB	277E	Tin Ping	Lam Tin Station
KMB	277P	Tin Ping	Lam Tin Station
KMB	277X	Luen Wo Hui	Lam Tin Station
KMB	277X	Wah Ming	Lam Tin Station
KMB	278K	Luen Wo Hui	Fanling Station (Circular)
KMB	278P	Luen Wo Hui	Tsuen Wan (Nina Tower)
KMB	278X	Sheung Shui	Tsuen Wan (Nina Tower)
KMB	279X	Luen Wo Hui	Tsing Yi Station
KMB	279X 280X	Sui Wo Court	Tsim Sha Tsui East (Mody Road)
KMB	280A	Kwong Yuen	Kowloon Station

Operator	Route No.	Origin	Destination
KMB	281B	Shek Mun Estate	Tsim Sha Tsui East (Mody Road)
KMB	281M	Sun Tin Wai	Kowloon Tong (Suffolk Road)
KMB	281X	Yiu On	Tsim Sha Tsui East (Mody Road)
KMB	286C	Lee On	Sham Shui Po
KMB	286M	Ma On Shan Town Centre	Diamond Hill Station (Circular)
KMB	286P	Mei Chung Court	Cheung Sha Wan
KMB	286X	Hin Keng	Sham Shui Po (Circular)
KMB	287X	Shui Chuen O B/T	Jordan (Circular)
KMB	288A	Shui Chuen O	Sha Tin Central (Circular)
KMB	289K	University Station	Chevalier Garden (Circular)
KMB	28B	Choi Fook	Kai Tak (Kai Ching Estate)
KMB	28B	Kai Tak (Kai Ching Estate)	Choi Fook
KMB	285	Yue Man Square	Lok Wah
			Tsuen Wan West Station Public Transport
KMB	290A	Choi Ming	Interchange
КМВ	290B	Tsueng Kwan O Industrial Estate	Tsuen Wan West Station
KMB	290X	Lohas Park Station	Tsuen Wan West Station
KMB	292P	Sai Kung	Kwun Tong (Yue Man Square)
KMB	296A	Sheung Tak	Ngau Tau Kok Station(Circular)
KMB	296C	Sheung Tak	Cheung Sha Wan (Sham Mong Road)
KMB	296D	Sheung Tak	Kowloon Station
KMB	296M	Hong Sing Garden	Hang Hau Station
KMB	296M	Tong Ming Court	Hong Sing Garden
KMB	297P	Hang Hau (North)	Hung Hom Ferry
KMB	298E	Hang Hau Station	Tseung Kwan O Industrial Estate(Circular)
KMB	298E	Hang Hau Station	Pak Shing Kok(Circular)
KMB	299X	Sha Tin Central	Sai Kung
KMB	299X	Sai Kung	Sha Tin Central
KMB	29M	Shun Lee	San Po Kong (Circular)
KMB	2A	Lok Wah	Mei Foo
KMB	2B	Chuk Yuen Estate	Cheung Sha Wan
KMB	2D	Chak On Estate	Tung Tau Estate
KMB	2E	Pak Tin	Kowloon City Ferry
KMB	2F	Tsz Wan Shan (North)	Cheung Sha Wan
KMB	2X	Choi Fook	Mei Foo
KMB	30X	Allway Gardens	Whampoa Garden
KMB	31B	Shek Lei (Tai Loong Street)	Olympic Station
KMB	31M	Shek Lei (Lei Pui Street)	Kwai Fong Mtr Station
KMB	32M	Kwai Fong Station	Cheung Shan (Circular)
KMB	33A	Tsuen Wan (Nina Tower)	Mong Kok (Park Avenue)
KMB	34M	Bayview Garden	Tsuen Wan Station (Circular)
KMB	35A	On Yam	Tsim Sha Tsui East
KMB	35X	On Yam	Tsim Sha Tsui East
KMB	36A	Lei Muk Shue Estate Public Transport	Cheung Sha Wan (Sham Mong Road)
		Interchange	

Operator	Route No.	Origin	Destination
KMB	36B	Lei Muk Shue Estate Public Transport Interchange	Jordan (To Wah Road)
KMB	36M	Lei Muk Shue Estate Public Transport Interchange	Kwai Fong Station
KMB	36X	Lei Muk Shue Estate Public Transport Interchange	Jordan (To Wah Road)
KMB	37M	Kwai Hing Station	Kwai Shing (Central) (Circular)
KMB	38A	Riviera Gardens	Mei Foo
KMB	39A	Tsuen Wan West Station Public Transport Interchange	Allway Gardens (Circular)
KMB	39M	Allway Gardens	Tsuen Wan Station (Circular)
KMB	3B	Tsz Wan Shan (Central)	Hung Hom Ferry
KMB	3C	Tsz Wan Shan (North)	China Ferry Terminal
KMB	3D	Tsz Wan Shan (Central)	Kwun Tong (Yue Man Square)
KMB	3D	Tsz Wan Shan (South)	Kwun Tong (Yue Man Square)
KMB	3D	Tsz Wan Shan Road (Ching Hong House)	Kwun Tong (Yue Man Square)
KMB	3M	Tsz Wan Shan (North)	Choi Wan
KMB	3M	Choi Wan	Tsz Wan Shan (South)
КМВ	3X	Tsz Wan Shan (North)	Yau Ma Tei
KMB	40P	Shek Wai Kok	Kwun Tong Station
KMB	40X	Wu Kai Sha Station	Kwai Chung Estate
KMB	41A	Cheung On	Tsim Sha Tsui (East)
КМВ	41M	Tsing Yi Estate	Tsuen Wan Station
KMB	41P	Tsing Yi Ferry	Tsuen Wan Station
KMB	42A	Cheung Hang	Jordan (To Wah Road)
KMB	42C	Cheung Hang	Lam Tin Station
KMB	42M	Cheung Wang	Tsuen Wan (Discovery Park)
KMB	43A	Cheung Wang	Shek Lei (Tai Loong Street)
KMB	43B	Cheung Ching	Tsuen Wan West Station Public Transport Interchange
KMB	43C	Cheung Hong	Tai Kok Tsui (Island Harbourview)
KMB	43C	Tai Kok Tsui (Island Harbourview)	Cheung Hang
KMB	43M	Kwai Fong Station	Cheung Ching (Circular)
KMB	43P	Tsuen Wan West Station Public Transport Interchange	Hong Kong Science Park Phase Iii
KMB	43X	Yiu On	Tsuen Wan West Station Public Transport Interchange
KMB	44M	Cheung On	Kwai Chung Estate
KMB	44M	Cheung On	Kwai Hing Railway Station
KMB	46P	Mei Tin	Kwai Fong Railway Station (Circular)
KMB	46P	Mei Tin	Kwai Fong Railway Station
KMB	46X	Hin Keng	Mei Foo
KMB	47A	Shui Chuen O	Kwai Fong Estate
KMB	47X	Chun Shek	Kwai Shing (East)
KMB	48P	Wo Che	Tsing Lung Tau
KMB	48X	Wo Che	Bayview Garden

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Operator	Route No.	Origin	Destination
KMB	48X	Bayview Garden	Wo Che
KMB	49P	Sha Tin Central	Tsing Yi Ferry
KMB	49X	Kwong Yuen	Tsing Yi Ferry
KMB	52X	Tuen Mun Central	Mong Kok (Park Avenue)
KMB	57M	Shan King Estate	Lai King (North)
KMB	58M	Leung King Estate	Kwai Fong Station
КМВ	58P	Kwai Fong Station	Ting King Estate (Tin Yue House)
KMB	58X	Leung King Estate	Mong Kok East Station
KMB	59A	Tuen Mun Pier Head	Kwai Chung Road (Kwai Fong Estate)
KMB	59M	Tuen Mun Pier Head	Tsuen Wan Station
KMB	59X	Tuen Mun Pier Head	Mong Kok East Station
KMB	5A	Kowloon City (Shing Tak Street)	Star Ferry
KMB	5C	Tsz Wan Shan (Central)	Star Ferry
KMB	5D	Telford Gardens	Hung Hom (Circular)
KMB	5M	Kai Tak (Tak Long Estate)	Kowloon Bay Railway Station(Circular)
KMB	5P	Tsz Wan Shan (Central)	Star Ferry
KMB	5R	Kai Tak Cruise Terminal	Ngau Tau Kok Railway Station (Circular)
KMB	58	Kowloon Bay Station	Kai Tak (Trade And Industry Tower)
KMB	5X	Tsz Wan Shan (Central)	Star Ferry
KMB	603P	Central Ferry Piers	Ping Tin
KMB	603S	Ping Tin	Central
KMB	60M	Tuen Mun Railway Station	Tsuen Wan Station
KMB	60X	Tuen Mun Central	Jordan (To Wah Road)
KMB	61M	Yau Oi (South)	Lai King (North)
KMB	61X	Tuen Mun Central	Kowloon City Ferry
KMB	62X	Tuen Mun Central	Lei Yue Mun Estate
KMB	63X	Hung Shui Kiu (Hung Fuk Estate)	Jordan (To Wah Road)
KMB	64K	Yuen Long (West)	Tai Po Market Station
KMB	64S	S Sheung Tsuen Playground	Kam Sheung Road Railway Station
KMB	65K	Kadoorie Farm	Tai Po Central
KMB	66M	Tai Hing	Tsuen Wan Station
KMB	66X	Tai Hing	Olympic Station
KMB	67M	Siu Hong Court	Kwai Fong Station
KMB	67X	Siu Hong Court	Mong Kok East Station
KMB	68A	Long Ping Estate	Tsing Yi Station
KMB	68E	Yuen Long Park	Tsing Yi Railway Station Bus Terminus
KMB	68F	Yuen Long Park	Au Tau(Circular)
KMB	68M	Tsuen Wan Station	Yuen Long (West)
KMB	68X	Hung Shui Kiu (Hung Fuk Estate)	Mong Kok (Park Avenue)
KMB	68X	Yuen Long (West)	Mong Kok (Park Avenue)
KMB	69C	Tin Shui Wai (Tin Yan)	Kwun Tong Ferry
KMB	69M	Kwai Fong Station	Tin Shui Wai Town Centre
KMB	69P	Tin Yiu	Kwai Fong Station
KMB	69X	Tin Shui Estate	Jordan (To Wah Road)
KMB	6C	Kowloon City Ferry	Mei Foo
KMB	6D	Ngau Tau Kok	Mei Foo

Operator	Route No.	Origin	Destination
KMB	6F	Kowloon City Ferry	Lai Kok
KMB	6P	So Uk	Lei Yue Mun Estate
KMB	70K	Wah Ming	Ching Ho(Circular)
KMB	71A	Fu Heng	Tai Po Market Station
KMB	71B	Fu Heng	Tai Po Central (Circular)
KMB	71K	Tai Wo	Tai Po Market Station
KMB	71S	Fu Shin Estate	Kwong Fuk Estate (Circular)
KMB	72A	Tai Wai Station	Tai Po Industrial Estate
KMB	72C	Ting Kok Road (Shuen Wan)	Tai Po Market Railway Station
KMB	72X	Tai Po Central	Mong Kok (Park Avenue)
KMB	73A	Wah Ming	Yu Chui Court
KMB	73K	Sheung Shui	Man Kam To
KMB	73X	Tsuen Wan (Nina Tower)	Fu Shin Estate
KMB	74A	Tai Wo	Kai Yip
KMB	74B	Kowloon Bay	Tai Po Central
KMB	74B	Tai Po Central	Kwun Tong Ferry
KMB	74D	Kau Lung Hang	Kwun Tong Ferry
KMB	740 74D	Kau Lung Hang	Kwun Tong Ferry
KMB	74E	Tai Mei Tuk	Kwun Tong Ferry
KMB	74L 74K	Tai Po Market Station	Sam Mun Tsai (Circular)
KMB	74R	Kwun Tong Ferry	Tai Po Central Bus Terminus
KMB	741 74X	Tai Po Central	
KMB	74X		Kwun Tong Ferry
KMB	74X	Kwong Fuk Wan Tau Tong	Kwun Tong Ferry
KMB	74X 75K	Tai Mei Tuk	Kwun Tong Ferry Tai Po Market Station
KMB	75R	Tai Mei Tuk	Tai Po Market Railway Station
KMB	75Y	Fu Shin Estate	
KMB	75X		Kowloon City Ferry Fu Shin Estate
KMB	75X 76K	Kowloon City Ferry	
KMB	76K	Ching Ho	Long Ping Estate
KMB	70K	Wah Ming	Long Ping Estate
		Sheung Shui	Yuen Long (Fung Cheung Road)
KMB	77K 78K	Bing Kong	Yuen Long (West)
KMB		Sheung Shui	Sha Tau Kok
KMB	78K	Sha Tau Kok	Wah Ming
KMB	79K	Sheung Shui	Ta Kwu Ling
KMB	7B	Hung Hom Ferry	Lok Fu
KMB	7M	Lok Fu	Chuk Yuen Estate (Circular)
KMB	80K	Sun Chui	Yu Chui Court
KMB	80M	Sui Wo Court	Kowloon Tong (Suffolk Road)
KMB	80P	Hin Keng Bus Terminus	Kwun Tong Ferry
KMB	80X	Chun Shek	Kwun Tong Ferry
KMB	81C	Yiu On	Tsim Sha Tsui East (Mody Road)
KMB	81K	Sun Tin Wai	Sui Wo Court
KMB	81S	Mei Tin Estate	Nathan Road (Public Square Street)
KMB	82B	Mei Tin	Tai Wai Railway Station
KMB	82B	Mei Chung Court	Tai Wai Railway Station

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Operator	Route No.	Origin	Destination
KMB	82C	Kwong Yuen Bus Terminus	Hong Kong Science Park Phase Iii
KMB	82K	Mei Lam	Wong Nai Tau
KMB	82P	Kwong Yuen	Diamond Hill Station Bus Terminus
KMB	82P	Wong Tai Sin	Yu Chui Court
KMB	82X	Ravana Garden	Wong Tai Sin (Circular)
KMB	83A	Shui Chuen O	Kwun Tong Ferry Pier
KMB	83K	Wong Nai Tau	Sha Tin Central (Circular)
KMB	83S	Wong Nai Tau	Sha Tin Central
KMB	83X	Wong Nai Tau	Kwun Tong Ferry
KMB	84M	Chevalier Garden	Lok Fu
KMB	85A	Kwong Yuen	Kowloon City Ferry
KMB	85B	Chun Shek	Kowloon City Ferry
KMB	85K	Heng On	Sha Tin Station
KMB	85M	Kam Ying Court	Wong Tai Sin (Circular)
KMB	858	Yiu On	Hung Hom Ferry
KMB	85X	Ma On Shan Town Centre	Hung Hom Ferry
KMB	86A	Sha Tin Wai	Cheung Sha Wan (Kom Tsun Street)
KMB	86C	Lee On	Cheung Sha Wan
KMB	86K	Kam Ying Court	Sha Tin Station
KMB	86P	Nai Chung	Sha Tin Station
KMB	86S	Kam Ying Court	Sha Tin Station
KMB	87B	Sun Tin Wai	Tai Kok Tsui (Island Harbourview)
KMB	87D	Kam Ying Court	Hung Hom Station
			Hung Hom Station (Not Operated Via Ma
KMB	87D	Kam Ying Court	On Shan Town Centre Bus Terminus)
			Hung Hom Station (Not Via Ma On Shan
KMB	87D	Kam Ying Court	Town Centre And A Kung Kok Street)
KMB	87D	Ma On Shan Town Centre	Hung Hom Station
KMB	87E	Nai Chung	Tsim Sha Tsui (Middle Road)
KMB	87E	University Station	Kam Ying Court (Circular)
KMB	87P	Lee On	Chung On
KMB	87S	University Station	Kam Ying Court (Circular)
KMB	88K	Hin Keng	Royal Ascot
KMB	88X	Fo Tan Station	Ping Tin (Circular)
KMB	89B	Sha Tin Wai	Kwun Tong Railway Station
KMB	89C	Heng On	Kwun Tong (Tsui Ping Road)
KMB	89D	Wu Kai Sha Station	Lam Tin Station
KMB	89D 89P	Ma On Shan Town Centre	Lam Tin Station
KMB	89X	Sha Tin Railway Station	Kwun Tong Railway Station
KMB	89A 8A	Whampoa Garden	Tsim Sha Tsui (Circular)
KMB	8P	Laguna Verde	Tsim Sha Tsui (Circular)
KMB KMB	8P 8P		Tsim Sha Tsui (Urcular)
		Laguna Verde	
KMB	91M	Po Lam	Diamond Hill Station
KMB	91M	Hkust (North)	Po Lam
KMB	91P	Diamond Hill Station	Hkust (North)
KMB	91P	Hkust (South)	Choi Hung Station

Operator	Route No.	Origin	Destination
KMB	91R	Choi Ming	Clear Water Bay
KMB	91S	Clear Water Bay	Hang Hau Station
KMB	934A	Allway Gardens	Wan Chai (Fleming Road)
KMB	93A	Po Lam	Kwun Tong Ferry Pier
KMB	93K	Po Lam	Mong Kok East Station
KMB	93M	Choi Ming	Po Lam (Circular)
KMB	95M	Tsui Lam	Kwun Tong (Elegance Road)
KMB	960A	Central (Worldwide House)	Hung Shui Kiu (Hung Fuk Estate)
KMB	960B	Quarry Bay (King's Road)	Hung Shui Kiu (Hung Fuk Estate)
KMB	960P	Hung Shui Kiu (Hung Yuen Road)	Wan Chai North
KMB	960S	Fu Tai Estate	Wan Chai North
KMB	960X	Hung Shui Kiu (Hung Yuen Road)	Quarry Bay (King's Road)
KMB	961P	Leung King Estate Bus Terminus	Wan Chai (Hkcece)
KMB	968X	Yuen Long (West)	Quarry Bay (King's Road)
KMB	96R	Diamond Hill Station	Wong Shek Pier
KMB	978A	Fanling (Luen Wo Hui)	Wan Chai (North)
KMB	978B	Fanling (Chi Fuk Circuit)	Wan Chai (North)
KMB	98A	Hang Hau (North)	Ngau Tau Kok Station (Circular)
KMB	98C	Hang Hau (North)	Mei Foo
	0.015	Hang Hau (North) B/T (Tseung Kwan O	
KMB	98D	Hospital)	Tsim Sha Tsui East
	98D	Lohas Park Station Public Transportation	
KMB		Interchange	Tsim Sha Tsui East
KMB	98D	Hang Hau (North)	Tsim Sha Tsui East (Not Vai Pui Shing
KMB	98D	Hang Hau (North)	Tsim Sha Tsui East (Via Po Shun Road)
KMB	98P	Hong Sing Garden	Tsim Sha Tsui East
KMB	98P	Tsim Sha Tsui East	Hang Hau (North)
KMB	98S	Lohas Park	Mei Foo
KMB	99R	Sai Kung Northay Station Bus Bus	University Railway Station Bus Terminus
KMB	B1	Tin Tsz	Lok Ma Chau Station
KMB	K12	Tai Po Eightland Gardens	Tai Po Market Station
KMB	K14	Tai Po Centre	Tai Po Market Station
KMB	K17	Fu Shin	Tai Po Market Station
KMB	K18	Kwong Fuk	Tai Po Market Station
KMB	N216	Yau Tong	Hung Hom Station
KMB	N237	Mei Foo	Kwai Shing(Circular)
KMB	N241	Hung Hom Station	Cheung Wang
KMB	N260	Tuen Mun Pier Head	Mei Foo
KMB	N269	Tin Tsz Estate	Mei Foo
KMB	N271	Fu Heng	Hung Hom Station
KMB	N281	Kam Ying Court	Hung Hom Station
KMB	N283	Tsim Sha Tsui East (Mody Road)	Wong Nai Tau
KMB	N293	Sheung Tak	Mong Kok East Station
			Lei Muk Shue Estate Public Transport
KMB	N36	Tsuen Wan Station	Interchange (Circular)
KMB	N368	Yuen Long (West)	Central (Macau Ferry Pier)

<u>Appendix 3</u> (Page 16 of 23)

Operator	Route No.	Origin	Destination
KMB	N39	Tsuen Wan Station	Allway Gardens (Circular)
KMB	N73	Sha Tin Central	Lok Ma Chau Bus Terminus
KMB	T270	Fanling (Cheung Wah)	Tsim Sha Tsui (Mody Road)
KMB	T277	Sheung Shui	Lam Tin Station
KMB	X42C	Cheung Hang	Lam Tin Station
KMB+CTB	102	Shau Kei Wan	Mei Foo
KMB+CTB	102	Shau Kei Wan	Nathan Road
KMB+CTB	102	Chuk Yuen Estate	Pokfield Road
KMB+CTB	107	Kowloon Bay	Wah Kwai
KMB+CTB	117	Sham Shui Po (Yen Chow Street)	Happy Valley (Lower)
KMB+CTB	117	Hong Man Street Bus Terminus	Cheung Sha Wan (Sham Mong Road)
KMB+CTB	118	Cheung Sha Wan (Sham Mong Road)	Siu Sai Wan (Island Resort)
KMB+CTB	118	Cross Harbour Tunnel	Siu Sai Wan (Island Resort)
KMB+CTB	118	Siu Sai Wan (Island Resort)	Kei Wing Primary School, Lai Chi Kok
KMB+CTB	170	Sha Tin Station	Wah Fu (Central)
KMB+CTB KMB+CTB	170	Lai Chi Kok	South Horizons
and the second	And and an other statements of the statements of		Lai Chi Kok
KMB+CTB	171	South Horizons (Via Ocean Park)	
KMB+CTB	171	South Horizons	Mong Kok
KMB+CTB	171	Aberdeen Tunnel	Mong Kok
KMB+CTB	171	Hung Hom (Cross Harbour Tunnel)	South Horizons
KMB+CTB	182	Yu Chui Court	Central (Macau Ferry)
KMB+CTB	307	Tai Po Central	Central (Central Ferry Piers)
KMB+CTB	606	Choi Wan	Siu Sai Wan (Island Resort)
KMB+CTB	619	Shun Lee	Central (Macau Ferry)
KMB+CTB	621	Laguna City	Central (Hong Kong Station Public
			Transport Interchange)
KMB+CTB	671	Diamond Hill Station	Ap Lei Chau (Lee Lok Street)
KMB+CTB	678	Sheung Shui	Causeway Bay
KMB+CTB	681	Central (Hong Kong Station Public	Ma On Shan Town Centre
	001	Transport Interchange)	
KMB+CTB	690	Hong Sing Garden	Central (Exchange Square)
KMB+CTB	102P	Shau Kei Wan	Mei Foo
KMB+CTB	103P	Pokfield Road	Mong Kok (Yim Po Fong Street)
KMB+CTB	107P	Hung Hom (Laguna Verde)	Cyberport
KMB+CTB	118P	Siu Sai Wan (Island Resort)	Cheung Sha Wan (Sham Mong Road)
KMB+CTB	118P	Siu Sai Wan (Island Resort)	Mong Kok (Bute Street)
KMB+CTB	171A	Lei Tung Estate	Lai Chi Kok
KMB+CTB	171P	South Horizons	Lai Chi Kok
KMB+CTB	171P	South Horizons	Mong Kok
KMB+CTB	182X	Central (Macau Ferry)	Yu Chui Court
KMB+CTB	307A	Tai Po (Tai Po Tau)	Sheung Wan
KMB+CTB	307B	Tai Po (Wan Tau Tong)	Sheung Wan
			Wan Chai (Hong Kong Convention &
KMB+CTB	307C	Tai Po (Tai Po Tau)	Exhibition Centre)
KMB+CTB	307P	Tai Po (Ting Tai Road)	Causeway Bay (Tin Hau)
	50/1	run o (ning run toud)	Causeway Day (Iminaa)

Operator	Route No.	Origin	Destination
KMB+CTB	606X	Kai Yip Estate Bus Terminus	Siu Sai Wan (Island Resort)
KMB+CTB	606X	Kowloon Bay (Enterprise Square)	Siu Sai Wan (Island Resort)
KMB+CTB	619P	Shun Lee	Central (Macau Ferry)
KMB+CTB	619X	Shun Lee	Central (Macau Ferry)
KMB+CTB	681P	Yiu On	Sheung Wan
KMB+CTB	690P	Hong Sing Garden	Central (Exchange Square)
KMB+CTB	981P	Yiu On	Wan Chai (Fleming Road)
KMB+CTB	981P	Admiralty Station (East)	Yiu On
KMB+CTB	982X	Yu Chui Court	Wan Chai (Hennessy Road)
KMB+CTB	982X	Shui Chuen O Estate	Wan Chai (Hennessy Road)
KMB+CTB	N118	Cheung Sha Wan (Sham Mong Road)	Siu Sai Wan (Island Rosort)
KMB+CTB	N170	Sha Tin Central (New Town Plaza)	Wah Fu (Central)
KMB+CTB	N171	Lai Chi Kok	Ap Lei Chau Estate
KMB+CTB	N182	Kwong Yuen	Central (Macau Ferry)
KMB+CTB	N619	Shun Lee	Central (Macau Ferry)
KMB+NWFB		Kwun Tong (Yue Man Square)	Kennedy Town
KMB+NWFB		Kwun Tong (Yue Man Square)	Central
KMB+NWFB			Belcher's Street
KMB+NWFB		Kwun Tong (Yue Man Square) Cross Harbour Tunnel	
KMB+NWFB			Queensway
		Chak On Estate	Central
KMB+NWFB		Kennedy Town	Pak Tin
KMB+NWFB	CONTRACT OF	Pak Tin	Des Voeux Road Central
KMB+NWFB		Wong Tai Sin	Siu Sai Wan (Island Resort)
KMB+NWFB	Construction of the second sec	Ho Man Tin	Central (Macau Ferry)
KMB+NWFB	and the second se	Shau Kei Wan	Tsim Sha Tsui (Mody Road)(Circular)
KMB+NWFB		Shau Kei Wan	Tsim Sha Tsui (Mody Road)
KMB+NWFB		Ping Shek	Central (Macau Ferry)
KMB+NWFB	112	North Point	So Uk
KMB+NWFB	113	Choi Hung	Kennedy Town (Belcher Bay Temporary
			Bus Terminus)
KMB+NWFB		Kowloon City Ferry	Central (Macau Ferry)
KMB+NWFB		Tsz Wan Shan (Central)	Quarry Bay
KMB+NWFB		Cross Harbour Tunnel	Sheung Wan
KMB+NWFB	302	Tsz Wan Shan (North)	Sheung Wan
KMB+NWFB	601	Po Tat	Admiralty Railway Station (East)
KMB+NWFB	641	Kai Tak (Kai Ching Estate)	Central (Macau Ferry)
KMB+NWFB	680	Chung On Bus Terminus	Admiralty Station (East)
KMB+NWFB	680	Lee On	Admiralty Station (East)
KMB+NWFB	680	Chevalier Garden Bus Terminus	Admiralty Station (East)
KMB+NWFB	904	Lai Chi Kok	Kennedy Town
KMB+NWFB	905	Lai Chi Kok	Wan Chai North
KMB+NWFB		Hoi Lai Estate	Tin Hau Station
KMB+NWFB		Cheung On Estate/Cheung Wang	Causeway Bay (Tin Hau)
KMB+NWFB		Cheung Wang	Causeway Bay (Tin Hau)
KMB+NWFB		Mei Tin Estate (Mei Chi House)	Wan Chai (Hennessy Road)
KMB+NWFB	the second se	Kennedy Town	Kwun Tong (Yue Man Square)

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Operator	Route No.	Origin	Destination
KMB+NWFB	101X	Kwun Tong (Yue Man Square)	Kennedy Town
KMB+NWFB	106A	Wong Tai Sin	Taikoo (Kornhill Plaza)
KMB+NWFB	106P	Siu Sai Wan (Island Resort)	Wong Tai Sin
KMB+NWFB	111P	Choi Fook	Central (Macau Ferry)
KMB+NWFB	115P	Laguna Verde	Central (Macau Ferry)
KMB+NWFB	302A	Tsz Wan Shan (North)	North Point (Healthy Village)
KMB+NWFB	601P	Po Tat	Sheung Wan
KMB+NWFB	601P	Sheung Wan	Po Tat
KMB+NWFB	680A	Lee On	Admiralty Station (East)
KMB+NWFB	680B	Chevalier Garden Bus Terminus	Admiralty Station (East)
KMB+NWFB	680P	Ma On Shan Town Centre	Admiralty Station (East)
KMB+NWFB	680X	Wu Kai Sha Station	Central (Macau Ferry Pier)
KMB+NWFB	692P	Choi Ming Public Transport Interchange	Central (Exchange Square)
KMB+NWFB		Lai Chi Kok	Wan Chai (Harbour Road)
KMB+NWFB	914P	Hoi Lai Estate	Tin Hau Station
KMB+NWFB	914X	Hoi Lai Estate	Tin Hau Station
KMB+NWFB	And the second sec	Cheung On Estate	Causeway Bay (Tin Hau)
KMB+NWFB		Cheung Wang	Causeway Bay (Tin Hau)
KMB+NWFB	And and a state of the state of	Wu Kai Sha Station	Wan Chai (Fleming Road)
KMB+NWFB		Admiralty Station (East)	Wu Kai Sha Station
KMB+NWFB		Central (Macau Ferry)	Ngau Tau Kok
KMB+NWFB		Mei Foo	Shau Kei Wan
KMB+NWFB		Kam Ying Court	Central (Macau Ferry Pier)
KMB+NWFB		Tiu Keng Leng	Central (Macau Ferry)
LWB	A31	Nina Tower Bus Terminus	Airport (Ground Transportation Centre)
LWB	A31P	Tsuen Wan (Discovery Park)	Airport (Ground Transportation Centre)
LWB	A32	Kwai Chung Estate Public Transport	Airport Ground Transportation Centre
LWB	A33	Tuen Mun Station Public Transport	Airport (Ground Transportation Centre)
LWB	A33P	Tuen Mun Chung Uk Tsuen	Airport (Ground Transportation Centre)
LWB	A33X	Tuen Mun Railway Station	Airport (Ground Transportation Centre)
LWB	A36	Long Ping Railway Station	Airport (Ground Transportation Centre)
LWB	A37	Hung Shui Kiu (Hung Yuen Road)	Airport (Ground Transportation Centre)
LWB	A41	Sha Tin (Yu Chui Court)	Airport (Ground Transportation Centre)
LWB	A41	Wong Nai Tau	Airport (Ground Transportation Centre)
LWB	A41P	Wu Kai Sha Station	Airport (Ground Transportation Centre)
LWB	A43	Fanling (Luen Wo Hui)	Airport (Ground Transportation Centre)
LWB	A43P	Luen Wo Hui Bus Terminus	Airport (Ground Transportation Centre)
LWB	A47X	Tai Po (Fu Heng)	Airport (Ground Transportation Centre)
and the second		Tsuen Wan (Discovery Park Bus	Tung Chung (Yat Tung Estate Public
LWB	E31	Terminus)	Transport Terminus)
		Tung Chung (Yat Tung Estate Public	Tsuen Wan (Discovery Park Bus
LWB	E31	Transport Terminus)	Terminus)
LWB	E32	Kwai Fong Station	Asiaworld-Expo
LWB	E32	Kwai Fong Railway Station	Asiaworld Expo
LWB	E32A	Tung Chung Development Pier	Kwai Fong Station
LWB	E32A E33	Tuen Mun Central Bus Terminus	Airport (Ground Transportation Centre)

Operator	Route No.	Origin	Destination
LWB	E33P	Siu Hong Railway Station	Airport (Ground Transportation Centre)
LWB	E34A	Tin Shui Wai Town Centre	Airport (Ground Transportation Centre)
LWB	E34A	Tin Shui Estate	Airport (Ground Transportation Centre)
LWB	E34A	Chung Ki House Tin Chung Court	Airport (Ground Transportation Centre)
LWB	E34A	Tin Chung Court	Airport (Ground Transportation Centre)
LWB	E34B	Yuen Long	Airport (Ground Transportation Centre)
LWB	E34P	Tin Shui Wai Town Centre	Tung Chung (Yat Tung Estate Public Transport Terminus)
LWB	E34X	Tin Shui Wai Town Centre	Tung Chung (Yat Tung Estate)
LWB	E41	Tai Po Tau	Asiaworld-Expo
LWB	E42	Sha Tin (Pok Hong)	Airport (Ground Transportation Centre)
LWB	E42	Tung Chung (Yat Tung Estate Public Transport Terminus)	Sha Tin (Pok Hong)
LWB	N30	Yuen Long (East)	Airport / Tung Chung
LWB	N30P	Hung Kiu	Tung Chung Railway Station
LWB	N30P	Airport (Ground Transportation Centre)	Hung Kiu
LWB	N30S	Yuen Long (East)	Tung Chung Railway Station
LWB	N30S	Asia Airfreight Terminal	Yuen Long (East)
LWB	N31	Tsuen Wan (Discovery Park Bus	Airport (Ground Transportation Centre)
LWB	N42	Ma On Shan (Yiu On)	Tung Chung Station Bus Terminus
LWB	N42A	Fanling (Luen Wo Hui)	Tung Chung Station Bus Terminus (Via
LWB	N42P	Sheung Shui Railway Station	Airport (Ground Transportation Centre)
LWB	N64	Airport (Ground Transportation Centre)	Tung Chung (Yat Tung Estate Public Transport Terminus)
LWB	NA33	Airport (Ground Transportation Centre)	Tuen Mun (Fu Tai)
LWB	NA34	Airport (Ground Transportation Centre)	Tin Shui Wai Town Centre
LWB	NA34	Tin Shui Wai Town Centre	Airport (Ground Transportation Centre)
LWB	NA40	Wu Kai Sha Station	Airport (Ground Transportation Centre)
LWB	NA41	Sha Tin (Shui Chuen O)	Airport (Ground Transportation Centre)
LWB	NA43	Fanling (Luen Wo Hui)	Port (Ground Transportation Centre)
LWB	R33	Tuen Mun Station Public Transport	Disneyland Resort Public Transport
LWB	R42	Tai Wai Station Public Transport	Disneyland Resort Public Transport
LWB	S64	Tung Chung (Yat Tung Estate Public Transport Terminus)	Airport (Passenger Terminal Building) Via Tung Chung Station Bus Terminus
LWB	S64C	Tung Chung (Yat Tung Estate Public Transport Terminus)	Catering Road East(Circular)
LWB	S64P	Seaview Crescent	Tung Chung (Ying Hei Road)(Via Tung Chung New Development Ferry
LWB	S64P	Seaview Crescent	Tung Chung (Ying Hei Road)(Circular)
LWB	S64X	Tung Chung (Yat Tung Estate Public Transport Terminus)	Airport (Passenger Terminal Building)(Circular)
LWB	S64X	Tung Chung (Yat Tung Estate Public Transport Terminus)	Airport (Passenger Terminal Building)(Via Asiaworld-Expo)(Circular)
LWB+CTB	R8	Disneyland Resort Public Transport	Lantau Link Toll Plaza (Circular)
LWB+CTB	S1	Tung Chung Station Bus Terminus	Asiaworld-Expo (Via Passenger Terminal Building) (Circular)

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Operator	Route No.	Origin	Destination
NLB	1	Mui Wo	Tai O
NLB	2	Mui Wo	Ngong Ping
NLB	4	Mui Wo	Tong Fuk
NLB	11	Tung Chung Town Centre	Tai O
NLB	21	Tai O	Ngong Ping
NLB	23	Tung Chung Town Centre	Ngong Ping
NLB	34	Tung Chung Town Centre	Shek Mun Kap
NLB	34	Shek Mun Kap	Tung Chung Town Centre
NLB	36	Tung Chung Town Centre	Siu Ho Wan Vehicles Detention Pound
NLB	37	Tung Chung (Yat Tung Estate Public Transport Terminus)	Tung Chung (Ying Tung Estate)
NLB	38	Tung Chung (Yat Tung Estate Public Transport Terminus)	Tung Chung Station Bus Terminus (Circular)
NLB	11A	Tung Chung Town Centre	Shek Pik
NLB	1R	Hung Hom Ferry Concourse	Ngong Ping
NLB	37H	North Lantau Hospital	Tung Chung (Ying Tung Estate)
NLB	37M	Tung Chung (Ying Tung Estate)	Tung Chung Mtr Station (Circular)
NLB	37P	Tung Chung Yat Tung Estate (Yu Tung	Tung Chung North (Caribbean Coast)
NLB	375	Tung Chung Development Ferry Pier	Tung Chung Mtr Station
NLB	38X	Yu Tung Road (Outside Yung Yat House)	Fu Tung Shopping Centre (Circular)
NLB	3M	Mui Wo	Tung Chung Town Centre
NLB	A35	Mui Wo	Airport (Passenger Terminal Building)
NLB	B2	Yuen Long Station	Shenzhen Bay Port
NLB	B2P	Tin Tsz Estate	Shenzhen Bay Port
NLB	B2X	Tin Yiu Estate	Shenzhen Bay Port
NLB	N1	Mui Wo	Tai O
NLB	N35	Mui Wo	Airport (Passenger Terminal Building)
NLB	N38	Tung Chung (Yat Tung Estate Public Transport Terminus)	Tung Chung Station Bus Terminus
NWFB	2	Sai Wan Ho (Grand Promenade) Public Transport Terminus	Central (Macau Ferry)
NWFB	4	Wah Fu (South)	Central (Connaught Road Central)
NWFB	8	Chai Wan (Heng Fa Chuen)	Wan Chai North
NWFB	9	Shau Kei Wan	Shek O
NWFB	9	Big Wave Bay, Big Wave Bay Road	Shau Kei Wan (Operated During Swimming Seasons Only)
NWFB	13	Central (City Hall)	Kotewall Road
NWFB	14	Sai Wan Ho (Grand Promenade) Public Transport Terminus	Stanley Fort Gate(Omit Ma Hang)
NWFB	14	Sai Wan Ho (Grand Promenade) Public Transport Terminus	Stanley Fort Gate (Circular)
NWFB	14	Sai Wan Ho (Grand Promenade) Public Transport Terminus	Stanley Plaza (Ma Hang)
NWFB	14	Sai Wan Ho (Grand Promenade) Public Transport Terminus	Stanley Prison
NWFB	15	Central (Central Ferry Piers)	The Peak

Operator	Route No.	Origin	Destination
NWFB	15	Central (Exchange Square)	The Peak
NWFB	18	North Point (Healthy Street Central)	Sheung Wan
NWFB	23	North Point Ferry	Pokfield Road
NWFB	25	Central (Central Ferry Piers)	Braemar Hill (Circular)
NWFB	26	Lai Tak Tsuen	Hollywood Road (Circular)
NWFB	27	North Point Ferry	Braemar Hill (Circular)
NWFB	38	Chi Fu Fa Yuen	North Point Ferry
NWFB	42	Wah Fu (South)	North Point Ferry
NWFB	63	North Point Ferry	Stanley Prison
NWFB	65	North Point Ferry	Stanley Market
NWFB	66	Central (Exchange Square)	Ma Hang Estate
NWFB	78	Wong Chuk Hang Station	Wah Kwai Estate (Circular)
NWFB	78	Wah Kwai Estate	Wong Chuk Hang Station
NWFB	81	Chai Wan (Hing Wah Estate)	Lai Tak Tsuen
NWFB	82	Siu Sai Wan (Island Resort)	North Point Ferry Pier
NWFB	82	North Point Ferry Pier	Siu Sai Wan (Island Resort)
NWFB	91	South Horizons (Block 18)	Central (Central Ferry Piers)
NWFB	91	Ap Lei Chau Estate	Central (Central Ferry Piers)
NWFB	93	Ap Lei Chau Estate	Robinson Road
NWFB	93	South Horizons	Robinson Road
NWFB	94	Lei Tung Estate	Central (Central Ferry Piers)
NWFB	95	Ap Lei Chau (Lee Nam Road Industrial	Shek Pai Wan (Circular)
NWFB	95	Ap Lei Chau (Lee Nam Road Industrial	Aberdeen (Lok Yeung Street)
NWFB	95	Ap Lei Chau Estate	Shek Pai Wan (Circular)
NWFB	590	South Horizons	Central (Exchange Square)
NWFB	595	South Horizons	Aberdeen (Circular)
NWFB	682	Chai Wan (East)	Lee On
NWFB	682	Chai Wan (East)	Wu Kai Sha Station
NWFB	694	Siu Sai Wan	Tiu Keng Leng Public Transport
NWFB	701	Hoi Lai Estate	Mong Kok (Circular)
NWFB	702	Hoi Lai Estate	Yau Yat Tsuen (Circular)
NWFB	702	Hoi Lai Estate	Yau Yat Tsuen
NWFB	702	Yen Chow Street	Hoi Lai Estate
NWFB	720	Grand Promenade	Central (Gilman Street) (Circular)
NWFB	720	Sai Wan Ho (Grand Promenade) Public Transport Terminus	Central (Macau Ferry)
NWFB	720	Central (Macau Ferry)	Sai Wan Ho (Grand Promenade) Public Transport Terminus
NWFB	722	Yiu Tung Estate	Central (Exchange Square) (Circular)
NWFB	722	Yiu Tung Estate	Central (Central Ferry Piers)(Circular)
NWFB	722	Yiu Tung Estate	Central (Central Ferry Piers)
NWFB	722	Yiu Tung Estate	Central (Exchange Square)
NWFB	798	Tiu Keng Leng Public Transport	Fo Tan (Shan Mei Street)
NWFB	970	Cyberport	So Uk
NWFB	971	Shek Pai Wan Estate Public Transport	Hoi Lai Estate
	271	Interchange	1101 Lat Estate

Operator	Route No.	Origin	Destination
NWFB	15B	Wan Chai (Convention Centre)	The Peak
NWFB	15C	Central Ferry Piers (Pier 8)	Garden Road (Lower Peak Tram
NWFB	18P	Kennedy Town (Belcher Bay)	North Point (Healthy Street Central)
NWFB	18X	Shau Kei Wan	Kennedy Town (Belcher Bay)
NWFB	23B	Braemar Hill	Park Road
NWFB	2A	Yiu Tung Estate	Wan Chai North
NWFB	2X	Shau Kei Wan	Wan Chai North
NWFB	2X	Shau Kei Wan	Hennessy Road (Hysan Place)
NWFB	30X	Cyberport	Central (Exchange Square) (Circular)
NWFB	3A	Central (Star Ferry)	Felix Villas
NWFB	42C	Cyberport	North Point Ferry
NWFB	4X	Wah Fu (South)	Central (Connaught Road Central)
NWFB	4X	Wah Fu (South)	Central (Connaught Road Central)
NWFB	590A	South Horizons	Admiralty Station (East)(Circular)
NWFB	590A	South Horizons	Admiralty Station (East)
NWFB	682A	Ma On Shan Town Centre	Chai Wan (East)
NWFB	682A	Chai Wan (East)	Nai Chung
NWFB	682B	Shui Chueu O Estate	Chai Wan (East)
NWFB	682C	City One Shatin	North Point (Via Sai Wan Ho)
NWFB	682C	City One Shatin (Via Kwong Yuen)	North Point
NWFB	682P	Lee On	Chai Wan (East)
NWFB	682P	Wu Kai Sha Station	Chai Wan (East)
NWFB	682P	Nai Chung	Chai Wan (East)
NWFB	701S	Hoi Lai Estate	Mong Kok (Circular)
NWFB	702A	Aqua Marine/Hoi Lai Estate	Pak Tin
			Cheung Sha Wan (Sham Shing Road)/Fu
NWFB	702S	So Uk	Cheong Estate(Circular)
NWFB	702S	Fu Cheong Estate	So Uk
		Sai Wan Ho (Grand Promenade) Public	Admiralty(Central Government
NWFB	720A	Transport Terminus	Office)(Circular)
NWFB	720P	Taikoo Shing	Central (Gilman Street) (Circular)
NWFB	792M	Tseung Kwan O Public Transport	Sai Kung
NWFB	796C	Oscar By The Sea	So Uk Estate
NWFB	796P	Lohas Park	Tsim Sha Tsui (Canton Road)
NWFB	796P	China Ferry Terminal	Lohas Park
NWFB	796S	Tseung Kwan O Station	Ngau Tau Kok Station (Circular)
NWFB	796X	Tseung Kwan O Public Transport	Tsim Sha Tsui East (Concordia Plaza)
NWFB	796X	Lohas Park	Tsim Sha Tsui East
NWFB	797M	Tseung Kwan O Public Transport	Tseung Kwan O Industrial Estate(Circular)
NWFB	798A	Hong Sing Garden	Sha Tin
NWFB	798B	Lohas Park	Sha Tin
NWFB	81A	Chai Wan (Hing Wah Estate)	Lai Tak Tsuen
NWFB	81S	Siu Sai Wan (Harmony Garden)	Braemar Hill
NWFB	813 82M	Chai Wan Station	Siu Sai Wan (Island Resort) (Circular)
NWFB	82M	Siu Sai Wan (Harmony Garden)	Chai Wan Station
	a statement of the second s		
NWFB	82S	Siu Sai Wan (Island Resort)	Wai Hang Street

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Operator	Route No.	Origin	Destination
NWFB	82X	Siu Sai Wan (Island Resort)	North Point (Circular)
NWFB	88X	Siu Sai Wan (Island Resort)	Kennedy Town (Belcher Bay Temporary
IN WFD	007	Siu Sai wan (Island Resort)	Bus Terminus)
NWFB	8P	Siu Sai Wan (Island Resort)	Wan Chai North
NWFB	91A	Ap Lei Chau Estate	Wah Fu (South)
NWFB	93A	Lei Tung Estate	Robinson Road
NWFB	94A	Wah Fu (Central)	Lei Tung Estate (Circular)
NWFB	970X	Tin Wan	So Uk
NWFB	970X	Aberdeen	So Uk
NWFB	H1	Central Ferry Piers (Pier 8)	Tsim Sha Tsui (Hankow Road)
NWFB	H1	Central Ferry Piers (Pier 6)	Tsim Sha Tsui (Hankow Road)
NWFB	N796	Tseung Kwan O Public Transport	Mongkok (Circular)
NWFB	N796	Chatham Road South (Hong Kong Science Museum)	Tseung Kwan O Station
NWFB	N8	Wan Chai North	Heng Fa Chuen (Chong Fu Road)
NWFB	N8P	Siu Sai Wan (Island Resort)	Wan Chai (Harbour Road) (Circular)

List of MTR services

Heavy Rail

Island Line Tsuen Wan Line Kwun Tong Line Tung Chung Line Tseung Kwan O Line Disneyland Resort Line Airport Express Line East Rail Line West Rail Line Ma On Shan Line South Island Line

Light Rail

Route Number	Route
505	Sam Shing ←→ Siu Hong
507	Tuen Mun Ferry Pier $\leftarrow \rightarrow$ Tin King
610	Tuen Mun Ferry Pier $\leftarrow \rightarrow$ Yuen Long
614	Tuen Mun Ferry Pier $\leftarrow \rightarrow$ Yuen Long
614P	Tuen Mun Ferry Pier ←→ Siu Hong
615	Tuen Mun Ferry Pier $\leftarrow \rightarrow$ Yuen Long
615P	Tuen Mun Ferry Pier ←→ Siu Hong
705	Tin Shui Wai Circular
706	Tin Shui Wai Circular
751	Tin Yat ←→ Yau Oi
751P	Tin Yat $\leftarrow \rightarrow$ Tin Shui Wai
761P	Tin Yat $\leftarrow \rightarrow$ Yuen Long

MTR Feeder Bus

Bus Number	Route
K12	Tai Po Market Station $\leftarrow \rightarrow$ Eightland Garden
K14	Tai Po Centre \rightarrow Tai Po Market Station
K17	Tai Po Market Station $\leftarrow \rightarrow$ Fu Shin
K18	Tai Po Market Station $\leftarrow \rightarrow$ Kwong Fuk

List of MTR services

MTR Bus (Northwest New Territories)

Bus Number	Route
506	Tuen Mun Ferry Pier ←→ Siu Lun (Circular)
K51	Fu Tai ←→ Tai Lam
K52	Tuen Mun Station $\leftarrow \rightarrow$ Lung Kwu Tan
K53	Tuen Mun Station $\leftarrow \rightarrow$ So Kwun Wat (Circular)
K58	Fu Tai ←→ Castle Peak Bay
K65	Yuen Long Station $\leftarrow \rightarrow$ Lau Fau Shan
K66	Long Ping ←→ Tai Tong
K68	Yuen Long Industrial Estate $\leftarrow \rightarrow$ Yuen Long Park (Circular)
K73	Tin Heng $\leftarrow \rightarrow$ Yuen Long West
K74	Tin Shui ←→ Au Tau (Circular)
K75/K75A	Tin Shui Wai Station ←→ Hung Shui Kiu (Circular)
K75P	Tin Shui ←→ Hung Shui Kiu (Circular)
K76	Tin Heng ←→ Tin Shui Wai Station

[Survey Request No.: BRB2017-XXX]

Bus and Railway Branch Transport Survey Request Form

From	:	TB/XX	То	:	via SB/XX
Ref.		()			(by email only)
Tel.	:	2829 XXXX	cc	:	TB/H2
Date	:	Date			

Nature of Survey

Screenline survey of bus route CTBF1/KMB Route 982X (Yu Chui Court - Wan Chai (Hennessy Road)) and 182 (Yu Chui Court - Central (Macau Ferry)).

Purpose of Survey

To access the number of passengers for Rt. 182 & 982X.

Suggested Dates and Duration of Survey

(If urgent, please specify the latest date results required.)

The survey should be conducted from 7.00 a.m. to 9.00 a.m. on a normal weekday in the first week of September 2013 on bus routes at the locations listed below:

Bus stops of Routes 182 and 982X (Hong Kong Island bound) with the following bus stop names: Rt. 182 Rt. 982X

1. "Sun Tsui Estate" on Hung Mui Kuk Road

- 2. "World Wide Gardens" on Hung Mui Kuk Road
- 3. "Oi Man Estate" on Prince Margaret Road
- 4. "Cross-harbour Tunnel"
- 5. "Elizabeth House" on Gloucester Road
- 6. "Old Wan Chai Police Station" on Gloucester Road
- 7. "Luard Road" on Gloucester Road service road
- 8. "Fenwick Street" on Hennessy Road

- 1. Sun Ming House, Sun Chui Estate
- 2. Western Harbour Crossing
- 3. Macau Ferry, Connaught Road Central
- 4. Central Market, Des Voeux Road Central
- 5. Statue Square, Chater Road
- 6. Admiralty Station, Queensway
- 7. Asian House, Hennessy Road
- 8. Fleming Road, Hennessy Road

Data Required

- 1. Observed vehicle allocation.
- 2. Detailed list showing all departures observing the above check points, including registration marks, arrival times and headways
- 3. Observed frequency compared with S of S
- 4. Number of passengers picked up / set down / left-behind, if any
- 5. Average passenger waiting time, if any
- 6. Occupancy rate of each departure (Take the higher of occupancy before and that after boarding and alighting, if differs a lot)
- 7. Summary tables showing the number of passengers affected including the number of passengers pick-up / set-down and occupancy level of routes 182 and 982X at the surveyed bus stops.

Signature

[Survey Request No.: BRB2017-XXX] <u>Bus and Railway Branch</u> Transport Survey Request Form

То	•	via SB/XX
		(by email only)
сс	:	TB/H2
	сс	cc :

Nature of Survey

Monitoring survey of train services of Tsim Sha Tsui Station during evening peak hours.

Purpose of Survey

To check on the regularity and occupancy of railway services of Tsuen Wan Line (Tsim Sha Tsui) during evening peak hours.

<u>Suggested Dates and Duration of Survey</u> (If urgent, please specify the latest date results required.)

Date: XX Jan, 2016

Time (15 mins for reporting duty in advance)	Lines	Locations	Estimated Man-Hour
1800-2000 hrs	Tsuen Wan Line	Tsim Sha Tsui (to Tsuen Wan)	22 pers x 2.25 hrs = 49.5 hrs
]	otal Estimated Man-Hour:	<u>49.5 hrs</u>

Note:

(1) The number of train cars, train doors and carrying capacity of each railway line are listed below:

Railway Line	No. of train car	No. of doors in each car	Carrying capacity of a car	Carrying capacity of a train
Tsuen Wan Line	8	5	313	2,500

(2) 1 surveyor observes 2 train doors, totally 20 surveyors for 40 train doors and 2 supervisors oversee the survey operations.

Data Required

- Destination of the trains;
- Door opening time of each train (in the format of hh:mm:ss);
- Door closing time of each train (in the format of hh:mm:ss);
- Door opening duration;
- Count on the doors reopening;
- Train service headway;
- Any issues causing a short delay at the station;
- No. of on-board passengers upon arrival and departure;
- Number of boarding and alighting passengers; and
- Number of left-behind passengers upon train departure.

(One statistics summary for each train car and one combined summary for the whole train.)

<u>Additional Data Required</u> One of the supervisors records door opening and closing time of each train.

Signature

Ċ	Transport Department Transport Inspection Report (BR)	Ref. No. File No. Date	BXXX XXX XX-XXX-XXX
		Author	XXX
	XX-May-2014 (Thursday) : 0700-1000, 1200-1500	Survey Request	ted by: XXX

& 1700-2000 hours

Survey Done by: XXX

Monitoring survey of XHT 692

1. <u>Purpose of Survey</u>

To assess the passenger demand of the above route.

2. Method

The survey was conducted on XX-May-2014 (Thursday) at:

 I) <u>XHT 692 stop at Eastern Harbour Tunnel Toll Plaza, (Central bound),</u> 0700-1000 & 1200-1500 hours;

II) <u>XHT 692 stop at Eastern Harbour Tunnel Toll Plaza, (Tseung Kwan O bound),</u> 1200-1500 & 1700-2000 hours;

To collect the data of:

- 1. No. of boarding/ left-behind passenger
- 2. Minimum, average and maximum waiting time on half hourly basis
- 3. Number of departure
- 4. Vehicle allocation and registration number
- 5. Raw data with details of each departure

3. <u>Result of Survey</u>

The survey findings (including the number, arrival and departure time of each departure) were summarized in the attached Tables 1 to 4. The survey summaries were as follows:

A) XHT 692 stop at Eastern Harbour Tunnel Toll Plaza, (Central bound), 0700-1000 hours. (Table 1)

- □ 11 Buses were observed against 16 scheduled;
- □ 12 departure were recorded as against 13 scheduled;

560 passengers (35.9% of the total carrying capacity) were on arrival;

11 passengers were set down;

14 passengers were pick up;

563 passengers (36.1% of the total carrying capacity) were on departure,

- □ No passengers were left behind during the study periods.
- □ The average waiting time was 8.3 minutes.

B) XHT 692 stop at Eastern Harbour Tunnel Toll Plaza, (Central bound), 1200-1500 hours. (Table 2)

- **Buses were observed against 9 scheduled;**
- □ 9 departure were recorded;
 - 180 passengers (17% of the total carrying capacity) were on arrival;
 - 2 passengers were set down;
 - 1 passenger was pick up;
 - 179 passengers (16.9% of the total carrying capacity) were on departure,
- □ No passengers were left behind during the study periods.
- □ The average waiting time was 11.3 minutes.

C) XHT 692 stop at Eastern Harbour Tunnel Toll Plaza, (Hang Hau (North) bound), 0700-1000 hours. (Table 3)

- □ 8 Buses were observed against 9 scheduled;
- □ 8 departure were recorded as against 9 scheduled;

90 passengers (9.7% of the total carrying capacity) were on arrival;

- 1 passenger was set down;
- 2 passengers were pick up;
- 91 passengers (9.8% of the total carrying capacity) were on departure,
- □ No passengers were left behind during the study periods.
- □ The average waiting time was 8.8 minutes.

D) XHT 692 stop at Eastern Harbour Tunnel Toll Plaza, (Hang Hau (North) bound), 1700-2000 hours. (Table 4)

- □ 8 Buses were observed against 9 scheduled;
- □ 9 departure were recorded;
 - 555 passengers (48.2% of the total carrying capacity) were on arrival;
 - 4 passengers were set down;
 - 9 passengers were pick up;
 - 560 passengers (48.7% of the total carrying capacity) were on departure,
- □ No passengers were left behind during the study periods.
- □ The average waiting time was 11.3 minutes.

											1000		
					Monitoring S	Survey of B	us Service			r.			
		-					_		_				
Ref No. :		BOXX					_						
Route No. :		XHT_692 M-F	F					S of S Da		2011-09-1	-		
Date :		2014-05-XX						Survey P		07:00	to	10:00	
Location :		Eastern Harb	our Tunnel	Toll Plaza				Direction	P. 2	Central (E	xchange So	quare)	
Service and service and												Table	1
Registration	Arrival	De	parture Tim	e	Carrying					Passenger		11	
No.	Time				Capacity		Arrival	Set	Picked		eparture	Left Behind	Headway
-		SOS	Obs.	Diff.		No.	(%)	Down	Up	No.	(%)	(Occasion)	(min)
Missing		07:01		-1		0	0	0	0	0	0	0	
KM5666	07:10	07:13	07:10		131	80	61.1	2	1	79	60.3	0	6
KN7917	07:16		07:16	1	132	50	37.9	0	0	50	37.9	0	11
JC240	07:27	07:24	07:27		131	30	22.9	0	0	30	22.9	0	22
Missing		07:36		-1		0	0	0	0	0	0	0	
JC1759	07:49		07:49	1	133	35	26.3	3	1	33	24.8	0	7
HX5293	07:56	07:53	07:56		133	30	22.6	0	1	31	23.3	0	19
Missing		08:06		-1		0	0	0	0	0	0	0	
JD1220	08:15	08:21	08:15		131	85	64.9	2	0	83	63.4	0	13
KS7631	08:28	08:34	08:28		109	70	64.2	0	0	70	64.2	0	18
JX7838	08:46	08:49	08:46		132	40	30.3	1	1	40	30.3	0	15
KN7917	09:01	09:02	09:01		132	30	22.7	1	1	30	22.7	0	18
KG2997	09:19	09:19	09:19		132	50	37.9	0	0	50	37.9	0	17
KU4964	09:35	09:36	09:36		131	40	30.5	2	8	46	35.1	0	8
KU7052	09:44	09:53	09:44		131	20	15.3	0	1	21	16	0	
Total	12	13	12	-1	1558	560	35.9	11	14	563	36.1	0-0(0)	
		¢											
Time	No. of		No. of		Carrying				lo. of Passe				Average
(Half-	Arrivals		Departures		Capacity		Arrival	Set	Picked		eparture	Left Behind	Waiting
Hourly)		SOS	Obs.	Diff.		No.	(%)	Down	Up	No.	(%)	(Occasion)	and the second se
7:00	3	3	3	0	394	160	40.6	2	1	159	40.4	0-0(0)	5
7:30	2	2	2	0	266	65	24.4	3	2	64	24.1	0-0(0)	7.5
8:00	2	2	2	0	240	155	64.6	2	0	153	63.8	0-0(0)	7.5
8:30	1	2	1	-1	132	40	30.3	1	1	40	30.3	0-0(0)	15
9:00	2	2	2	0	264	80	30.3	1	1	80	30.3	0-0(0)	7.5
9:30	2	2	2	0	262	60	22.9	2	9	67	25.6	0-0(0)	7.5
Total	12	13	12	-1	1558	560	35.9	11	14	563	36.1	0-0(0)	8.3
Vehicle Alloca Schedule:	ation	9	Buses			Schedule	Frequency:		14	Minutes			
Observed:			Buses				Frequency:			Minutes			
Difference:			Buses			Difference				Minutes			
Registration N	lumber												
		JC240	JD1220										

					Monitoring	Cupient of D	un Contina						() () () () () () () () () ()
		1		· · · · ·	Monitoring	Survey of B	us Service		r	1	-r	r	
Ref No. :		BOXX								-	-		
Route No. :		XHT_692 M	F				-	S of S Dat	e.	2011-09-	19		
Date :		2014-05-XX				-		Survey Pe		12:00	to	15:00	
Location :		Eastern Har		Toll Plaza				Direction			Exchange So		
Looudon .		Labternina		l				Direction		o onta di (i		Table	2
Registration	Arrival	De	parture Tin	he	Carrying				No. of	Passenge	rs		Alfanon and a second
No.	Time			1	Capacity	On A	Arrival	Set	Picked		eparture	Left Behind	Headwa
		SOS	Obs.	Diff.	- opening	No.	(%)	Down	Up	No.	(%)	(Occasion)	(min)
KU7052	12:18	12:10	12:18		131	40	30.5	0	0	40	30.5	0	21
KR6915	12:39	12:30	12:39		105	15	14.3	0	0	15	14.3	0	21
JJ3203	13:00	12:50	13:00	1212	105	20	19	0	0	20	19	0	20
JX7838	13:20	13:10	13:20		132	20	15.2	0	0	20	15.2	0	22
Missing		13:30		-1		0	0	0	0	0	0	0	
KG2997	13:42	13:50	13:42		132	15	11.4	0	0	15	11.4	0	20
KS7631	14:02	14:10	14:02		132	30	22.7	1	0	29	22	0	19
KN7917	14:21		14:21	1	132	15	11.4	0	1	16	12.1	0	17
HZ1379	14:38	14:30	14:38		59	10	16.9	0	0	10	16.9	0	21
KU7052	14:59	14:50	14:59		131	15	11.5	1	0	14	10.7	0	0
Total	9	9	9	0	1059	180	17	2	1	179	16.9	0-0(0)	
Time	No. of		No. of		Carrying			No	o. of Passer	ngers			Average
(Half-	Arrivals		Departures		Capacity	On A	Arrival	Set	Picked		eparture	Left Behind	Waiting
Hourly)		SOS	Obs.	Diff.		No.	(%)	Down	Up	No.	(%)	(Occasion)	Time(mins
12:00	1	1	1	0	131	40	30.5	0	0	40	30.5	0-0(0)	15
12:30	1	2	1	-1	105	15	14.3	0	0	15	14.3	0-0(0)	15
13:00	2	1	2	1	237	40	16.9	0	0	40	16.9	0-0(0)	7.5
13:30	1	2	1	-1	132	15	11.4	0	0	15	11.4	0-0(0)	15
14:00	2	1	2	1	264	45	17	1	1	45	17	0-0(0)	7.5
14:30	2	2	2	0	190	25	13.2	1	0	24	12.6	0-0(0)	7.5
Total	9	9	9	0	1059	180	17	2	1	179	16.9	0-0(0)	11.3
Vehicle Alloca	ation												
Schedule:			Buses				Frequency:						
Observed:		-	Buses				Frequency:						
Difference:		-1	Buses			Difference			0	Minutes			
Registration N	lumber												

1					Monitoring	Suprov of P	un Convine						
		1			womoning .	Survey of B	us Service			1	1	1	
Ref No. :		BOXX											
Route No. :		XHT 692 M-	-					S of S Dat	e ·	2011-09-1	9	-	-
Date :		2014-05-XX						Survey Pe		12:00	to	15:00	
Location :		Eastern Harb	our Tunnel	Toll Plaza				Direction		Hang Hau		10.00	
				Τ						Thung the	(110111)	Table	3
Registration	Arrival	De	parture Tin	ne	Carrying				No. of	Passenger	S		
No.	Time				Capacity	On	Arrival	Set	Picked		eparture	Left Behind	Headway
		SOS	Obs.	Diff.		No.	(%)	Down	Up	No.	(%)	(Occasion)	(min)
Missing		12:00		-1	1	0	0	0	0	0	0	0	
JX7838	12:16	12:20	12:16		132	10	7.6	0	0	10	7.6	0	21
KG2997	12:36	12:40	12:37		132	20	15.2	1	0	19	14.4	0	17
KS7631	12:54	13:00	12:54		132	10	7.6	0	0	10	7.6	0	28
KN7917	13:22	13:20	13:22		132	15	11.4	0	0	15	11.4	0	13
HZ1379	13:35	13:40	13:35		59	10	16.9	0	0	10	16.9	0	22
KU7052	13:57	14:00	13:57	N ata S	131	10	7.6	0	1	11	8.4	0	15
KR6915	14:12	14:20	14:12		105	5	4.8	0	0	5	4.8	0	16
JJ3203	14:28	14:40	14:28		105	10	9.5	0	1	11	10.5	0	
Total	8	9	8	-1	928	90	9.7	1	2	91	9.8	0-0(0)	
Time	No. of		No. of		Carrying				o. of Passe				Average
(Half-	Arrivals		Departures		Capacity		Arrival	Set	Picked		eparture	Left Behind	Waiting
Hourly)		SOS	Obs.	Diff.		No.	(%)	Down	Up	No.	(%)	(Occasion)	Time(mins
12:00	1	2	1	-1	132	10	7.6	0	0	10	7.6	0-0(0)	15
12:30	2	1	2	1	264	30	11.4	1	0	29	11	0-0(0)	7.5
13:00	1	2	1	-1	132	15	11.4	0	0	15	11.4	0-0(0)	15
13:30	2	1	2	1	190	20	10.5	0	1	21	11.1	0-0(0)	7.5
14:00	2	2	2	0	210	15	7.1	0	1	16	7.6	0-0(0)	7.5
14:30	0	1	0	-1	0	0	0	0	0	0	0	0-0(0)	0
Total	8	9	8	-1	928	90	9.7	1	2	91	9.8	0-0(0)	8.8
Vehicle Alloca	tion												
Schedule:			Buses				Frequency:			Minutes			
Observed:			Buses				Frequency:			Minutes			
Difference:		-1	Buses			Difference	e:		3	Minutes			
Registration N	lumber												
HZ1379	JJ3203	JX7838	KG2997	KN7917	KR6915	KS7631	KU7052						

		(i		0	2		1						
			r	-	Monitoring S	Survey of B	us Service	r					
		5.0101	-				-	-					
Ref No. :		BOXX	L							0044.00	10		
Route No. :		XHT_692 M-						S of S Dat		2011-09-		00.00	
Date :		2014-05-XX						Survey Pe		17:00	to	20:00	
_ocation :		Eastern Hart	pour l'unnel	Toll Plaza				Direction		Hang Hau	I (North)	7-61-	
					0				NI-			Table	4
Registration	Arrival	De	eparture Tin	le	Carrying	0.7	Amiral	Cat		Passenger	s eparture	Left Behind	Lloodure
No.	Time		Oha	D:#	Capacity		Arrival	Set	Picked	No.			Headwa
	-	SOS	Obs.	Diff.	a	No.	(%)	Down	Up		(%)	(Occasion)	(min)
Missing	17 10	17:00	17.10	-1	100	0	0	0	0	0	0	0	
KD1620	17:18	17:20	17:18		129	40	31	0	1	41	31.8	0	19
JX7838	17:37	17:40	17:37		132	40	30.3	0	1	41	31.1	0	18
KG2997	17:55	18:00	17:55		132	45	34.1	0	2	47	35.6	0	21
KS7631	18:15	18:20	18:16		132	70	53	0	4	74	56.1	0	27
KN7917	18:43	18:40	18:43		132	75	56.8	1	0	74	56.1	0	14
JJ8167	18:56	19:00	18:57		105	80	76.2	1	0	79	75.2	0	14
KU7052	19:11	19:20	19:11		131	65	49.6	0	0	65	49.6	0	29
JE4186	19:39	19:40	19:40		129	75	58.1	2	0	73	56.6	0	18
KD1620	19:58		19:58	1	129	65	50.4	0	1	66	51.2	0	
Total	9	9	9	0	1151	555	48.2	4	9	560	48.7	0-0(0)	
Time	No. of		No. of		Carrying			No	o. of Passer	naers	-		Average
(Half-	Arrivals	1	Departures		Capacity	On	Arrival	Set	Picked		eparture	Left Behind	Waiting
Hourly)	. anna	SOS	Obs.	Diff.		No.	(%)	Down	Up	No.	(%)	(Occasion)	Time(min
17:00	1	2	1	-1	129	40	31	0	1	41	31.8	0-0(0)	15
17:30	2	1	2	1	264	85	32.2	0	3	88	33.3	0-0(0)	7.5
18:00	1	2	1	-1	132	70	53	0	4	74	56.1	0-0(0)	15
18:30	2	1	2	1	237	155	65.4	2	0	153	64.6	0-0(0)	7.5
19:00	1	2	1	-1	131	65	49.6	0	0	65	49.6	0-0(0)	15
19:30	2	1	2	1	258	140	54.3	2	1	139	53.9	0-0(0)	7.5
Total	9	9	9	0	1151	555	48.2	4	9	560	48.7	0-0(0)	11.3
/ehicle Alloca	41.0.0										-		
	uon		Dunne			Cabadula				Minutes			
Schedule:			Buses				Frequency:		20		-		
Observed:			Buses			Difference	Frequency:						
Difference:		-1	Buses			Difference			0	Minutes			
Registration N	lumber										_		
E4186	JJ8167	JX7838	KD1620	KG2997	KN7917	KS7631	KU7052						

Date of Survey:	17-Mar-2014 (Monday)	Author	vey Requested by: XXXX
V	(BR)	Date	21-Mar-2014
-	Transport Department Transport Inspection Report	File No.	.
		Ref. No.	B0XX

Time of Survey: 0700-0830 hours

Survey Requested by: XXXX Survey Done by: XXXX

On Board survey of KMB 14D

1. Purpose of Survey

To assess the passenger demand of the above route after its introduction.

2. Method

The survey was conducted on 17-Mar-2014 (Monday) at:

I) On Board Survey of KMB 14D,

0700-0830 hours.

To collect the data of:

- □ Total patronage and passengers being picked up/set down/left behind at each stop along the route;
- □ Scheduled and observed number of trips;
- □ No. of left-behind at terminal and en-route stops;
- □ Adherence to schedule of service; and
- □ Journey time.

3. <u>Result of Survey</u>

The survey findings (including the number, arrival and departure time of each departure) were summarized in the attached Tables 1-2.

A) On board survey of KMB 14D on Yau Tong bound, 0700-0830 hours (Table 1).

B) On board survey of KMB 14D on Choi Hung bound, 0700-0830 hours (Table 2).

KLN KMB ROUTE No. 14D

Date of survey:

18/Mar/2014

Survey taken by: Inspector

Direction:

油塘

	1	I				Table 1	
Fare	KJ2343	Location:	Dept/Arri . Time	Pick up	Set down	Left behind	Revenue Receive
5.2	0	彩虹	7:00	1	0	0	5.2
5.2	1	牛池灣街市	7:03	0	0	0	0
5.2	2	彩雲聖若瑟小學	7:04	1	0	0	5.2
5.2	3	白虹樓	7:06	3	0	0	15.6
4.1	4	基順小學	7:07	0	0	0	0
4.1	5	順利消防局	7:09	5	0	0	20.5
4.1	6	利恆樓	7:10	7	0	0	28.7
4.1	7	安逸樓	7:12	5	0	0	20.5
4.1	8	順天總站	7:14	13	0	0	53.3
4.1	9	天韻樓	7:16	0	0	0	0
4.1	10	秀樂樓	7:20	28	2	0	114.8
4.1	11	秀逸樓	7:22	23	0	0	94.3
4.1	12	秀安樓	7:23	4	0	0	16.4
4.1	13	上秀茂坪	7:26	18	1	0	73.8
4.1	14	興田	7:28	0	0	0	0
4.1	15	康逸苑	7:29	0	0	0	0
4.1	16	啟田商場	7:31	0	13	0	0
4.1	17	基孝中學	7:32	0	0	0	0
4.1	18	聖安當女書院	7:34	0	78	0	0
4.1	19	油塘邨	7:35	0	8	0	0
4.1	20	油塘總站	7:37	0	6	0	0
		Total:		108	108	0	448.3

() Deviated from scheduled route

KLN KMB ROUTE No. 14D

Date of survey:

18/Mar/2014

Survey taken by: Inspector

Direction:

彩虹

Table 2

Fare	GP5128	Location:	Dept/Arri . Time	Pick up	Set down	Left behind	Revenue Received
5.2	0	油塘總站	7:00	36	0	0	187.2
5.2	1	油塘中心	7:01	3	0	0	15.6
5.2	2	鯉魚門廣場	7:03	16	0	0	83.2
5.2	3	油塘邨	7:05	8	0	0	41.6
5.2	4	聖安當女書院	7:07	6	0	0	31.2
5.2	5	油麗?	7:09	8	0	0	41.6
5.2	6	基孝中學	7:10	4	3	0	20.8
4.1	7	啟田商場	7:12	13	0	0	53.3
4.1	8	康逸苑	7:14	15	0	0	61.5
4.1	9	興田	7:16	26	0	0	106.6
4.1	10	上秀茂坪	7:20	8	16	0	32.8
4.1	11	秀明樓	7:23	7	7	0	28.7
4.1	12	秀富樓	7:25	4	3	0	16.4
	13	中秀茂坪	7:26	18	1	0	73.8
÷	14	秀樂樓	7:28	0	0	0	0
-	15	寧波第二中學	7:29	0	0	0	0
-	16	順天總站	7:31	0	13	0	0
-	17	順安?	7:32	0	20	0	0
-	18	利業樓	7:34	0	78	0	0
-	19	利恆樓	7:35	0	8	0	0
-	20	順利消防局	7:37	0	15	0	0
-	21	白虹樓	7:39	0	4	0	0
-	22	彩虹鐵路站	7:40	0	3	0	0
-	23	彩虹	7:41	0	1	0	0
		Total:		172	172	0	794.3

				_
		Ref. No.	BXXX	
·	Transport Department Transport Inspection Report	File No.	XXX	
	(Bus Service)	Date	XX-XXX-XXXX	
		Author	XXX	
The state share come concerned and a	y: XX-Jan-2016 (Wednesday) S y:1800-2000 hours	urvey Requeste Survey Don		

Monitoring survey of Railway

1. <u>Purpose of Survey</u>

Monitoring survey of train services of Tsim Sha Tsui Station during evening peak hours.

2. Method

The survey was conducted on XX-Jan-2016 (Wednesday) at:

I) MTR stop at Tsim Sha Tsui Station (Tsuen Wan bound), 1800-2000 hours;

To collect the data of:

- Destination of the trains;
- Door opening time of each train (in the format of hh:mm:ss);
- Door closing time of each train (in the format of hh:mm:ss);
- Door opening duration;
- □ Count on the doors reopening;
- □ Train service headway;
- □ Any issue causing a short delay at the station;
- □ No. of on-board passengers upon arrival and departures;
- □ Number of boarding and alighting passengers; and
- D Number of left-behind passengers upon train departure.

(One statistics summary for each train car and one combined summary for the whole train.)

3. <u>Result of Survey</u>

The survey findings (including the number, arrival and departure time of each departure) were summarized in the attached Tables 1 to 9. The survey summaries were as follows:

A) Train Car No. 1 at Tsim Sha Tsui Station (Tsuen Wan bound), 1800-2000 hours (Table 1):

- \Box 58 trains were observed;
- □ 58 departures were recorded;
- 8789 passengers (64.0% of the total carrying capacity) were on arrival.
 - 1210 passengers were set down,

2446 passengers were pick up,

- 10025 passengers (73.0% of the total carrying capacity) were on departure,
- □ No passengers were left behind during the study periods.

B) Train Car No. 2 at Tsim Sha Tsui Station (Tsuen Wan bound), 1800-2000 hours (Table 2):

- \Box 58 trains were observed;
- □ 58 departures were recorded;
- □ 9676 passengers (70.4% of the total carrying capacity)were on arrival,
 - 1452 passengers were set down,
 - 1121 passengers were pick up,
 - 9345 passengers (68.0% of the total carrying capacity) were on departure,
- □ No passengers were left behind during the study periods.

C) Train Car No. 3 at Tsim Sha Tsui Station (Tsuen Wan bound), 1800-2000 hours (Table 3):

- \Box 58 train were observed;
- □ 58 departures were recorded;
- \Box 12693 passengers (92.4% of the total carrying capacity)were on arrival,
 - 2116 passengers were set down,
 - 1797 passengers were pick up,
 - 12374 passengers (90.1% of the total carrying capacity) were on departure,
- □ No passengers were left behind during the study periods.

D) Train Car No. 4 at Tsim Sha Tsui Station (Tsuen Wan bound), 1800-2000 hours hours (Table 4):

- □ 58 trains were observed;
- □ 58 departures were recorded;
- 15453 passengers (92.3% of the total carrying capacity)were on arrival,
 2398 passengers were set down,
 1664 passengers were pick up,
 - 12907 passengers (77.1% of the total carrying capacity) were on departure,
- □ No passengers were left behind during the study periods.
- E) Train CarNo. 5 stop at Tsim Sha Tsui Station (Tsuen Wan bound), 1800-2000 hours (Table 5):
 - □ 58 train were observed;

- □ 58 departures were recorded;
- 15669 passengers (93.5% of the total carrying capacity)were on arrival,
 2390 passengers were set down,

1723 passengers were pick up,

- 13342 passengers (79.7% of the total carrying capacity) were on departure,
- □ No passengers were left behind during the study periods.

F) Train Car No. 6 stop at Tsim Sha Tsui Station (Tsuen Wan bound), 1800-2000 hours (Table 6):

- □ 58 trains were observed;
- □ 58 departures were recorded;
- □ 14875 passengers (88.8% of the total carrying capacity)were on arrival,

2721 passengers were set down,

2142 passengers were pick up,

12756 passengers (76.2% of the total carrying capacity) were on departure,

• No passengers were left behind during the study periods.

G) Train Car No. 7 stop at Tsim Sha Tsui Station (Tsuen Wan bound), 1800-2000 hours (Table 7):

- \Box 58 trains were observed;
- □ 58 departures were recorded;
- □ 17068 passengers (101.9% of the total carrying capacity)were on arrival,

3386 passengers were set down,

2375 passengers were pick up,

- 13812 passengers (82.5% of the total carrying capacity) were on departure,
- □ No passengers were left behind during the study periods.

H) Train Car No. 8 stop at Tsim Sha Tsui Station (Tsuen Wan bound), 1800-2000 hours (Table 8):

- \Box 58 trains were observed;
- □ 58 departures were recorded;
- 13226 passengers (79.0% of the total carrying capacity)were on arrival,
 1662 passengers were set down,

1169 passengers were pick up,

- 12733 passengers (76.0% of the total carrying capacity) were on departure,
- □ No passengers were left behind during the study periods.

H) Train Car No. 1-8 at Tsim Sha Tsui Station (Tsuen Wan bound), 1800-2000 hours (Table 9):

- \Box 58 train were observed;
- □ 58 departures were recorded;
- 118573 passengers (76.3% of the total carrying capacity)were on arrival,
 4750 passengers were set down,

16823 passengers were pick up,

115120 passengers (74.1% of the total carrying capacity) were on departure,

□ No passengers were left behind during the study periods.

					Monitoring S	Survey of T	Frain Service	2					
Ref No.		BXXX											
Route N	0. :	XXX						10.00	1.000	00.00			
Date :			XXX (XXX)		Survey Pe			18:00	to	20:00			
Locatio	<u>n :</u>	I sim Sna	Tsui Station		Direction	<u> </u>		Tsuen Wa	in			Table	4
Ref	Door	Door	Destination	Door	Carrying			N	o. of Passe		L	Table	-
No.	Opening	Closing	Destination	Reopening	Capacity	On	Arrival	Set	Picked		eparture	Left Behind	Headway
NO.	Time	Time		Reopening	Capacity	No.	%	Down	Up	No.	%	(Occasion)	(min)
1	18:00:32	18:01:04	Tsuen Wan	1	335	175	52.2	22	50	203	60.6	0	02:09
2	18:02:37	18:03:13	Tsuen Wan	0	335	160	47.8	18	58	200	59.7	0	01:47
3	18:04:31	18:05:00	Tsuen Wan	0	335	165	49.3	19	51	197	58.8	0	02:03
4	18:06:19	18:07:03	Tsuen Wan	0	335	155	46.3	18	56	193	57.6	0	02:23
5	18:08:51	18:09:26	Tsuen Wan	0	335	205	61.2	28	60	237	70.7	0	01:56
6	18:10:43	18:11:22	Tsuen Wan	0	335	175	52.2	20	66	221	66.0	0	02:02
7	18:12:52	18:13:24	Tsuen Wan	0	335	205	61.2	24	65	246	73.4	0	01:47
8	18:14:40	18:15:11	Tsuen Wan	1	335	210	62.7	25	70	255	76.1	0	01:58
9	18:16:42	18:17:09	Tsuen Wan	1	335	210	62.7	31	70	249	74.3	0	02:10
10	18:18:40	18:19:19	Tsuen Wan	0	335	205	61.2	26	60	239	71.3	0	01:58
11	18:20:43	18:21:17	Tsuen Wan	0	335	218 215	65.1 64.2	25 25	83 85	276	82.4 82.1	0	01:46 02:30
12 13	18:22:29 18:24:55	18:23:03 18:25:33	Tsuen Wan Tsuen Wan	0	335 335	215	64.2	25	75	275	82.1	0	02:30
13	18:24:55	18:27:45	Tsuen Wan	0	335	228	68.1	26	85	286	85.4	0	02:02
15	18:29:04	18:29:48	Tsuen Wan	0	335	223	66.6	40	85	268	80.0	0	01:45
16	18:31:02	18:31:33	Tsuen Wan	1	335	243	72.5	46	75	272	81.2	0	01:51
17	18:32:55	18:33:24	Tsuen Wan	2	335	235	70.1	45	80	270	80.6	0	02:17
18	18:35:09	18:35:41	Tsuen Wan	1	335	228	68.1	35	80	273	81.5	0	01:54
19	18:37:05	18:37:35	Tsuen Wan	1	335	238	71.0	36	70	272	81.2	0	01:56
20	18:39:02	18:39:31	Tsuen Wan	0	335	235	70.1	40	65	260	77.6	0	01:47
21	18:40:41	18:41:18	Tsuen Wan	1	335	240	71.6	40	55	255	76.1	0	02:21
22	18:43:04	18:43:39	Tsuen Wan	1	335	230	68.7	40	70	260	77.6	0	02:10
23	18:45:08	18:45:49	Tsuen Wan	0	335	238	71.0	35	60	263	78.5	0	01:53
24 25	18:47:04	18:47:42	Tsuen Wan	1	335 335	230 253	68.7 75.5	33 36	60 50	257 267	76.7 79.7	0	02:00
25	18:49:02 18:51:09	18:49:42 18:51:37	Tsuen Wan Tsuen Wan	3	335	253	75.5	30	40	253	75.5	0	01:55 02:10
20	18:53:19	18:53:47	Tsuen Wan	1	335	243	68.7	35	50	233	73.1	0	02:10
28	18:55:24	18:56:03	Tsuen Wan	0	335	233	69.6	37	48	244	72.8	0	02:05
29	18:57:25	18:58:08	Tsuen Wan	0	335	218	65.1	30	50	238	71.0	0	01:50
30	18:59:25	18:59:58	Tsuen Wan	0	335	208	62.1	39	45	214	63.9	0	02:01
31	19:01:26	19:01:59	Tsuen Wan	1	335	225	67.2	22	40	243	72.5	0	02:32
32	19:04:00	19:04:31	Tsuen Wan	0	335	235	70.1	22	40	253	75.5	0	01:58
33	19:05:54	19:06:29	Tsuen Wan	0	335	215	64.2	40	42	217	64.8	0	02:10
34	19:08:05	19:08:39	Tsuen Wan	0	335	220	65.7	38	55	237	70.7	0	01:51
35	19:10:00	19:10:30	Tsuen Wan	0	335	220	65.7	21	62	261	77.9	0	02:11
36	19:12:08	19:12:41	Tsuen Wan	2	335	200	59.7	13	56	243	72.5	0	02:18
37 38	19:14:24	19:14:59 19:16:46	Tsuen Wan Tsuen Wan	0	335 335	215 205	64.2 61.2	30 23	54 50	239 232	71.3 69.3	0	01:47
38	19:16:16 19:18:15	19:16:46	Tsuen Wan	2	335	205	61.2	23	60	232	71.6	0	01:55
40	19:20:14	19:20:50	Tsuen Wan	0	335	195	58.2	15	40	220	65.7	0	01:30
41	19:21:58	19:22:20	Tsuen Wan	0	335	175	52.2	30	30	175	52.2	0	01:49
42	19:23:35	19:24:09	Tsuen Wan	0	335	180	53.7	35	24	169	50.4	0	01:43
43	19:25:25	19:25:52	Tsuen Wan	0	335	165	49.3	20	45	190	56.7	0	01:54
44	19:27:07	19:27:46	Tsuen Wan	0	335	155	46.3	13	33	175	52.2	0	02:00
45	19:29:13			0	335	150	44.8	15	50	185	55.2	0	01:48
46	19:31:06	19:31:34	Tsuen Wan	0	335	135	40.3	19	34	150	44.8	0	01:48
47	19:32:55	19:33:22	Tsuen Wan	0	335	100	29.9	10	45	135	40.3	0	01:40
48	19:34:43	19:35:02	Tsuen Wan	0	335	95	28.4	12	35	118	35.2	0	01:52
49	19:36:28	19:36:54	Tsuen Wan	0	335	100	29.9	7	51	144	43.0	0	02:15
50 51	19:38:28 19:40:23	19:39:09 19:40:55	Tsuen Wan Tsuen Wan	0	335 335	88 105	26.3 31.3	8	45 40	125 133	37.3 39.7	0	01:46 02:15
52	19:40:23	19:40:55	Tsuen Wan	0	335	90	26.9	9	40	133	39.7	0	02.15
52	19:42:36	19:45:06	Tsuen Wan	1	335	98	29.3	16	45	120	37.9	0	01:58
54	19:46:29	19:46:58	Tsuen Wan	0	335	70	20.9	7	41	104	31.0	0	02:11
55	19:48:33	19:49:09	Tsuen Wan	0	335	58	17.3	7	50	101	30.1	0	01:54
56	19:50:37	19:51:03	Tsuen Wan	0	335	90	26.9	8	40	122	36.4	0	03:38
57	19:54:05	19:54:41	Tsuen Wan	2	335	170	50.7	27	58	201	60.0	0	03:14
	19:57:24	19:57:55	Tsuen Wan	0	335	128	38.2	19	60	169	50.4	0	
Total	58	58			13735	8789	64.0	1210	2446	10025	73.0	0-0(0)	

				N	Ionitoring S	urvey of Tra	ain Service				· · · · · · · · · · · · · · · · · · ·		
		1.											
ef No.	:	BXXX						1					
oute N	lo. :	XXX											
ate :		XX-XXX-XXX	X (XXX)		Survey Pe	eriod :		18:00	to	20:00			
ocatio	n :	Tsim Sha Tsu	ui Station		Direction	:		Tsuen War	1				
			1					-	1			Table	2
Ref	Door	Door	Destination	Door	Carrying			N	o. of Passe	nders		1	
No.	Opening	Closing		Reopening	Capacity	On	Arrival	Set	Picked		parture	Left Behind	Headway
	Time	Time		Treepening	Capabily	No.	%	Down	Up	No.	%	(Occasion)	(min)
1	18:00:32	18:01:04	Tsuen Wan	1	335	202	60.3	36	15	181	54.0	0	02:09
2	18:02:37	18:03:13	Tsuen Wan	0	335	205	61.2	26	13	192	57.3	0	01:47
3	18:04:31	18:05:00	Tsuen Wan	0	335	205	61.5	34	21	192	57.6	0	
4	18:06:19	18:07:03	Tsuen Wan	0	335	218	65.1	26	21	213	63.6	0	02:03
5	18:08:51	18:09:26	Tsuen Wan	0	335	210	62.7	35	31	213	61.5		
6	18:10:43	18:11:22	Tsuen Wan	0	335	220	65.7	35	24			0	01:56
7		18:13:24		0						212	63.3	0	02:02
	18:12:52		Tsuen Wan		335	220	65.7	42	28	206	61.5	0	01:47
8	18:14:40	18:15:11	Tsuen Wan	1	335	210	62.7	33	30	207	61.8	0	01:58
9	18:16:42	18:17:09	Tsuen Wan	1	335	220	65.7	40	32	212	63.3	0	02:10
10	18:18:40	18:19:19	Tsuen Wan	0	335	238	71.0	44	33	227	67.8	0	01:58
11	18:20:43	18:21:17	Tsuen Wan	0	335	248	74.0	39	39	248	74.0	0	01:46
12	18:22:29	18:23:03	Tsuen Wan	0	335	248	74.0	39	37	246	73.4	0	02:30
13	18:24:55	18:25:33	Tsuen Wan	0	335	255	76.1	30	34	259	77.3	0	02:12
14	18:27:10	18:27:45	Tsuen Wan	0	335	265	79.1	48	38	255	76.1	0	02:03
15	18:29;04	18:29:48	Tsuen Wan	0	335	260	77.6	45	40	255	76.1	0	01:45
16	18:31:02	18:31:33	Tsuen Wan	1	335	255	76.1	47	37	245	73.1	0	01:51
17	18:32:55	18:33:24	Tsuen Wan	2	335	246	73.4	34	30	242	72.2	0	02:17
18	18:35:09	18:35:41	Tsuen Wan	1	335	250	74.6	31	29	248	74.0	0	01:54
19	18:37:05	18:37:35	Tsuen Wan	1	335	251	74.9	43	35	243	72.5	0	01:56
20	18:39:02	18:39:31	Tsuen Wan	0	335	253	75.5	40	30	243	72.5	0	01:47
21	18:40:41	18:41:18	Tsuen Wan	1	335	246	73.4	38	33	241	71.9	0	02:21
22	18:43:04	18:43:39	Tsuen Wan	1	335	253	75.5	39	32	246	73.4	0	02:10
23	18:45:08	18:45:49	Tsuen Wan	ò	335	248	74.0	33	33	248	74.0	0	01:53
24	18:47:04	18:47:42	Tsuen Wan	1	335	253	75.5	41	36	248	74.0	0	02:00
25	18:49:02	18:49:42	Tsuen Wan	1	335	258	77.0	47	32	240	72.5	0	02:00
26	18:51:09	18:51:37	Tsuen Wan	3	335	255	76.1	44	34	245	73.1	0	
27	18:53:19	18:53:47	Tsuen Wan	1	335	250	74.6	37	28	245	71.9	0	02:10
28	18:55:24	18:56:03	Tsuen Wan	0	335	255	76.1	30	23	241	74.0		
29	18:57:25	18:58:08	Tsuen Wan	0	335	255						0	02:05
30	18:59:25	18:59:58	Tsuen Wan	0	335	230	74.6	39	24	235	70.1	0	01:50
31	19:01:26	19:01:59	Tsuen Wan	1	335	240	68.7 71.6	35	18	213	63.6	0	02:01
									25	229	68.4	0	02:32
32	19:04:00	19:04:31	Tsuen Wan	0	335	240	71.6	31	29	238	71.0	0	01:58
33	19:05:54	19:06:29	Tsuen Wan	0	335	230	68.7	29	21	222	66.3	0	02:10
34	19:08:05	19:08:39	Tsuen Wan	0	335	235	70.1	35	22	222	66.3	0	01:51
35	19:10:00	19:10:30	Tsuen Wan	0	335	230	68.7	26	19	223	66.6	0	02:11
36	19:12:08	19:12:41	Tsuen Wan	2	335	220	65.7	36	25	209	62.4	0	02:18
37	19:14:24	19:14:59	Tsuen Wan	0	335	243	72.5	26	24	241	71.9	0	01:47
38	19:16:16	19:16:46	Tsuen Wan	0	335	240	71.6	30	21	231	69.0	0	01:55
39	19:18:15	19:18:41	Tsuen Wan	2	335	215	64.2	28	18	205	61.2	0	02:09
40	19:20:14	19:20:50	Tsuen Wan	0	335	220	65.7	19	17	218	65.1	0	01:30
41	19:21:58	19:22:20	Tsuen Wan	0	335	185	55.2	29	10	166	49.6	0	01:49
42	19:23:35	19:24:09	Tsuen Wan	0	335	190	56.7	21	14	183	54.6	0	01:43
43	19:25:25	19:25:52	Tsuen Wan	0	335	175	52.2	24	18	169	50.4	0	01:54
44	19:27:07	19:27:46	Tsuen Wan	0	335	215	64.2	25	7	197	58.8	0	02:00
45	19:29:13	19:29:46	Tsuen Wan	0	335	215	64.2	34	19	200	59.7	0	01:48
46	19:31:06	19:31:34	Tsuen Wan	0	335	190	56.7	29	16	177	52.8	0	01:48
47	19:32:55	19:33:22	Tsuen Wan	0	335	170	50.7	25	12	157	46.9	0	01:40
48	19:34:43	19:35:02	Tsuen Wan	0	335	135	40.3	13	14	136	40.6	0	01:52
49	19:36:28	19:36:54	Tsuen Wan	0	335	155	46.3	16	14	153	45.7	0	02:15
50	19:38:28	19:39:09	Tsuen Wan	0	335	170	50.7	23	12	159	47.5	0	01:46
51	19:40:23	19:40:55	Tsuen Wan	0	335	165	49.3	22	17	160	47.8	0	02:15
52	19:42:36	19:43:10	Tsuen Wan	0	335	205	61.2	31	20	194	57.9	ő	01:56
53	19:44:40	19:45:06	Tsuen Wan	1	335	190	56.7	28	12	174	51.9	0	01:52
54	19:46:29	19:46:58	Tsuen Wan	0	335	160	47.8	12	9	157	46.9	0	01:52
55	19:48:33	19:49:09	Tsuen Wan	0	335	115	34.3	12	19	116	34.6	0	02:11
56	19:50:37	19:51:03	Tsuen Wan	0	335	200	59.7	21	19	191	57.0		
		19:54:41	Tsuen Wan	2	335	200	67.2	38	31	218	65.1	0	03:38
57 58	19:54:05 19:57:24	19:57:55	Tsuen Wan	ō	335	200	59.7	28	24	196	58.5	0	

					i iteria e C	The second se	Conder			1			
	_	P		Ms	nitoring Sur	vey of Trai	Service			1			
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lef No.		BXXX										-	
Route N	lo. :	XXX											
Date :		XX-XXX-XXX			Survey Pe			18:00	to	20:00			
ocatio	n :	Tsim Sha Tsi	ui Station		Direction			Tsuen Wa	n	-			
												Table	3
Ref	Door	Door	Destination	Door	Carrying				. of Passen			10	
No.	Opening	Closing		Reopening	Capacity		rrival	Set	Picked		eparture	Left Behind	
	Time	Time				No.	%	Down	Up	No.	%	(Occasion)	
1	18:00:32	18:01:04	Tsuen Wan	1	335	308.00	91.9	59	37	286	85.4	0	02:09
2	18:02:37	18:03:13	Tsuen Wan	0	335	302.00	90.1	61	43	284	84.8	0	01:47
3	18:04:31	18:05:00	Tsuen Wan	0	335	313.00	93.4	63	52	302	90.1	0	02:03
4	18:06:19	18:07:03	Tsuen Wan	0	335	298.00	89.0	39	25	284	84.8	0	02:23
5	18:08:51	18:09:26	Tsuen Wan	0	335	313.00	93.4	44	45	314	93.7	0	01:56
6	18:10:43	18:11:22	Tsuen Wan	0	335	313.00	93.4	49	50	314	93.7	0	02:02
7	18:12:52	18:13:24	Tsuen Wan	0	335	312.00	93.1	40	40	312	93.1	0	01:47
8	18:14:40	18:15:11	Tsuen Wan	1	335	305.00	91.0	48	41	298	89.0	0	01:58
9	18:16:42	18:17:09	Tsuen Wan	1	335	302.00	90.1	80	53	275	82.1	0	02:10
10	18:18:40	18:19:19	Tsuen Wan	0	335	307.00	91.6	38	45	314	93.7	0	01:58
11	18:20:43	18:21:17	Tsuen Wan	0	335	313.00	93.4	47	45	311	92.8	0	01:46
12	18:22:29	18:23:03	Tsuen Wan	0	335	313.00	93.4	42	44	315	94.0	0	02:30
13	18:24:55	18:25:33	Tsuen Wan	0	335	313.00	93.4	46	34	301	89.9	0	02:12
14	18:27:10	18:27:45	Tsuen Wan	0	335	313.00	93.4	31	39	321	95.8	0	02:03
15	18:29;04	18:29:48	Tsuen Wan	0	335	310.00	92.5	39	50	321	95.8	0	01:45
16	18:31:02	18:31:33	Tsuen Wan	1	335	313.00	93.4	48	43	308	91.9	0	01:51
17	18:32:55	18:33:24	Tsuen Wan	2	335	313.00	93.4	48	48	313	93.4	0	02:17
18	18:35:09	18:35:41	Tsuen Wan	1	335	313.00	93.4	53	48	308	91.9	0	01:54
19	18:37:05	18:37:35	Tsuen Wan	1	335	313.00	93.4	55	49	307	91.6	0	01:56
20	18:39:02	18:39:31	Tsuen Wan	0	335	313.00	93.4	44	49	318	94.9	0	01:47
21	18:40:41	18:41:18	Tsuen Wan	1	335	313.00	93.4	49	48	312	93.1	0	02:21
22	18:43:04	18:43:39	Tsuen Wan	1	335	313.00	93.4	62	50	301	89.9	0	02:10
23	18:45:08	18:45:49	Tsuen Wan	0	335	313.00	93.4	49	44	308	91.9	0	01:53
24	18:47:04	18:47:42	Tsuen Wan	1	335	313.00	93.4	66	47	294	87.8	0	02:00
25	18:49:02	18:49:42	Tsuen Wan	1	335	313.00	93.4	49	53	317	94.6	0	01:55
26	18:51:09	18:51:37	Tsuen Wan	3	335	313.00	93.4	68	38	283	84.5	0	02:10
27	18:53:19	18:53:47	Tsuen Wan	1	335	313.00	93.4	54	39	298	89.0	0	02:16
28	18:55:24	18:56:03	Tsuen Wan	0	335	305.00	91.0	54	38	289	86.3	0	02:05
29	18:57:25	18:58:08	Tsuen Wan	0	335	305.00	91.0	59	49	295	88.1	0	01:50
30	18:59:25	18:59:58	Tsuen Wan	0	335	313.00	93.4	57	38	294	87.8	0	02:01
31	19:01:26	19:01:59	Tsuen Wan	1	335	313.00	93.4	54	49	308	91.9	0	02:32
32	19:04:00	19:04:31	Tsuen Wan	0	335	313.00	93.4	50	48	311	92.8	0	01:58
33	19:05:54	19:06:29	Tsuen Wan	0	335	313.00	93.4	61	45	297	88.7	0	02:10
34	19:08:05	19:08:39	Tsuen Wan	0	335	305.00	91.0	47	44	302	90.1	0	01:51
35	19:10:00	19:10:30	Tsuen Wan	0	335	305.00	91.0	47	36	294	87.8	0	02:11
36	19:12:08	19:12:41	Tsuen Wan	2	335	305.00	91.0	52	50	303	90.4	0	02:18
37	19:14:24	19:14:59	Tsuen Wan	0	335	305.00	91.0	41	41	305	91.0	0	01:47
38	19:16:16	19:16:46	Tsuen Wan	0	335	305.00	91.0	57	40	288	86.0	0	01:55
39	19:18:15	19:18:41	Tsuen Wan	2	335	305.00	91.0	55	48	298	89.0	0	02:09
40	19:20:14	19:20:50	Tsuen Wan	0	335	305.00	91.0	57	44	292	87.2	0	01:30
41	19:21:58	19:22:20	Tsuen Wan	0	335	305.00	91.0	54	28	279	83.3	Ő	01:49
42	19:23:35	19:24:09	Tsuen Wan	0	335	298.00	89.0	49	30	279	83.3	0	01:43
43	19:25:25	19:25:52	Tsuen Wan	0	335	300.00	89.6	42	24	282	84.2	0	01:54
44	19:27:07	19:27:46	Tsuen Wan	0	335	305.00	91.0	59	28	274	81.8	0	02:00
45	19:29:13	19:29:46	Tsuen Wan	0	335	305.00	91.0	57	29	277	82.7	0	01:48
46	19:31:06	19:31:34	Tsuen Wan	0	335	300.00	89.6	46	27	281	83.9	0	01:48
47	19:32:55	19:33:22	Tsuen Wan	0	335	295.00	88.1	56	25	264	78.8	0	01:40
48	19:34:43	19:35:02	Tsuen Wan	0	335	245.00	73.1	31	24	238	71.0	0	01:52
49	19:36:28	19:36:54	Tsuen Wan	0	335	291.00	86.9	35	24	280	83.6	0	02:15
50	19:38:28	19:39:09	Tsuen Wan	0	335	286.00	85.4	45	26	267	79.7	Ö	01:46
51	19:40:23	19:40:55	Tsuen Wan	0	335	236.00	70.4	36	20	220	65.7	Ö	02:15
52	19:40:23	19:43:10	Tsuen Wan	0	335	285.00	85.1	56	26	255	76.1	0	01:56
53	19:44:40	19:45:06	Tsuen Wan	1	335	305.00	91.0	56	36	285	85.1	0	01:52
53	19:44:40	19:45:06	Tsuen Wan	0	335	218.00	65.1	28	22	205	63.3	0	01:52
55	19:46:29	19:40:56	Tsuen Wan	0	335	270.00	80.6	46	22	212	74.3	0	01:54
55	19:48:33	19:49:09	Tsuen Wan	0	335	297.00	88.7	40	18	249	79.4	0	01:54
50	19:50:37	19:51:03	Tsuen Wan	2	335	305.00	91.0	49	38	266	88.7	0	03:38
58	19:54:05	19:54:41		0	335	300.00	89.6	52	27	297	82.1	0	03.14
58 Total	19:57:24 58	19:57:55	Tsuen Wan	U	13735	12693	92.4	2116	1797	12374	90.1	0-0(0)	

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					Monitori	ng Survey of Train Servi	ce	· · · · · · · · · · · · · · · · · · ·				20. 	
		BUILD											
ef No.		BXXX XXX											
loute N	No. :	XXX-XXX-XXX			0			10.00					
ate : ocatio		Tsim Sha Tsu			Survey Pe Direction			18:00	to	20:00			
ocatio	<u>n.</u>	TSIM ONA ISL	Station		Direction			Tsuen Wa	n			Table	
Ref	Door	Door	Destination	Door	Carrying			No. of Do	ssengers			Table	4
No.	Opening	Closing	Desination	Reopening	Capacity	On Arrival		Set	Picked	On Day	parture	Left Behind	Headwa
110.	Time	Time		reopening	Gupucky	No.	%	Down	Up	No.	%	(Occasion)	(min)
1	18:00:32	18:01:04	Tsuen Wan	1	335	278	83.0	43	31	266	79.4	0	02:09
2	18:02:37	18:03:13	Tsuen Wan	0	335	286	85.4	38	24	272	81.2	0	01:47
3	18:04:31	18:05:00	Tsuen Wan	0	335	286	85.4	39	27	274	81.8	0	02:03
4	18:06:19	18:07:03	Tsuen Wan	0	335	268	80.0	26	21	263	78.5	0	02:23
5	18:08:51	18:09:26	Tsuen Wan	0	335	293	87.5	44	31	280	83.6	0	01:56
6	18:10:43	18:11:22	Tsuen Wan	0	335	299	89.3	44	36	291	86.9	0	02:02
7	18:12:52	18:13:24	Tsuen Wan	0	335	288	86.0	52	40	276	82.4	0	01:47
8	18:14:40	18:15:11	Tsuen Wan	1	335	282	84.2	45	41	278	83.0	0	01:58
9	18:16:42	18:17:09	Tsuen Wan	1	335	291	86.9	45	54	300	89.6	0	02:10
10	18:18:40	18:19:19	Tsuen Wan Tsuen Wan	0	335	284	84.8	50	45	279	83.3	0	01:58
11	18:20:43	18:21:17		0	335 335	286	85.4	46	47	287	85.7	0	01:46
13	18:22:29 18:24:55	18:25:33	Tsuen Wan Tsuen Wan	0	335	287 295	85.7 88.1	59	54 48	282	84.2 90.1	0	02:30
14	18:27:10	18:27:45	Tsuen Wan	0	335	295	86.0	65	48	302 278	90.1 83.0	0	02:12
15	18:29:04	18:29:48	Tsuen Wan	0	335	286	85.7	51	55	278	83.0	0	02:03
16	18:31:02	18:31:33	Tsuen Wan	1	335	283	84.5	38	49	290	87.8	0	01:45
17	18:32:55	18:33:24	Tsuen Wan	2	335	277	82.7	58	48	267	79.7	0	02:17
18	18:35:09	18:35:41	Tsuen Wan	1	335	290	86.6	66	54	278	83.0	0	01:54
19	18:37:05	18:37:35	Tsuen Wan	1	335	291	86.9	58	40	273	81.5	0	01:56
20	18:39:02	18:39:31	Tsuen Wan	0	335	291	86.9	43	46	294	87.8	0	01:47
21	18:40:41	18:41:18	Tsuen Wan	1	335	295	88.1	48	39	286	85.4	0	02:21
22	18:43:04	18:43:39	Tsuen Wan	1	335	298	89.0	57	36	277	82.7	0	02:10
23	18:45:08	18:45:49	Tsuen Wan	0	335	289	86.3	53	33	269	80.3	0	01:53
24	18:47:04	18:47:42	Tsuen Wan	1	335	288	86.0	61	44	271	80.9	0	02:00
25	18:49:02	18:49:42	Tsuen Wan	11	335	278	83.0	50	38	266	79.4	0	01:55
26	18:51:09	18:51:37	Tsuen Wan	3	335	291	86.9	62	39	268	80.0	0	02:10
27	18:53:19	18:53:47	Tsuen Wan	1	335	282	84.2	71	44	255	76.1	0	02:16
28	18:55:24	18:56:03	Tsuen Wan	0	335	278	83.0	43	30	265	79.1	0	02:05
29 30	18:57:25	18:58:08	Tsuen Wan	0	335	279	83.3	64	33	248	74.0	0	01:50
31	18:59:25 19:01:26	18:59:58 19:01:59	Tsuen Wan Tsuen Wan	0	335 335	288 276	86.0 82.4	61 51	29 27	256 252	76.4	0	02:01
32	19:04:00	19:04:31	Tsuen Wan	0	335	296	82.4	73	27	252	75.2	0	02:32
33	19:05:54	19:06:29	Tsuen Wan	0	335	276	82.4	58	29	242	72.2	0	01:58 02:10
34	19:08:05	19:08:39	Tsuen Wan	0	335	284	84.8	63	27	242	74.0	0	01:51
35	19:10:00	19:10:30	Tsuen Wan	0	335	271	80.9	44	28	255	76.1	0	02:11
36	19:12:08	19:12:41	Tsuen Wan	2	335	278	83.0	52	26	252	75.2	0	02:18
37	19:14:24	19:14:59	Tsuen Wan	0	335	273	81.5	56	36	253	75.5	0	01:47
38	19:16:16	19:16:46	Tsuen Wan	0	335	265	79.1	50	27	242	72.2	0	01:55
39	19:18:15	19:18:41	Tsuen Wan	2	335	267	79.7	59	24	232	69.3	0	02:09
40	19:20:14	19:20:50	Tsuen Wan	0	335	260	77.6	33	20	247	73.7	0	01:30
41	19:21:58	19:22:20	Tsuen Wan	0	335	246	73.4	45	17	218	65.1	0	01:49
42	19:23:35	19:24:09	Tsuen Wan	0	335	253	75.5	41	21	233	69.6	0	01:43
43	19:25:25	19:25:52	Tsuen Wan	0	335	248	74.0	39	16	225	67.2	0	01:54
44 45	19:27:07	19:27:46 19:29:46	Tsuen Wan Tsuen Wan	0	335 335	236	70.4	40	18	214	63.9	0	02:00
45	19:29:13	19:29:46	Tsuen Wan	0	335	252 245	75.2	54 35	19 23	217 233	64.8	0	01:48
40	19:32:55	19:33:22	Tsuen Wan	0	335	245	64.5	28	31	233	69.6 65.4	0	01:48
48	19:34:43	19:35:02	Tsuen Wan	0	335	185	55.2	17	14	182	54.3	0	01:40
49	19:36:28	19:36:54	Tsuen Wan	0	335	202	60.3	21	14	195	58.2	0	02:15
50	19:38:28	19:39:09	Tsuen Wan	0	335	216	64.5	18	13	211	63.0	0	01:46
51	19:40:23	19:40:55	Tsuen Wan	0	335	206	61.5	22	16	200	59.7	Ő	02:15
52	19:42:36	19:43:10	Tsuen Wan	0	335	240	71.6	38	20	222	66.3	0	01:56
53	19:44:40	19:45:06	Tsuen Wan	1	335	235	70.1	51	29	213	63.6	0	01:52
54	19:46:29	19:46:58	Tsuen Wan	0	335	181	54.0	16	14	179	53.4	0	02:11
55	19:48:33	19:49:09	Tsuen Wan	0	335	210	62.7	24	19	205	61.2	0	01:54
56	19:50:37	19:51:03	Tsuen Wan	0	335	236	70.4	47	17	206	61.5	0	03:38
57	19:54:05	19:54:41	Tsuen Wan	2	335	262	78.2	53	31	240	71.6	0	03:14
58	19:57:24 58	19:57:55	Tsuen Wan	0	335	242	72.2	32	24	234	69.9	0	
Total		58			16750	15453	92.3	2398	1664	12907	77.1	0-0(0)	

				11.	allester Com	Test	Condes						
				IVIC	nitoring Sur	vey of Train	Service	1	9	1	1		
ef No.		BXXX											
							-						
oute N	10. :	XXX	00000		0			18:00	1	00.00			
ate :		XX-XXX-XXX Tsim Sha Tsi			Survey Pe			Tsuen Wa	to	20:00			
ocatio	n :	Tsim Sha Tsi	ul Station		Direction			I suen vva	<u>in</u>			7.65	-
				-								Table	5
Ref	Door	Door	Destination	Door	Carrying				of Passen			1	
No.	Opening	Closing		Reopening	Capacity		vrival	Set	Picked		eparture	Left Behind	Headwa
-	Time	Time	-			No.	%	Down	Up	No.	%	(Occasion)	(min)
1	18:00:32	18:01:04	Tsuen Wan	1	335	290	86.6	41	19	268	80.0	0	02:09
2	18:02:37	18:03:13	Tsuen Wan	0	335	280	83.6	47	22	255	76.1	0	01:47
3	18:04:31	18:05:00	Tsuen Wan	0	335	280	83.6	33	39	286	85.4	0	02:03
4	18:06:19	18:07:03	Tsuen Wan	0	335	290	86.6	40	33	283	84.5	0	02:23
5	18:08:51	18:09:26	Tsuen Wan	0	335	280	83.6	36	37	281	83.9	0	01:56
6	18:10:43	18:11:22	Tsuen Wan		335	280	83.6	62	38	256	76.4	0	02:02
7	18:12:52	18:13:24	Tsuen Wan	0	335 335	280 289	83.6 86.3	41	48 37	287 264	85.7	0	01:47
8	18:14:40	18:15:11	Tsuen Wan					62			78.8	0	
9	18:16:42	18:17:09 18:19:19	Tsuen Wan	1	335 335	296 292	88.4 87.2	58 59	45	283 285	84.5 85.1	0	02:10
10	18:18:40		Tsuen Wan	0		292						0	
11 12	18:20:43	18:21:17	Tsuen Wan	0	335 335		88.1 89.0	42	35	288	86.0	0	01:46
12	18:22:29 18:24:55	18:23:03 18:25:33	Tsuen Wan Tsuen Wan	0	335	298 287	89.0	45	42	295	88.1 81.8	0	02:30
13	18:24:55	18:25:33	Tsuen Wan	0	335	287	85.7	46	35	2/4	81.8	0	02:12
14		18:27:45		0	335	291	86.9	46	50	280	83.6	0	
15	18:29;04 18:31:02	18:29:48	Tsuen Wan Tsuen Wan	1	335	298	89.0	43	37	290	86.6	0	01:45
17	18:31:02	18:31:33	Tsuen Wan	2	335	289	86.6	43	34	283	84.5	0	01:51
18	18:32:55	18:35:41	Tsuen Wan	1	335	290	88.1	57	48	285	85.4	0	01:54
10					335	295	89.0	57	39	285	85.1	0	01:54
	18:37:05	18:37:35	Tsuen Wan	0									
20	18:39:02	18:39:31	Tsuen Wan		335	301	89.9	46	33	288	86.0	0	01:47
21	18:40:41	18:41:18	Tsuen Wan		335	299	89.3		31		87.5	0	02:21
22	18:43:04	18:43:39	Tsuen Wan	1	335	288	86.0	45	45	288	86.0		02:10
23	18:45:08	18:45:49	Tsuen Wan	0	335	302	90.1	53 37	34	283	84.5	0	01:53
24	18:47:04	18:47:42	Tsuen Wan	1	335	301	89.9			301	89.9	0	02:00
25	18:49:02	18:49:42	Tsuen Wan	3	335	298	89.0	51 58	35	282	84.2	0	01:55
26	18:51:09	18:51:37	Tsuen Wan		335	297	88.7		40	279	83.3		02:10
27	18:53:19	18:53:47	Tsuen Wan	1	335	300	89.6	58	50		87.2	0	02:16
28	18:55:24	18:56:03	Tsuen Wan	0	335	298	89.0	49	30	279	83.3	0	02:05
29	18:57:25	18:58:08	Tsuen Wan	0	335	303	90.4	60	27	270	80.6	0	01:50
30	18:59:25	18:59:58	Tsuen Wan	0	335	295 287	88.1	86	39	248	74.0	0	02:01
31	19:01:26	19:01:59	Tsuen Wan	1	335		85.7	42	33	278	83.0	0	02:32
32	19:04:00	19:04:31	Tsuen Wan	0	335	295	88.1	58	38	275	82.1		01:58
33 34	19:05:54	19:06:29 19:08:39	Tsuen Wan	0	335 335	289 281	86.3 83.9	47 46	28 30	270 265	80.6	0	02:10
	19:08:05		Tsuen Wan	0			90.1	36		265		0	
35	19:10:00	19:10:30	Tsuen Wan		335	302		60	26		87.2	0	02:11
36 37	19:12:08	19:12:41 19:14:59	Tsuen Wan Tsuen Wan	2	335 335	300 290	89.6 86.6	50	41 38	281	83.9 83.0	0	02:18
	19:14:24			0	335	290	83.6	60				0	
38 39	19:16:16 19:18:15	19:16:46 19:18:41	Tsuen Wan Tsuen Wan	2	335	280	83.6	55	33 36	253 256	75.5	0	01:55 02:09
40	19:18:15	19:18:41	Tsuen Wan	0	335	245	73.1	45	36	238	71.0	0	02:09
40	19:20:14	19:20:50	Tsuen Wan	0	335	245	73.1	31	22	238	69.0	0	01:30
41 42	19:21:58	19:22:20	Tsuen Wan	0	335	265	79.1	43	25	231	73.7	0	01:49
42	19:25:25	19:24:09	Tsuen Wan	0	335	280	83.6	50	25	251	74.9	0	01:54
44	19:27:07	19:27:46	Tsuen Wan	0	335	250	74.6	35	30	245	73.1	0	02:00
44	19:29:13	19:29:46	Tsuen Wan	0	335	270	80.6	58	34	245	73.4	0	01:48
46	19:31:06	19:31:34	Tsuen Wan	0	335	240	71.6	40	19	219	65.4	0	01:48
47	19:32:55	19:33:22	Tsuen Wan	0	335	260	77.6	46	27	241	71.9	0	01:40
48	19:34:43	19:35:02	Tsuen Wan	0	335	140	41.8	15	20	145	43.3	0	01:52
49	19:36:28	19:36:54	Tsuen Wan	0	335	200	59.7	30	23	193	57.6	0	02:15
50	19:38:28	19:39:09	Tsuen Wan	0	335	240	71.6	43	26	223	66.6	0	01:46
51	19:40:23	19:40:55	Tsuen Wan	0	335	110	32.8	21	27	116	34.6	0	02:15
52	19:42:36	19:43:10	Tsuen Wan	0	335	230	68.7	64	28	194	57.9	0	01:56
53	19:44:40	19:45:06	Tsuen Wan	1	335	220	65.7	45	22	197	58.8	0	01:52
54	19:46:29	19:46:58	Tsuen Wan	ò	335	100	29,9	26	31	105	31.3	ö	02:11
55	19:48:33	19:49:09	Tsuen Wan	0	335	240	71.6	44	25	221	66.0	0	01:54
56	19:50:37	19:51:03	Tsuen Wan	0	335	220	65.7	44	20	196	58.5	0	03:38
57	19:54:05	19:54:41	Tsuen Wan	2	335	260	77.6	50	30	240	71.6	0	03:14
58	19:57:24	19:57:55	Tsuen Wan	0	335	280	83.6	48	24	256	76.4	0	00.14
Total	58	58	- Such vian	y	16750	15669	93.5	2390	1723	13342	79.7	0-0(0)	

	1									_	· · · · ·		
				N	Ionitoring S	urvey of Train S	Service	I					
1		100 million - 100 million											
Ref No.		BXXX					4.5						
oute !	Vo. :	XXX			-			1.0.00					
ocatio		XX-XXX-XXX Tsim Sha Tsu			Survey Pe Direction	riod :		18:00 Tsuen Wa	to	20:00			
ocatio		Taini Gila Tau	Station		Direction			isuen vva				Table 6	
Ref	Door	Door	Destination	Door	Carrying			No.	of Passeng	ers		1999	
No.	Opening	Closing		Reopening	Capacity	On An		Set	Picked		parture	Left Behind	Headway
	Time	Time				No.	%	Down	Up	No.	%	(Occasion)	(min)
1 2	18:00:32 18:02:37	18:01:04 18:03:13	Tsuen Wan	1	335 335	300 300	89.6 89.6	46	59	313 291	93.4	0	02:09
3	18:04:31	18:05:00	Tsuen Wan Tsuen Wan	0	335	290	89.6	62	53 45	291	86.9 85.4	0	01:47 02:03
4	18:06:19	18:07:03	Tsuen Wan	0	335	270	80.6	42	46	274	81.8	0	02:23
5	18:08:51	18:09:26	Tsuen Wan	0	335	270	80.6	53	56	273	81.5	Ő	01:56
6	18:10:43	18:11:22	Tsuen Wan	0	335	264	78.8	48	52	268	80.0	0	02:02
7	18:12:52	18:13:24	Tsuen Wan	0	335	264	78.8	58	46	252	75.2	0	01:47
8	18:14:40 18:16:42	18:15:11 18:17:09	Tsuen Wan Tsuen Wan	1	335	264 254	78.8 75.8	57	44	251	74.9	0	01:58
10	18:16:42	18:17:09	Tsuen Wan	0	335	254	75.8	57	48	245	73.1	0	02:10 01:58
11	18:20:43	18:21:17	Tsuen Wan	ő	335	260	77.6	46	46	260	77.6	0	01:46
12	18:22:29	18:23:03	Tsuen Wan	0	335	260	77.6	68	54	246	73.4	0	02:30
13	18:24:55	18:25:33	Tsuen Wan	0	335	275	82.1	65	74	284	84.8	0	02:12
14	18:27:10	18:27:45	Tsuen Wan	0	335	270	80.6	66	58	262	78.2	0	02:03
15 16	18:29:04	18:29:48 18:31:33	Tsuen Wan Tsuen Wan	0	335	290 280	86.6 83.6	66	63 56	287	85.7 80.3	0	01:45
17	18:32:55	18:33:24	Tsuen Wan	2	335	280	80.6	50	47	269	79.7	0	01:51
18	18:35:09	18:35:41	Tsuen Wan	1	335	280	83.6	71	60	269	80.3	Ö	01:54
19	18:37:05	18:37:35	Tsuen Wan	1	335	270	80.6	61	56	265	79.1	0	01:56
20	18:39:02	18:39:31	Tsuen Wan	0	335	290	86.6	74	48	264	78.8	0	01:47
21	18:40:41	18:41:18	Tsuen Wan	1	335	300	89.6	51	31	280	83.6	0	02:21
22 23	18:43:04 18:45:08	18:43:39 18:45:49	Tsuen Wan Tsuen Wan	1	335 335	270 290	80.6 86.6	84	53	239 279	71.3 83.3	0	02:10 01:53
24	18:47:04	18:47:42	Tsuen Wan	1	335	280	83.6	62	65	2/9	84.5	0	01:53
25	18:49:02	18:49:42	Tsuen Wan	1	335	290	86.6	68	55	277	82.7	0	01:55
26	18:51:09	18:51:37	Tsuen Wan	3	335	270	80.6	74	51	247	73.7	0	02:10
27	18:53:19	18:53:47	Tsuen Wan	1	335	250	74.6	56	39	233	69.6	0	02:16
28	18:55:24	18:56:03	Tsuen Wan	0	335	245	73.1	64	43	224	66.9	0	02:05
29 30	18:57:25	18:58:08 18:59:58	Tsuen Wan Tsuen Wan	0	335 335	290 290	86.6 86.6	60 62	48	278	83.0 83.3	0	01:50 02:01
31	19:01:26	19:01:59	Tsuen Wan	1	335	280	83.6	47	39	272	81.2	0	02:32
32	19:04:00	19:04:31	Tsuen Wan	0	335	290	86.6	52	48	286	85.4	0	01:58
33	19:05:54	19:06:29	Tsuen Wan	0	335	280	83.6	54	39	265	79.1	0	02:10
34	19:08:05	19:08:39	Tsuen Wan	0	335	290	86.6	60	32	262	78.2	0	01:51
35 36	19:10:00	19:10:30 19:12:41	Tsuen Wan Tsuen Wan	0	335 335	280 270	83.6 80.6	44 65	36	272 236	81.2 70.4	0	02:11
30	19:12:06	19:12:41	Tsuen Wan	0	335	260	77.6	76	31	236	66.3	0	02:18 01:47
38	19:16:16	19:16:46	Tsuen Wan	0	335	270	80.6	54	44	260	77.6	0	01:55
39	19:18:15	19:18:41	Tsuen Wan	2	335	275	82.1	70	34	239	71.3	0	02:09
40	19:20:14	19:20:50	Tsuen Wan	0	335	280	83.6	32	25	273	81.5	0	01:30
41 42	19:21:58	19:22:20 19:24:09	Tsuen Wan Tsuen Wan	0	335 335	250 255	74.6	27	22	245	73.1	0	01:49
42	19:23:35	19:24:09	Tsuen Wan	0	335	255	80.6	50	2/ 21	244	72.8	0	01:43
44	19:27:07	19:27:46	Tsuen Wan	0	335	240	71.6	31	19	228	68.1	0	02:00
45	19:29:13	19:29:46	Tsuen Wan	0	335	250	74.6	41	33	242	72.2	0	01:48
46	19:31:06	19:31:34	Tsuen Wan	0	335	260	77.6	36	17	241	71.9	0	01:48
47 48	19:32:55	19:33:22	Tsuen Wan	0	335	245	73.1	43	19	221	66.0	0	01:40
48	19:34:43 19:36:28	19:35:02 19:36:54	Tsuen Wan Tsuen Wan	0	335	170	50.7 56.7	16	16	170	50.7 51.3	0	01:52 02:15
50	19:38:28	19:39:09	Tsuen Wan	0	335	180	53.7	28	15	167	49.9	0	01:46
51	19:40:23	19:40:55	Tsuen Wan	0	335	155	46.3	28	18	145	43.3	Ő	02:15
52	19:42:36	19:43:10	Tsuen Wan	0	335	210	62.7	39	24	195	58.2	0	01:56
53	19:44:40	19:45:06	Tsuen Wan	1	335	230	68.7	43	20	207	61.8	0	01:52
54 55	19:46:29 19:48:33	19:46:58 19:49:09	Tsuen Wan Tsuen Wan	0	335 335	140 180	41.8 53.7	23	21	138	41.2	0	02:11
55	19:48:33	19:49:09	Tsuen Wan	0	335	180	53.7	26	14	159	47.5 47.8	0	01:54 03:38
57	19:54:05	19:54:41	Tsuen Wan	2	335	225	67.2	38	27	214	63.9	0	03:14
58	19:57:24	19:57:55	Tsuen Wan	õ	335	230	68.7	39	26	217	64.8	0	
Total	58	58			16750	14875	88.8	2721	2142	12756	76.2	0-0(0)	

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								- (3					
lef No.		BXXX							-			-	
loute Note :	10.:	XXX	XXX (XXX)		-	Cumum Da	wind a		18:00	to	20:00		
ocatio			Tsui Station			Survey Pe Direction			Tsuen Wa		20.00		
ocatio		TSIM ONA	Sur Station		-	Direction	i		i suen vva	1		Table	7
Ref	Door	Door	Destination	Door	Carrying			N	o. of Passer	ders		Table	
No.	Opening	Closing	Desenation	Reopening		On A	Arrival	Set	Picked		parture	Left Behind	Headwa
110.	Time	Time		reopening	oupuony	No.	%	Down	Up	No.	%	(Occasion)	(min)
1	18:00:32	18:01:04	Tsuen War	1	335	275	82.1	70	50	255	76.1	0	02:09
2	18:02:37		Tsuen War		335	290	86.6	82	35	243	72.5	0	01:47
3	18:04:31	18:05:00	Tsuen War	0	335	280	83.6	75	46	251	74.9	0	02:03
4	18:06:19		Tsuen War		335	265	79.1	65	39	239	71.3	0	02:23
5	18:08:51		Tsuen War		335	285	85.1	74	56	267	79.7	0	01:56
6	18:10:43		Tsuen War		335	310	92.5	78	55	287	85.7	0	02:02
7	18:12:52		Tsuen War	0	335	295	88.1	71	78	302	90.1	0	01:47
8	18:14:40		Tsuen War Tsuen War		335 335	295 300	88.1 89.6	70 59	67 50	292 291	87.2 86.9	0	01:58 02:10
10	18:18:40		Tsuen War	0	335	305	91.0	66	70	309	92.2	0	02:10
11	18:20:43		Tsuen War		335	300	89.6	69	55	286	85.4	0	01:46
12	18:22:29		Tsuen War	0	335	295	88.1	72	45	268	80.0	0	02:30
13	18:24:55		Tsuen War	0	335	300	89.6	75	58	283	84.5	0	02:12
14	18:27:10	18:27:45	Tsuen War	0	335	300	89.6	66	63	297	88.7	0	02:03
15	18:29;04		Tsuen War	0	335	305	91.0	68	60	297	88.7	0	01:45
16	18:31:02		Tsuen War	1	335	315	94.0	80	45	280	83.6	0	01:51
17	18:32:55		Tsuen War	2	335	315	94.0	59	64	320	95.5	0	02:17
18	18:35:09		Tsuen War	1	335	300	89.6	76	75	299	89.3	0	01:54
19	18:37:05		Tsuen War	1	335	305	91.0	89	42	258	77.0	0	01:56
20	18:39:02		Tsuen War	0	335	305	91.0	70	60	295	88.1	0	01:47
21 22	18:40:41 18:43:04		Tsuen War Tsuen War	1	335 335	300 305	89.6 91.0	73	27	254 285	75.8	0	02:21
22	18:45:08		Tsuen War	0	335	305	95.5	55	45	310	92.5	0	01:53
24	18:47:04		Tsuen War	1	335	300	89.6	63	52	289	86.3	0	02:00
25	18:49:02		Tsuen War	1	335	305	91.0	69	59	295	88.1	0	01:55
26	18:51:09		Tsuen War	3	335	300	89.6	58	55	297	88.7	0	02:10
27	18:53:19		Tsuen War	1	335	300	89.6	63	56	293	87.5	0	02:16
28	18:55:24	18:56:03	Tsuen War	0	335	305	91.0	66	58	297	88.7	0	02:05
29	18:57:25		Tsuen War	0	335	320	95.5	79	48	289	86.3	0	01:50
30	18:59:25		Tsuen War	0	335	310	92.5	80	55	285	85.1	0	02:01
31	19:01:26		Tsuen War	1	335	303	90.4	67	53	289	86.3	0	02:32
32	19:04:00		Tsuen War	0	335 335	300	89.6	73	42	269	80.3	0	01:58
33 34	19:05:54 19:08:05		Tsuen War Tsuen War	0	335	300 305	89.6 91.0	62 77	45	283 265	84.5 79.1	0	02:10
35	19:10:00		Tsuen War	0	335	310	92.5	70	45	285	85.1	0	02:11
36	19:12:08		Tsuen War	2	335	310	92.5	82	43	270	80.6	0	02:18
37	19:14:24		Tsuen War	ō	335	315	94.0	83	56	288	86.0	Ö	01:47
38	19:16:16		Tsuen War	0	335	295	88.1	70	60	285	85.1	0	01:55
39	19:18:15	19:18:41	Tsuen War	2	335	305	91.0	60	50	295	88.1	0	02:09
40	19:20:14		Tsuen War	0	335	300	89.6	60	44	284	84.8	0	01:30
41	19:21:58		Tsuen War	0	335	290	86.6	44	23	269	80.3	0	01:49
42	19:23:35		Tsuen War	0	335	295	88.1	65	27	257	76.7	0	01:43
43	19:25:25		Tsuen War	0	335 335	290 285	86.6	58 59	38	270	80.6	0	01:54
44	19:27:07 19:29:13		Tsuen War Tsuen War	0	335	285	85.1 83.6	59	27	253 262	75.5	0	02:00
45	19:29:13		Tsuen War	0	335	275	82.1	57	38	255	76.1	0	01:48
40	19:32:55		Tsuen War	0	335	280	83.6	63	22	239	71.3	0	01:40
48	19:34:43		Tsuen War	0	335	240	71.6	55	22	207	61.8	0	01:52
49	19:36:28	19:36:54	Tsuen War	0	335	250	74.6	55	13	208	62.1	0	02:15
50	19:38:28		Tsuen War	0	335	290	86.6	52	28	266	79.4	0	01:46
51	19:40:23		Tsuen War	0	335	245	73.1	45	25	225	67.2	0	02:15
52	19:42:36		Tsuen War	0	335	295	88.1	60	49	284	84.8	0	01:56
53	19:44:40		Tsuen War	1	335	300	89.6	71	38	267	79.7	0	01:52
54	19:46:29		Tsuen War	0	335	215	64.2	48	36	203	60.6	0	02:11
55 56	19:48:33		Tsuen War	0	335	290	86.6	70	31	251	74.9	0	01:54
56	19:50:37 19:54:05		Tsuen War Tsuen War	0	335 335	290 305	86.6 91.0	62 76	30 43	258 272	77.0	0	03:38
58	19:54:05		Tsuen War	0	335	305	91.0	91	43	272	81.2	0	03:14
Total	58	58	ouch vval		16750	17068	101.9	3386	2375	13812	82.5	0-0(0)	

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-					Monitorin	a Survey of	Train Servi	ice	<u></u>			<u> </u>	
Ref No.		BXXX											
Route M	lo. :	XXX				-							
Date : Locatio		XX-XXX-X	Tsui Station			Survey Pe			18:00	to	20:00		
ocatio	n :	Tsim Sna	Isul Station	1		Direction			Tsuen Wa	<u>n</u>		Table	8
Ref	Door	Door	Destination	Door	Carrying			Ne	o. of Passer	dere:		Table	0
No.	Opening	Closing	Destination	Reopening		On A	vrival	Set	Picked		eparture	Left Behind	Headway
	Time	Time				No.	%	Down	Up	No.	%	(Occasion)	(min)
1	18:00:32		Tsuen War		335	270	80.6	22	14	262	78.2	0	02:09
2	18:02:37		Tsuen War		335	255	76.1	28	19	246	73.4	0	01:47
3	18:04:31		Tsuen War		335	240	71.6	34	17	223	66.6	0	02:03
4	18:06:19 18:08:51		Tsuen War Tsuen War		335 335	255 260	76.1 77.6	27 34	16 25	244 251	72.8	0	02:23
6	18:10:43		Tsuen War		335	270	80.6	34	25	264	78.8	0	01:56
7	18:12:52		Tsuen War		335	270	80.6	33	32	269	80.3	0	01:47
8	18:14:40		Tsuen War		335	255	76.1	25	35	265	79.1	0	01:58
9	18:16:42		Tsuen War		335	265	79.1	35	28	258	77.0	0	02:10
10	18:18:40		Tsuen War		335	275	82.1	33	29	271	80.9	0	01:58
11	18:20:43		Tsuen War		335	280	83.6	27	23	276	82.4	0	01:46
12 13	18:22:29		Tsuen War		335 335	285 290	85.1	35	33	283 288	84.5	0	02:30
13	18:24:55		Tsuen War Tsuen War	0	335	290	86.6 88.1	41 26	39 32	288	86.0 89.9	0	02:12 02:03
15	18:29:04		Tsuen War		335	295	88.1	40	27	282	84.2	0	02:03
16	18:31:02		Tsuen War		335	295	88.1	35	25	285	85.1	0	01:51
17	18:32:55		Tsuen War		335	290	86.6	34	35	291	86.9	0	02:17
18	18:35:09		Tsuen War		335	300	89.6	27	27	300	89.6	0	01:54
19	18:37:05		Tsuen War		335	295	88.1	42	31	284	84.8	0	01:56
20	18:39:02		Tsuen War		335	290	86.6	42	24	272	81.2	0	01:47
21	18:40:41		Tsuen War		335	295	88.1	56	30	269	80.3	0	02:21
23	18:43:04 18:45:08		Tsuen War Tsuen War		335 335	295 295	88.1 88.1	51 39	28 36	272 292	81.2 87.2	0	02:10 01:53
24	18:47:04		Tsuen War		335	295	88.1	47	33	292	83.9	0	02:00
25	18:49:02		Tsuen War		335	295	88.1	44	23	274	81.8	0	01:55
26	18:51:09	18:51:37	Tsuen War	3	335	290	86.6	54	24	260	77.6	0	02:10
27	18:53:19		Tsuen War		335	290	86.6	48	32	274	81.8	0	02:16
28	18:55:24		Tsuen War		335	295	88.1	36	21	280	83.6	0	02:05
29	18:57:25		Tsuen War		335	295	88.1	47	23	271	80.9	0	01:50
30 31	18:59:25 19:01:26		Tsuen War Tsuen War		335 335	295 290	88.1 86.6	49 52	16	262	78.2	0	02:01
32	19:04:00		Tsuen War		335	285	85.1	31	27 24	205	79.1 83.0	0	02:32 01:58
33	19:05:54		Tsuen War		335	285	85.1	35	23	273	81.5	0	02:10
34	19:08:05		Tsuen War		335	290	86.6	35	32	287	85.7	0	01:51
35	19:10:00	19:10:30	Tsuen War	0	335	285	85.1	47	30	268	80.0	0	02:11
36	19:12:08		Tsuen War		335	285	85.1	40	26	271	80.9	0	02:18
37	19:14:24		Tsuen War		335	285	85.1	40	24	269	80.3	0	01:47
38	19:16:16		Tsuen War		335	280	83.6	29	19	270	80.6	0	01:55
39 40	19:18:15		Tsuen War Tsuen War	2	335 335	275 275	82.1 82.1	25 19	21 18	271 274	80.9 81.8	0	02:09 01:30
40	19:20:14		Tsuen War	0	335	2/5	77.6	30	18	242	72.2	0	01:30
42	19:23:35		Tsuen War		335	260	77.6	27	17	250	74.6	0	01:49
43	19:25:25		Tsuen War		335	220	65.7	22	15	213	63.6	0	01:54
44	19:27:07	19:27:46	Tsuen War	0	335	190	56.7	15	19	194	57.9	0	02:00
45	19:29:13		Tsuen War		335	200	59.7	15	10	195	58.2	0	01:48
46	19:31:06		Tsuen War		335	190	56.7	13	9	186	55.5	0	01:48
47 48	19:32:55 19:34:43		Tsuen War Tsuen War		335 335	165	49.3 41.8	15	12	162	48.4	0	01:40
48	19:34:43		Tsuen War		335	140	41.8	14	11	137	40.9	0	01:52 02:15
50	19:38:28		Tsuen War		335	140	44.8	20	6	136	42.4	0	02:15
51	19:40:23		Tsuen War		335	60	17.9	11	8	57	17.0	0	02:15
52	19:42:36		Tsuen War		335	170	50.7	20	6	156	46.6	0	01:56
53	19:44:40		Tsuen War	1	335	180	53.7	22	12	170	50.7	0	01:52
54	19:46:29		Tsuen War		335	126	37.6	22	4	108	32.2	0	02:11
55	19:48:33		Tsuen War		335	120	35.8	14	6	112	33.4	0	01:54
56	19:50:37		Tsuen War		335	165	49.3	21	4	148	44.2	0	03:38
57 58	19:54:05		Tsuen War		335	195	58.2	44	14	165	49.3	0	03:14
20	19:57:24 58	19:57:55	Tsuen War	0	335 16750	215 13226	64.2 79.0	27	20	208	62.1 76.0	0-0(0)	

-				M	onitoring Su	rvey of Tra	in Service						
Ref No.	1	BXXX											
Route N	lo. :	XXX											
Date :		XX-XXX-XXX			Survey Pe			18:00	to	20:00			
ocatio	n:	Tsim Sha Tsu	ii Station		Direction		-	Tsuen Wa	in			T.1.1	-
		-									1	Table	9
Ref	Door	Door	Destination	Door	Carrying	0-	A material	-	lo. of Passe		N		Handrid
No.	Opening Time	Closing Time		Reopening	Capacity		Arrival %	Set Down	Picked		Departure %	Left Behind (Occasion)	Headwa
1	or the second distance of the later of the l	CORPORATION AND ADDRESS OF THE OWNER	Tsuen Wan	1	2680	No. 2098	78.3	339	Up	No. 2034		and the second se	(min)
1	18:00:32 18:02:37	18:01:04 18:03:13	Tsuen Wan	1	2680 2680	2098	76.3	362	275	1983	75.9	0	02:09 01:47
3	18:04:31	18:05:00	Tsuen Wan	0	2680	2060	76.9	346	298	2012	75.1	0	01:47
4	18:06:19	18:07:03	Tsuen Wan	0	2680	2019	75.3	283	257	1993	74.4	0	02:23
5	18:08:51	18:09:26	Tsuen Wan	0	2680	2116	79.0	348	341	2109	78.7	0	01:56
6	18:10:43	18:11:22	Tsuen Wan	0	2680	2131	79.5	365	347	2113	78.8	0	02:02
7	18:12:52	18:13:24	Tsuen Wan	0	2680	2134	79.6	361	377	2150	80.2	0	01:47
8	18:14:40	18:15:11	Tsuen Wan	1	2680	2110	78.7	365	365	2110	78.7	0	01:58
9	18:16:42	18:17:09	Tsuen Wan	1	2680	2138	79.8	405	380	2113	78.8	0	02:10
10	18:18:40	18:19:19	Tsuen Wan	0	2680	2160	80.6	367	384	2177	81.2	0	01:58
11	18:20:43	18:21:17	Tsuen Wan	0	2680	2200	82.1	341	373	2232	83.3	0	01:46
12	18:22:29	18:23:03	Tsuen Wan	0	2680	2201	82.1	385	394	2210	82.5	0	02:30
13	18:24:55	18:25:33	Tsuen Wan	0	2680	2243	83.7	381	406	2268	84.6	0	02:12
14	18:27:10	18:27:45	Tsuen Wan	0	2680	2250	84.0	375	405	2280	85.1	0	02:03
15	18:29;04	18:29:48	Tsuen Wan	0	2680	2268	84.6	407	429	2290	85.4	0	01:45
16	18:31:02	18:31:33	Tsuen Wan	1	2680	2273	84.8	404	367	2236	83.4	0	01:51
17 18	18:32:55	18:33:24	Tsuen Wan	2	2680 2680	2236	83.4	369	386	2253	84.1	0	02:17
18	18:35:09 18:37:05	18:35:41 18:37:35	Tsuen Wan Tsuen Wan	1	2680	2256 2261	84.2 84.4	416	421 362	2261 2187	84.4 81.6	0	01:54
20	18:37:05	18:37:35	Tsuen Wan	0	2680	2261	84.4	399	352	2187	81.6	0	01:56
20	18:40:41	18:41:18	Tsuen Wan	1	2680	2278	85.4	399	294	2234	81.7	0	01:47
22	18:43:04	18:43:39	Tsuen Wan	1	2680	2252	84.0	456	372	2168	80.9	0	02:10
23	18:45:08	18:45:49	Tsuen Wan	0	2680	2295	85.6	404	361	2252	84.0	0	01:53
24	18:47:04	18:47:42	Tsuen Wan	1	2680	2260	84.3	410	374	2224	83.0	0	02:00
25	18:49:02	18:49:42	Tsuen Wan	1	2680	2290	85.4	414	345	2221	82.9	0	01:55
26	18:51:09	18:51:37	Tsuen Wan	3	2680	2259	84.3	448	321	2132	79.6	0	02:10
27	18:53:19	18:53:47	Tsuen Wan	1	2680	2215	82.6	422	338	2131	79.5	0	02:16
28	18:55:24	18:56:03	Tsuen Wan	0	2680	2214	82.6	379	291	2126	79.3	0	02:05
29	18:57:25	18:58:08	Tsuen Wan	0	2680	2260	84.3	438	302	2124	79.3	0	01:50
30	18:59:25	18:59:58	Tsuen Wan	0	2680	2229	83.2	469	291	2051	76.5	0	02:01
31	19:01:26	19:01:59	Tsuen Wan	1	2680	2214	82.6	371	293	2136	79.7	0	02:32
32	19:04:00	19:04:31	Tsuen Wan	0	2680	2254	84.1	390	298	2162	80.7	0	01:58
33	19:05:54	19:06:29	Tsuen Wan	0	2680	2188	81.6	386	267	2069	77.2	0	02:10
34	19:08:05	19:08:39	Tsuen Wan	0	2680	2210	82.5	401	279	2088	77.9	0	01:51
35	19:10:00	19:10:30	Tsuen Wan	0	2680	2203	82.2	335	282	2150	80.2	0	02:11
36 37	19:12:08	19:12:41 19:14:59	Tsuen Wan Tsuen Wan	2	2680 2680	2168 2186	80.9 81.6	400	297	2065	77.1	0	02:18
38	19:14:24 19:16:16	19:14:59	Tsuen Wan	0	2680	2100	79.9	373	311 294	2095	78.2	0	01:47
39	19:18:15	19:18:41	Tsuen Wan	2	2680	2140	79.2	373	294	2036	76.0	0	01:03
40	19:20:14	19:20:50	Tsuen Wan	0	2680	2080	77.6	280	246	2046	76.3	0	01:30
41	19:21:58	19:22:20	Tsuen Wan	ő	2680	1951	72.8	290	164	1825	68.1	0	01:49
42	19:23:35	19:24:09	Tsuen Wan	0	2680	1996	0.0	319	185	1862	0.0	0	01:43
43	19:25:25	19:25:52	Tsuen Wan	0	2680	1948	0.0	305	198	1841	0.0	0	01:54
44	19:27:07	19:27:46	Tsuen Wan	0	2680	1876	0.0	277	181	1780	0.0	0	02:00
45	19:29:13	19:29:46	Tsuen Wan	ō	2680	1922	0.0	330	232	1824	0.0	0	01:48
46	19:31:06	19:31:34	Tsuen Wan	0	2680	1835	0.0	275	182	1742	0.0	0	01:48
47	19:32:55	19:33:22	Tsuen Wan	0	2680	1731	0.0	286	193	1638	0.0	0	01:40
48	19:34:43	19:35:02	Tsuen Wan	0	2680	1350	0.0	173	156	1333	0.0	0	01:52
49	19:36:28	19:36:54	Tsuen Wan	0	2680	1534	0.0	211	164	1487	0.0	0	02:15
50	19:38:28	19:39:09	Tsuen Wan	0	2680	1620	0.0	237	171	1554	0.0	0	01:46
51	19:40:23	19:40:55	Tsuen Wan	0	2680	1282	0.0	197	171	1256	0.0	0	02:15
52	19:42:36	19:43:10	Tsuen Wan	0	2680	1725	0.0	317	218	1626	0.0	0	01:56
53	19:44:40	19:45:06	Tsuen Wan	1	2680	1758	0.0	332	214	1640	0.0	0	01:52
54	19:46:29	19:46:58	Tsuen Wan	0	2680	1210	0.0	182	178	1206	0.0	0	02:11
55	19:48:33	19:49:09	Tsuen Wan	0	2680	1483	0.0	258	189	1414	0.0	0	01:54
56 57	19:50:37 19:54:05	19:51:03 19:54:41	Tsuen Wan Tsuen Wan		2680 2680	1668 1947	0.0	278 372	157	1547	0.0	0	03:38
58	19:54:05	19:54:41	Tsuen Wan	2	2680	1947	0.0	372	272 262	1847 1826	0.0	0	03:14 02:05
otal	58	58	1 Suerr Warr	0	109880	89788	81.7	15691	13500	87597	79.7	0-0(0)	
Jai	50	50			100000	03/00	51.7	10001	13500	01001	19.1	0-0(0)	
Time	No. of	No. of	Carrying				of Passenge				Average		
Half-	Arrivals	Departures	Capacity	On Arr		Set	Picked		parture	Left Behind	Waiting		
ourly)	45	Obs.	40000	No.	(%)	Down	Up	No.	(%)	(Occasion)	Time(mins.)		
18:00	15	15	40200	32206	80.1	5430	5298	32074	79.8	0-0(0)	1		
18:30	15 15	15	40200	33866	84.2	6256	5180	32790	81.6	0-0(0)	1		
0.00		15	40200	31458	78.3	5236	3818	30040	74.7	0-0(0)	1		
19:00 19:30	13	13	34840	21043	60.4	3354	2527	20216	58	0-0(0)	1.2		

Appendix 7

### Summary of Completed Surveys in (Month) 2017/2018

	No. of Surveys Conducted	Man-hours consumed
KMB		
LW		
NWFB		
CTB(F1)		
CTB(F2)		
NLB		
Railway		
Total		

#### [Sample]

### Code of Conduct for Directors and Staff Members of Transport Department Contractors for Prevention of Bribery

#### Objective

- The Objective of the Code is to set out guidelines and instructions for governing actions and behavior of all staff during their performance of duties under the Agreement in strict compliance with the Prevention of Bribery Ordinance.
- All directors, staff directly employed by the Consultant as well as all staff of subcontractor(s) to be engaged by the Consultant involved in the Study should comply with the Code.
- The Consultant should stipulate its commitment to comply with ethical practices and to provide quality service to the Client. All staff aforesaid must perform their duties with integrity, commitment and professionalism and should refrain from engaging in conduct or behaviour that breaches the laws or bringing disrepute to the Consultant.

[Please provide the commitment of the Company and required performance of all directors and staff members.]

#### Standard of Conduct

#### I. Prevention of Bribery Ordinance

#### Legal Provisions

Any directors and staff members soliciting or accepting an advantage in connection with his work without the permission of the employer commits an offence under Section 9 of the Prevention of Bribery Ordinance. The term "advantage" is defined in the Ordinance and includes gift (both of money and in kind), loan, fee, employment, contract, service, favour (such as discount) etc. A full definition of the term is at the *Attachment*.

#### **Company Policy**

• Guidance and instructions governing the behaviour of all directors, staff

members directly employed and all staff of subcontractor(s) to be engaged by the Consultant involved in the Study

[For example: not allow any directors and staff members to solicit or accept any advantages.]

#### **II.** Acceptance of Gifts

• Any situation allows directors and staff members to accept gifts [For example: allow any directors and staff members to accept promotional gifts of no commercial value offered by any specified parties.]

#### **III.** Offer of Advantages

• Arrangements for prohibiting directors and staff members from offering advantages to any director or staff member of another company or organization

[For example: prohibit any directors and staff members to offer advantage to specified parties.]

#### IV. Acceptance of Entertainment

• Arrangements for directors and staff members for acceptance of entertainment [For example: any permission should be sought from (designated person

with rank) for acceptance of entertainment when under unavoidable situation.]

#### V. Conflict of Interest

Arrangements for directors and staff members in handling conflicts with the interest of the Company.

[For examples:

- any declaration of conflict of interest should be made in writing to (designated person with rank); and
- The Consultant should require each of its director, its staff directly employed and staff of its sub-contractor(s) involved in the Study to sign an undertaking in writing, whereby its staff and staff of its sub-contractor(s) are obligated to hold in strict confidence all information related to the Study that they have access to, and not to

make any unauthorized disclosure or take advantage of any of the information whether or not for personal gain.]

#### VI. Handling of Confidential Information

• Arrangements for directors and staff members in handling confidential information *[For example: any restriction on handling of confidential information (designated person with rank).]* 

#### VII. Compliance with the Code of Conduct

• Arrangements for directors and staff members in compliance of the Code of Conduct

[For example: any disciplinary action when any directors and staff members breaching the provisions of the Code of Conduct and follow-up action where there is suspected corruption.]

(P. 4 of 4)

#### Attachment

Under the Prevention of Bribery Ordinance, Cap. 201, "advantage" means:

- (a) any gift, loan, fee, reward or commission consisting of money or of any valuable security or of other property or interest in property of any description;
- (b) any office, employment or contract;
- (c) any payment, release, discharge or liquidation of any loan, obligation or other liability, whether in whole or in part;
- (d) any other service, or favour (other than entertainment), including protection from any penalty or disability incurred or apprehended or from any action or proceedings of a disciplinary, civil or criminal nature, whether or not already instituted;
- (e) the exercise or forbearance from the exercise of any right or any power or duty; and
- (f) any offer, undertaking or promise, whether conditional or unconditional, of any advantage within the meaning of any of the preceding paragraphs (a), (b), (c), (d) and (e).

	15-Feb-2018 (Thursday) : 0800-0900 hours		uested by: TK/WTS e by: Ozzo Ltd.
		Author	Ozzo Inspector
	(KLN)	Date	20-Feb-2018
T	Transport Inspection Report	File No.	KR 80/30-
	Transport Department		
		Ref. No.	K715(II)

#### On-board survey of Route no

#### 1. Purpose of Survey

To check driver attitude of the above route in response to complaint.

#### 2. Method

01

The survey was conducted on 15-Feb-2018 (Thursday) at:

75		
1)	at Chuk Yuen Estate (	bound), 0800-0900 hours
	The Print Point Point (	000110/ 0000-0900 11001S

To collect the data of:

- □ Schedule adherence;
- □ Vehicle allocation;
- Driver's attitude and behavior;
- □ Whether the driver has skipped any en-route stop;
- D Whether the driver adhere to the scheduled routeing
- □ Whether the MMOB volume is set at appropriate level that would not interrupt the BSAS function.
- □ Whether the BSAS functions properly, with audio reminder, and the sound is audible or not, if not, please ask the driver
- □ Whether the driver has put on driver identity plate appropriately
- Any other service irregularities observed.
- □ Whether there is any misconduct of driving behavior observed (e.g. 衝紅燈, 急剎)

#### 3. Result of Survey

The survey findings (including the fleet number, arrival and departure time of each departure) were summarized in the attached Tables. The survey summaries were as follows:

A) |

1

.

at Chuk Yuen Estate (

bound), 0800-0900 hours. (Table 1):

- □ 1 on-board trip was recorded at terminal.
- □ The observed patronage was 68.

On Board Survey of KLN Route

Route No. :
Date of survey:
Time:
Discolant

6

**#**1.

2018-02-15 (Thu) 0800-0900

Ship No.	1.	cation:	Dept/Arri. Lime	On Are	Pick up	Set down	On Dep.	Occupancy on Dep.	1 eft belund
1			8:10	0	34	0	34	31%	0
2			8:11	34	7	0	41	38%	0
3			8:13	41	4	0	45	41%	0
4			8:15	45	1	0	46	42%	0
5			8:16	45	8	0	54	50%	0
6			8:19	54	5	0	59	54%	0
7			8:23	59	4	1	62	57%	0
B			8:25	62	0	1	61	56%	0
9			8:26	61	0	5	56	51%	0
10	7		8:27	56	0	0	56	51%	0
11			8:28	56	0	2	54	50%	0
12			8:29	54	1	0	55	50%	0
13	1 million		8:31	55	2	4	53	49%	0
14			8;33	63	1	12	42	39%	0
15			8:35	42	1	5	38	35%	0
16	at which is a		8:38	38	0	6	32	29%	0
17			8:39	32	0	3	29	27%	0
18			8:44	29	0	13	16	15%	0
19			8:46	18	0	9	7	6%	0
20			8:49	7	0	7	0	0%	0
	Total:				68	68			0
RM	JZ2024	Journey Time	0:39						

	中长拉当			
1	車長有沒有禮貌?	有		
2	如有透現情況發生,詳記錄			
	(胡亂切線/危險駕駛/剎車/超戰/衝紅燈等)			
B	中無知況			
1	巴士上有沒有裝設車站頭示器?	有		
	a 如有,車站顯示器之顯示屏運作是否正常 ?	正常		
	b 如有,車站顯示器支廣播系統運作是否正常?	正常		
	如遲作正常、調題		遼中	
	-如失靈,詳詢問車長原因,及車長有沒有禮貌回應?		~	
	-如失靈,車長有否協助乘客落車?	• • •		
2	巴士上有沒有裝設電視?	有		
	a 如有, 電視音量有沒有過大影響聽不到車站系統廣播?			沒有
3	有沒有頤示庫長名牌 ?	有		
	a 如有、講記錄車長姓名			
4	有沒有超速情況發生?			沒有
	a 如有,請記錄超速路段及最高車速 路見	殳:		ASS. C
			最高車速:	
	路長	设:		
			最高車速:	

Total Trip	l location:	1.1	0-1	Total Distance		1	Occupance on Dep.	1
Stop No.	Loc,tion:	101.0	On Arr. O	Total Pick up 34	lotal Set down	34		0
1							31%	
2			34	7	0	41	38%	0
3			41	4	0	45	41%	0
4			45	1	0	46	42%	0
5			46	8	0	54	. 50%	0
6			54	5	0	59	54%	0
7			59	4	1	62	57%	0
8			62	0	1	61	56%	0
9			61	0	5	56	51%	0
10			56	0	0	56	51%	Ó
11	That distant		56	0	2	54	50%	0
12			54	1	0	55	50%	0
13			55	2	4	53	49%	0
14			53	1	12	42	39%	0
15			42	1	5	38	35%	0
16	E and a second		38	0	6	32	29%	0
17			32	0	3	29	27% .	0
18			29	0	13	16	15%	0
19			16	0	9	7	6%	0
20	( Training		7	0	7	0	0%	0
	Totals			68	68			0
	Total Capacity	109				1		alley all

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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。

#### On Board Survey of KLN Route

Route No. : Date of survey:	2018-02-15 (Thu)	
Time:	0800-0900	
Direction:		0

birection:					Sector Sector Sector Sector			Table	1
Mup No.	1.0	cation:	Dept/Arri. Lune	On Arr	Pickup	Setdown	On Hep.	Occupatory on Dep.	1 eft behand
1	1		8:10	0	34	0	34	31%	C
2			8:11	34	7	0	41	38%	0
3	Contraction in the local in the		8:13	41	4	0	45	41%	0
4			8:15	45	1	0	46	42%	0
5			8:16	46	8	0	54	50%	0
6			8:19	54	5	0	59	54%	0
7			8:23	59	4	1	62	57%	0
B			8:25	62	0	1	61	56%	0
9			8:26	81	0	5	56	51%	0
10			8:27	56	0	0	56	51%	0
11			8:28	56	0	2	54	50%	0
12			8:29	54	1	0	55	50%	0
13			8:31	55	2	4	53	49%	0
14			8:33	53	1	12	42	35%	0
15			6:35	42	1	5	38	35%	0
16	and the second s		8:38	38	0	6	32	29%	0
17			8:39	32	0	3	29	27%	0
18			8:44	29	0	13	16	15%	0
19			8:46	16	0	9	1	6%	0
20			8:49	7	0	7	0	0%	0
	Total:				68	68		1	0
VRM	JZ2024	Journey Time	0:39					the second state of the second	
Capacity	109								

۲.	Bus Captain Conduct		
1	Was the bus captain polite?	Yes	
2	If irregularity was found, please record		
	(careless lane changing/ dangerous driving/ braking/ overloading/ red light jumping)		
в	Vehicle Conditions		
1	Was bus stop display device installed on the bus?	Yes	
	a If yes, was the screen of the bus stop display device functioning properly?	Normal	
	b If yes, was the public address system of the bus stop device functioning properly?	Normal	
	If functioning properly, please circle the volume:	Ann	ropriate
	<ul> <li>if out of order, please ask the bus captain for the reason, and did the bus captain respond</li> </ul>	Арр	ropriate
	politely?		
	- if out of order, did the bus captain assist passengers in alighting the bus?		
2	Was television installed on the bus?		
	a If yes, whether the volume of the television was too loud as to affect listening to the bus stop public address	s system?	No
2			NO
3	Was the name tag of the bus captain shown?		
	a If yes, please record the name of the bus captain		
4	Was there speeding?		No
	a If yes, please record the speeding road section and the highest speed Road Section		10
		Highest Sp	beed •
	Road Section		
		Highest S	peed :

Stop No.	l bentium;	Jotal On Arr.	Total Pak ap	Lot of Set along	Intal On Den	Occupance on Dep	Lot at Left b
I		0	34	0	34	31%	0
2		34	7	0	41	38%	0
3	and the second s	41	4	0	45	41%	0
4		45	1	0	46	42%	0
5		46	8	0	54	. 50%	0
6		54	5	0	59	54%	0
7	-	59	4	1	62	57%	0
8		62	0	1	61	55%	0
9		61	0	5	56	51%	0
10		56	0	0	56	51%	0
11	The second second	56	0	2	54	50%	0
12		54	1	0	55	50%	0
13		55	2	4	53	49%	0
14		53	1	12	42	39%	0
15		42	1	5	38	35%	0
16		38	0	6	32	29%	0
17		32	0	3	29	27%	0
18		29	0	13	16	15%	0
19		16	0	9	7	6%	0
20		7	0	7	0	0%	0
	Totals		68	68	1		0
	Total Capacity	109			1		

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Note : This is not a public document.

Annex C2

	31- March -2018 (Saturday) 1630 – 1830 hours		ested by: TH/S1 by: Ozzo Ltd.
		Author	Ozzo Inspector
A	Transport Inspection Report (HKI)	Date	8-April-2018
-	<b>Transport Department</b>	Ref. No.	HR 78/180-
		File No.	H142/18

Monitoring survey of Route No.

#### 1. Purpose of Survey

To check the level of services and adherence to the approved Schedules of Services.

#### 2. Method

The survey was conducted on 31- March -2018 (Saturday) at:

I)	at Central Exchange Square	Public Transport Terminus
	bound), 1630 - 1830 hours	
II)	The second secon	Estate bound), 1630 – 1830
	hours	

III) Anticentral Exchange Square Estate bound), 1630 – 1830 hours

To collect the data of:

- 1. adherence to schedule;
- 2. no. of passengers per trip on arrival;
- 3. no. of passengers picked up and set down;
- 4. no. of passengers/occupancy rate per trip on departure;
- 5. no of passengers left behind, if any;
- 6. journey time & traffic jam and duration, if any;
- 7. average passengers queuing time and maximum passengers queuing time;
- 8. whether or not the bus skips the stop (if yes, bus already full or not); and
- 9. functionality of destination display.

#### 3. Result of Survey

The survey findings (including the fleet number, arrival and departure time of each departure) were summarized in the attached Table. The survey summaries were as follows:

#### A) **A** A Central Exchange Square (**B** Public Transport Terminus bound), 1630 – 1830 hours (Table 1):

- □ 3 buses were observed against 5 scheduled;
- 4 departures were recorded as against 4 scheduled;
- □ 12 passengers (2.4% of the total carrying capacity) were on arrival;
- 12 passengers were set down;
- 17 passengers were picked up;
- □ 17 passengers (3.4% of the total carrying capacity) were on departure;
- No passenger was left behind during the survey periods;
- □ The average waiting time was 15.0 minutes.
- The minimum passengers queuing time was 15.0 minutes.
- □ The maximum passengers queuing time was 15.0 minutes.
- No observed bus skipped stop.

#### B) **Central Exchange Square (Exchange Sq**

(Table 2):

- □ 5 buses were observed against 7 scheduled;
- □ 6 departures were recorded as against 6 scheduled;
- 8 passengers (1.3% of the total carrying capacity) were on arrival;
- 8 passengers were set down;
- 54 passengers were picked up;
- □ 54 passengers (7.4% of the total carrying capacity) were on departure;
- No passenger was left behind during the survey periods;
- □ The average waiting time was 11.3 minutes.
- The minimum passengers queuing time was 7.5 minutes.
- □ The maximum passengers queuing time was 15.0 minutes.
- □ No observed bus skipped stop.

#### C) Charles at Central Exchange Square (Carling bound), 1630 – 1830 hours. (Table 3):

- 5 buses were observed against 10 scheduled;
- 6 departures were recorded as against 6 scheduled;
- 6 passengers (1.0% of the total carrying capacity) were on arrival;
- 6 passengers were set down;
- 60 passengers were picked up;
- 60 passengers (8.1% of the total carrying capacity) were on departure;
- No passenger was left behind during the survey periods;
- The average waiting time was 11.3 minutes.
- The minimum passengers queuing time was 7.5 minutes.
- The maximum passengers queuing time was 15.0 minutes.
- No observed bus skipped stop.

#### Monitoring Survey of Bus Service

Date : Location :	2018-03-31 (5 Central Excha								Survey P Direction		1630	to Table	1830 Transport Termin 1	us
Time (Half- Hourly)	No. of Arrivals	Est.	No. of Departures Obs.	Diff.	Carrying Capacity	On A No.	arrival (%)	Set Down	No. of Pase Picked Up		eparture (%)	Left Behind (Occasion)	Average Waiting Time(mins.)	
1630 1700	1 1	1 1	1	0	120 129	3 4	2.5 3.1	3 4	3 4	3 4	2.5 3.1	0(0)	15.0 15.0	]
1730 1800	1	1	1	0	129	5	3.9 0.0	5	4 6	4	3.1 5.0	0(0) 0(0)	15.0	
Total	4 Services as at	4	4	0	498	12	2.4	12	17	17	3.4	0(0)	15.0	1
Schedule: Observed:			5 Bus(es) 3 Bus(es)				Frequent			Minutes Minutes				
Observed: Difference:	Mumber	3	5 Bus(es) 3 Bus(es) -2 Bus(es)			Schedule Observed Differenc	d Frequer		30	Minutes Minutes Minutes				
Observed: Difference:			3 Bus(es)	9133		Observed	d Frequer		30	Minutes				
Observed: Difference: Registration 8161	(1) Arrival Time	82: Terr	3 Bus(es) -2 Bus(es) 32 (1) ninus Dept. Time			Observed Differenc	d Frequer e: wrival	Set	30 0 No Picked	Minutes Minutes 0. of Pass On De	parture	Left Behind	Headway (mins )	Display Board (Non-function
Observed: Difference: Registration 8161 Registration	(1)	823	3 Bus(es) -2 Bus(es) 32 (1) ninus		(2) Carrying	Observed Differenc	d Frequer e: wrival (%)	icy:	30 0 No	Minutes Minutes	parture (%)	Left Behind (Occasion)	Headway (mins.)	
Dbserved: Difference: Registration 8161 Registration No.	(1) Arrival Time Obs. ⁽¹⁾	823 Terr Sch, ⁽²⁾	3 Bus(es) -2 Bus(es) 32 (1) ninus Dept. Time Obs. ⁽³⁾ Di	iff. (mins.)	(2) Carrying Capacity	Observed Differenc On A No.	d Frequer e: wrival	Set Down	30 0 No Picked Up	Minutes Minutes 0. of Pass On De No.	parture	(Occasion)	(mins.)	(Non-function
Difference: Difference: 8161 Registration No. 9133	(1) Arrival Time Obs. ⁽¹⁾ 1634	823 Terr <u>Sch.⁽²⁾</u> 1650	3 Bus(es) -2 Bus(es) -2 (1) -2 (1)	iff. (mins.) 0	(2) Carrying Capacity 120	Observed Differenc On A No.	d Frequer e: wrival (%) 2.5	Set Down 3	30 0 No Picked Up	Minutes Minutes 0. of Pass On De No.	(%) 2.5	(Occasion)0	(mins.)	(Non-function
Observed: Difference: Registration 8161 Registration No. 9133 8161	(1) Arrival Time <u>Obs.⁽¹⁾</u> 1634 1710	823 Terr Sch. ⁽²⁾ 1650 1720 1750 1820	3 Bus(es) -2 Bus(es) -2 (1) -2 (1) -2 Bus(es) -2 (1) -2 Bus(es) -2 Bus(	iff. (mins.) 0 0	(2) Carrying Capacity 120 129	Observed Differenc On A No. 3 4	d Frequer e: wrival (%) 2.5 3.1	Set Down 3 4	30 0 No Picked Up	Minutes Minutes 0. of Pass On De No.	2.5 3.1	(Occasion) 0 0	(mins.) 	(Non-function

Note: (1) Observed arrival time at Terminus (2) Scheduled departure time from Terminus (3) Observed departure time from Terminus (4) "--" represents "Out of Service"

#### Monitoring Survey of Bus Service

	Gentral Exchan	nge Squa	re						Survey P Direction			Estate Table	2	
Time (Half- Hourly)	No. of Arrivals	Est.	No. of Departures Obs.	Diff.	Carrying Capacity	On Al	rrival (%)	N Set Down	lo. of Pass Picked Up		eparture (%)	Left Behind (Occasion)	Average Waiting Time(mins.)	
1630 1700 1730	2 1 2	2 2 1	2 1 2	0 -1 1	236 129 247	0 2 6	0.0 1.7 2.4	0 2 6	4 11 28	4 11 28	1.7 8.5 11.3	0(0) 0(0) 0(0)	7.5 15.0 7.5	
1800 Total	0	<u>1</u> 6	6	0	118	0	0.0	0 8	<u>11</u> 54	<u>11</u> 54	9.3 7.4	0(0) 0(0)	15.0 11.3	1
chedule of s /ehicle Alloca Schedule:	Services as at at ation:		7 Bus(es)	)18-03-05		Schedule				Vinutes		0	7.5-15.0	1
Observed: Difference:			5 Bus(es) -2 Bus(es)			Observed		cy:		Minutes Minutes				
Registration 8102	Constant and a second s	81(	04 (1)	8107	(1)	8182	2 (1)	8195	5 (1)					
Registration No.	Arrival Time Obs. ⁽¹⁾	Tern Sch. ⁽²⁾	ninus Dept. Time Obs. ⁽³⁾ D	iff. (mins.)	Carrying Capacity	On A No.	vrival (%)	Set Down	No Picked Up	o. of Pas On D No.	sengers eparture (%)	Left Behind (Occasion)	Headway (mins.)	Display Board (Non-function
8102		1630	1630	0	118				1	1	0.8	0		
8104	1636	1650	1650	0	118	0	0.0	0	3	3	2.5	0	20	
8195	1653	1710	1710	0	129	0	0.0	0	11	11	8.5	0	20	2.550
0407	1713	1730	1730	0	118	2	1.7	2	16	16	13.6	0	20	
8107			4	0	129	3	2.3	3	12	12	9.3	0	20	**
8107 8182 8102	1736 1754	1750 1810	1750 1810	ő	118	3	2.5	3	11	11	9.3	0	20	201

.

Note: (1) Observed arrival time at Terminus (2) Scheduled departure time from Terminus (3) Observed departure time from Terminus (4) "--" represents "Out of Service"

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-1--

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#### Monitoring Survey of Bus Service

Date : Location :	2018-03-31 (S Central Excha		0						Survey P Direction		1630	to Table	1830 3	
Time (Half- Hourly)	No. of Arrivals	Est.	No. of Departures Obs.	Diff.	Carrying Capacity	On A No.	rrival (%)	Set Down	No. of Pass Picked Up		parture (%)	Left Behind (Occasion)	Average Waiting Time(mins.)	]
1630	1	1	1	0	118	3	2.3	3	7	7	5.9	0(0)	15.0	1
1700	2	2	2	0	258	0	0.0	0	18	18	7.0	0(0)	7.5	
1730	1	1	1	0	118	0	0.0	0	14	14	11.9	0(0)	15.0	
1800	1	2	2	0	247	3	2.5	3	21	21	8.5	0(0)	7.5	
Total	5	6	6	0	741	6	1.0	6	60	60	8,1	0(0)	11.3	-
Schedule of	Services as at		2	018-03-05							9	0	7.5-15.0	1
Schedule:			0 Bus(es)			Schedule								
Observed: Difference:	Number		5 Bus(es) 5 Bus(es)			Observed Difference		cy:	1000	Minutes Minutes				
	CALL CONTRACTOR OF			8178	(1)		e: ·	cy: 8288	01					
Difference: Registration 8100 Registration	5 (1)		5 Bus(es) 8 (2) Ilnus	8178	Carrying	Difference 8188	e: i (1)	8288	0   3 (1) No	Minutes				Display Board
Difference: Registration 8106	5 (1) 1 Arrival Time	810	5 Bus(es) 8 (2) Inus Dept. Time	8178		Difference	e: i (1)		0   3 (1)	Minutes	engers parture (%)	Left Behind (Occasion)	Headway (mins.)	Display Board (Non-function
Difference: Registration 8100 Registration	5 (1)	810 Terr	5 Bus(es) 8 (2) Inus Dept. Time	920972899	Carrying	Difference 8188 On A	e: i (1) arrival	8288 Set	0   3 (1) No Picked	Minutes b. of Pass On De	parture (%) 5.9		(mins.)	
Difference: Registration 810 Registration No.	5 (1) Arrival Time Obs. ⁽¹⁾	810 Terrr Sch. ⁽²⁾	5 Bus(es) 8 (2) Nopt. Time Obs. ⁽³⁾ D	liff. (mins.)	Carrying Capacity	Difference 8188 On A No.	e:   (1)   (1)	8288 Set Down	0 1 3 (1) Picked Up	Minutes b. of Pass On De No.	parture (%)	(Occasion)	(mins.)  20	(Non-function
Difference: Registration 8100 Registration No. 8108	5 (1) Arrival Time Obs. ⁽¹⁾	810 Term <u>Sch.⁽²⁾</u> 1645	5 Bus(es) 8 (2) Dept. Time Obs. ⁽³⁾ D 1645	<del>liff. (mins.)</del> 0	Carrying Capacity 118	Difference 8188 On A No.	e: (1) strival (%)	8288 Set Down	0   3 (1) Picked Up 7	Minutes o. of Pass On De No. 7	parture (%) 5.9	(Occasion) 0	(mins.)  20 20	(Non-function
Difference: Registration Registration No. 8108 8288	5 (1) Arrival Time <u>Obs.⁽¹⁾</u> 	810 Term Sch. ⁽²⁾ 1645 1705	5 Bus(es) 8 (2) Inus Dept. Time Obs. ⁽³⁾ 1645 1705	i <u>lff. (mins.)</u> 0 0	Carrying Capacity 118 129	Difference 8188 On A No.	e: (1) (%) 2.3	8288 Set Down 3	0   3 (1) Picked Up 7 7	Minutes D. of Pass On De No. 7 7 7	parture (%) 5.9 5.4	(Occasion) 0 0	(mins.) 20 20 20 20	(Non-function
Difference: Registration No. 8108 8288 8188	5 (1) Arrival Time Obs. ⁽¹⁾ 	810 Term Sch. ⁽²⁾ 1645 1705 1725	5 Bus(es) 8 (2) Inus Dept. Time <u>Obs. (*) D</u> 1645 1705 1725	1 <u>iff. (mins.)</u> 0 0 0	Carrying Capacity 118 129 129	Difference 8188 On A No. 3 0	e: (1) (%) 2.3 0.0	8288 Set Down 3 0	0 1 8 (1) Picked Up 7 7 11 14 9	Minutes D. of Pass On De No. 7 7 11 14 9	(%) 5.9 5.4 8.5 11.9 7.0	(Occasion) 0 0 0 0 0 0	(mins.)  20 20 20 20 20	(Non-function
Difference: Registration No. 8108 8288 8188 8106	5 (1) Arrival Time Obs. ⁽¹⁾  1650 1711 1728	810 Term 1645 1705 1725 1745 1805 1825	5 Bus(es) 8 (2) Nopet. Time Obs. ⁽³⁾ D 1645 1705 1725 1725 1745	i <u>ff. (mins.)</u> 0 0 0 0	Carrying Capacity 118 129 129 118	Difference 8188 On A No. 3 0 0	e: (1) (%) 2.3 0.0 0.0	8288 Set Down 	0 1 3 (1) Picked Up 7 7 11 14	Minutes D. of Pass On De No. 7 7 11 14	5.9 5.4 8.5 11.9	(Occasion) 0 0 0 0 0	(mins.) 20 20 20 20	(Non-function

Note: (1) Observed arrival time at Terminus (2) Scheduled departure time from Terminus (3) Observed departure time from Terminus (4) "--" represents "Out of Service"

#### (It is not a public document)

Notes on the comments received from a member of the public in KMB Passenger Liaison Group (PLG) Meeting on 14.11.2017 (Tuesday) at Tin Shui Bus Terminus

- (i) <u>Request for introduction of a new bus route plying between Tuen Mun</u> and Tai Po
- A member of the public, Mr •, suggested introducing a bus route plying between Tuen Mun and Tai Po.
- Mr • advised that this had been a long-term request from the local.
- He claimed that there was no direct bus service from Fanling to Tuen Mun as well. He suggested the new bus route plying Tuen Mun and Tai Po to route via Fanling.
- (ii) <u>Operating trips from Fanling to Tuen Mun during the morning peak</u> <u>hours</u>
- Mr pointed out that the major work destinations of Fanling citizens in Tuen Mun would probably be the Tuen Mun Industrial Area and Tuen Mun town centre.
- He proposed operating bus services from Fanling to Tuen Mun during the morning peak hours.
- To keep the route direct and fast, Mr • suggested the route heading for Tai Hing Estate, V city, Tuen Mun town centre and Tuen Mun Pier Head after leaving the expressway, and not to route via individual estates in Tuen Mun.

(iii) <u>Re-routeing of KMB route no. 276</u>

- Mr suggested KMB route no. 276 (Tin Tse Sheung Shui) changing its terminating point from Tin Tsz Estate, Tin Shui Wai to Fanling (Cheung Wah).
- He claimed that KMB route no. 77K (Sheung Shui Yuen Long (Fung Cheung Road)), the existing bus services plying between Yuen Long and Fanling was too circuitous. The route was therefore not welcomed by passengers who prefer direct services between the destinations.
- He commented that KMB route no. 276 should also cover Hung Shui Kiu once the area was further developed.

#### (iv) Photo taken at the PLG Meeting



Written by: TB/NTW Date: 15.12.2017

#### Annex E

#### Working Group on <u>Enhancement of Safety of Franchised Buses</u>

#### Scope of Work

After a traffic accident involving a bus of Kowloon Motor Bus Company Limited took place on Tai Po Road on 10 February 2018, a Working Group is proposed to be set up to review and study measures to further enhance bus safety. The scope of the Working Group shall include –

- (1) To review and enhance the training arrangements targeting different types of captains (e.g. new recruits, in-service captains and in-service captains having committed traffic offence or having involved in accident, etc.);
- (2) To examine the technical feasibility, cost-effectiveness, applicability and any other issues relating to installation of seat belts on all seats other than exposed seats;
- (3) To explore the technical feasibility, cost-effectiveness, applicability and any other issues relating to the installation of on-vehicle safety device, including but not limiting to the following
  - (a) Speed display unit for passengers
  - (b) Active / passive roll stability control
  - (c) Electronic stability control
  - (d) Speed control aided by GPS
  - (e) Speed limiter to cap maximum speed within 70 km/hour
  - (f) Collision prevention and lane keeping device
  - (g) Monitoring device on captain's condition e.g. dozing, drowsiness; and
- (4) Any other proposed measures related to the above 3 areas as considered appropriate.

Urgent	Return receipt     Sign     Encrypt     Mark     Subject     Restricted	Expand personal&public groups
	Fw: Hearing on 7 & 8 May for TD	25/05/2018 19:13
From: To:	Peter PF CHAN/IRC-BUS/HKSARG Anna SM AU/IRC-BUS/HKSARG@CSO,	
Forwarded	by Peter PF CHAN/IRC-BUS/HKSARG on 25/05/2018 19:15	

From:	Peter PF CHAN/IRC-BUS/HKSARG
To:	Amy MF LEE/TD/HKSARG@TD,
Cc:	Rachel Chui Lan KWAN/TD/HKSARG@TD, Justin YT TO/IRC-BUS/HKSARG@CSO, Haddy
	PY LEE/IRC-BUS/HKSARG@CSO
Date:	10/05/2018 10:29
Subject:	Hearing on 7 & 8 May for TD

Dear Amy,

We would like to thank the Commissioner and representatives of the Transport Department to give oral evidence to the Committee at the hearing on 7 & 8 May 2018. As you have noted at the hearing, the Committee has requested your Department to provide further information on various matters a list of which is attached. I should be grateful if you could let us have the requested information by 18 May. Thanks.



Hearing on 7&8 May - Matters for TD to follow up _r.docx

Best regards Peter Chan Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

### **Further Information to be Provided by TD** Arising from hearing on 7 May 2018 and 8 May 2018

#### Day 1 (7 May 2018)

 The reason(s) why no changes or revisions were made to the Guideline on Bus Captains Working Hours, Rest Times and Meal Breaks after a review following a serious accident involving a franchised bus on 19 November 2012 (Transcript, 7 May 2018, p.119-120; Transcript, 8 May 2018, p.9). Reference should also be made to the documents in Bundle SEC-1, pp.442 (para 24) & p.454 (para 49) indicating the Administration's undertaking to conduct such a review on 27 November 2012.

#### Day 2 (8 May 2018)

- Documentation of technological devices to be explored or discussed during the meetings of the working group (including the meetings of the technical committees) formed after the Tai Po accident (Transcript, 8 May 2018, pp.6-9).
- Samples of quarterly reports to the Road Safety Council. (Transcript 8 May 2018, p.8, lines 16-20).
- Documentation recording concerns expressed by trade unions and/or bus captains to the TD over the installation of surveillance cameras on buses. (Transcript 8 May 2018, p. 30, lines 7-12).
- 5. Record of any written requirements made by the TD for the franchised bus operators to perform onboard random checks. (Transcript 8 May 2018, p. 39-41).

- 6. Photos of protective shield installed on buses. (Transcript 8 May 2018, p. 46, lines 2-5).
- 7. Documentation recording requests made by the TD to franchised bus operators in respect of: (a) the adoption of new technological features for the black boxes installed on franchised buses, and/or (b) making better use of information produced by the black boxes in the management of the bus operation and bus captains. (Transcript 8 May 2018, p. 71-72).
- 8. Documentation recording concerns raised by the trade unions and/or bus captains to TD relating to the issue of bus captains being incentivized to work whilst they are sick, whether because of certain bonus systems put in place by the franchised bus operators, contract renewal issues or otherwise. What steps were taken by the TD in response to those concerns? (Transcript 8 May 2018, p.74-76).
- 9. Records of past submissions made by the Community for Road Safety to the Legislative Council. (Transcript 8 May 2018, p.123-124).
- Locate the following amendments (and the timing of the amendments) to the Road Traffic Ordinance: (a) installation of black boxes on public light buses, and (b) implementation of the pre-service course requirement for public light bus driving licence applicants (Transcript 8 May 2018, p.129).
- Consultancy brief and any other information on the scope, coverage and objective of the consultancy report commissioned by the Transport Department and Highways Department on the review of potential

roadside safety hazards in Hong Kong. (Transcript 8 May 2018, p.139-140).

 Examples of changes to road design, including cul-de-sacs and roads in the New Territories area, to accommodate new models of buses. (Transcript 8 May 2018, p.152-153). 香港專營巴士服務 獨立檢討委員會

> 香港金鐘道66號 金鐘道政府合署21樓

本函檔號 Our Ref.: CSO/IRC-BUS/CR/7-45/1 來函檔號 Your Ref.: TD BR 76/190-1C



Independent Review Committee on Hong Kong's Franchised Bus Service

> 21/F, Queensway Government Offices, 66 Queensway, Hong Kong

電話號碼 Tel No.: (852) 2867 5324 傳真號碼 Fax No.: (852) 3104 0254

15 May 2018

Commissioner for Transport Transport Department 41/F, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong (Attn: Miss Amy LEE) (Fax: 2802 2679)

#### BY FAX & BY POST

Dear Miss LEE,

#### Independent Review Committee on Hong Kong's Franchised Bus Service

We refer to your letter of 4 May 2018 to the Committee.

We note that following public concerns raised about the road conditions and the traffic management, the Transport Department ("TD") have lowered the speed limit from 70km/hr to 50km/hr of the road section of Tai Po Road located between Tsun King Road in Sha Tin and Yung Yi Road in Tai Po (the "**Subject Road Section**"). There are also improvements to warning traffic signs, road markings and installation of crash barriers. A copy of the Tai Po District Council Paper TT No. 25/2018 "*Traffic Management Measures on Tai Po Road (Tsun King Road, Sha Tin to Yung Yi Road, Tai Po)*" ("the Paper") dated 9 April 2018 circulated to the Tai Po District Council is attached for information (See Annex 17 of your said letter, a copy of which can be found at Bundle TD-5, pages 1611-1617).

According to paragraph 4 of the Paper, the Transport Department has reviewed the speed limit of the Subject Road Section in a comprehensive manner and has re-examined, amongst other things, the speeds of vehicles detected in the past year and the road conditions of the Subject Road Section. In order to enable the Committee to have a better understanding of the Subject Road Section and the related safety issues and in considering whether or not to make recommendations to the Chief Executive on the need for the TD to conduct wider research to determine the appropriate speed limits for roads in other locations in Hong Kong with circumstances similar to the Subject Road Section, the Transport Department is invited to supply the Committee with the following information concerning the Subject Road Section:-

- (a) The road conditions of the Subject Road Section, including details of the gradient and geometry of the slope, degree of curvature of each turn, sightline of motorists, and road intersections;
- (b) The number and location of speed detection cameras which were installed at the Subject Road Section in recent years, and any additional speed detection cameras which are planned to be installed (if any);
- (c) Other than the installation of speed detection cameras, the measures which have been adopted for speed detection at the Subject Road Section;
- (d) The statistics of the speed of vehicles (by type of vehicles, if available) at the Subject Road Section in recent years;
- (e) The statistics relating to pedestrian traffic and vehicular traffic at the Subject Road Section in recent years;
- (f) The number and location of the warning traffic signs and warning road markings at the Subject Road Section which alert motorists and pedestrians;
- (g) Details of all pedestrians crossing facilities and location of bus stop(s) and green public light bus stop(s) at the Subject Road Section; and
- (h) Whether consideration has been given to imposing a mandatory requirement for <u>all</u> buses travelling along the Subject Road Section to stop at a designated point before proceeding further downhill to minimize the risk of accidents.

The Committee would be very grateful for your reply in writing <u>within the</u> <u>next 7 days</u>. Should you have any queries, please feel free to contact me or Mr Justin TO at 2867 4612.

Yours sincerely,

(CHAN Ping-fai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

cc Secretary and Transport and Housing Bureau (Attn: Miss Crystal YIP) (Fax: 2104 7274)

Encl

Annex 17 大埔區議會文件TT 25/2018號 <u>傳閱以供備悉</u>

# 大埔公路(沙田駿景路至大埔雍宜路)

# 的交通管理措施

目的

大埔區議會於本年2月12日召開特別會議,討論在 2月10日傍晚在大埔公路發生的嚴重巴士意外,運輸署承諾 會檢視相關路段的速度限制及交通管理措施。因應地區人士 及大埔區議會對各項改善措施進度的關注,本文件旨在向委 員匯報運輸署就大埔公路相關路段檢視速度限制及跟進各 項改善措施的進度。

檢視速度限制

2. 運輸署已全面檢視大埔公路介乎沙田駿景路至大 埔雍宜路一段(下簡稱「該路段」)的速度限制。「該路段」全 長6.7公里,為雙程不分隔行車道,往沙田及大埔的方向主要 是單線行車。該路段合乎道路設計標準,沿途設有交通標誌 和道路標記提示駕駛者注意道路情況,包括「開始減速」、「前 面右彎」和「道路向右急轉」等的警告交通標誌,在適合位 置有髹上「慢駛」道路標記,提示駕駛者在進入該路段前要 減速及保持慢駛。轉彎處設置防撞欄,以提升道路安全。目 前,由沙田駿景路至麗坪路的一段約1.1公里,速度限制為每 小時50公里;由麗坪路至雍宜路的一段約5.6公里,速度限制

- 1 -

¹⁶¹¹354

則為每小時70公里。附圖一 顯示上述路段的位置。

3. 運輸署有恆常機制檢討道路速度限制,以確保所訂 立的速度限制能保障道路安全及可維持交通暢順。在檢討所 有路段的速度限制時,保障道路使用者的安全是首要考慮。 檢討時會考慮以下因素以決定是否需要調低、放寬或保持現 行速度限制:

- (a) 路段發生意外的紀錄;
- (b) 車輛的常用車速; 及
- (c) 道路環境和特徵(路段斜度、視線、路口、行人 情況等)。

過去兩個月,運輸署全面檢視了「該路段」過去一年的交通意外記錄、偵測車輛的常用車速,以及重新審視道路環境(包括交通管理措施、路口、行人情況)等因素。檢視結果如下 -

- (一)大埔道介乎沙田駿景路至麗坪路一段 有關路段交通意外率保持平穩,並低於全港平均意外率,而偵測 到的常用車速亦保持平穩。建議車速限制不變,維持 於現時的每小時50公里。
- (二)大埔道介乎麗坪路至赤泥坪一段-有關路段的交通意 外率保持平穩,並低於全港平均的意外率,而偵測到 的常用車速亦平穩。建議車速限制不變,維持於現時 的每小時70公里。

(三) 大埔道介乎赤泥坪至雍宜路的一段 - 有關路段的交通

- 2 -

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意外率有上升趨勢,而其過去一年的意外率亦高於全 港平均意外率,加上近月偵測到的常用車速較以往慢 及普遍低於現時速度限制的每小時70公里。此外,白 石角有多個大型發展項目近年相繼落成或在建造中, 車輛經博研路天橋、優景里、瞭望里來往此路段比往 年有顯著增加,重型車輛比例也有所增加。因應以上 新的情況,有關路段的速度限制有下調空間,建議由 每小時70公里降低至50公里,以進一步提升道路安全。

5. 速度限制檢討工作小組¹經討論後同意以上三個速 度限制建議。運輸署已和路政署聯繫,安排在合適位置更換 及豎立相關的交通標誌,並就修改車速限制刊登憲報,新速 度限制將於本年4月27日起實施。

 另一方面,為了加強對超速駕駛者的阻嚇和執法, 運輸署已和警方開始籌備安裝新一批固定偵察車速攝影 機。大埔公路巴士意外肇事的路段已被納入考慮安裝的名單 之內。署方正爭取資源,期望在本年年底前能落實在大埔道 近赤泥坪(位置見附圖一)裝置固定偵察車速攝影機。

 在落實安裝偵察車速攝影機前,警方會繼續使用流 動偵察車輛超速儀器,在該路段進行執法工作。

其他改善措施

運輸署在過去兩個月同時檢視「該路段」的道路環境及交通管理措施,署方將實施下列各項改善措施:

- 3 -

速度限制檢討工作小組是一個常設工作小組,成員包括運輸署、警務處、香 港汽車會和香港汽車高級駕駛協會的代表。該小組定期進行會議,並就全港 各道路有關調低、放寬或維持現行的速度限制建議進行討論及提供意見。

- (一)於近大埔尾村增設提示駕駛人士前方有急彎及減速的交通標誌,並在新增及現行的標誌上加上黃色螢光 背景以加強對駕駛者的提示和警惕。此外,運輸署並 會在行車道加設「慢駛」及轉向行車綫的道路標記 (位置見附圖一及二)。以上的減速交通標誌已經豎 立,而提示急彎及減速的交通標誌和道路標記預計在 4月底完成。
- (二)於近紅林路口(位置見附圖一)加設影線,並改動部分 行車道路標記,以進一步輔助駕駛者進出該路口。工 程預計在12月底完成。
- (三)於近觀海崇庭及近燕子里(位置見附圖一)的行人過路 處前加設「留意行人」的交通標誌和「慢駛」道路標 記,提示駕駛者有行人在前橫過馬路。工程預計在本 年8月完成。
- (四)運輸署已安排路政署檢視沿途路旁植物狀況,如有需要,安排部門修剪以避免交通標誌及行車視線受遮擋。

針對巴士乘客及行人的改善措施

(五) 擴闊在意外中損毀的巴士站停車彎,同時加設防護欄,分隔巴士站及行車路(位置見附圖二)。另外,巴

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士公司會同步重置乘客候車上蓋,停車彎的改善工程 和候車上蓋預計可於本年7月完成。

(六)於(往沙田方向)近大埔尾的巴士站的過路處加設分隔島及安全島,和加設行人「望左/望右」的道路標記(位置見附圖二),以進一步優化該過路處。工程預計在本年7月完成。

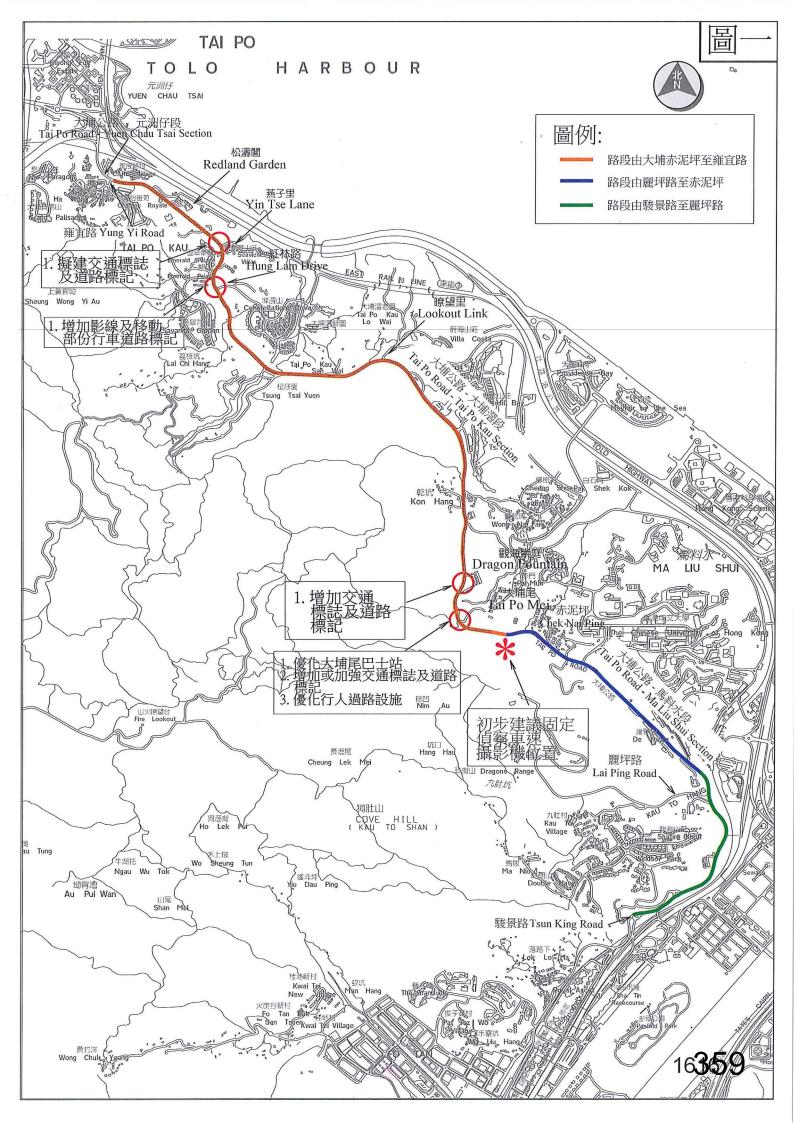
 運輸署會繼續監察區內各路段的交通情況,並適時 推行合適的交通管理措施。

# 徵詢意見

10. 請委員備悉本文件的內容。

### 運輸署

2018年4月9日





Tai Po District Council Paper TT No. 25/2018 Circulation for information

# Traffic Management Measures on Tai Po Road (Tsun King Road, Sha Tin to Yung Yi Road, Tai Po)

### Purpose

Tai Po District Council ("TPDC") held a special meeting on 12 February 2018 to discuss the serious bus accident happened on 10 February 2018 early evening. The Transport Department ("TD") has undertaken to review the speed limit and traffic management measures of the relevant road section. In view of the concerns of the local community and TPDC about the progress of the implementation of improvement measures, this paper briefs Members on the progress of TD in reviewing the speed limit of the relevant road section of Tai Po Road and other follow-up improvement measures.

#### **Review of the Speed Limit**

TD has reviewed the speed limit of the road section between Tsun 2. King Road, Sha Tin and Yung Yi Road, Tai Po of Tai Po Road ("the subject road section") in a comprehensive manner. The subject road section is approximately 6.7km long and it is a two-way road without separation. The subject road section towards Shatin and Tai Po is mainly single lane road. The subject road section fulfils the road design standard. Traffic signs and road markings are set along the road to remind motorists to take heed of road For example, warning traffic signs of "Reduce Speed Now", conditions. "Bend to Right Ahead", "Sharp Deviation of Route to Right" etc. are mounted and "Slow" road markings are painted at suitable locations to warn motorists to reduce speed prior to entering the road section and thereafter keep operating at slow speed. Crash barriers are also installed at road bend to enhance road safety. Currently, the subject road section between Tsun King Road and Lai Ping Road in Sha Tin is approximately 1.1km long and the speed limit is 50km/h. For the section between Lai Ping Road and Yung Yi Road, it is approximately 5.6km long and the speed limit is 70km/h. The location of the subject road section is at Annex 1.

3. TD has established regular mechanism to review the speed limit of the road with a view to ensuring road safety and maintaining smooth traffic.

In reviewing the speed limit of all road sections, protection of road users' safety is of prime consideration. In deciding whether the speed limit should be reduced, relaxed or maintained, the following factors will be taken into consideration:

- (a) traffic accident records of the subject road section;
- (b) speeds of vehicles travelling on that road section; and
- (c) road environment and features such as gradient, sightline of motorists, road intersections, pedestrian traffic, etc.)

4. In the past two months, TD has comprehensively reviewed the traffic accident records of the subject road section and the speeds of vehicles detected in the past year, and re-examined the road conditions (including traffic management measures, road junctions, pedestrian traffic), etc. Findings of the review are as follows:

- (a) Section between Tsun King Road and Lai Ping Road in Sha Tin of Tai Po Road – The traffic accident rate of the relevant road section was steady and below the overall average traffic accident rate in Hong Kong. The detected vehicular speeds were also steady. The current speed limit of 50km/hour is recommended to remain unchanged.
- (b) Section between Lai Ping Road and Chek Nai Ping of Tai Po Road – The traffic accident rate of the relevant road section was steady and below the overall average traffic accident rate in Hong Kong. The detected vehicular speeds were also steady. The current speed limit of 70km/hour is recommended to remain intact.
- (c) Section between Chek Nai Ping and Yung Yi Road of Tai Po Road — The traffic accident rate of the relevant road section was on a rising trend and above the overall average traffic accident rate in Hong Kong in the past year. The detected vehicular speeds in recent months were lower than those of the past and generally below the current speed limit of 70km/hour. In addition, as there have been many large-scale development projects being completed or constructed in Pak Shek Kok in recent years, there has been a significant increase in the vehicular traffic on this road section via the flyover at Pok Yin Road, Yau King Lane and Lookout Link. The proportion of heavy vehicles has been on the rise also. In light of the aforementioned new circumstances, the speed limit of

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the relevant road section has scope for downward adjustment. The speed limit of 70km/hour is recommended to be lowered to 50km/hour for further enhancing road safety.

5. After discussion, the Working Group on Speed Limit Review agreed to the above three recommendations on speed limit. TD has already liaised with the Highways Department ("HyD") to arrange replacement and erection of relevant traffic signs at suitable locations as well as followed up on the gazetting of revised speed limit. The new speed limit will take effect on 27 April this year.

6. Separately, TD and the Hong Kong Police Force ("HKPF") have started preparing for installation of a new batch of fixed speed enforcement cameras for stepping up the deterrence and enforcement against speeding motorists. The subject road section of the accident on Tai Po Road has already been included in the list of road sections for consideration of installation. TD is currently seeking resources and aims to firm up the installation of a fixed speed enforcement camera at the section near Chek Nai Ping of Tai Po Road (location is at **Annex 1**) before the end of this year.

7. Before implementing installation of speed enforcement cameras, HKPF will continue using mobile vehicle speed detection equipment to take enforcement actions on the subject road section.

### **Other Improvement Measures**

8. At the same time, TD has reviewed the road environment and traffic management measures of the subject road section in the past two months. TD will implement the following improvement measures –

Improvement Measures for Motorists

(a) To place additional traffic signs near Tai Po Mei Tsuen to remind motorists of sharp bend ahead and reducing speed, and add fluorescent amber background to the additional and existing traffic signs to heighten alert of motorists. Moreover, TD will add "Slow" and lane changing markings on the road (the location is at Annexes 1 and 2). The aforementioned "Reduce Speed Now" traffic signs have been put up, while traffic signs and road markings to remind motorists of sharp bend and reducing speed are expected to be placed by the end of April.

(b) To add hatched road markings near the junction of Hung Lam Drive

(the location is at Annex 1) and adjust some road markings with a view to further assisting motorists in entering and leaving the subject junction. Relevant work is expected to be completed by the end of December.

- (c) To add traffic signs of "Pedestrian Ahead" and road markings of "Slow" in front of the pedestrian crossing near Dragon Fountain and Yin Tse Lane (the location is at **Annex** 1) to remind motorists of pedestrian crossing ahead. Relevant work is expected to be completed by August.
- (d) To arrange parties concerned to trim trees and shrubs along the subject road section to avoid obstructing traffic signs and views of motorists, if required, after the inspection of the planting condition along the road by HyD.

### Improvement Measures for Bus Passengers and Pedestrians

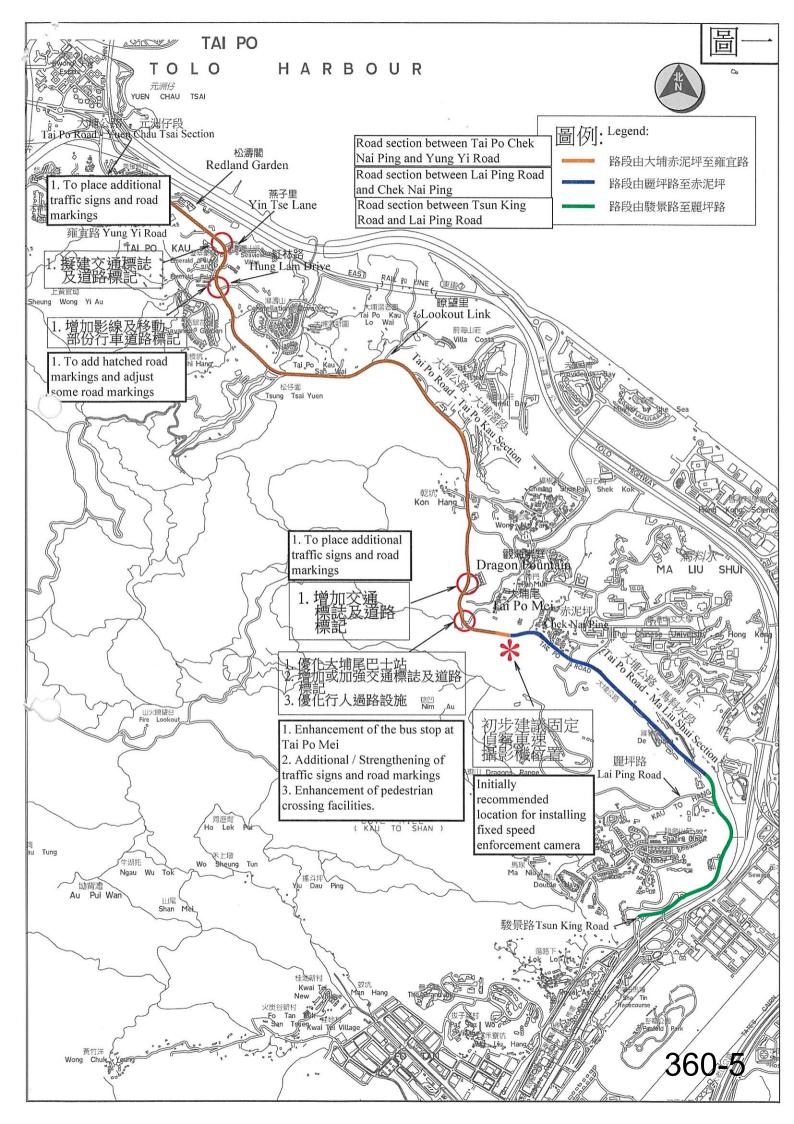
- (e) To enlarge the lay-by of the bus stop damaged in the traffic accident as well as install crash barriers to segregate the bus stop from the road (the location is at **Annex 2**). In addition, the bus company will reinstall the shelter of the passenger waiting area. Relevant work is expected to be completed in July this year.
- (f) To install a segregation island and a safety island at the pedestrian crossing at the bus stop near Tai Po Mei (to the direction of Sha Tin) and add road markings of "Look Left / Look Right" for pedestrians to further enhance that pedestrian crossing. Relevant work is expected to be completed in July this year.

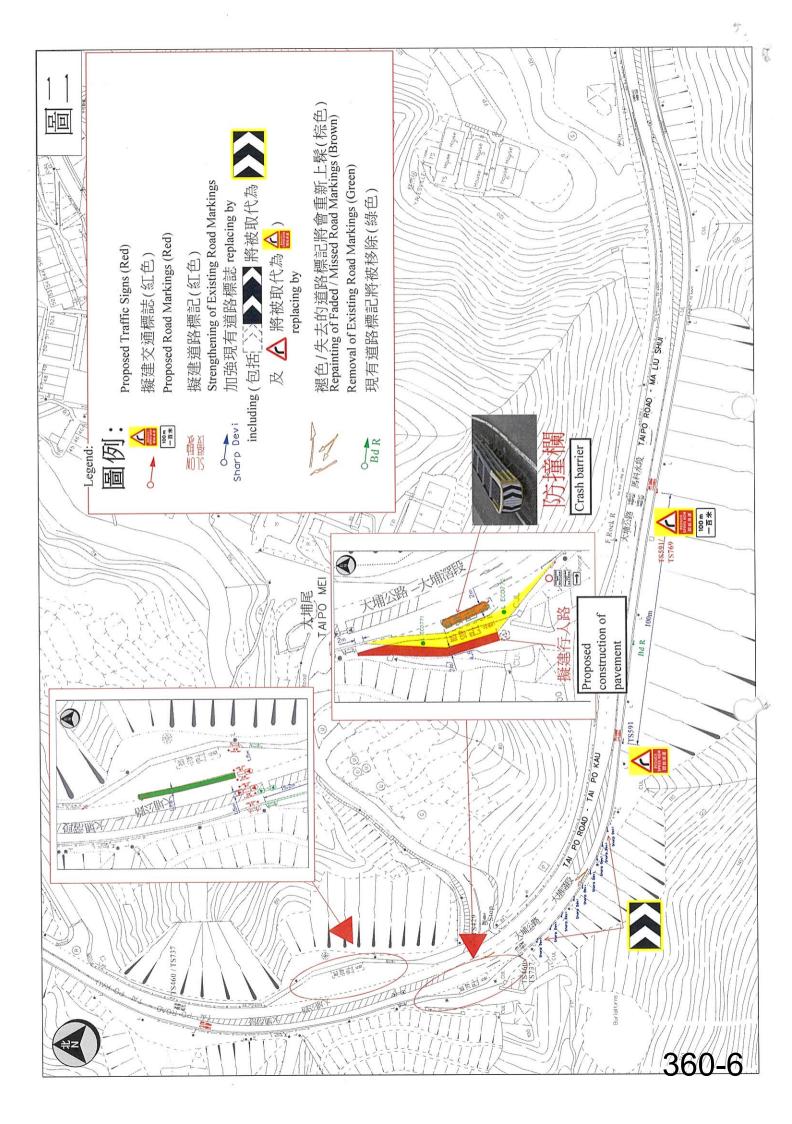
9. TD will continue monitoring the traffic conditions of junctions within the district, and implement appropriate traffic management measures at opportune times.

### Advice sought

10. Members are invited to note the content of this paper.

Transport Department 9 April 2018







 Our Ref.:
 TD BR 76/190-1C

 Your Ref.:
 CSO/IRC-BUS/CR/7-45/1

 Tel.:
 2829 5307

 Fax:
 2511 4158

18 May 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

### Supplementary Written Submissions for Consideration by the Independent Review Committee on Hong Kong's Franchised Bus Service

Thank you for your email of 10 May 2018 summarizing a list of further information on various matters requested by the Independent Review Committee on Hong Kong's Franchised Bus Service ("the Committee") at the oral hearings held on 7 and 8 May 2018. We have prepared at **Annex** supplementary information on the Guidelines on Bus Captains Working Hours, Rest Times and Meal Breaks.

We shall provide other supplementary information to the Committee for consideration once ready.

Yours sincerely, for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)



 Our Ref.:
 TD BR 76/190-1C

 Your Ref.:
 CSO/IRC-BUS/CR/7-45/1

 Tel.:
 2829 5307

 Fax:
 2511 4158

24 May 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

### Independent Review Committee on Hong Kong's Franchised Bus Service

We refer to your letter of 15 May 2018 and provide at *Annex* the information on the road section of Tai Po Road between Tsun King Road in Sha Tin and Yung Yi Road in Tai Po.

Yours sincerely,

(Amy DEE ) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

# Information regarding the road section of Tai Po Road located between Tsun King Road in Sha Tin and Yung Yi Road in Tai Po ("Subject Road Section")

IRC's enquiries	TD's responses
<ul> <li>(a) The road conditions of the Subject Road Section, including details of the gradient and geometry of the slope, degree of curvature of each turn, sightline of motorists, and road intersections;</li> </ul>	The road conditions, including details of the gradient and geometry of the slope, degree of curvature of each turn, sightline of motorists, and road intersections of the Subject Road Section are depicted in <u>Appendices A1 to A2</u> .
(b) The number and location of speed detector cameras which were installed at the Subject Road Section in recent years, and any additional speed detection cameras which are planned to be installed (if any);	No speed detector camera was installed at the Subject Road Section. However, the TD has planned to install one speed enforcement camera at about 300m south of the Tai Po Bus Accident, the location of which is shown in <u>Appendix A1</u> .
(c) Other than the installation of speed detection cameras, the measures which have been adopted for speed detection at the Subject Road Section;	Other than the installation of fixed speed enforcement cameras, the Police has been conducting mobile enforcement operations along the Subject Road Section to deter speeding activities. The Police is going to step up the operations.
(d) The statistics of the speed of vehicles (by type of vehicles, if available) at the Subject Road Section in recent years;	The TD carried out spot speed surveys of the vehicles at various locations along the Subject Road Section in 2014, 2017 and 2018. The surveyed locations and results of the spot speed of vehicles are detailed in <u>Appendices B1 to B2</u> .

IRC's enquiries	TD's responses
(e) The statistics relating to pedestrian traffic and vehicular traffic at the Subject Road Section in recent years;	The traffic flow records for the past three years of the Subject Road Section are summarized in <u>Appendix C1</u> . TD arranged pedestrian counts at some locations of the Subject Road Section, details of which are presented in <u>Appendix C2</u> .
(f) The number and location of the warning traffic signs and warning road markings at the Subject Road Section which alert motorists and pedestrians;	Details of warning traffic signs and warning road markings are shown in <u>Appendices D1 to D20</u> .
(g) Details of all pedestrians crossing facilities and location of bus stop(s) and green public light bus stop(s) at the Subject Road Section; and	Details of all pedestrian crossing facilities are shown in <u>Appendices D1 to D20</u> while locations of designated bus stops and green public light bus stops at the Subject Road Section are marked in <u>Appendix E</u> . For information, green public light bus routes 28K and 28S may stop at the places not contravening the Road Traffic Ordinance along the Subject Road Section.
(h) Whether consideration has been given to imposing a mandatory requirement for all buses travelling along the Subject Road Section to stop at a designated point before proceeding further downhill to minimize the risk of accidents.	There is no mandatory requirement for all buses travelling along the Subject Road Section to stop at a designated bus stop before proceeding further downhill.



 Our Ref.:
 TD BR 76/190-1C

 Your Ref.:
 CSO/IRC-BUS/CR/7-45/1

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 2829 5307

 Fax:
 2511 4158

28 May 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

### Supplementary Information for Consideration by the Independent Review Committee on Hong Kong's Franchised Bus Service ("the Committee")

Further to our letter of 18 May 2018, we have prepared supplementary information as listed below :-

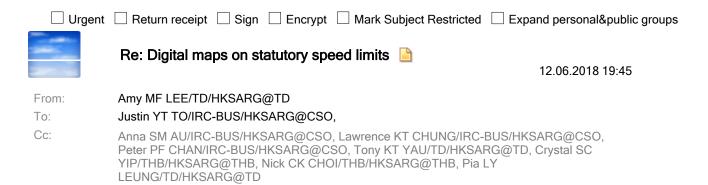
- (a) Road safety management system (Annex 1);
- (b) Applications of new technologies on franchised bus operation (Annex 2); and
- (c) Other information requested by the Committee at the oral hearings on 7 and 8 May 2018 (Annex 3).

Yours sincerely,

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for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)



Dear Justin,

Please find attached our reply to your email below :-

Letter to IRC 12.6.2018.pdf

Map for the territory with speed limit at 70 km/h or above

POF

Speed_Limit_70_and_above_Full_With_Basemap.pdf

Map for Hong Kong Island with speed limit at 70 km/h or above

Speed_Limit_70_and_above_HKI_With_Basemap.pdf

The hard copy of the reply (with the maps in A1 size) will be dispatched to your office.

Regards, Amy LEE (Tel. 2829 5307)



Justin YT	TO Dear Tony, The Independent Review Committee	01/06/2018 11:30:40
-		
From:	Justin YT TO/IRC-BUS/HKSARG@CSO	
To:	Tony KT YAU/TD/HKSARG@TD,	
Cc:	Peter PF CHAN/IRC-BUS/HKSARG@CSO, Anna SM AU/IRC-BUS/H	KSARG@CSO,
	Lawrence KT CHUNG/IRC-BUS/HKSARG@CSO, Amy MF LEE/TD/H	KSARG@TD
Date:	01/06/2018 11:30	<b>C</b>
Subject:	Digital maps on statutory speed limits	

Dear Tony,

The Independent Review Committee on Hong Kong's Franchised Bus Service (the Committee) has just completed two hearings for receiving oral evidence from Citybus (CTB) and New World First Bus (NWFB) earlier this week. During one of the hearings (specifically the one on 30 May 2018), the Committee examined the issue of speed monitoring by CTB and NWFB using their black boxes.

It was noted from the hearing that CTB and NWFB had set their black box system to automatically generate overspeeding report for drivers driving above 70 km/h generally, as well as for drivers driving above 50 km/h on 25 road sections selected by the companies for enhanced monitoring (details at 142 and 143 or 169-88 and 169-89 of the CTB-2 bundle). A question was posed to CTB and NWFB on whether the bus company management had any information on the percentage (in terms of length) of roads travelled by CTB's and NWFB's buses and with a statutory speed limit of 50 km/h that were covered by the abovementioned 25 road sections. In response, CTB and NWFB replied that they did not have the figure (as they said that they did not have a full set of digital data detailing the speed limit of all roads in Hong Kong) but agreed to share with the Committee a digital map depicting all roads that their buses operate on.

It is in connection to the above that I am writing to seek your assistance in providing the Committee with digital maps showing the statutory speed limits of roads in Hong Kong, so that the Committee may compare those maps with the ones to be provided by CTB and NWFB. If possible, we would suggest the following, please:

- i. a map showing the whole territory of Hong Kong and a more detailed (i.e. of a larger scale) map showing only the Hong Kong Island be prepared, as it is understood that even though most of CTB's and NWFB's bus routes operate mainly on the Hong Kong Island, some of the cross harbour routes and the CTB Franchise 2 routes may reach the New Territories and Lantau Island as well; and
- ii. for each of the maps, only roads with speed limits at or above 70 km/h be highlighted. If possible, we would prefer having road sections with different speed limits above 70 km/h be highlighted in different colours.

Grateful to know if you can share the digital maps with us in, say, one to two weeks time, please. If more time is needed, please let me know. May I also thank you and other TD colleagues in advance for assisting the Committee in its work.

Regards, Justin for Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service Tel: 2867

4612



 Our Ref.:
 TD BR 76/190-1C

 Your Ref.:
 CSO/IRC-BUS/CR/7-45/1

 Tel.:
 2829 5307

 Fax:
 2511 4158

12 June 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

# Independent Review Committee on Hong Kong's Franchised Bus Service

# Request for digital maps on statutory speed limits

We refer to the email from your Mr. Justin TO on 1 June 2018 to our Mr. Tony YAU regarding the captioned.

As requested, we enclose a map showing the whole territory of Hong Kong ("HK") and another one with a larger scale showing the Hong Kong Island only with the roads of speed limits at 70km/h or above highlighted for your reference please.

For your information, the dataset of speed limits under the road networks managed by the Transport Department ("TD") in the geographical information system ("GIS") format is already available for downloading from DATA.GOV.HK (<u>http://www.data.gov.hk</u>) of the HKSAR Government. By using GIS software, members of the public, including the bus operators, can import the dataset of speed limits onto the base map dataset of the HK road network, which is available from Lands Department or alternatively online maps such as Google Map or Open Street Map, to prepare the digital speed limit map of roads in HK.

The TD has put forward the use of above-mentioned GIS datasets on speed control by the method of "geofencing" for consideration by the bus operators. It will be followed up in the Working Group on Enhancement of Safety of Franchised Buses.

Yours sincerely,

Amy LE for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

Speed Lin	nit
70 km	ı/h
80 km	ı/h
100 kt	m/h
110 kr	m/h



Speed	l Limit
	70 km/h
	80 km/h
	100 km/h
	110 km/h



香港專營巴士服務 獨立檢討委員會

> 香港金鐘道66號 金鐘道政府合署21樓

本函檔號 Our Ref.: CSO/IRC-BUS/CR/7-45/1 來函檔號 Your Ref.: TD BR 76/190-1C



Independent Review Committee on Hong Kong's Franchised Bus Service

> 21/F, Queensway Government Offices, 66 Queensway, Hong Kong

電話號碼 Tel No.: (852) 2867 5324 傳真號碼 Fax No.: (852) 3104 0254

5 July 2018

### BY EMAIL & BY POST

Commissioner for Transport Transport Department 41/F, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong (Attn: Miss Amy LEE)

Dear Miss LEE,

### Independent Review Committee on Hong Kong's Franchised Bus Service

The Committee thanks you for your further written submissions of 18, 24 and 28 May 2018 relating to issues raised at the hearings on 7 and 8 May 2018 as well as our request for information made on 15 May 2018 regarding the section of the Tai Po Road where the accident of 10 February 2018 took place.

We write to request the Transport Department ("TD") to provide further written submission relating to:

- (A) the consultancy study on "Review of Potential Roadside Safety Hazards in the Hong Kong Road Networks – Investigation" mentioned in Annex 1 to your letter of 28 May 2018;
- (B) various matters relating to the design and installation of safety-related technological devices on franchised buses arising from further written submissions received by the Committee from the franchised bus operators in May 2018;
- (C) the approval given by TD to NLB for using non-franchised buses to provide franchised bus services that the company referred to in the hearing of the Committee on 19 June 2018;
- (D) the TD's monitoring of compliance by NLB with 'Guidelines on Bus Captains Working Hours, Rest Times and Meal Breaks' in respect of non-franchised buses;
- (E) commitments by franchised bus operators to provide Real Time Bus Information;
- (F) provision of toilet and rest facilities at bus termini;
- (G) Five-Year Forward Planning Programme (2019-2023); and
- (H) Guidelines on Bus Captain's Working Hours, Rest Times and Meal Breaks.

The detailed questions are set out in the <u>Annex</u> to this letter. You may wish to note that for items (b) to (d), the documents provided by the franchised bus companies mentioned in the questions at the annex have been included in the hearing bundles uploaded to the website of the Committee (www.irc-bus.gov.hk) along with the transcript of the hearing of the Committee held on 19 June 2018.

The Committee would be very grateful for your reply in writing <u>within the</u> <u>next 14 days</u>. Should you have any queries, please feel free to contact me or Mr Justin TO at 2867 4612.

Yours sincerely,

(CHAN Ping-fai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

cc Secretary and Transport and Housing Bureau (Attn: Miss Crystal YIP) (Fax: 2104 7274)

<u>Encl</u>

## (A) <u>The consultancy study on "Review of Potential Roadside Safety Hazards in</u> <u>the Hong Kong Road Networks - Investigation"</u>

1. In the written submission provided by the TD to the Committee on 28 May 2018, paragraph 12(f) of Annex 1 states that 'The TD and Highways Department have commissioned a consultancy study on "Review of Potential Roadside Safety Hazards in the Hong Kong Road Networks – Investigation" in mid-May 2018 to identify roadside safety hazards of all public roads in the territory in a thorough and systematic approach taking into account the latest overseas technology, through which suitable road safety enhancement measures would be formulated.' An extract of the consultancy brief for this study was then provided as Attachment IV to Annex 1.

- 2. In relation to the consultancy study mentioned in paragraph 1 above:
- (a) Please confirm if the selection of consultant(s) for the study has been completed. If so, please provide the name and general background (e.g. field of expertise) of the consultant(s) selected for the consultancy. If the consultant has indicated that sub-consultant(s) will be engaged to conduct the study and the list of sub-consultant(s) has been provided to the TD and/or Highways Department, please provide the names of the sub-consultant(s) to the Committee as well.
- (b) Please advise the Committee on the commencement date and expected completion date of the consultancy study.
- (c) Please provide information on the deliverables that the consultants are expected to submit to the TD and/or the Highways Department as per the consultancy brief or consultancy agreement, including any interim reports that are required to be submitted.
- (d) Please advise whether TD have any indicative timeframe for implementation of the recommended improvement measures in respect of the identified high priority sites with high potential hazards to enhance public safety.

### (B) <u>Matters relating to the design and installation of safety-related</u> technological devices on franchised buses

3. In written submissions provided to the Committee on 18 May 2018, KMB and LWB, responded to the Committee's questions arising from statements made in the written submissions of the two companies, dated 24 April 2018. The Committee was informed that, in advance of the grant of new bus franchises to KMB in 2017, the company had given undertakings to TD, at their request, to implement "commitments under the new franchises." The submission stated that the commitments included, but were not limited to, "on-bus electronic data processing device (also known as black box), speed limiter and surveillance cameras".

4. The Committee's attention was drawn to what was said to be an extract of a letter from the TD dated 10 March 2017 (pages 3997 to 3998 of KMB-2 to KMB-10 Bundle). That extract states that:

"Pursuant to Clause 7 of the new franchise, KMB has committed:

(a) to adopt the following features and facilities as the standard provisions when acquiring **new buses** after granting of the new franchise:

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

(i);

... (x)..

Enhanced safety features:

(i)

(iii) Electronic Data Processing Device;

(iv) Speed limiter;

•••

(x) Surveillance cameras:

Bus Type	Number of Camera
Double Deck bus	
Upper deck	1
Lower deck	2
	(1 for bus reversing, 1 for monitoring the exit)
Single deck bus	2
	(1 for bus reversing, 1 for monitoring the exit)

.."

5. The Committee notes that, in contrast to all the other items of service enhancement and/or enhanced safety features, the extract does not condescend to any detail as to the nature and extent of the enhanced safety features of the electronic data processing device and/or the speed limiter.

6. If it is the case that, in the course of the grant of new bus franchises, KMB made commitments to TD in respect of the "enhancement of safety features" of the electronic data processing device and the speed limiter, please describe in detail the nature of those commitments. If so, what was the purpose of the TD securing the commitments of KMB in respect of those devices? In what ways, if any, are those commitments different from the TD's requirements in respect of electronic data processing devices /black boxes made in October 2003?

7. Subsequently in their written submissions KMB and LWB provided the Committee with an extract of what was said to be a letter from TD to LWB, dated 2 April 2012 (pages 3999 to 4000 of KMB-2 to KMB-10 Bundle), which stated "LW will adopt the following features and facilities as standard provisions when acquiring new buses starting April 2012". Thereafter, the extract identified items under "(a) Service enhancement and barrier-free features and facilities" and "(b) "Enhanced safety features". Listed under the latter heading were:

> "(iii) blackbox system; (iv) speed limiter;"

- 8. Regarding the letter mentioned in paragraph 7 above:
- (a) Please confirm that the document is part of a letter to LWB and, if so, please describe the nature and purpose of the document. Were the various matters, listed in the extract of the document, requirements made of LWB and, if so, please identify pursuant to what power and/or agreement and/or undertaking and/or mutual understanding and/or commitment the requirements were made?
- (b) Please describe in detail the requirements made of LWB in respect of "enhanced safety features" of the black-box system and the speed limiter. What was the purpose of the TD in imposing those requirements? In what way, if at all, are those requirements different from the commitments made by KMB to the TD in respect of those two devices prior to the grant of bus franchises to that company, which came into effect on 1 July 2017?
- (c) In the past, have similar requirements in respect of black boxes and speed limiters been imposed on KMB and LWB, and are they currently, or in the past have they been, imposed on other franchised bus operators? If so, please provide details of those requirements and the purpose of the imposition of those requirements.

9. In an annex (Annex 1a-i-15; or pages 639 to 641 of KMB-2 to KMB-10 Bundle) to the written submissions of KMB and LWB, dated 24 April 2018, a document headed "Recommended Minimum Specification Requirements for Franchised Bus" was attached. On its face, it asserted that it came from the VSSD, Transport Department and was dated February 2012. The requirements listed in this document are also different from the ones listed in the letter from TD, dated 10 March 2017, mentioned in paragraph 4 (i.e. the commitments on safety-related devices made in the context of franchise renewal). Regarding this document:

(a) Pursuant to what power and/or agreement and/or undertaking and/or mutual understanding and/or commitment were those requirements made? In the past, or subsequently, have similar documents been issued to franchised bus operators? If so, please provide copies of those documents.

- (b) When formulating the VSSD document, does the TD take into account the commitments made by bus operators to the TD regarding the installation of safety-related devices (e.g. the ones contained in the letter from the TD mentioned in paragraph 4)? If so, what are the reasons leading to the differences between the VSSD document and the letter from TD mentioned in paragraph 4?
- (c) Does the TD maintain a consolidated list, for the purpose of vehicle inspections (including pre-licensing checks for franchised buses and the annual and spot checks conducted by the TD) or other monitoring purposes, showing the requirements on bus design or installations that each franchised bus operators are required to follow? If so, please provide copies of the latest list as well as any technical standards or testing requirements used by TD for determining whether these requirements have been fully met by bus operators when conducting vehicle inspections.
- (d) Has the TD issued documents of a similar nature in respect of the training of franchised bus drivers and monitoring of their driving behaviour to enhance driving safety?

# (C) <u>Approval given to NLB for using non-franchised buses to provide</u> <u>franchised bus services</u>

10. In the written submission provided by NLB to the Committee on 24 April 2018, NLB states that (page 17 of NLB-1 Bundle):

"To cater Saturday, Sunday and Public Holiday upsurge passenger demand in our network, agreed with TD, 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. During special event and occasion, such as summer holiday and suspension of Ngong Ping Cable Car service, we can grant a right from TD to hire extra non-franchised buses."

11. At the request of the Committee, NLB provided a letter from the TD dated 19 December 2017 regarding the abovementioned "agreement" with TD (vide the <u>Appendix I</u> to this Annex). During the hearing with NLB on 19 June 2018, NLB further elaborated on the agreement, stating that for the arrangement for using non-franchised buses to provide franchised bus services, "the initial approval from the Transport Department was issued over the past 20 years" (lines 4 to 5 on page 24 of the transcript of the hearing on 19 June 2018).

12. NLB offered to locate the initial agreement/approval from TD, but a response was given to the Committee stating that NLB had "no updated information from TD in related to our initial approval allow NLB make use of non-franchised buses to operate franchised bus route issued by about 20 years ago".

13. Regarding the arrangement for NLB to use non-franchised buses to provide franchised bus services, please provide a copy of the first approval given by TD.

14. Subsequent to the hearing, NLB provided the Committee with a letter from the TD dated 21 June 2018, in effect offering to renew the arrangement pursuant to which NLB was permitted to deploy non-franchised buses to run franchised bus routes on Lantau Island, subject to acceptance by NLB of the six stipulated conditions. Condition (d), in identical terms to that condition in the letter from the TD to NLB dated 19 December 2017, required of NLB that:

"the buses must be equipped with similar on-vehicle facilities such as, coin collection box, route destination display etc. for operating franchised service."

15. Please identify all the "on-vehicle facilities" currently required for operating franchised bus services, providing copies of all the documents stipulating such current requirements of NLB by the TD.

16. If that condition does not require the installation of tachograph/black boxes and speed limiters in the non-franchised buses which the TD permit NLB to deploy to run franchised bus routes on Lantau Island pursuant to the above arrangement, is such a requirement made of NLB by other means? If so, please describe how that requirement is imposed on NLB, providing copies of all the documents that stipulate such current requirement of NLB by the TD.

# (D) <u>The TD's monitoring of compliance by NLB with 'Guidelines on Bus</u> <u>Captains Working Hours, Rest Times and Meal Breaks' in respect of</u> <u>non-franchised buses</u>

17. Please confirm, if it is the case, that NLB is required to ensure that bus captains hired together with non-franchised buses from Kwoon Chung Motors Limited, which the TD permit NLB to deploy to run franchised bus routes on Lantau Island, comply with the 'Guidelines on Bus Captains Working Hours, Rest Times and Meal Breaks'.

18. Please describe specifically the requirements made of NLB by the TD to provide reports of compliance with the 'Guidelines on Bus Captains Working Hours, Rest Times and Meal Breaks' in respect of the non-franchised buses which the TD permit NLB to deploy to run franchised bus routes on Lantau Island. Please provide copies of samples documents stipulating those requirements and such reports.

19. In their written submissions, dated 17 May 2018, NLB asserted: [NLB-1, page 32.]

"At present, there are 3 types of bus Captain working and rest time checking reports has (sic) provided to TD,

(a) Monthly report on Scheduled and Actual Compliance with Guidelines on "Bus Captains Working Hours, Rest Times and Meal Breaks";

- (b) An ad-hoc base On-Board survey to check NLB's driver rest time; and
- (c) An ad-hoc base Survey on Franchised Bus Captains Working Hours (guidelines B & D).

Please refer to Annex 2A, 2B & 2C of the attachment for the sample of these report form respectively. Other than monthly report, rest of the reports are conducted base on the survey date and/or driver staff number provided by TD and NLB require to provide respective driving duty information accordingly."

The documents referred to as Annexes 2A, 2B and 2C are attached as **Appendix II** to this Annex.

20. Please confirm, if it is the case, that the TD specified the "survey date and/or driver staff number" in respect of the reports at Annexes 2B and 2C.

21. In his oral evidence, Mr James WONG, the managing director of NLB, appeared to contradict the assertion made in the written submission in respect of Annex 2A, stating that: [Transcript Day 5; 19 June 2018, page 50.]

"It was the Transport Department who picked the date, then we checked against our internal records."

22. Please confirm whether or not it was the TD who specified the date of 21 February 2018 as the date to be the subject of the report at Annex 2A. If not, how was that date chosen?

23. Has the TD stipulated the date and/or vehicle registration number and/or driver on which it requires reports from NLB in respect of the working hours and rest times of bus captains employed to drive non-franchised buses which the TD permit NLB to deploy to run franchised bus routes? If so, please provide sample copies of such requirements and reports.

# (E) <u>Commitments by franchised bus operators to provide Real Time Bus</u> <u>Information</u>

24. CTB and NWFB provided to the Committee in its submission on 8 June 2018 a letter from the TD dated 31 August 2015 setting out the service enhancement and fare concession commitments that TD required CTB to make when they applied for a renewal of the franchise for some of their bus routes (pages 582 to 585 of the CTB & NWFB-2 to CTB & NWFB-3 Bundle). The Committee has also been provided with a similar letter from the TD to NLB dated 31 August 2015 setting out similar commitments to NLB (pages 34 to 36 of NLB-2 Bundle). In both of these letters, it is stated that CTB and NLB will be required to "provide Real Time Bus Information System (RTBIS)" and the requirement will "form part and parcel" of the two bus companies' application for franchise renewal.

25. The Committee notes that the requirement from the TD to CTB and NLB for the provision of Real Time Bus Information System is announced to the Legislative Council and the public in paragraph 10 of the Legislative Council Brief issued by the THB on 22 September 2015 (pages 575 and 576 of the TD-2 to TD-5 Bundle). Furthermore, the Committee notes that the full provision of real-time bus arrival information by the KMB and the partial/phased provision of such information by CTB (Franchise 2), NWFB and LWB have been mentioned in the Legislative Council Briefs issued by the THB on 28 March 2017 and in April 2012 (for KMB: page 543 of the TD-2 to TD-5 Bundle; for CTB, NWFB and LWB: page 668 of the TD-2 to TD-5 Bundle).

26. Please advise the Committee if letters similar to the ones mentioned in paragraph 14 above have been issued to KMB, LWB, CTB (with respect to Franchise 2) and NWFB regarding the commitments made by these bus companies on the provision of real time bus information as noted in paragraph 15? If so, please provide the Committee with copies of these letters.

### (F) Provision of toilet and rest facilities at bus termini

27. In various submissions received from staff unions of bus captains and District Councils, grave concerns have been expressed about the lack of adequate toilet and rest facilities for bus captains at bus termini. The KMB depot management staff have also stated in their submissions that they have encountered difficulties in pursuing their requests for provision of such facilities at certain bus termini while the New Lantao Bus Company had expressed similar concern at their hearing on 19 June. The lack of provision of such facilities has indeed hampered bus captains to take the needed rest in the course of their driving duties, particularly those working on special shift of a duration of 14 hours with a rest break of no less than 3 consecutive hours, and hence they might suffer fatigue after prolonged driving if no proper rest facilities are provided and this might compromise bus safety.

28. Has TD issued any guidelines to franchised bus operators on provision of toilet and rest facilities at bus termini? If so, please let us have the details. If not, the underlying reason for not doing so. Does TD assume an active role in facilitating the respective franchised bus operators to pursue with relevant departments for provision of the facilities?

29. Despite repeated and long-standing requests made by franchised bus operators, the Committee was informed that some bus termini are still not provided with adequate toilet and rest facilities. Please identify these bus termini and whether they are major termini serving a number of bus routes and whether any of those routes are manned by bus captains employed by KMB working on special shift who require adequate rest facilities to take rest break no less than 3 consecutive hours. Please explain the constraints in providing such facilities, particularly the reasons for rejecting franchised bus companies' request for provision of such facilities by the relevant departments/authorities.

30. Please provide a copy of the letters written in 2018 to the franchised bus companies providing them with a set of guidelines and requirements in respect of their preparation of the Five-Year Forward Planning Programme (2019-2023). For the avoidance of doubt, this should include any further requirements or instructions given to the franchised bus operators at or after the meeting held between the TD and the operators on 14 June 2018 on the Bus Safety section of the planning programmes.

31. Please elaborate whether any new guidelines and requirements have been included to reflect any initiatives taken by TD to enhance the monitoring of the safety of franchised bus services.

# (H) Guidelines on Bus Captain's Working Hours, Rest Times and Meal Breaks

32. In written submissions from NLB to the Committee, dated 4 July 2018, in which NLB provided the Committee with the chapter on "Bus Safety" in the Five-Year Forward Planning Programme (2019-2023) which NLB said had been sent to the TD on 29 June 2018, it was said of the Guidelines on Bus Captain's Working Hours, Rest Times and Meal Breaks, revised in February 2018, that:

"It has been proposed that certain amendments be incorporated into the aforesaid guidelines, which NLB raised no serious objection, but subject to uniform consensus among fellow franchised bus operators."

(a copy of the relevant page of NLB's submission is attached as <u>Appendix III</u> to this Annex)

33. Is the TD aware of any such proposed amendments to the Guidelines, revised in February 2018? If so, please identify when, by and to whom such proposed amendments were made, describing the circumstances in which they came to be made. If they were made in writing, please provide copies of such documents, the minutes of any such meetings and written replies. If made orally, please describe the proposed amendments, ensuing discussions and any replies. Furthermore, please describe the TD's plan for evaluating and, if applicable, effecting such changes, including the steps that the TD is planning to take to consult relevant parties.

- End -

香港專營巴士服務 獨立檢討委員會

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11 July 2018

Commissioner for Transport Transport Department 41/F, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong (Attn: Miss Amy LEE)

本函檔號 Our Ref.: CSO/IRC-BUS/CR/7-45/1

來函檔號 Your Ref.: TD BR 76/190-1C

### **BY EMAIL & BY POST**

Dear Miss LEE.

### Independent Review Committee on Hong Kong's Franchised Bus Service

Further to our letter dated 5 July 2018. The Committee would be assisted if you would provide the information and documents requested below.

In Annex 2, attached to a letter from the TD to the Committee dated 2. 28 May 2018, the subject of the "Application of new technologies on franchised bus operation" was addressed. Of the purpose of the Annex, it was asserted:

> "This note sets out the actions taken by the Transport Department ("TD") in enhancing safety of franchised bus ("FB") operation in recent years by working with the FB operators in applying new technologies."

3. Under the heading "Electronic Tachographs ("Black Box")" it was asserted:

> "Over the years, the TD has been communicating with the FB operators, requesting them to study and investigate the feasibility of applying new technologies and the information by the black box to better manage their bus operation and drivers."

Please identify the occasions of such communications in respect of the 4. better management of bus drivers, rather than bus operations. In such communications, has TD given any directions to FB operators to explore using any specific new applications? If those communications were in writing, please provide copies of the communications to and from the TD and the FB operators. If the communications were made orally, please describe when, by and to whom the communications were made, describing the nature of those communications.

5. The minutes of the meeting of the Traffic and Transport Committee of the Tai Po District Council, dated 9 March 2018, state that: [DC-2; page 819, paragraph 14.]

"The comments of <u>Mr CHAN Siu-kuen</u> were as follows:

(i) He wrote to the Transport Department on July 24, 2015 requesting that the speed limit of the site of the accident to be reduced from 70 to 50 km/h, and also sent a letter to the police force on June 5, 2017, requesting that the speed enforcement camera to be installed on the site of the accident, but the two measures had yet to be implemented."

6. On 10 July 2018, at the request of the Committee, the Tai Po District Council provided the Committee with the two letters to which Mr CHAN referred and a reply, dated 16 June 2017, from the Hong Kong Police Force in response to the letter of 5 June 2017, copies of which are attached at the <u>Annex</u> along with the English translation of the two letters and the reply.

7. The letter dated 5 June 2017 from Mr CHAN was addressed to the Central Traffic Camera Investigation Unit of the Hong Kong Police Force Traffic Branch Headquarters in Sha Tin and asserted that:

"This Office has received requests for assistance from the residents in the vicinity of Tai Po Road because there are often speeding and unlawful motor racing on Tai Po Road, especially during overnight hours and on holidays, when a large group of suspectedly modified racing vehicles drive in high speed on Tai Po road. It is suspected that unlawful motor racing is being conducted and massive noise is generated by the driving which causes nuisance to residents. In case a traffic accident happens, the vehicle may collide into residents and cause severe casualty as well as endanger the safety of other road users. Thus the installation of a "speed camera" is requested."

Mr CHAN went on to request that the camera be installed "...on Tai Po Road near the location between Deerhill Bay and Tai Po Mei so as to prevent or deter speeding or unlawful motor racing."

8. The letter, dated 16 June 2017, from the Hong Kong Police Force to Mr CHAN was copied to a named officer of the Traffic Control Division, Technical Services Branch of the Transport Department and to the Senior Superintendent of Police (Traffic New Territories South) in Tai Po and stated:

"The locations for installation of fixed speed monitoring cameras are mainly determined by the Transport Department. After installation, the police is responsible for taking enforcement action. This Office understands that the Transport Department currently has no plans to install fixed speed monitoring cameras in the captioned road section." 9. Please confirm whether or not the letter in reply, dated 16 June 2017, was received by the Transport Department and, if so, please describe what, if any, consideration was given to the request of the Councillor and what, if any, action was taken. Please provide copies of any document evidencing any such consideration and any communication on that subject with Mr CHAN.

10. The letter dated 24 July 2015 from Mr CHAN to a named engineer of the Traffic Engineering (NTE) Division of the Transport Department asserted that Mr CHAN had received requests for assistance from residents "because owing to the absence of speed limit traffic signs around the bend of Savannah garden, traffic accidents happened frequently." The letter requested the Transport Department:

"...to expeditiously install the "50km" speed limit signs at the above location to remind the motorist to pay attention to driving at safe speed for prevention of unnecessary incidents."

11. Please confirm whether or not the Transport Department received the letter dated 24 July 2015 and, if so, please describe what, if any, consideration was given to the request of the Councillor and what action was taken. Please provide copies of any document evidencing any such consideration and any communication on that subject with Mr CHAN. Please inform the Committee whether the request of the Councillor was reconsidered and/or reviewed on subsequent occasions, <u>before</u> the occurrence of the incident on the Tai Po Road at Tai Po Mei on 10 February 2018, to take account of any changes in circumstances, such as: updated traffic accident statistics; changes in traffic volume and types of vehicles; updated statistics of traffic violations, including speeding, careless and dangerous driving. If so, please provide copies of any documents evidencing any such reconsideration and/or review.

12. In the Paper provided by the Transport Department to the Tai Po District Council, dated 9 April 2018, entitled "Traffic Management Measures on Tai Po Road (Tsun King Road, Sha Tin to Yung Yi Road, Tai Po)", the purpose of the paper was described as being to brief Members of the progress of the Transport Department "in reviewing the speed limit of the relevant road section of Tai Po road and traffic management measures." Having stated that the Transport Department had "reviewed the speed limit" of that road "in a comprehensive manner", it was stated: [TD-5; page 1617-1, paragraph 3]

"TD has established regular mechanism to review the speed limit of the road with a view to ensuring road safety and maintaining smooth traffic. In reviewing the speed limit of all road sections, protection of road users' safety is of prime consideration. In deciding whether the speed limit should be reduced, relaxed or maintained, the following factors will be taken into consideration:

- (a) traffic accident records of the subject road section;
- (b) speeds of vehicles travelling on that road section; and
- (c) road environment and features such as gradient, site line of motorists, road intersections, pedestrian traffic, etc.)"

13. Of the "Findings of the review", it was stated that it was recommended that the existing speed limits of 50 km/hour and 70 km/hour for the sections of road between Tsun King Road and Lai Ping Road and Lai Ping Road and Chek Nai Ping respectively remain the same. However, in respect of the section of that road between Chek Nai Ping and Yung Yi road, it was asserted: [TD-5; page 1617-2, paragraph 4 (c)]

"The traffic accident rate of the relevant road section was on a rising trend and above the overall average traffic accident rate in Hong Kong in the past year. The detected vehicle speeds in recent months were lower than those of the past and generally below the current speed limit of 70 km/hour. In addition ... There has been a significant increase in the vehicle traffic on this road section via the flyover at Pok Yin road, Yau King Lane and Lookout Link. The proportion of heavy vehicles has been on the rise also. In light of the aforementioned new circumstances, the speed limit of the relevant road section has scope for downward adjustment. The speed limit of 70 km/hour is recommended to be lowered to 50 km/hour for further enhancing road safety."

14. Then, it was stated:

"After discussion, the Working Group on Speed Limit Review agreed to the above three recommendations on speed limit... The new speed limit will take effect on 27 April this year."

15. In respect of the three factors, to which it is stated regard is had in deciding whether a speed limit should be in "reduced, relaxed or maintained", please describe whether or not there are any objective criteria that are applied. If so, please describe them. If not, what relative weight is given to the three different factors?

- 16. (i) Please provide details of the primary information which led to the conclusion that traffic accident rate "was on a rising trend".
  - (ii) Please provide details of the basis on which it was determined that the accident rate was "above the overall average traffic accident rate in Hong Kong in the past year."
  - (iii) Please provide details of the basis on which it was determined that there had been "a significant increase in vehicular traffic" on that section of the road and that "the proportion of heavy vehicles has been on the rise". Over what period of time was that the case?

17. In agreeing to the recommendation that there be a reduction in the speed limit in respect of the section of road between Chek Nai Ping and Yung Yi Road, described in paragraph 4 (c) of the Transport Department's Paper dated 9 April 2018, was the Working Group on Speed Limit Review provided with details of the information that led to the making of that recommendation? If so, please provide copies of that information to the Committee. Were the discussions of the Working Group and their agreement to the "three recommendations on speed limit" reflected in minutes or other documents? If so, please provide copies of those documents? If not, please describe the discussions. Had the Working Group been asked on any earlier occasion to consider the appropriateness of the speed limit in place for that section of road? If so, please identify and describe the circumstances in which that occurred.

18. The minutes of the meeting of the Tai Po District Council of 12 February 2018, at which the Commissioner for Transport and other representatives of the Transport Department were noted to be in attendance, states that Superintendent Chau Chung Mun said: [DC-2; page 797, paragraph 31.]

" (i) In regard to the site of the accident, there were 29 incidents in the year 2017, of which 15 involved property damage, 14 involved injuries and 2 of them were relatively serious. There are no fixed speed cameras in the road section but there are 2 locations where mobile speed detection instruments can be placed. The police detected about 30 speeding, drunk driving, careless driving and dangerous driving during regular operations on the road in the past year."

19. If the meeting was provided with any documents to substantiate the statistics provided by Superintendent Chau Chung Mun, please provide a copy of those documents to the Committee.

20. The Committee would be very grateful for your reply in writing <u>on or</u> <u>before noon, 13 July 2018,</u> providing such information as is available to you at that time and, if necessary, providing the remaining information subsequently. The very short time in which your response is requested is made necessary by the fact that the information that the Committee is seeking from you is highly relevant to evidence that the Committee will receive from representatives of the Tai Po District Council on the morning of Saturday, 14 July 2018. Should you have any queries, please feel free to contact me or Mr Justin TO at 2867 4612.

21. The information provided in the written responses and attached documents will be considered by the Committee in reviewing the matters it is directed to consider under the terms of reference of the Committee and in drawing up its recommendations. Please also be advised that all written responses and attached documents will be treated as public information and, at the discretion of the Committee, may be published on the Committee's website.

Yours sincerely,

(CHAN Ping-fai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

cc Secretary and Transport and Housing Bureau (Attn: Miss Crystal YIP)

Encl

Annex

香港警務處 中央交通攝影機違例調查組 沙田源順圍 25 至 27 號 小瀝源行動基地

2017年6月16日

電話 TELEPHONE : 3661 5555

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; )

ا مر **闌文傳真 FAX : 2980 2994** 

來函檔案 YOUR REF : CSK/2017/051

新界大埔靖遠街5號 靖安樓 2樓 陳笑權議員辦事處

本署檔案 OUR REF : (2) in LM 11/17 in CP

SUP CTC1U/6-20/3

陳議員:

有關:要求於鹿茵山莊至大埔尾之間加設"快相機"

閣下於2017年6月5日就上述事宜的來函經已收悉。

2. 安裝固定偵察車速攝影機的地點選址,主要是由運 輸署決定,安裝後交由警方進行執法。而本部據悉運輸署現時 並未有計畫於上述路段裝設固定偵察車速攝影機。同時,警方 亦會繼續密切留意該路段之交通情況。

3. 警方感谢 閣下對上述事宜的關注。



副本分送:運輸署技術服務科交通控制組 趙鏡波先生 新界南交通部高級警司 大埔分區指揮官 <u>This English translation is for reference only. In the event of any discrepancy between the Chinese original and this</u> <u>English translation, the Chinese original shall prevail.</u> 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。

[Letterhead of the Central Traffic Camera Investigation Unit, Hong Kong Police Force]

OUR REF: (2) in LM 11/17 in CP SUP CTCIU/6-20/3 YOUR REF: CSK/2017/051 TELEPHONE: 3661 5555 FAX: 2980 2994 [Address of the Unit]

16 June 2017

Office of CHAN Siu-kuen, District Councillor 1/F., Tsing On Building No 5, Tsing Yuen Street Tai Po, New Territories

Dear Mr Chan,

#### Re: Request to install "Speed Camera" between Deerhill Bay and Tai Po Mei

Your letter dated 5 June 2017 on the captioned matter has been received.

2. The locations for installation of fixed speed monitoring cameras are mainly determined by the Transport Department. After installation, the Police is responsible for taking enforcement action. This Office understands that the Transport Department currently has no plans to install fixed speed monitoring cameras in the captioned road section. At the same time, the Police will continue to closely monitor the traffic situation of the road section concerned.

3. The Police thank you for your concern on the captioned matter.

[Signature] (LAM Chi-hang, Andrew) for the Commissioner of Police

 c.c. : Mr CHIU Kang-bor, Paul, Traffic Control Division, Technical Service Branch, Transport Department
 Senior Superintendent of Police (Traffic New Territories South)
 District Commander (Tai Po)



中華人民共和國香港特別行政區 Hong Kong Special Administrative Region of the People's Republic of China



大埔區議會 Tai Po District Council

陳笑權 議員 CHAN Siu-kuen, MH, DC Member 新界沙田 本處檔案: CSK/2017/051

( OP

源順圍 25-27 號小瀝源行動基地

香港警務處

交通總部

中央交通攝影機調查

敬啟者:

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有關:要求於鹿茵山莊至大埔尾之間加設"快相機"

本辦事處接獲大埔公路一帶的居民要求協助,茲因大埔公路經 常有司機超速駕駛及非法審車,特別是深實時份及假日,有大批疑經 改裝辣車於大埔公路高速行駛,並懷疑進行非法賽車,行車期間更發 出巨大噪音並對居民構成滋擾,如發生交通意外,撞及居民可能導致 嚴重傷亡,更危及其他道路使用者安全,要求加設"快相機"

居民認為深宵時份及假日發出咆哮的引擎聲浪會嚴重影響居民作 息,超速駕駛或非法賽車亦會對其他駕駛人士及行人的安全構成威脅。

因此,本人希望 貴處能順應居民要求盡快於大埔公路近鹿茵山莊 至大埔尾村之間加設"快相機"以防止或阻嚇司機超速駕駛及非法賽 車。造福居民,不勝銘感!

此致

大埔區 束笑權議員辦事處 電話:26387868 L: 2651989

大埔區議員 陳笑權 MH 謹啟 2017年6月5日

通訊處:新界大埔靖遠街5號靖安樓2樓 · 1/F., Tsing On Building, No 5, Tsing Yuen Street, Tai Po, N. 389 電 話:2638 7868 · 傳 真:2651 9886 · 電子郵件: chan0001@netvigator.com

[Letterhead of CHAN Siu-kuen, MH, DC Member, Tai Po District Council]

#### Our Reference: CSK/2017/051

Central Traffic Camera Investigation Unit Traffic Branch Headquarters Hong Kong Police Force Siu Lek Yuen Operational Base 25-27 Yuen Shun Circuit Sha Tin, New Territories

5 June 2017

Dear Sir/Madam,

#### Re: Request to install "Speed Camera" between Deerhill Bay and Tai Po Mei

This Office has received requests for assistance from the residents in the vicinity of Tai Po Road because there are often speeding and unlawful motor racing on Tai Po Road, especially during overnight hours and on holidays, when a large group of suspectedly modified racing vehicles drive in high speed on Tai Po Road. It is suspected that unlawful motor racing is being conducted and massive noise is generated by the driving which causes nuisances to residents. In case a traffic accident happens, the vehicle may collide into residents and cause severe casualty as well as endanger the safety of other road users. Thus the installation of a "speed camera" is requested.

The residents are of the view that the roaring engine noises emitted during overnight hours and on holidays have seriously affected their work and rest. Speeding or unlawful motor racing would also threaten the safety of other motorists and pedestrians.

Therefore, I hope that your office would accede to the residents' request and install as soon as possible a "speed camera" on Tai Po Road near the location between Deerhill Bay and Tai Po Mei so as to prevent or deter speeding or unlawful motor racing.

Thank you very much for your assistance to the residents.

[Office Chop and Signature] CHAN Siu-kuen, MH Tai Po District Councillor

[Address, telephone, fax and email of the DC member]



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中華人民共和國香港特別行政區 Hong Kong Special Administrative Region of the People's Republic of China



大埔區議會 Tai Po District Council 陳笑權議員 CHAN Siu-kuen, MH, DC Member

本處檔案:CSK/2015/052

九龍聯運街 30 號 旺角政府合署 9 樓 運輸署 交通工程(新界東)部工程項目及大埔組 工程師/大埔一 王國良先生

王先生:

#### 有關:要求加設 50 公里速度限制標誌

本人陳笑權乃大埔區議員,日前接獲大埔公路附近居民要求協助。 茲因位於翡翠花園灣一帶,並無速度限制標誌,導致經常發生交通意 外。

為道路使用者的安全起見,現要求 貴署盡快於上述位置加設時速 『50 公里』的速度限制標誌,提示駕駛人士注意安全車速,以避免不 必的意外。造福居民,不勝銘感!

此致

大埔區 陳笑權議員辦事處 電話: 26387868 傳真: 26519886

陳笑權 MH

大埔區議員 陳笑權 MH 謹啟 2015 年 7 月 24 日 [Letterhead of the Tai Po District Council CHAN Siu-kuen, MH, DC Member] .

· Our Reference: CSK/2015/052

Mr Wong Kwok Leung Engineer/Tai Po 1 Project & Tai Po Section Traffic Engineering (NTE) Division Transport Department 9/F, Mongkok Government Offices 30 Luen Wan Street, Mongkok, Kowloon

24 July 2015

Dear Mr Wong,

#### Re: Request to install 50km speed limit traffic signs

I, CHAN Siu-kuen, am a Tai Po District Councilor and have recently received requests for assistance from the residents in the vicinity of Tai Po Road. This is because owing to the absence of speed limit traffic signs around the bend of Savanna Garden, traffic accidents happened frequently.

To ensure the safety of road users, your Department is now requested to expeditiously install the "50km" speed limit signs at the above location to remind the motorists to pay attention to driving at safe speed for prevention of unnecessary incidents. Thank you very much for your assistance to the residents.

[Office Chop and Signature] CHAN Siu-kuen, MH Tai Po District Councillor

[Address, telephone, fax and email of the DC member]

P.001



本級構築 Our Ref.: TD BR 76/190-1C 來國構築 Your Ref.: CSO/IRC-BUS/CR/7-45/1 電話録碼 Tel No.: 2829 5307 傳真誘碼 Tel No.: 2511 4158

URGENT BY FAX (Fax No. : 3104 0254)

13 July 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

#### Independent Review Committee on Hong Kong's Franchised Bus Service

We refer to your letter of 11 July 2018, and provide at *Annex* our responses to the issues set out in your letter for the consideration of the Independent Review Committee on Hong Kong's Franchised Bus Service.

Yours sincerely,

(Amy LEE) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

脊港灣仔告士打道七號人境事務大樓與十一樓 41st floor Immigration Tower 7 Gloucester Road Wan Chai Hong Kong 電話 Tel (852) 2804 2600 傅貞 Fax (852) 2824 0433 網址 Web Site: http://www.td.gov.hk

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13-JUL-2018

19:21

FROM

# Supplementary Written Submission by Transport Department (13 July 2018)

Para.	IRC's enquiries	TD's response
4	Please identify the occasions of such communications in respect of the better management of bus drivers, rather than bus operations. In such communications, has TD given any directions to FB operators to explore using any specific new applications? If those communications were in writing, please provide copies of the communications to and from the TD and the FB operators. If the communications were made orally, please describe when, by and to whom the communications were made, describing the nature of those communications.	<ul> <li>As stated in our previous submissions, electronic tachograph (commonly known as "black box") is a device to record the operational information of the bus which could facilitate driver behavior management. Over the years, the TD has been communicating with the franchised bus ("FB") operators on the use of black box in managing their bus captains. Those occasions with available records are as follows :-</li> <li>The use of black boxes in monitoring the driver behaviour was discussed in January and March 2005 during the franchised negotiation meetings with KMB. The same was raised at the meeting with Citybus in connection with franchise negotiation held on 28 January 2005.</li> <li>On 10 November 2009, the TD met the major FB operators (KMB/LW, Citybus and NWFB) on the safety of franchised bus operation, and had subsequent communications with the FB operators on the subject. Among others, the FB operators were suggested to enhance random checks of the data retrieved from the black box for monitoring purposes, including driving behaviour.</li> <li>At the regular meetings with Citybus/NWFB held on 15 March 2010 and 7 July 2016, the TD requested the FB operators to step up regular checks on the data recorded by black box to monitor bus captains' driving manner and behaviour. The TD also discussed the</li> </ul>

P.002

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Para.	IRC's enquiries	TD's response
		<ul> <li>same with KMB at the regular meeting held on 27 June 2016.</li> <li>Following the bus accident in Sham Shui Po in September 2017, the TD has requested all FB operators to further strengthen their internal monitoring systems in respect of their bus drivers' safe driving skills and service performance. Among others, FB operators are requested to submit on a monthly basis to the TD the results of random checks on the operational data recorded in the black boxes and the corresponding follow-up actions in meetings held on 30 October and 2 November 2017.</li> </ul>
9	Please confirm whether or not the letter in reply, dated 16 June 2017, was received by the Transport Department and, if so, please describe what, if any, consideration was given to the request of the Councillor and what, if any, action was taken. Please provide copies of any document evidencing any such consideration and any communication on that subject with Mr CHAN.	Upon receiving the HKPF's reply to Mr Chan, the TD checked the

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Page 2 of 8

13-JUL-2018 19:21

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Para.	IRC's enquiries	TD's response
11	Please confirm whether or not the Transport	The TD did not receive the letter dated 24 July 2015 from the Councilor
	Department received the letter dated 24 July 2015 and,	Mr. CHAN Siu-kuen according to the record. The TD was only aware o
	if so, please describe what, if any, consideration was	the letter at the special meeting of Tai Po District Council held on 12 Fe
	given to the request of the Councillor and what action	2018.
	was taken. Please provide copies of any document	-
	evidencing any such consideration and any	
	communication on that subject with Mr CHAN. Please	
	inform the Committee whether the request of the	
	Councillor was reconsidered and/or reviewed on	
	subsequent occasions, before the occurrence of the	
	incident on the Tai PO Road at Tai PO Mei on 10	
	February 2018, to take account of any change in	
	circumstances, such as: updated traffic accident	
	statistics; changes in traffic volume and types of	
	vehicles; updated statistics of traffic violations,	
	including speeding, careless and dangerous driving. If	
	so, please provide copies of any documents evidencing	
	any such reconsideration and/or review.	
15	In much of the three feature to which it is stated	In respect of the three factors, the TD takes into consideration t
15	In respect of the three factors, to which it is stated	
	regard is had in deciding whether a speed limit should	
	be in "reduced, relaxed or maintained", please describe	
	whether or not there are any objective criteria that are	(a) the accident statistics of the toad section, i.e. the personal mj

Para.	IRC's enquiries	TD's response
<u>Para</u>	applied. If so, please describe them. If not, what relative weight is given to the three difference factors?	<ul> <li>accident rate of the road section concerned as compared with the figure for the whole territory;</li> <li>(b) the majority of actual vehicular traveling speed, i.e. the 85th percentile vehicular speed by on-site surveys as compared with the existing speed limit; and,</li> <li>(c) the geometry and environment of the road section, i.e. the gradient and sightline of the road section concerned, the number of road junctions/pedestrian crossings, and the extent of pedestrian activities, etc. The number of changes in speed limit on a stretch of road should be minimised. For local hazards, consideration would be given to providing appropriate warning signs rather than lowering the speed limit.</li> </ul>
16.(i)	Please provide details of the primary information which led to the conclusion that traffic accident rate "was on a rising trend"	$\Gamma$

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Para.	IRC's enquiries	TD's response			
16.(ii)	Please provide details of the basis on which it was determined that the accident rate was "above the overall average traffic accident rate in Hong Kong in the past year."	In January 2018, the traffic accident rate per million vehicle-kilometres of the road section was 1.21 and 1.57 for Tai Po bound and Kowloon bound respectively. Both were higher than the territory's traffic accident rate per million vehicle-kilometres of 1.18.			
16.(iii)	Please provide details of the basis on which it was determined that there had been "a significant increase in vehicular traffic" on that section of the road and that "the proportion of heavy vehicles has been on the rise". Over what period of time was that the case?	The survey findings which substantiate "a significant increase in vehicular traffic" on the road section, and that "the proportion of heavy vehicles has been on the rise" are given in Tables I and II respectively.         Table I below summarises the daily traffic flow at Yau King Lane from 2014 to 2016. It is observed that the total daily traffic flow on that road section increased by 27% from 2014 to 2016.         Table I         Summary of traffic flow at Yau King Lane from 2014 to 2016 (ATC Station No. 6652):         Year       Daily Traffic Flow % increase in traffic flow from 2014 to 2016         2014       990         2015       1090         2016       1260			

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Annex

13-JUL-2018	
19:21	
FROM	

Para.	IRC's enquiries		- T	D's respo	onse		
		<u>Table II</u>					
		Comparison of total	traffic	flow and	d num	ber of heav	y vehicles
		Tsung Tsai Yuen,Tai Po					
8		Period - AM	Vehicl				% increase
		(10.15-11.30), PM (14.20-15.35)		Heavy	Total	% of heavy vehicles	in proportion of heav vehicles from 201 to 2018
		2014 – AM – NT bound	255	24	279	8.6%	25.6%
		2018 - AM – NT bound	273	33	306	10.8%	
		2014 - PM - NT	258	19	277	6.9%	8.7%
		2018 - PM – NT bound	283	23	306	7.5%	
		2014 – AM – Kowloon bound	234	23	257	8.9%	7.9%
		2018 - AM - Kowloon bound	284	30	314	9.6%	
		2014 - PM - Kowloon bound	209	22	231	9.5%	-23.1%
		2018 - PM - Kowloon bound	305	24	329	7.3%	1
		Average	1	<u>i</u>	L	- <b>F</b>	4.8%

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Para.	IRC's enquiries	TD's response
		2014 and February 2018 respectively. Comparing with the vehicles passing through Tsung Tsai Yuen on Tai Po Road in 2014, there is a general increase of heavy vehicles in terms of number and proportion of the total traffic flow in 2018.
17	In agreeing to the recommendation that there be a reduction in the speed limit in respect of the section of road between Chek Nai Ping and Yung Yi Road, described in paragraph 4 (c) of the Transport Department's Paper dated 9 April 2018, was the Working Group on Speed Limit Review provided with details of the information that led to the making of that recommendation? If so, please provide copies of that information to the Committee. Were the discussions of the Working Group and their agreement to the "three	In carrying out the speed limit review, the TD had took into consideration
	recommendations on speed limit" reflected in minutes or other documents? If so, please provide copies of those documents. If not, please describe the discussions. Had the Working Group been asked on any earlier occasion to consider the appropriateness of the speed limit in place for that section of road? If so, please identify and describe the circumstances in which that occurred.	With the support of the WG to the recommendations, the TD subsequently issued an information paper (TD bundle: TD-5, page 1611) to the Tai Po District Council ("TPDC") on 9 April 2018. The WG had not been asked on any earlier occasion to consider the appropriateness of the speed limit in place for that section of road.

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Para.	IRC's enquiries	TD's response
19		The TD is not aware of any documents which have been provided to the special meeting of TPDC to substantiate the statistics concerned.

P.009

13-JUL-2018 19:21 FROM

TOTAL P.009 P.009

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本函檔號 Our Ref.: TD BR 76/190-1C 來函檔號 Your Ref.: 電話號碼 Tel No.: 2829 5307 傳真號碼 Tel No.: 2511 4158

19 July 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

#### Independent Review Committee on Hong Kong's Franchised Bus Service

As you are aware from our previous submissions, the Transport Department has set up in mid-March a Working Group on enhancement of Safety of Franchised Bus ("the Working Group") which comprises members from all franchised bus operators and major bus manufacturers to consider and study possible measures to further enhance bus safety. Whilst the report of the Working Group is being compiled, the findings and recommendations of the Working Group will be reported to the Legislative Council Panel on Transport ("the Panel") at its meeting on 25 July 2018. Bilingual versions of the discussion paper submitted to the Panel are attached for reference of the Independent Review Committee on Hong Kong's Franchised Bus Service ("the Committee"). A copy of the report of the Working Group will be provided the soonest possible for the Committee's reference.

Yours sincerely,

(Amy LEE ) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip) - w/o encl.

# Legislative Council Panel on Transport Enhancement of Safety of Franchised Buses

### Purpose

This paper briefs Members on the recommended measures to further enhance safety of franchised buses ("FBs").

## Background

2. Following a fatal traffic accident involving a franchised bus of the Kowloon Motor Bus Company (1933) Limited ("KMB") at Tai Po Road on 10 February 2018, the Transport Department ("TD") set up in mid-March 2018 a Working Group on the Enhancement of Safety of Franchised Buses ("WG"), which comprises members from all FB operators ¹ and the major bus manufacturers², to consider and study possible measures to further enhance bus safety. The scope of work of the Working Group covers the following major areas:-

- (a) to explore the technical feasibility, applicability and cost-effectiveness of, and any other issues relating to the installation of in-vehicle safety devices/technologies and seatbelts on all seats of FBs; and
- (b) to review the training arrangements adopted by the FB operators.

 $^{^{\}scriptscriptstyle 1}\,$  The five FB operators in Hong Kong are -

⁽a) KMB,

⁽b) The Long Win Bus Co. Ltd. ("LW"),

⁽c) Citybus Limited ("CTB"),

⁽d) New World First Bus Services Limited ("NWFB"), and

⁽e) New Lantao Bus Co., (1973) Ltd ("NLB").

² Three major bus manufacturers, which currently supply all the double-deck buses to the five FB operators, viz. Alexander Dennis Limited, Volvo Bus, and Regal-MAN, have been invited to join the technical meetings under the WG.

3. So far, the WG has held three meetings since March 2018; the Technical Group under the WG has also met five times. The findings and recommendations of the WG are set out in the ensuing paragraphs.

### In-vehicle safety devices/technologies

## Proposed installation of in-vehicle safety devices

4. With the relevant bus manufacturers' confirmation on the technical feasibility, all FB operators have committed that all **new double-deck buses** procured from July 2018 onwards will be incorporated with the following two invehicle safety devices :-

- (a) **Electronic Stability Control ("ESC")** The ESC is an electronic control program for improving the stability of a vehicle by detecting and reducing the loss of traction, e.g. skidding. The ESC also provides roll stability control which can reduce the risk of a vehicle to rollover in extreme cornering or evasive manoeuvres. In mitigating the loss of control when a vehicle is cornering, the ESC would detect loss of steering control (i.e. under-steering or over-steering when the vehicle is cornering) and will automatically activate the electronic braking system of the vehicle to assist steering of the vehicle to keep the vehicle running on its intended track. Braking of the vehicle may automatically be applied to the vehicle wheels individually. ESC may also reduce the engine power until the control of the cornering vehicle is regained.
- (b) Retarders for capping the maximum speed of the speed limiters on downhill ("speed limiting retarder") All FBs are now equipped with speed limiters to limit the maximum speed of a bus at 70 km/hour. The current speed limiter performs its function by means of cutting off fuel supply to the engine when the speed is over 70 km/hour, but it cannot control over-speeding downhill which is steep enough for the vehicle to be in free roll by the force of gravity. It is technically feasible to enhance the speed limiter with a "retarder" to slow down a bus when the speed is over 70 km/hour under the downhill situation.

5. As for **existing buses**, the bus manufacturers have confirmed that it should be technically feasible to provide ESC and speed limiting retarder on some buses of the newer models³, subject to the development of the retrofitting scheme and tests. Out of the total fleet of about 6 000 existing FBs, about 3 300 double-deck buses may be feasible for retrofitting. The WG recommends that the FB operators and the bus manufacturers start the development of these two add-on devices for existing buses, with a working target to commence the tests of the devices and trials of the retrofitting work in about 12 to 18 months (i.e. in the second half of 2019). Subject to proven technical feasibility and financial viability, all FB operators would then develop detailed plans for retrofitting.

## Trials of new safety technology

6. In order to enable the FB operators to step up their management and control of their bus fleet, and reduce the potential risks arising from human errors or effect of unsafe driving behaviour, the WG considered that new safety technology which can assist the FB operators in monitoring and controlling bus safety should be actively explored. Generally, the FB operators have committed to further exploring sources of supply of various latest safety devices/technology and launch **trials** with a view to establishing the technical feasibility and cost-effectiveness of their application in FBs :-

(a) **Bus Monitoring and Control System ("BMCS")** - In view of the latest technological development in bus fleet management system and black box with functions on real time fleet supervision, bus speed recording, Global Positioning System ("GPS") location recording, etc., the WG considered that it should be a medium-term goal for FB operators to develop a comprehensive BMCS with positioning function, operational information monitoring function, and variable speed limiting function with geo-fencing technology. In brief, by making use of GPS or other positioning technologies, the system will match the legal speed limit at the actual bus location. This real time speed limit information can then be used to control the enhanced speed limiter (i.e. speed limiter with 2 speed settings). In other words, the bus speed could be controlled or limited within the applicable speed

³ These include Euro V buses of ADL Enviro 500 manufactured from 2013, Volvo B9TL and MAN A95 buses and all Euro VI buses.

limits (i.e. 50km/hour or 70km/hour depending on the road section). The system will also enable the FB operators to monitor their bus fleet more closely and to take appropriate management action against over speeding and other unsafe or improper driving behavior such as heavy braking or inappropriate speed during cornering or downhill. To this end, FB operators have agreed to proceed with developing the system and conducting trials in two phases, namely:-

- (i) Phase 1 : A BMCS with positioning function, operational information (such as vehicle speed, brake status, deceleration, etc.) monitoring function and geo-fencing technology for fleet management will be put on trial to achieve detection of speeding and provide real-time alert to the bus captains; and
- (ii) Phase 2: Subject to the successful development of the Phase 1 Trial, the BMCS so developed will be incorporated with additional application of enhanced speed limiter being developed by bus manufacturers so as to limit the bus speed in accordance with the corresponding speed limit of various road sections.
- (b) **Collision alert and lane keeping devices** The collision alert system is an add-on device which will give an alert to the bus captain in the event of a possible crash. The lane keeping device is also an add-on device to alert the bus driver when the bus starts moving away from the lane other than proper steering. Both devices are available in the market. Thus, trial of using the devices in FB to assess their applicability and effectiveness is recommended.
- (c) **Driver monitoring device** Such device monitors the bus captain's behavior on-board and alerts him / her if it detects a lack of attention or drowsiness. When the system detects potential unsafe behaviours such as "looking aside", 'dozing", "drowsiness" or "bad posture", the system will give visual warning and voice alert. Such device is available in the market, and trial of using it in FB to assess its applicability and effectiveness is recommended.

7. Details of the above-mentioned proposed trials and the target timeframe for the trials are set out in <u>Annex A</u>

8. To evaluate the applicability and effectiveness of using geo-fencing technology to control vehicle speed, which is one of the vital parts of the BMCS mentioned in paragraph 6(a) above, the TD plans to engage a service provider to carry out an independent trial on vehicles. A trial of the technology will be conducted first on private cars. Subject to the satisfactory result of the technological trial on private cars, the hardware system for controlling the speed limiter of buses will be developed. The independent trial is at preliminary planning stage, and further details of the trial will be developed.

9. The WG has also explored the proposal for installing a speed display unit ("SDU") in bus compartments to provide visual display of the current speed of FB for information of the passengers on-board. Although such device is technically not difficult to install, the FB operators cautioned the WG that it may give rise to possible conflicts between the bus captains and the passengers on board, and that bus captains may have concerns on the proposal. The WG considers that at this juncture, the priority should be to ask the FB operators to press ahead on the development and trials of the BMCS, which is a more effective and comprehensive solution for monitoring the operation and driving behaviour of bus captains, instead of pressing for the installation of the SDU and relying on passengers to monitor the vehicle speed.

# **Installation of Seat Belts on Passenger Seats**

# Technical feasibility

10. At present, all the exposed seats⁴ on FBs are installed with seat belts to prevent passengers from falling out from the seats.

⁴ Exposed seats refer to forward facing seats in a FB which are not immediately behind another forward-facing seats or an internal partition/panel. Usually, there are about one and 14 exposed seats on a single-decker and a double-decker respectively. Unlike other non-exposed seats, which there are some forms of "restraints" (either a seat back or a partition) that can help restraint the passengers from falling out of the seats during accidents, exposed seats do not have such restraints. Installation and use of seat belts on these exposed seats provide some protection in restraining the passengers from falling out of the seats.

11. As confirmed with the bus manufacturers, it is technically feasible to supply all new buses with seat belts for all passenger seats conforming to relevant international standards. In this regard, all FB operators have agreed that all passenger seats of **all new buses** ordered from **July 2018 onwards** will be installed with seat belts.

12. Regarding retrofitting of seat belts on all passenger seats of existing buses, the bus manufacturers have advised that the floor structure (especially on the lower deck) of the existing buses is not designed for seat belt installation and that the bus body's frame cannot absorb the relevant impact force. Hence. reinforcement of the existing floor structure, body's frame and replacement of all the existing passenger seats by those with seat belts fitted is required. In practice, retrofitting seat belts on passenger seats, in particular those on the lower-deck, will involve substantial modification and reinforcement of the bus chassis, including reinforcement of the structure of the FB, addition of support mountings, replacement of all seats by those with seat belts, as well as passing the pull tests of the seat belts and seats to confirm their compliance with the international standards, etc. Considering the above, the bus manufacturers have advised that it is technically impracticable, if not infeasible, to retrofit seat belts on all passenger seats of both upper and lower decks.

13. However, it should be more feasible to retrofit seat belts on **all passenger seats of the upper deck only in some vehicle models** of the existing double-deck fleet. If all passenger seats on the upper deck are retrofitted with seat belts, it is expected that the weight of the bus will be increased by 300 to 400kg and consequently the passenger carrying capacity may need to be reduced by 7 to 8 passengers.

14. In this regard, the WG considers that time and manpower resources are critical. The bus manufacturers do not have the required labour and workshop facilities in Hong Kong to conduct the retrofit work. The FB operators would need to spare their skilled workers and workshop facilities for the work; at the same time, the regular vehicle maintenance work should not be affected. The FB operators would also need to arrange the retrofit work carefully so that they would have enough FBs for the provision of service and as backup vehicles at any point of time. Some bus operators have expressed concerns that the

retrofitting of seat belts would not only incur significant financial implication⁵, but also considerable time and manpower resources, not to mention the need to re-deploy or procure additional buses to maintain the existing bus service level during the whole process.

## Overseas' experience/practices

15. The WG has reviewed the prevailing overseas practices or requirements on the installation and wearing of seat belts on buses. Currently, for inter-cities or cross-boundary routes, some overseas jurisdictions (e.g. United States, United Kingdom and Netherlands) have mandated the provision of seat belts for all passenger seats, while others (e.g. United Kingdom, Netherlands, and Australia (Victoria)) have imposed mandatory requirement of wearing seat belts. Nevertheless, for buses serving urban routes buses or buses allowed to carry standing passengers, none of the overseas jurisdictions that the WG has reviewed thus far have statutory requirements for the provision of seat belts on passenger seats. According to the transport authorities of those jurisdictions, the urban buses are typically used for short journeys, in terms of both time and distance, and undertaken at moderate speeds on urban routes. Thus, no seat belt requirement at passenger seats on these urban buses has been imposed. Α summary of the findings is at the **Annex B**.

## Recommendation and proposed way forward

16. Having regard to the points mentioned in paragraphs 10 to 15 above, the WG has arrived at the following recommendations with a view to giving extra protection to seated passengers :-

- (a) seat belts should be provided for **all seats** in future procurement of **new buses**; and
- (b) subject to further assessment on the technical, operational and financial feasibility, consideration may be given to retrofitting all seats in the **upper deck with seat belts on buses deployed for specific bus routes**,

⁵ With the absence of detailed study on the technical details for retrofitting seat belts on all seats in the upper deck, a rough estimate on the costs of retrofitting a bus is about HK\$200,000 (excluding manpower and overhead costs).

i.e. long-haul routes which are operated via expressways⁶ with relatively fewer bus stops⁷.

17. The TD will require the FB operators to explore in more details in conjunction with the bus manufacturers to ascertain the technical feasibility of retrofitting seat belts on the upper deck of different bus models, the operational and capacity considerations in developing the timetable for the retrofitting works and how such considerations may be addressed, as well as the financial implications, in order to decide whether and, if so, how all passenger seats on the upper deck of existing double deck buses deployed for long-haul routes mentioned in paragraph 16(b) can be retrofitted with seat belts. In the meantime, the TD will work with the FB operators to promote the use of seat belts if they are available (at exposed seats or on new buses).

## **Training for Franchised Bus Captains**

18. The WG has also reviewed the existing training arrangements provided by the FB operators to bus captains. The WG has agreed that the TD should promulgate a practice note on training framework for FB captains. The practice note seeks to align the training arrangements of different FB operators and lay down a set of industry-wide standard practices in respect of the FB captains' training framework, including the basic requirements on modules, as well as duration and weighting, so as to provide a common basis for internal monitoring and audit within individual FB operators.

19. Under the practice note, the structure of the training arrangement for bus captains, irrespective of whether they are full-time or part-time bus captains, should at least include :-

- (a) <u>Regular Training</u>
  - (i) *induction course for new recruits* would include both classroom training and behind-the-wheel road training in order to equip them

⁶ Examples are the Island Eastern Corridor, Kwun Tong Bypass, Tolo Highway, Tuen Mun Road, the North Lantau Highway, Tsing Long Highway, etc.

⁷ According to the FB operators, about 2 000 buses are deployed on these routes.

with the necessary information and skills and experience in bus operations before providing passenger service; and

(ii) *refresher course* once every three years to share important and current job-related information with the in-service bus captains.

#### (b) Special-purpose Training

- (i) *new bus route training*, in the form of behind-the-wheel training, for in-service bus captains to ensure that they are familiar with the route before they are deployed on service;
- (ii) training for operating new bus type /model with new driving features, in the form of behind-the-wheel training, for in-service bus captains to ensure that they are familiar with the operation of the new bus type/model before they are deployed to operate the new bus type/model on service; and
- (iii) *remedial training* for in-service bus captains with improper driving behaviour or attitude.

20. As for the regular trainings for bus captains, the practice note has also aligned the modules, with relative weightings, to be covered. Such trainings should cover the following modules :-

Modules	Weightings
(a) Safe driving and road safety	60% - 85%
(b) Cognition of in-vehicle device/facilities	00% - 83%
(c) Handling of incident/emergency	
(d) Customer service & emotional management	15% - 40%
(e) Knowledge of company rules, traffic regulations,	15% - 40%
occupational health and safety	

21. To ensure that adequate and appropriate trainings are provided to the bus captains, the FB operators have agreed to and will set up an internal monitoring and audit mechanism to develop key indicators to measure the effectiveness of the training system provided to bus captains, monitor the

performance of indicators, and in the light of the findings of the monitoring effort, to review and determine appropriate actions or measures.

22. Given that different FB operators have different bus networks operating in different operating environment, it is necessary for them to tailor make individual specific training programmes to cater for their respective operational needs while following the common framework and standards as set out in the above-mentioned practice note. The FB operators are revamping their training courses and will start implementing the new arrangements in accordance with the practice note by phases starting from October 2018 onwards. The TD will review the practice note with FB operators on a regular basis, in order to strive for the best standard practices to cater for the ever-changing operating needs and public expectations on safe FB services.

## Advice sought

23. Members are invited to note the content of this paper.

Transport and Housing Bureau Transport Department July 2018

# Annex A

Proposed in-vehicle safety	Trials Recommended	Target Timeframe
devices/technologies		
(1) Bus monitoring & control	KMB/LW were	Phase 1 trial to be
system (BMCS) –	conducting trial with	embarked by end
	a bus manufacturer to	2018.
An integral system with positioning	test the speed limiting	
function, operational information	by GPS.	Phase 2 trial to be
monitoring function, variable speed		embarked within
limiting function with geo-fencing	All FB operators	2019, subject to the
technology.	would develop and	satisfactory trial
	conduct trial on the	result of Phase 1
Phase 1 Trial : BMCS with	application of GPS	and the satisfactory
positioning function, operational	technology for their	development of
information (such as vehicle speed,	bus fleet monitoring	speed limiter with 2
brake status, deceleration, etc.)	& speed control	speed setting.
monitoring function and geo-	system.	
fencing technology for fleet		
management to achieve detection of	Phase 1 trial on the	
speeding and provide real-time alert	application of GPS	
to the bus captains.	will include at least 2	
	routes for each FB	
<u>Phase 2 Trial</u> : BMCS to utilize the	operator.	
functions developed in Phase 1		
together with speed limiter with 2		
speed settings, being developed by		
bus manufacturers to achieve		
automatic speed limiting functions		
(50km/hr or 70km/hr depending on		
the speed limit of road section).		

# **Proposed Trials on In-vehicle Safety Devices and Technologies on FBs**

Proposed in-vehicle safety devices/technologies	Trials Recommended	Target Timeframe
(2) Collision alert/ lane keeping	CTB/NWFB will	To embark on the
devices	install this device in 5 buses for training and assessment purposes. These buses will also be deployed on service trips.	trial by end 2018.
	KMB/LW and NLB will explore similar devices from different suppliers and embark on a trial.	
(3) Driver monitoring device	KMB/LW will embarkon a trial on thisdevice on 4 buses.CTB/NWFB and NLBwill explore similardevices from differentsuppliers and embarkon a trial.	To embark on the trial within 2018.

# Summary of Statutory Requirements of the Fitting/Use of Seat Belts on Buses in Overseas Jurisdictions

Jurisdictions	Installation Requirement	Туре	Wearing Requirement
United States	All passenger seats	3-point/	Not mandatory
	(Except for urban buses)	lap-belt	
United	All passenger seats	3-point/	Mandatory
Kingdom	(Except for urban buses with	lap-belt ⁽¹⁾	
	standing passengers)		
Netherlands	All passenger seats	Lap-belt	Mandatory
	(Except for		
	public transport buses)		
Australia	Only exposed seats	Lap-belt	Mandatory
(Victoria)	(Except for buses with		
	standing passengers)		
New Zealand	No	N/A	N/A
Canada	No	N/A	N/A
Singapore	No	N/A	N/A

Note:

1. Lap-belts may only fitted in forward facing non-exposed seats where an appropriate energy absorbing seat or surface is present in front.

## 2018年7月25日 討論文件

#### 立法會交通事務委員會

#### 加強專營巴士安全

目的

本文件旨在向委員簡介進一步加強專營巴士安全的建 議措施。

#### 背景

2. 在 2018 年 2 月 10 日,大埔公路發生一宗涉及一輛九龍 巴士(一九三三)有限公司(「九巴」)專營巴士的致命交通意外。運 輸署隨後在 2018 年 3 月中成立加強專營巴士安全工作小組(「工 作小組」),成員包括所有專營巴士營辦商 ¹及主要巴士製造商 ²的 代表,負責考慮並研究進一步加強巴士安全的可行措施。工作小 組的工作範圍涵蓋以下主要範疇:

- (a)研究在專營巴士安裝車內安全裝置/科技以及在所有座 椅裝設安全帶的技術可行性、適用性、成本效益及其他 相關事宜;以及
- (b) 檢討專營巴士營辦商的訓練安排。

- (b) 龍運巴士有限公司(「龍運」);
- (c) 城巴有限公司(「城巴」);
- (d)新世界第一巴士服務有限公司(「新巴」);以及
- (e)新大嶼山巴士(1973)有限公司(「嶼巴」)。

本港5個專營巴士營辦商包括 (a)九巴;

² 現時為 5 個專營巴士營辦商供應所有雙層巴士的 3 個主要巴士製造商(即亞歷 山大丹尼斯有限公司、富豪巴士及合德-猛獅),均獲邀參加工作小組轄下的技 術會議。

3. 2018年3月至今,工作小組召開了3次會議,而工作小 組轄下的技術小組亦舉行了5次會議。工作小組的研究結果及所 提建議載列於下文各段。

#### <u>車內安全裝置/科技</u>

建議安裝的車內安全裝置

4. 在相關巴士製造商確定技術上的可行性後,所有專營巴 士營辦商已承諾,由 2018 年 7 月起訂購的新雙層巴士,都會配備 以下兩種車內安全裝置:

- (a) 電子穩定控制系統 電子穩定控制系統是一套電子控制程式,透過偵測並減少輪胎失去附着摩擦力(例如滑溜)的情況,以加強車輛的穩定性。電子穩定控制系統具備翻側穩定控制功能,能減少車輛在轉急彎或進行防禦性轉向動作時翻側的風險。為減少車輛轉彎時失控的情況,電子穩定控制系統會偵測車輛是否失去轉向控制(即車輛轉彎時轉向不足或轉向過度),並自動啟動車輛的電子 剎車系統,以協助操控車輛,使車輛保持在預定的路徑 上行駛。剎車功能亦可自動剎停個別車輪,而電子穩定控制系統亦可減低引擎馬力,直至轉彎車輛重新受控為止。
- (b) 控制下坡時最高速度的車速限制減速器(「車速限制減速器」)-現時,所有專營巴士都裝有車速限制器,將巴士最高速度限定為每小時70公里。這些車速限制器的操作方式,是在車速超過每小時70公里時切斷引擎的燃料供應。然而,當車輛下坡時,如斜坡斜度足以令車輛受重力牽引而向下滑動,車速限制器便無法控制巴士的車速,並會出現超速的情況。技術上,可透過安裝「減速器」以加強車速限制器的功能,使巴士下坡時車速一旦超過每小時70公里,便減慢速度。

5. 至於現有巴士,巴士製造商已確定,視乎加裝計劃及相 關測試的發展,技術上可在部份較新型號的巴士³加裝電子穩定控 制系統及車速限制減速器。在合共約 6 000 輛現有專營巴士中, 約有 3 300 輛雙層巴士可能適合加裝這些裝置。工作小組建議, 專營巴士營辦商及巴士製造商開始為現有巴士研發這兩種附加裝 置,目標是在約 12 至 18 個月內(即在 2019 年下半年)展開有關裝 置和加裝工作的測試及試驗。若能驗證其技術可行性和財務可行 性,所有專營巴士營辦商將制訂詳細的改裝計劃。

#### 試驗新的安全科技

6. 為協助專營巴士營辦商加強管理及控制旗下巴士車隊, 並減低因人為錯誤或不安全駕駛行為而引致的潛在風險,工作小 組認為應積極研究有助專營巴士營辦商監察及控制巴士安全的 新科技。各專營巴士營辦商大致上已承諾進一步物色各種最新安 全裝置/科技,並進行試驗,以確立在專營巴士應用這些科技的 技術可行性及成本效益:

巴士監察及控制系統 - 鑑於具備實時監管車隊、記錄 (a) 巴士車速及記錄全球定位系統位置等功能的巴士車隊 管理系統及黑盒的最新科技發展,工作小組認為,專營 巴士營辦商應以開發一套全面巴士監察及控制系統為 中期目標,而該系統應具備定位功能、運作資料監察功 能,以及採用地理圍欄科技的可變車速限制功能。簡單 來說,該系統將利用全球定位系統或其他定位技術,限 制巴士車速以符合巴士實際所在位置的法定車速限制。 這些實時車速限制資料便能用作控制經改良的車速限 制器(即設有兩個限速設定的車速限制器)。換句話說, 巴士車速可控制或限制於不超出適用的車速限制(即每 小時 50 公里或每小時 70 公里, 視乎路段而定)。該系 統亦能讓專營巴士營辦商更密切監察旗下巴士車隊,並 就超速駕駛及其他不安全或不當的駕駛行為(例如在轉 彎大力剎車或下坡時以不適當車速行駛)採取適當管理 措施。就此,各專營巴士營辦商已同意着手開發有關系 統, 並會分兩個階段進行試驗, 包括:

³ 這些包括由 2013 年開始生產的 ADL Enviro 500 歐盟五期巴士、富豪 B9TL 歐盟五期巴士、猛獅 A95 歐盟五期巴士及所有歐盟六期巴士。

- (i) 第一階段:試行以具備定位功能、運作資料(例如車速、剎車情況及減速狀況等)監察功能及採用地理圍欄科技的巴士監察及控制系統管理車隊,使其能偵測超速情況並即時向巴士車長發出警示;以及
- (ii) 第二階段:如第一階段試驗成功,當中開發的巴士 監察及控制系統會與正由巴士製造商開發的經改 良車速限制器的新增功能結合使用,使其能依各路 段的相應車速限制來限制巴士車速。
- (b) 碰撞警報裝置及保持行車線裝置 碰撞警報裝置是一 種附加裝置,功用是在有可能發生碰撞時對巴士車長發 出警報。而保持行車線裝置也是一種附加裝置,作用是 在非正常轉向的情況下而巴士開始偏離行車線時向巴 士車長發出警報。這兩種裝置均已存在於市場上,因此 建議在專營巴士上試驗,以評估其適用性和成效。
- (c) 監察司機裝置 這種裝置監察巴士車長在車上的行為,並在偵測到車長不專心或昏昏欲睡時向車長發出警報。如系統偵測到潛在的不安全行為,例如「東張西望」、「打瞌睡」、「昏昏欲睡」或「姿勢不良」,系統便會發出視覺警告及聲音警報。這種裝置已存在於市場上, 建議在專營巴士上試驗,以評估其適用性和成效。

7. 上述建議試驗的詳情及進行試驗的目標時間表載列於 附件A。

- 8. 地理圍欄科技為上文第 6(a)段所述的巴士監察及控制系統的重要元素。為了評估使用地理圍欄科技控制車速的適用性和成效,運輸署計劃委託服務供應商在車輛上進行獨立測試,並首先會在私家車上試驗應用此科技。如在私家車上進行的技術性測試成效理想,便會研發控制巴士車速限制器的硬件系統。有關獨立測試現仍處於初步規劃階段,詳情仍有待制訂。
- 9. 工作小組亦已探討在巴士車廂安裝車速顯示器,讓車上乘客看到專營巴士當時車速的建議。雖然在車上安裝此裝置技術上並不困難,但專營巴士營辦商提醒工作小組這種裝置可能引致巴士車長與車上乘客發生衝突,而巴士車長亦可能對建議有所憂慮。工作小組認為在此階段,應先行要求專營巴士營辦商從速進

行巴士監察及控制系統的研發及測試工作,因為該系統是監察巴 士車長操作及駕駛行為的較有效及全面方案,而非推動安裝車速 顯示器並依靠乘客監察車速。

#### 在乘客座椅裝設安全帶

技術可行性

10. 現時,專營巴士上所有沒有遮擋的座椅⁴均已裝設安全帶,防止乘客跌出座椅。

11. 巴士製造商確定,技術上可在供應新巴士時為所有乘客 座椅安裝符合相關國際標準的安全帶。就此,所有專營巴士營辦 商已同意,由 2018 年 7 月起訂購的所有新巴士,所有乘客座椅 均會裝設安全帶。

12. 至於在現有巴士所有乘客座椅加裝安全帶,巴士製造商 表示,由於設計現有巴士的地台結構(尤其是下層)時並沒有考慮 需安裝安全帶,而巴士車架亦未能吸收相關撞擊力,故若要進行 相關加裝的話,需要加固現有巴士的地台結構和車架,並把所有 現有乘客座椅更換為裝有安全帶的座椅。而實際上,在乘客座椅 上(尤其在下層的座椅)加裝安全帶需在巴士底盤進行大規模改 裝及加固工程,包括加固專營巴士結構、加設承托座架、將所有 座椅更換為裝有安全帶的座椅,以及通過安全帶及座椅的拉力測 試以確定符合國際標準等。鑑於上述情況,巴士製造商認為在巴 士上下層所有乘客座椅加裝安全帶,技術上即使不是不可行,也 是不切實際。

13. 然而,較可行的做法是,在現有雙層巴士車隊中,為部 分車輛型號的所有上層乘客座椅加裝安全帶。如在所有上層乘客 座椅加裝安全帶,預計巴士重量會增加 300 至 400 公斤,而載客 量或需減少 7 至 8 名乘客。

⁴ 沒有遮擋的座椅指專營巴士上朝向前方而前面沒有另外一個向前座椅或內部 隔板/壁板的座椅。一般來說,一輛單層巴士及一輛雙層巴士分別約有一個及 14 個這類座椅。有遮擋的座椅存在某種「防止外跌」設施(可以是椅背或隔板), 有助防止乘客在發生意外時跌出座椅,但沒有遮擋的座椅則不設這種「防止外 跌」設施,如在這些座椅裝設及使用安全帶,可提供若干保護作用,防止乘客 跌出座位。

14. 在這方面,工作小組認為時間及人力資源至為關鍵。巴 士製造商在香港並沒有進行有關改裝工程所需的技術人員及工 場設施。專營巴士營辦商需要撥出技術人員及工場設施,在不影 響常規車輛維修工作下進行相關工作。專營巴士營辦商還需仔細 安排改裝工作,確保在任何時候都有足夠用以提供服務的巴士和 備用車輛。部分巴士營辦商已表示擔心加裝安全帶不單會帶來龐 大財政負擔⁵,還會耗用大量時間和人力資源,更遑論在整個過 程中需重新調配或購置額外巴士,以維持現有巴士服務水平。

海外經驗/做法

15. 工作小組已檢視海外在巴士上安裝及佩戴安全帶的現 行做法或規定。現時,就城際或跨境路線而言,有部分海外司法 管轄區(例如美國、英國和荷蘭)規定須為所有乘客座椅裝設安全 帶,亦有部分司法管轄區(例如英國、荷蘭及澳洲(維多利亞省)) 規定須佩戴安全帶。然而,就行走市區路線或准許設有企位的巴 士而言,工作小組至今所檢視的海外司法管轄區,均沒有法例規 定在其乘客座椅上裝設安全帶。這些司法管轄區的運輸當局認為, 市區巴士通常都用作時間和路程均較短的行程,並以中等車速行 走市區路線,所以無需規定這些市區巴士的乘客座椅必須安裝安 全帶。檢視結果撮要載於<u>附件 B</u>。

建議及擬議未來路向

16. 考慮到上文第 10 至 15 段所述觀點,工作小組得出以下 建議,為在座椅上的乘客提供額外保護:

- (a) 日後購置的新巴士必須為所有座椅裝設安全帶;以及
- (b) 視乎就技術、營運及財政可行性的進一步評估,考慮為 行走指定巴士路線(即途經快速公路 ⁶並較少停站的長 途路線)的巴士 ⁷的所有上層座椅加裝安全帶。

7 根據專營巴士營辦商提供的資料,共有約2000輛巴士營運這些路線。

⁵ 在未有詳細研究在所有上層座椅加裝安全帶的技術詳情下,粗略估計一輛巴士 的加裝成本約為港幣 20 萬元(不包括人力及相關間接成本)。

⁶ 例子有東區走廊、觀塘繞道、吐露港公路、屯門公路、北大嶼山公路、青朗公路等。

17. 運輸署會要求專營巴士營辦商與巴士製造商仔細探討 在不同巴士型號的上層座椅加裝安全帶的技術可行性、在訂立加 裝工程時間表時如何解決營運及載客量方面的問題,以及相關財 政影響,以決定能否以及如何為上文第16(b)段所述行走長途路 線之雙層巴士的所有上層乘客座椅加裝安全帶。與此同時,運輸 署會與專營巴士營辦商合力推廣在乘搭裝有安全帶的巴士(在沒 有遮擋的座椅或新巴士上)時使用安全帶。

### 專營巴士車長訓練

18. 工作小組亦已檢視現時各專營巴士營辦商為車長提供的訓練安排。工作小組同意運輸署應擬備一份專營巴士車長訓練綱領的實務守則。這份實務守則旨在統一各專營巴士營辦商的訓練安排,並為整個專營巴士行業訂立一套有關專營巴士車長訓練綱領的標準,包括課程單元的基本要求、課程長度和內容比重,讓個別專營巴士營辦商可據此進行內部監察和審查工作。

19. 根據實務守則,巴士車長(不論是全職或兼職車長)訓練 安排應至少包括下列部分:

- (a) 定期訓練
  - (i) 新聘車長入職課程:包括課堂學習和路面駕車訓練, 讓巴士車長掌握巴士操作的基本資料、技巧和經驗, 然後才提供乘客服務;以及
  - (ii) *複修課程*:每3年一次,與現職巴士車長分享與工作 相關的最新和重要資料。
- (b) <u>為特別目的而設的訓練</u>
  - (i) 新巴士路線訓練:為現職車長提供的路面駕車訓練, 旨在確保有關車長熟悉有關路線,然後才執行相關駕 駛職務;
  - (ii) *駕駛配備新駕駛功能的新巴士車種/型號訓練*:為現 職車長提供的路面駕車訓練,旨在確保有關車長熟悉

新巴士車種/型號的操作,然後才獲分派駕駛相關車 種/型號的巴士;以及

(iii) *矯正訓練*:對象是有不當駕駛行為或駕駛態度的現職 車長。

20. 在巴士車長的定期訓練方面,實務守則亦統一課程單元 內容和各課題所佔比重。這些訓練應包括下列單元:

	單元	比重
(a)	安全駕駛和道路安全	60% - 85%
(b)	認識車內裝置/設施	00% - 83%
(c)	處理事故/緊急情況	
(d)	顧客服務及情緒管理	15% - 40%
(e)	認識公司規則、交通規例、職業健康及安全	

21. 為確保巴士車長得到足夠和適當的訓練,專營巴士營辦 商同意並會着手設立內部監察和審查機制、擬訂主要指標以評估 巴士車長訓練制度的成效、監察相關指標的效用,並根據監察工 作的結果,檢討和決定合適的跟進行動或措施。

22. 鑑於專營巴士營辦商各自在不同的營運環境下經營不同的巴士網絡,他們有需要在遵循上述實務守則所擬定的共同綱領和標準的同時,度身設計切合其營運需要的訓練計劃。專營巴士營辦商正更新他們的訓練課程,並會由 2018 年 10 月開始分階段根據實務守則實施新安排。運輸署會與專營巴士營辦商定期檢討實務守則,務求採用最佳標準做法,以配合不斷轉變的營運需要,以及公眾對安全專營巴士服務的期望。

#### 徵詢意見

23. 請委員閱悉本文件的內容。

### 運輸及房屋局 運輸署 2018 年 7 月

## <u>附件 A</u>

## 在專營巴士應用車內安全裝置及科技的擬議試驗

擬議車內安全裝置/科技	建議試驗	目標時間表
(1) 巴士監察及控制系統 -	九巴/龍運正與	第一階段試驗
具備定位功能、運作資料監察	一個巴士製造商	在 2018 年年底
功能,以及採用地理圍欄科技	試驗以全球定位	前展開。
的可變限速功能的綜合系統。	系統限制車速。	
		第二階段試驗
<u>第一階段試驗</u> :試行以具備定	所有專營巴士營	在 2019 年内展
位功能、運作資料(例如車	辦商均會為其巴	開,但需視乎第
速、剎車情況及減速狀況等)	士車隊監察及車	一階段的試驗
監察功能及採用地理圍欄科	速控制系統開發	結果及設有兩
技的巴士監察及控制系統管	並試驗應用全球	個限速設定的
理車隊,使其能偵測超速情況	定位系統科技。	車速限制器的
並即時向巴士車長發出警示。		開發工作進展
	第一階段的全球	而定。
<u>第二階段試驗</u> :在第一階段開	定位系統試驗應	
發的功能之上,加入正由巴士	用會涵蓋每個專	
製造商開發的設有兩個限速	營巴士營辦商轄	
設定的車速限制器,讓巴士監	下至少兩條路線。	
察及控制系統發揮自動車速		
限制功能(每小時 50 公里或		
每小時 70 公里, 視乎路段的		
車速限制而定)。		2010 左左房屋
(2) 踫撞警報/保持行車線	城巴/新巴會在 5	
——裝置 ——————————————————————————————————	輛巴士安裝此裝	開試驗。
	置,以作訓練及評	
	核之用。這些巴士	
	亦會獲調配提供	
	載客服務。	
	九巴/龍運及嶼	
	巴會研究由不同	
	供應商提供的相	
	類裝置,並會展開	
	試驗。	

擬議車內安全裝置/科技	建議試驗	目標時間表
(3) 監察司機裝置	九巴/龍運會在4輛巴士展開此裝	2018 年內展開 試驗。
	翻 L L 展 用 此 表 置的試驗。	司人初效。
	城巴/新巴及嶼 巴會研究由不同 供應商提供的相 類裝置,並展開試 驗。	

### <u>附件 B</u>

### 海外司法管轄區就巴士上裝設/使用安全帶 的法例規定撮要

司法管轄區	安裝規定	種類	佩戴規定
美國	所有乘客座椅 (市區巴士除外)	三掛點/ 安全腰帶	非強制
英國	英國所有乘客座椅 (設有企位的市區巴士除外)		強制
荷蘭	所有乘客座椅 (公共交通服務巴士除外)	安全腰帶	強制
澳洲 (維多利亞省)	只適用於沒有遮擋的座椅 (設有企位的巴士除外)	安全腰帶	強制
新西蘭	沒有	不適用	不適用
加拿大	沒有	不適用	不適用
新加坡	沒有	不適用	不適用

註:

 只有朝向前方而前面有遮擋(即前面設有能卸去撞擊力的椅背 或平面)的座椅,才安裝安全腰帶。



本函檔號 Our Ref.: TD BR 76/190-1C 來函檔號 Your Ref.: CSO/IRC-BUS/CR/7-45/1 電話號碼 Tel No.: 2829 5307 傳真號碼 Tel No.: 2511 4158

20 July 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

#### Independent Review Committee on Hong Kong's Franchised Bus Service

We refer to your letter of 5 July 2018, and provide at *Attachment* our responses to the issues set out in your letter for the consideration of the Independent Review Committee on Hong Kong's Franchised Bus Service.

Yours sincerely,

( Amy LEE ) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

### <u>Supplementary Written Submission by Transport Department ("TD")</u> (20 July 2018)

Para.	IRC's enquiries	TD's response
<u>(A)</u> T	he consultancy study on "Review of Potential Roadside Safety Haza	ards in the Hong Kong Road Networks – Investigation"
2(a)	Please confirm if the selection of consultant(s) for the study has been completed. If so, please provide the name and general background (e.g. field of expertise) of the consultant (s) selected for the consultancy. If the consultant has indicated that sub-consultant( s) will be engaged to conduct the study and the list of sub-consultant(s) has been provided to the TD and/or Highways Department , please provide the names of the sub-consultant(s) to the Committee as well.	<ul> <li>The selection of consultant(s) for the consultancy study has been completed, and it has been awarded to AECOM Asia Company Ltd. ("AECOM"). AECOM is a multi-disciplinary design and engineering company which provides design, architecture, and engineering and consulting services in various engineering fields.</li> <li>The following sub-consultants will be engaged to assist in the consultancy:</li> <li>1. Chaussees Limited – a specialist on road safety (Mr. Julian Kwong, who is the chairperson of "Community for Road Safety", is the director of Chaussees Limited); and</li> <li>2. TA Communications Limited – a Public Relations firm specializing in dissemination of information to the public.</li> </ul>
2(b)	Please advise the Committee on the commencement date and expected completion date of the consultancy study.	The study commenced on 14 May 2018 for completion on 13 November 2020 (30 months' time).
2(c)	Please provide information on deliverables that the consultants are expected to submit to the TD and/or the Highways Department as per the consultancy brief or consultancy agreement, including any interim reports that are required to be submitted.	<ul> <li>Under the consultancy study, AECOM has to submit deliverables as follows:</li> <li>a) Inception report outlining the methodology with which the Assignment is proposed to proceed;</li> <li>b) Monthly progress report at monthly intervals on all aspects of their Services relating the progress of the consultancy;</li> </ul>

Para.	IRC's enquiries	TD's response
		c) Report on review of overseas road safety products and practice for adoption in Hong Kong;
		<ul> <li>d) Reports on road safety check with recommended improvement measures for potential roadside hazards on all public roads including a review of previous road safety check of potential roadside safety hazards on road with posted speed limit of 70km/hour and above, and implementation plan for the proposed improvement measures based on the recommended priority mechanism;</li> </ul>
		e) Reports on cost and time estimate;
		f) Public relations plans outlining publicity actions for the consultancy;
		g) An Executive Summary (in both English and Chinese) containing information in condensed form of the key elements of the Final Report; and
		h) A Final Report consolidating compilation of the overall findings, proposals and recommendations of the assignment.
2(d)	Please advise whether TD have any indicative timeframe for implementation of the recommended improvement measures in respect of the identified high priority sites with high potential hazards to enhance public safety.	TD will seek resources and arrange to implement the recommended improvement measures following the strategic implementation plan recommended by the consultant. The consultant would prioritize the recommended improvement measures taking into account accident records, overseas and local experiences, safety consequence of the roadside safety hazards and other factors hindering the implementation such as prevailing traffic conditions and site constraints.

Para.	IRC's enquiries		TD's response
<u>(B) M</u>	atters relating to the design and installation of safety-related techno	logi	cal devices on franchised buses
6	If it is the case that, in the course of the grant of new bus franchises, KMB made commitments to TD in respect of the "enhancement of safety features" of the electronic data processing device and the speed limiter, please describe in detail the nature of those commitments. If so, what was the purpose of the TD securing the commitments of KB in respect of those devices? In what ways, if any, are those commitments different from the TD's requirements in respect of electronic data processing devices/black boxes made in October 2003?	•	From time to time, the TD would discuss with franchised bus ("FB") operators on various aspects about FB services. As explained in TD's Paper 01 'An Overview of the Regulatory and Monitoring Regime of Franchise Bus' submitted on 25 April 2018, there have been agreements on implementation of service or safety enhancement measures through administrative arrangements after mutual agreement. The FB operators have agreed to install blackbox and speed limiter in 2003. In the franchise negotiation exercises back in 2012, the TD considered that it was necessary to strengthen the government regulation on the installation of service and safety device/installation on buses. As such, a new franchise clause was included into the franchises granted to NWFB, LWB and CTB (Franchise 2) to empower the Commissioner for Transport ("the Commissioner") to require the grantee to provide facilities or installation that would enhance the general service and safety standard of buses. Please refer to the new Clause 7(1) of the relevant franchises provided in TD's Paper 02 'Franchised Bus Operators'. To give practical effect to the new clause in a systematic way, and in order to convert the previous mutual agreement on important installations in the past, the grantees were required to make various commitments such as blackbox system and

Para.	IRC's enquiries	TD's response
		speed limiter in pursuant to this new franchise clause.
		• Subsequently, the same new franchise clause was also included in the new franchises granted to NLB and Citybus (Franchise for Hong Kong Island and cross-habour bus network) in 2015 and as well as to KMB in 2017. These grantees also made commitments among others to provide facilities and installation to further enhance safety, such as installation of black box system/ electronic data processing devices and speed limiter. Hence, the electronic data processing device and the speed limiter are part of the commitments made by KMB in connection with its application for a new franchise upon expiry on 1 July 2017.
		• Since KMB's 2017 commitment in respect of the electronic data processing devices/blackboxes was only a step to convert a previous agreement to a franchise requirement, there was no particular updating in the written technical requirements in respect of electronic data processing devices/black boxes are the same as those made in October 2003. However, all along different FB operators would have their own development and adding new features to the data processing devices/black boxes in meeting their operation needs, such as the estimated time of arrival / real-time bus information system features as well as management of bus fleet.
8	<ul><li>(a) Please confirm that the document is part of a letter to LWB and if so, please describe the nature and purpose of the document. Were the various matters, listed in the extract of the document,</li></ul>	The document is part of a letter to LWB, which records all the commitments made by LWB during the franchise negotiation exercise between the Government and LWB in 2012.

#### Attachment

Para.	IRC's enquiries	TD's response
	requirements made of LWB and, if so, please identify pursuant to what power and/or agreement and/or undertaking and/or mutual understanding and/or commitment the requirements were made?	
	(b) Please describe in detail the requirements made of LWB in respect of "enhanced safety features" of the black-box system and the speed limiter. What was the purpose of the TD in imposing those requirements? In what way, if at all, are those requirements different from the commitments made by KMB to the TD in respect of those two devices prior to the grant of bus franchise to that company, which came into effect on 1 July 2017?	<ul> <li>As explained in the response to para. 6 above, we have included a new franchise clause in the three franchises granted in 2012 to empower the Commissioner to require the grantee to provide facilities or installation that would enhance the general service and safety standard of buses. Please refer to the new Clause 7(1) of the relevant franchises provided in aforesaid TD's Paper 02.</li> <li>In granting a new franchise each to CTB (Franchise 1) and NLB in 2015, we added the same new Clause 7(1); and we did the same in the exercise with KMB in 2017. To give practical effect to the new clause, the grantees made various commitments including providing facilities and installation to further enhance safety, such as installation of blackbox system and speed limiter. The requirements for blackbox system and the speed limiter are the same as those devices covered in KMB's commitments in its application for a new franchise effective from 1 July 2017.</li> </ul>
	<ul> <li>(c) In the past, have similar requirements in respect of black boxes and speed limiters been imposed on KMB and LWB, and are they currently, or in the past have they been, imposed on other franchised bus operators? If so, please provide details of those</li> </ul>	• The TD have issued two technical requirements for the FBs, namely the 'Basic Minimum Requirements for Electronic Data Recording Devices' (also known as "Black Box Requirements") issued in October 2003 and the "Recommended Minimum Specification Requirements for Franchised Bus"

Para.	IRC's enquiries	TD's response
	requirements and the purpose of the imposition of those requirements.	<ul> <li>(hereinafter referred as "Minimum Specification") issued in February 2012. Both requirements were applicable to all FB operators.</li> <li>Subsequent to the issuance of the above two technical requirements, the TD, as mentioned in the above responses, has taken the opportunity to incorporate the requirement of electronic data processing device and speed limiter as part of the grantees' commitments in enhancement of safety features to provide a comprehensive technical requirements on FBs since 2012.</li> </ul>
9	(a) Pursuant to what power and/or agreement and/or undertaking and/or mutual understanding and/or commitment were those requirements made? In the past, or subsequently, have similar documents been issued to franchised bus operators? If so, please provide copies of those documents.	<ul> <li>The TD would impose safety enhancement measures on FBs from time to time in order to meet ever-changing needs and expectation of the society by mutual agreement with the FB operators, like installation of speed limiter and black box.</li> <li>For the "Minimum Specification", it mainly focused on bus construction requirements in response to previous bus fire incidents while other safety enhancement measures was imposed in the form of mutual agreement between the TD and FB operators through continuous discussions in the regular technical meetings. The "Minimum Specification" was issued to the FB operators held on 17 February 2012.</li> <li>For the requirement of additional door guard rail (for exit doors), it was imposed on the FBs as agreed by the FB operators at a meeting on 19 May 2016. Also the requirement for automatic fire suppression system was</li> </ul>

Para.	IRC's enquiries	TD's response
		2017.
	(b) When formulating the VSSD document, does the TD take into account the commitments made by bus operators to the TD regarding the installation of safety-related devices (e.g. the ones contained in the letter from the TD mentioned in paragraph 4 )? If so, what are the reasons leading to the differences between the VSSD document and the letter from TD mentioned in paragraph 4?	<ul> <li>When formulating various technical requirements, e.g. "Minimum Specification" issued in 2012, the TD would take into account of the commitments made by FB operators as one of the considerations. Other considerations would include feasibility and applicability of the technical requirements of the devices.</li> <li>As a continuous action to uplift the safety level of FBs, the TD would formulate the safety enhancement measures on FBs, which are additional technical requirements to the "Minimum Specification", and incorporate these requirements as part of the grantees' commitments in the franchises.</li> </ul>
	(c) Does the TD maintain a consolidated list, for the purpose of vehicle inspections (including pre-licensing checks for franchised buses and the annual and spot checks conducted by the TD) or other monitoring purposes, showing the requirements on bus design or installations that each franchised bus operators are required to follow? If so, please provide copies of the latest list as well as any technical standards or testing requirements used by TD for determining whether these requirements have been fully met by bus operators when conducting vehicle inspections.	As explained in our previous submission (i.e. TD's Paper 07 'Vehicle Safety - Design, Build, Examination and Inspection of Franchised Buses'), the type approval process of new bus models will ensure the compliance of relevant legislative requirements for bus and other regulatory measure as specified by the TD in relation to vehicle design and safety with mutual agreement with the FB operators (i.e. Minimum Specification). The type approval section of the TD is well-recognized of these requirements for FBs. During pre-registration inspection of new FBs, annual inspection and spot check of FBs, the TD's motor vehicle examiners ("MVEs") will inspect the FBs to ensure whether they have complied with these requirements and according to the type approval plan. If in doubt, they will cross-check with type approval plan of these buses to ensure its compliance. The TD will also require the FB operator to rectify any defects found or non-compliance during the said vehicle examinations. Apart from the

Para.	IRC's enquiries	TD's response
		standard vehicle inspection checklist (a sample given in TD's Paper 07), the MVEs would also check the items including those arising from the new franchise agreement.
	(d) Has the TD issued documents of a similar nature in respect of the training of franchised bus drivers and monitoring of their driving behaviour to enhance driving safety?	The TD has recently issued a practice note to FB operators in respect of the training for bus captains to align the training arrangements of different FB operators and to lay down a common framework of the training system for their bus captains for phased implementation from October 2018. Although no similar document was issued on monitoring of bus captains' driving behavior, the TD has been communicating with the FB operators on the use of black box in managing their bus captains over the years. Please refer to TD's earlier submission dated 13 July 2018.
<u>(C) Ar</u>	pproval given to NLB for using non-franchised buses to provide fra	nchised bus services
13	Regarding the arrangement for NLB to use non-franchised buses to provide franchised bus services, please provide a copy of the first approval given by TD.	TD has searched old files available. The earliest approval letter that can be found was dated 17 January 2001 (Annex 1.)
15	Please identify all the "on-vehicle facilities" currently required for operating franchised bus services, providing copies of all the documents stipulating such current requirements of NLB by the TD.	The list of 'on-vehicle facilities' currently required for operating FB services by NLB for new buses and existing buses are set out in the annex to TD's letter of 31 August 2015 issued to NLB in connection with the latter's application for a new 10-year franchise (please refer to pages 39 to 40 of NLB-2 Bundle). Blackbox system and speed limiter are 'on-bus facilities' for new buses as stated in items (II) (iii) and (iv) of the aforesaid annex.
16	If that condition does not require the installation of tachograph/black	• In TD's current approval letters to NLB on deployment of non-franchised

Para.	IRC's enquiries	TD's response
	boxes and speed limiters in the non-franchised buses which the TD permit NLB to deploy to run franchised bus routes on Lantau Island pursuant to the above arrangement, is such a requirement made of NLB by other means? If so, please describe how that requirement is imposed on NLB, providing copies of all the documents that stipulate such current requirement of NLB by the TD.	<ul> <li>buses ("NFBs") to run FB service, TD requires the NFBs must be equipped with similar on-vehicle facilities, but did not specifically mention black box and speed limiter.</li> <li>Currently, the NFBs currently approved to run NLB's FB routes are equipped with black boxes and speed limiters.</li> </ul>
	he TD's monitoring of compliance by NLB with 'Guidelines on on-franchised buses	Bus Captains Working Hours, Rest Times and Meal Breaks' in respect of
17	<ul> <li>Please confirm, if it is the case, that NLB is required to ensure that bus captains hired together with non-franchised buses from Kwoon Chung Motors Limited, which the TD permit NLB to deploy to run franchised bus routes on Lantau Island, comply with the 'Guidelines on Bus Captains Working Hours, Rest Times and Meal Breaks'.</li> <li>Please describe specifically the requirements made of NLB by the TD to provide reports of compliance with the 'Guidelines on Bus Captains Working Hours, Rest Times and Meal Breaks' in respect of the non-franchised buses which the TD permit NLB to deploy to run franchised buses on Lantau Island. Please provide copies of samples documents stipulating those requirements and such reports.</li> </ul>	The FB operators have to follow the Guidelines on Bus Captain Working Hours, Rest Times, and Meal Breaks ("Guidelines") in arranging the duty rosters of their bus captains. The Guidelines are not applied on NFB drivers. The TD did not require NLB to provide the reports of compliance with the Guidelines in respect of the drivers of NFBs as they are not the employees of NLB. That said, NLB has taken initiative to take into account the Guidelines in arranging driving duty of the NFB drivers in actual operation.
23	Has the TD stipulated the date and/or vehicle registration number and/or driver on which it requires reports from NLB in respect of the working hours and rest times of bus captains employed to drive non-franchised buses which the TD permit NLB to deploy to run	

#### Attachment

Para.	IRC's enquiries	TD's response
	franchised bus routes? If so, please provide sample copies of such requirements and reports.	
20	Please confirm, if it is the case, that the TD specified the "survey date and/or driver staff number" in respect of the reports at Annexes 2B and 2C.	• Though there was no information on "survey date and/or driver staff number" in the report at Annex 2B in NLB's submission, the information contained therein was requested by the TD for NLB to provide.
		• As for the report at Annex 2C in NLB's submission, the information on "survey date and/or driver staff number" was specified by the TD and NLB was required to provide the rest of the information contained therein.
22	Please confirm whether or not it was the TD who specified the date of 21 February 2018 as the date to be the subject of the report at Annex 2A. If not, how was that date chosen?	The date of 21 February 2018 as stated in Annex 2A in NLB's submission was specified by the TD.
<u>(E)</u> C	ommitments by franchised bus operators to provide Real Time Bus	Information
26	Please advise the Committee if letters similar to the ones mentioned in paragraph 24 above have been issued to KMB, LWB, CTB (with respect to Franchise 2) and NWFB regarding the commitments made by these bus companies on the provision of real time bus information as noted in paragraph 25? If so, please provide the Committee with copies of these letters.	<ul> <li>Commitment was made by KMB and LWB vide Annex 5(a) of TD's letter to KMB dated 10 March 2017 and Annex C of TD's letter to LWB dated 2 April 2012 respectively on the provision of real time bus information.</li> <li>Although, no commitment was made by CTB (Franchise 2) and NWFB for provision of real time bus information, in the course of negotiation of a new franchise in respect of its Hong Kong Island and cross-habour bus network, CTB has committed to extend the provision of real time bus information to all bus routes operated by NWFB and CTB (Franchise 2) vide Annex 1 of TD's letter to CTB dated 31 August 2015.</li> </ul>

Para.	IRC's enquiries	TD's response
		• Extracts of the abovementioned letters showing relevant information are attached at <u>Annex 2(a) to (c)</u> for reference.
<u>(F)</u> P	rovision of toilet and rest facilities at bus termini	
28	Has TD issued any guidelines to franchised bus operators on provision of toilet and rest facilities at bus termini? If so, please let us have the details. If not, the underlying reasons for not doing so. Does TD assume an active role in facilitating the respective franchised bus operators to pursue with relevant departments for provision of the facilities?	• The TD has all along encouraged the bus companies, being good employers, to provide suitable toilets and rest facilities at bus termini for their staff. When relevant departments/authorities consider and vet the applications for setting up these staff facilities, the TD has been providing appropriate coordination so as to facilitate early installation of such facilities.
		• There are no specific guidelines issued to the FB operators on the provision of toilets and rest facilities. It is because toilets and rest facilities are generally part of the basic facilities to be considered when new bus terminer are designed. Requirements and comments from the FB operators of toilets and rest facilities would be incorporated in the design of the bus termini as appropriate. At bus termini where toilets are not within reasonable walking distance, or rest facilities are not provided of insufficient, the FB operators are active in applying for placement of these facilities to meet their latest operational needs. As at 31 March 2018 nearly all of the 295 bus termini over the territory are provided with toilet with a walking distance of 3 to 7 minutes, and about 86% of the bus termini (i.e. 255 bus termini) over the territory are provided with rest facilities is the form of regulator's kiosk/office or rest kiosk for bus captains. It is therefore considered not necessary to issue specific guidelines to the FB.

Para.	IRC's enquiries	TD's response	
		<ul> <li>operators on provision of toilet and rest facilities at bus termini.</li> <li>The TD has been proactively liaising with the releadepartments/authorities as appropriate to resolve any difficute encountered by the FB operators in applying for the facilities, and to be departments/authorities and the FB operators understand the proceder requirements with a view to smoothening the application process for the provision of the facilities. The successful case of provision of a rest H at the bus terminus on Ma Wan Road outside Shan Shui House of Shu Wai Estate as mentioned in TD's Paper 05 'Franchised Bus Capta Working Conditions and Environment' is one of the good examples. The processing the FB's applications for placement of toilets and facilities under their jurisdiction. That said, the TD will continut facilitate the FB operators if necessary to actively cater for the needs or captains on provisions of toilets and rest facilities, and endeavour provide the necessary assistance to the FB operators in this respect.</li> </ul>	et the dural mely ciosk i Pin iin – Each tions rest ie to f bus
29	Despite repeated and long-standing requests made by franchised bus operators, the Committee was informed that some bus termini are still not provided with adequate toilet and rest facilities. Please identify these bus termini and whether they are major termini serving a number of bus routes and whether any of those routes are manned by bus captains employed by KMB working on special shift who	• As at 31 March 2018, nearly all of the 295 bus termini over the territor provided with toilets with a walking distance of 3 to 7 minutes, and a 86% of the bus termini (i.e. 255 bus termini) over the territory are provided with rest facilities in the form of regulator's kiosk/office or rest kiost bus captains. Among the remaining 14% of the bus termini without facilities, the FB operators have not applied for provision of rest facilities.	about vided k for t rest

Para.	IRC's enquiries	TD's response
	require adequate rest facilities to take rest break no less than 3 consecutive hours. Please explain the constraints in providing such facilities, particularly the reasons for rejecting franchised bus companies' request for provision of such facilities by the relevant departments/authorities.	<ul> <li>most, if not all of the bus termini.</li> <li>On the other side, the FB operators may apply to relevant departments/ authorities for additional/enlarged rest facilities at bus termini to meet their operational needs. A list of the bus termini with toilets and rest facilities, to our best knowledge, that were requested by the FB operators and were rejected in the past 3 years or under processing by relevant departments/authorities is attached at <u>Annex 3</u> for reference. We are afraid that the TD does not have the information on the duty shift records of individual bus captain on each bus route which may be subject to changes from time to time and hence the information as to whether any of those routes operating at these bus termini were manned by bus captains employed by KMB working on special shift.</li> <li>As shown in Annex 3, the major reasons for rejecting the FB operators' request for provision of toilets and rest facilities by relevant departments/authorities are mainly because of the physical constraints at</li> </ul>
		individual sites (e.g. the bus terminus is located on a narrow sidewalk) or because of the views expressed by the community in the neighbourhood. As the proponent of the facilities, the FB operators would explore feasible solutions to overcome the physical constraints and address the concerns from the locals for setting up toilets and rest facilities at those bus termini for bus captains. The TD would assist the FB operators in canvassing support from the locals by conducting site visits/meetings with them to explore feasible solutions for erection of the rest facilities in order to

Para.	IRC's enquiries	TD's response
		expedite the implementation plans as and when necessary for the benefits of bus captains and passengers.
(G) Fi	ive-Year Forward Planning Programme (2019-2023)	
30 & 31	<ul> <li>Please provide a copy of letters written in 2018 to the franchised bus companies providing them with a set of guidelines and requirements in respect of their preparation of the Five-Year Forward Planning Programme (2019-2023). For the avoidance of doubt, this should include any further requirements or instructions given to the franchised bus operators at or after the meeting held between the TD and the operators on 14 June 2018 on the Bus Safety section of the planning programme.</li> <li>Please elaborate whether any new guidelines and requirements have been included to reflect any initiatives taken by TD to enhance the monitoring of the safety of franchised bus services.</li> </ul>	<ul> <li>The TD has requested the FB operators to submit additional information and analysis with respect to bus safety in the Five-year Forward Planning Programme (2019-2023).</li> <li>The FB operators are required to conduct an analysis of traffic accidents in relation to non-driver factors for the past 5 calendar years, and propose improvement measures/programmes in the coming two years to reduce common types/causes of accidents on those non-driver related factors. As the FB operators advised that it would take time to compile information involving statistics for the past 5 years, it was agreed in the meeting held on 14 June 2018 to extend the deadline of submission to 17 August 2018.</li> <li>Further, the FB operators are required to enhance the management and monitoring of staff by making plans/proposals on enhancing/introducing the monitoring system on the safe driving of buses, and the awareness of staff on the consequences of the monitoring system.</li> <li>With respect to training of bus captains, the FB operators are required to tailor-make their proposals/plans for full-time and part-time bus captains separately to suit their training needs. The FB operators are also required to provide a programme of surveys to assess the utilisation rate of seat belts installed on buses.</li> </ul>

Para.	IRC's enquiries		TD's response
		•	Through reviewing the accident statistics and conducting their own analysis in the above new aspects, it is anticipated that the FB operators would propose new improvement measures with implementation timetable in the Five-year Forward Planning Programme (2019-2023) with a view to enhancing bus safety. On the other hand, the TD would study the FB operators' analysis on bus accidents and proposed measures with a view to identifying whether there are noticeable trends, common factors or observations that warrant further studies or actions.
		•	As the planning guidelines for the Five-year Forward Planning Programme contain sensitive information on planning, please find the extract of our requirements to the FB operators for their preparation of the Five-year Forward Planning Programme (2019-2023) in relation to bus safety at <u>Annex 4(a) to (f)</u> for reference.
<u>(H)</u> G	uidelines on Bus Captain's Working Hours, Rest Times and Meal B	reak	<u>s</u>
33	Is the TD aware of any such proposed amendments to the Guidelines, revised in February 2018? If so, please identify when, by and to whom such proposed amendments were made, describing the circumstances in which they came to be made. If they were made in writing, please provide copies of such documents, the minutes of any such meetings and written replies. If made orally, please describe the proposed amendments, ensuring discussions and any replies. Furthermore, please provide the TD's plan for evaluating and, if applicable, effecting such changes, including the	•	The TD reviewed the Guidelines in late 2017 to explore room for further improvement in the working conditions of bus captains. In the review, the TD has taken into account the views and concerns of various stakeholders (including the FB operators, bus captains' unions, and Legislative Council members), as well as overseas practices. The review was completed in February 2018. All the FB operators support the revisions made on the Guidelines. The Guidelines is being implemented by phases starting from March of 2018 for full implementation by second quarter of 2019. During the review process, there were meetings among the TD and all FB

Para.	IRC's enquiries	TD's response
	steps that the TD is planning to make to consult relevant parties.	<ul> <li>operators. To facilitate more candour discussions involving commercially sensitive information, the TD had also met bus companies individually. Hence, there were iterative discussions on the revisions which included those proposed among bus companies on possible changes to the parameters and content of the Guidelines and even on the wording used. Since it was the TD that led the review of the Guidelines in 2017 and chaired all these meetings, the TD was well aware of all the proposed amendments during the review process.</li> <li>Noting the revisions made to the previous Guidelines, NLB has no objection to the revisions and would follow the revised Guidelines as other fellow FB companies for compliance. The TD has confirmed NLB with the revised Guidelines in writing (please refer to Appendix G of TD's Paper 01). The proposed amendments to the Guidelines mentioned in section (H)(1)(a), 1(b), (2), (3) and (4) on Appendix III of NLB's submission are same as those in our letter of 23 April 2018, except the footnotes to the Guidelines are not mentioned.</li> </ul>

## 運輸部門提交的補充書面意見 (2018年7月20日)

段落	委員會的提問	運輸署的回應	
(A) 就「	「檢視香港道路網的路旁安全		
2(a)	請確認是否已完成研究顧問的選擇。如是,請 提供為研究所選擇的顧問的名稱及一般背景 資料(例如專業領域)。假如顧問表示將委聘 分判的顧問進行研究及分判的顧問名單已向 運輸署及/或路政署提供,請亦向委員會提供分 判的顧問的名字。	研究顧問的選擇工作已經完成,及已向艾奕康有限公司 ("AECOM")批出。 AECOM 為多學科設計和工程公司,提供 各種工程領域的設計、建築、工程及諮詢服務。 下列分判的顧問將被委聘以協助研究: 1. 尚行有限公司 – 道路安全專家 (道路安全研究小組主席鄺 子憲先生為尚行有限公司之董事);及 2. 天禧顧問有限公司 – 一家專門向公眾傳播信息的公關公 司。 3.	
2(b)	請告知委員會顧問研究的開始日期和預計完 成日期。	研究於 2018 年 5 月 14 日展開,於 2020 年 11 月 13 日完成(30 個月的時間)。	
2(c)	請提供資料說明顧問根據顧問委聘書或顧問 協議下預期要提交給運輸署和/或路政署的可 交付文件,包括需要提交的任何中期報告。	<ul><li>根據顧問研究,AECOM 須提交如下可交付文件:</li><li>a) 成立報告概述建議進行任務的方式;</li><li>b) 每月進度報告說明與顧問進展有關的所有方面的服務;</li></ul>	

附件

段落	委員會的提問	運輸署的回應
		c) 檢討在香港採用海外道路安全產品及常規的報告;
		d) 道路安全檢查報告,包括建議對所有公共道路上的潛在路
		邊危險採取改善措施,包括檢討以前對時速70公里/小時
		及以上的道路的潛在路邊危險的道路安全檢查,及建議改
		善措施基於建議優先機制的實施計劃;
		e) 成本和時間預算報告;
		f) 公共關係計劃概述顧問的宣傳行動;
		g) 執行摘要(中文和英文),包括最終報告關鍵要素的精簡
		形信息;和
		h) 最終報告綜合對任務的總體結果和建議。
2(d)	請告知運輸署是否有任何指示性時間表,以就 已辨識具有高潛在危險的高優先次序地點實 施建議的改善措施,以加強公眾安全。	<ul> <li>運輸署會根據顧問建議的策略實施計劃,尋求資源及安排實施</li> <li>建議改善措施。顧問會優先考慮建議的改善措施,考慮到事故</li> <li>紀錄、海外及本地經驗、路邊安全危險的安全後果及其他妨礙</li> <li>實施的因素,例如現時的交通情況和地區限制。</li> </ul>

段落	委員會的提問	運輸署的回應		
(B) 有關專	(B) 有關專營巴士上安全相關的技術設備的設計及安裝事宜			
6	如果情況為,在授予新的專營巴士經營權的 過程中,九巴向運輸署就電子數據處理裝置 及限速器的"增強安全功能"作出承諾,請詳 細說明這些承諾的性質。如是,運輸署就這 些裝置取得九巴的承諾的目的是什麼?這些 承諾與運輸署在2003年10月制定的電子數 據處理裝置/黑盒方面的要求有何不同(如有 的話)?	<ul> <li>運輸署會不時與專營巴士("專營巴士")營運商商討有關專營 巴士服務各方面的問題。如運輸署 2018 年 4 月 25 日提交的 01 號文件「專營巴士的規管及監管制度的概述」中所解釋, 經雙方同意後,通過行政安排就服務或安全的增強措施的實 施達成了協議。專營巴士營運商於 2003 年同意安裝黑盒及 限速器。</li> <li>於 2012 年進行的專營權商討,運輸署認為有必要加強政府 就巴士上安裝的服務及安全裝置/設備的規管。因此,授予 新巴、龍運及城巴 (專營權 2)的專營權中被加入一條新的專 營權條款,授權運輸署署長("署長")要求承授人提供增強巴 士一般服務及安全水平的設施或設備。請見運輸署 02 號文 件「運輸署向專營巴士營運商發出的專營權及相關文件」所 提供的相關專營權中新的第 7(1)條。為了有系統地賦予新條 款實質作用,及將先前就重要設備的共同協議轉換,承授人 被要求作出各種承諾,例如提供進一步加強安全的設施及設 備,包括承授人先前已同意提供/安裝的該等設施,例如根 據此新的專營權條款的黑盒系統及限速器。</li> <li>其後,2015 年授予龍運及城巴(港島區的專營權及過海巴士 網絡)的新的專營權及 2017 年授予九巴的[新的專營權]中亦</li> </ul>		

段落	委員會的提問	運輸署的回應
		加入了相同的新的專營權條款。此等承授人同樣地承諾(除 其他以外)提供進一步加強安全的設施及設備,例如安裝黑 盒系統/電子數據處理裝置及限速器。因此,電子數據處理 裝置及限速器為九巴於2017年7月1日[專營權]屆滿時申請 新專營權所作出的承諾的一部分。 • 由於九巴2017年就電子數據處理裝置/黑盒的承諾只是將先 前的協議轉換為專營權協議的一步,關於電子數據處理裝置 /黑盒的書面技術要求沒有特別更新,與2003年10月的相 同。然而,不同的專營巴士營運商一直有自行開發及為電子 數據處理裝置/黑盒增設新的功能以迎合它們的營運需要, 例如預計到達時間/即時巴士資料系統及巴士隊伍的管理。
8	<ul> <li>(a) 請確認該文件是致龍運的信函的一部 分,如是,請說明文件的性質和目的。</li> <li>文件摘錄中列出的各種事項是否對龍 運的要求及,如是,請指出該等要求</li> <li>根據何種權力及/或協議及/或承諾及/</li> <li>或共識及/或約定作出?</li> </ul>	該文件是致龍運的信函的一部分,當中記錄了政府及龍運於 2012年進行專營權商討時,龍運作出的所有承諾。

段落	委員會的提問	運輸署的回應
	(b) 請詳細說明龍運巴士被要求就黑盒系統及限速器"增強安全功能"的規定。 運輸署在施加這些要求時的目的是什麼?這些要求,如有的話,以何種方 式與九巴在得到運輸署授予其公司於 2017年7月1日開始生效的巴士專營 權前承諾就該兩種設備作出的規定有 所不同?	<ul> <li>如上述第6段的回覆中所述,本署已在2012年授予的三個專營權中加入新的專營權條款,授權署長可要求專營公司提供可提升巴士一般服務及安全標準的設施或裝置。請參閱上述運輸署02號文件所載有關專營權的新款第7(1)條。</li> <li>於2015年向城巴(專營權一)及新大嶼山巴士分別授予新的專營權時,本署增加了相同的新條款第7(1)條;而本署在2017年與九巴亦做了同樣的事情。為了使新條款具有實際效果,專營公司作出各種承諾,包括提供及安裝設施以進一步加強安全,例如安裝黑盒系統及限速器。就黑盒系統及限速器的要求與九巴在申請2017年7月1日開始生效的新專營權時所涵蓋的設備相同。</li> </ul>
	(c) 過去,對九巴及龍運巴士就黑盒及限 速器有類似的要求嗎,而目前或過去 是否曾對其他專營巴士營運商施加這 些要求?如有,請提供這些要求的詳 細資料以及實施這些要求的目的。	<ul> <li>運輸署已向專營巴士營運商發出兩項技術要求,即 2003 年 10 月發布的"電子數據記錄裝置的基本最低要求"(又稱 "黑盒要求")及於 2012 年 2 月發布的"專營巴士建議最低 規格要求(以下稱為"最低規格")。這兩項要求均適用於 所有專營巴士營運商。</li> <li>自 2012 年以來發出上述兩項技術要求後,如上述回應所 述,運輸署藉此機會將電子數據處理裝置及限速器的要求納</li> </ul>

段落	委員會的提問	運輸署的回應
		入專營公司在加強安全性能方面的承諾的一部分,對專營巴 士營運商提供全面的技術要求。
9	(a) 這些要求是根據甚麼權力及/或協議及 /或保證及/或相互溝通理解及/或承諾 所作出的呢? 過去或其後,有否向專 營巴士營運商發出類似文件? 如 有,請提供這些文件的副本。	<ul> <li>運輸署會不時以協商的方式要求專營巴士營運商加強安全 措施,以切合社會不斷變化的需求及期望,如安裝限速器及 黑盒。</li> <li>對於"最低規格",主要是針對先前的巴士火災事故而衍生對 巴士的建造的要求,而施加其他的安全增強措施的要求則透 過在常規技術會議的持續討論並以協商的方式向專營巴士 營運商作出。最低規格已記錄在 2012 年 2 月 17 日運輸署和 專營巴士運營商所舉行的會議的會議記錄的附錄中並發給 專營巴士營運商。</li> <li>需要(於下車的門)增設額外的防護欄此要求,是於 2016 年 5 月 19 日與專營巴士運營商舉行的會議上專營巴士運營 商同意並施加的。此外,需要有自動滅火系統的要求,是專 營巴士運營商與在運輸署於 2017 年 5 月 25 日舉行的會議中 同意並施加的。</li> </ul>

段落	委員1	會的提問	運輸署的回應
	(b)	在製定車輛安全及標準部的文件時, 運輸署會否考慮巴士營運商就運輸安 全相關設備所作出的承諾(例如上述 第4段所述的在運輸署信函中所載的 承諾)? 如有,導致車輛安全及標準 部的文件與上述第4段所述運輸署的 信函出現差異的原因是什麼?	<ul> <li>在制定各種技術要求時,例如:在2012年發布的"最低規格"中,運輸署將考慮到專營巴士營運商作出的承諾作為其中一項考慮因素。其他考慮因素包括設備技術要求的可行性及適用性。</li> <li>為持續提升專營巴士的安全水平,運輸署會制定專營巴士的安全增強措施,這是"最低規格"外的額外技術要求,並將這些要求納入專營公司在專營權中的承諾的一部分。</li> </ul>
	(c)	運輸署是否有一份進行車輛檢查或作 其他監察用途的綜合清單(包括專營 巴士發牌前的檢查及由運輸署進行的 年檢及抽查),以顯示各專營巴士營運 商就專營巴士的設計或裝置需要遵循 的規定?如有,請提供最新清單以及 運輸署在進行車輛檢查時用以斷定專 營巴士營運商有否符合所有該等要求 的任何技術標準或測試要求的副本。	<ul> <li>正如本署在上一份意見書(即運輸署的第07號「車輛安全 - 專營巴士的設計、建造、檢查及檢驗」)所述,新巴士型號 的類型評定程序將確保其符合相關的巴士法例及由運輸署 制定並已與專營巴士營運商達成共識的有關車輛設計及安 全的其他規管措施(即最低規格)。運輸署的[車輛]類型評 定組已經充分了解到對專營巴士營運商的這些要求。在對新 專營巴士進行註冊前的檢查、年檢及抽查時,運輸署的汽車 檢驗主任將檢查專營巴士,以確保其否符合這些要求並有遵 循類型評定設計。如有疑問,他們將[巴士]與類型評定設計 進行核對,以確保其符合要求。運輸署亦會要求專營巴士營 運商在上述車輛檢驗期間修復任何發現的問題或不合規的 地方。除了標準車輛檢查清單(運輸署第07號文件中提供 的樣本)外,汽車檢驗主任還會檢查包含在專營權協議中引</li> </ul>

段落	委員會的提問	運輸署的回應
		申的項目。
	<ul> <li>(d) 運輸署有否發布有關專營巴士車長訓</li> <li>練及監察他們的駕駛行為類似性質的</li> <li>文件,以提高巴士車長的安全駕駛意</li> <li>識?</li> </ul>	運輸署最近向專營巴士營運商發出了一份關於巴士車長培訓的 實務說明,以整合不同專營巴士營運商的培訓安排,並為 2018 年10月將分階段實施的巴士車長培訓體系制定統一的框架。運 輸署雖然沒有就監察巴士車長的駕駛行為發出類似文件,但多 年來一直與專營巴士營運商就使用黑盒管理巴士車長進行溝 通。請參閱運輸署早前於 2018 年7月13日提交的意見書。
(C) 給予打	北准新大嶼山巴士使用非專營巴士提供專營巴士	服務
13	有關新大嶼山巴士使用非專營巴士提供專營 巴士服務的安排,請提供運輸署首批文件。	運輸署已搜尋現有之舊檔案。尋獲最早的批准信日期為2001年 1月17日(附件一)。
15	請辯識所有現時營運專營巴士服務所需之「車 上設施」並提供所有列明有關運輸署對新大嶼 山巴士現有要求之文件。	現時對新大嶼山巴士的新巴士及現有巴士用以營運專營巴士服務的所需「車上設施」清單,已列於運輸署 2015 年 8 月 31 日發出予大嶼山巴士有關新 10 年期專營權的申請的信件的附件中(請參閱文件冊 NLB-2 第 39 至 40 頁)。黑盒系統及限速器如上述附件項目(II)(iii)及(iv)所述,為新巴士的「車上設施」。
16	如果該條件不符合安裝行車紀錄儀/黑盒及限 速器於,按上述安排運輸署批准新大嶼山巴士	<ul> <li>在運輸署現時發出予新大嶼山巴士使用非專營巴士營運專營</li> <li>巴士服務之批准信中,運輸署要求非專營巴士必須安裝類似</li> </ul>

段落	委員會的提問	運輸署的回應
	使用以行走大嶼山專營巴士路線的非專營巴 士上,新大嶼山巴士如何以其他方法補償。如	的車上設施,但沒有特別提及黑盒及限速器。
	有,請形容該要求如何實施在新大嶼山巴士, 並提供所有列明現時運輸署對新大嶼山巴士	<ul> <li>現時,已被批准行走專營巴士路線的非專營巴士均具備黑盒</li> <li>及限速器。</li> </ul>
	要求之文件。	
(D) 運輸	署監察新大嶼山巴士遵守「巴士車長工作、休息」	及用膳時間指引」中有關非專營巴士部份
17	請確認,如適用,新大嶼山巴士需確保其受雇 車長及運輸署批准新大嶼山巴士使用至冠忠 遊覽車有限公司用以行駛大嶼山專營巴士路 線的非專營巴士,遵守「巴士車長工作、休息 及用膳時間指引」。	專營巴士營運商需要遵守「巴士車長工作、休息及用膳時間指引」 安排巴士車長之工作時間表。該指引不適用於非專營巴士車長。 運輸署未有要求新大嶼山巴士提供有關遵守該指引有關非專營 巴士部份之報告,因為他們非新大嶼山巴士之員工。雖然如此, 新大嶼山巴士已主動在安排駕駛工作予新大嶼山巴士車長作實 際營運時考慮該指引。
18	請詳細形容運輸署對新大嶼山巴士提供,對運 輸署已批准新大嶼山巴士使用以行駛大嶼山 專營巴士路線的非專營巴士,遵守有關「巴士 車長工作、休息及用膳時間指引」中非專營巴 士部份之報告的要求。請提供樣板文件列明該 等要求及報告。	
23	運輸署有否列明有關日期及/或車輛註冊號碼 及/或車長,需就運輸署已批准新大嶼山巴士使	

段落	委員會的提問	運輸署的回應
	用以行駛大嶼山專營巴士路線的非專營巴 士,遵守有關「巴士車長工作、休息及用膳時 間指引」中非專營巴士部份提供報告?如有, 請提供該等要求及報告。	
20	請確認,如適用,運輸署在附件2B及2C中的 報告指明「檢測日期及/或車長人員數目」	<ul> <li>雖然在新大嶼山巴士的陳述書附件 2B 中的報告未有提供有 關檢測日期及或車長人員數目的資料,該報告中所包含的資 料是新大嶼山巴士按運輸署要求所提供。</li> <li>在新大嶼山巴士的陳述書附件 2C,有關「檢測日期及或車長 人員數目」的資料是按運輸署指明,新大嶼山巴士需提供報 告中包含的其他資料。</li> </ul>
22	請確認是否運輸署指明2018年2月21日為附件2A之有關報告之日期?如不是,該日期如何選擇?	在新大嶼山巴士的陳述書附件 2A 之日期 2018 年 2 月 18 日是運輸署所指明。
(E) 專營巴士營運商提供實時巴士資料之承諾		
26	請告知委員會,是否曾發出如上述24段提及 的相似信件,予九巴、龍運巴士、新世界巴士 及城巴(專營權2),有關於25段提及有關該 等巴士公司提供實時巴士資料?如有,請提供	<ul> <li>九巴及龍運巴士分別對提供實時巴士資料之承諾,請見運輸 署予九巴 2017 年 3 月 10 日於附件 5 (a) 之信件及於附件 C 運輸署予龍運巴士 2012 年 4 月 2 日之信件。</li> </ul>

段落	委員會的提問	運輸署的回應		
	有關信件予委員會。	<ul> <li>雖然城巴(專營權 2)及新巴未有給予對提供實時巴士資料之承諾,在洽談有關香港島及過海巴士網絡專營權時,城巴已承諾擴展提供實時巴士資料至所有由新巴及城巴(專營權2)營運之路線。運輸署 2015 年 8 月 31 日予城巴之信件中附件1。</li> <li>上述信件指出有關資料的摘要已附於<u>附件 2(a) 至 2(c)</u>作參考。</li> </ul>		
(F) 在巴-	(F) 在巴士總站提供洗手間及休息設施			
28	運輸署有否向專營巴士營運商發出有關在巴 士總站提供洗手間及休息設施的指引?如有, 請提供詳情。如沒有,請說明原因。運輸署有 否積極協助各專營巴士營運商就提供有關設 施與各有關部門跟進?	<ul> <li>運輸署一向鼓勵巴士公司,作為良好僱主,在巴士總站為員 工提供適當的洗手間及休息設施。在有關部門或機構考慮及 審批設立這些員工設施的申請時,運輸署一直提供適當協調 以協助及早設置該設施。</li> </ul>		
		<ul> <li>由於洗手間及休息設施一般屬於新巴士總站設計時的部份 基本設施,在巴士總站設計時,已適當地採納了專營巴士營 運商對洗手間及休息設施的要求及意見,所以目前並沒有向 專營巴士營運商發出有關提供洗手間及休息設施特別指 引。至於洗手間不在合理的步行距離內、休息設施不足或未 有提供休息設施的巴士總站,專營巴士營運商正積極申請設 置該等設施以符合最新的營運需要。截至 2018 年 3 月 31</li> </ul>		

段落	委員會的提問	運輸署的回應
		<ul> <li>日,全港 295 個巴士總站差不多全部已設有步行距離 3 至 7 分鐘內的洗手間,約 86%的巴士總站(即 255 個巴士總站) 已提供以站長室/辦公室或巴士車長休息室形式的休息設施供巴士車長使用。因此我們認為沒有需要向專營巴士營運 商發出有關提供洗手間及休息設施的特別指引。</li> <li>運輸署正積極與有關部門或機構跟進,探討如何適當地解決 專營巴士營運商於申請設置設施時遇到的困難,以及讓有關 部門或機構及專營巴士營運商明白有關程序要求,從而令申 請程序更順暢,讓有關設施能適時提供。如運輸署文件 05 「專營巴士車長—工作條件及環境」所述,於水邊圍邨山水 樓外媽橫路的巴士總站成功設置休息室,便是一個好例子。 處理專營巴士[營運商]申請設置洗手間及休息設施時,各個 部門或機構在其管轄範圍內或有其法定權力及考慮。儘管如 此,如有需要,運輸署會繼續協助專營巴士營運商,迎合巴 士車長對洗手間及休息設施的需求及致力向專營巴士營運 商提供在這方面所需的協助。</li> </ul>
29	委員會獲悉,儘管專營巴士營運商多次及長期 提出要求,部分巴士總站仍未提供足夠的洗手 間和休息設施。請指出這些巴士總站,並說明 這些總站是否服務多條巴士路線,以及當中是	<ul> <li>截至 2018 年 3 月 31 日,全港 295 個巴士總站差不多全部已 設有步行距離為 3 至 7 分鐘的洗手間,而全港約 86%的巴 士總站(即 255 個巴士總站)均設有以站長室/辦公室或巴 士車長休息室形式的休息設施。在剩下的 14%沒有休息設</li> </ul>

段落	委員會的提問	運輸署的回應
	否有部分路線由九巴僱用的「特別更次」巴 士車長負責,而他們需要有足夠的休息設施, 以便他們在「特別更次」內作一段不少於 連續3小時的休息。請說明提供這些設施的限 制,特別是有關部門/機關拒絕專營巴士營運 商申請設置有關設施的原因。	<ul> <li>施的巴士總站中,大部份(如不是全部)為專營巴士營運商並未有申請提供休息設施。</li> <li>另一方面,專營巴士營運商可向有關部門/機關申請在巴士總站增設/擴建休息設施,以滿足其運作需要。就我們所知,在過去3年內,專營巴士營運商不獲批准設置洗手間及休息設施的巴士總站或有關部門/機關仍在處理的要求的清單載於<u>附件3</u>以供參考。運輸署並沒有關於駕駛每條巴士路線的個別巴士車長的值班資料,而這些資料,以及任何於相關巴士總站運作的路線是否由九巴僱用的「特別更次」巴士車長負責等資料,可能會不時變動。</li> </ul>
		<ul> <li>如附件3所示,有關部門/機關拒絕專營巴士營運商申請設置洗手間及休息設施的原因,主要是因為個別地點的實際土地限制(例如巴士總站位於狹窄的行人道上)或由於鄰近社區人士表達的意見。作為設施的建議者,專營巴士營運商將探索可行的解決方案,以解決實際限制,並釋除地區人士對在巴士總站設置巴士車長洗手間及休息設施的憂慮。運輸署會透過進行實地考察/與地區人士會面,協助專營巴士營運商取得地區人士的支持,探討安裝設施的可行方案,以便在</li> </ul>

段落	委員會的提問	運輸署的回應		
		需要時加快實施計劃,令巴士車長及乘客受惠。		
<u>(G)</u> 未來	五年的經營計劃 (2019-2023)			
30 & 31	請提供 2018 年寫給專營巴士公司向他們提供 一套有關擬定未來五年經營計劃(2019-2023) 的指引及要求的信函副本。為免生疑問,這 應包括運輸署與專營巴士營運商於 2018 年 6 月 14 日就經營計劃中巴士安全的部分所舉行 的會議上或之後向專營巴士營運商作出的任 何進一步要求或指示。	<ul> <li>運輸署已要求專營巴士運營商在五年遠期經營計劃 (2019-2023)中就巴士安全提交額外資料及分析。</li> <li>專營巴士運營商必須就過去 5 個曆年的非駕駛者因素導致 的交通意外進行分析,並在未來兩年內提出改善措施/計 劃,以減少非駕駛者因素導致的常見類型的意外/意外的成 因。由於專營巴士運營商表示需要時間來編製過去 5 年的統 計數據的資料,因此在 2018 年 6 月 14 日舉行的會議上同意</li> </ul>		
	請詳細說明是否有加入任何新的指引及要 求,以反映運輸署有意加強監察專營巴士服務 的安全。	<ul> <li>將提交的截止日期延長至2018年8月17日。</li> <li>此外,專營巴士運營商被要求加強對員工的管理和監策,制 定關於加強/引入巴士安全駕駛監控系統的計劃/建議,以及 員工對監控系統的的後果的認識。</li> <li>關於巴士車長的培訓,專營巴士運營商需要分別為全職和兼 職巴士車長量身制訂適合他們的培訓建議/計劃。專營巴士 運營商還需要提供審視計劃,以評估安裝在巴士上的安全帶 的使用率。</li> </ul>		

段落	委員會的提問	運輸署	的回應
		<ul> <li>巴的方提需</li> <li>由料年</li> </ul>	過審查意外統計數據並在上述新方面進行分析,預計專營 士運營商將在五年前瞻性經營計劃(2019-2023)中提出新 改進措施,並制定實施的時間表,以加強巴士安全。另一 面,運輸署將研究專營巴士運營商對巴士意外的分析,並 出措施以確定是否有明顯的趨勢、普遍因素或觀察結果, 要作進一步的研究或採取進一步的行動。 於五年前瞻經營計劃的規劃指引包含關於規劃的敏感資 ,請見 <u>附件 4(a)至(f)</u> 有關本署就專營巴士運營商預備其五 前瞻經營計劃(2019-2023)對巴士安全的要求摘要,以供 考。
(H) 巴士王			
33	運輸署是否知悉 2018 年 2 月修訂的指引中的 任何修訂建議?如知悉,請說明提出修訂的時 間,及該修訂由誰提出及向誰提出,並說明作 出修訂的具體情況。如以書面形式作出,請 提供此類文件、任何此類會議的會議記錄及書 面答覆的副本。如以口頭提出,請說明所建 議的修訂、其討論及任何答覆。此外,請提供 運輸署的評估的計劃,以及(如適用)實施此 等修訂的計劃,包括運輸署計劃向有關方面諮	巴 份 的 所 段 在	輸署於 2017 年年底檢討了指引,以探討可以進一步改善 士車長工作環境的空間。 在檢討中,運輸署已考慮各持 者(包括專營巴士營運商,巴士車長工會及立法會議員) 意見及擔憂,以及海外的做法。檢討於 2018 年 2 月完成。 有專營巴士運營者都支持指引中的修訂。 該指引正分階 從 2018 年 3 月起,到 2019 年第二季度全面實施推行。 檢討過程中,運輸署曾與所有專營巴士營運商開會。為了 進[各方]坦誠地討論有關商業敏感的資料,運輸署亦曾與

段落	委員會的提問	運輸署的回應
	詢的步驟。	巴士公司單獨會晤。故此,對修訂已進行了反覆討論,其中 包括巴士公司提出關於修訂指引的範圍及內容的可能性甚 至是所用的措辭。由於是運輸署於2017年帶領檢討指引並 主持所有該等會議,因此運輸署在檢討過程中清楚知悉所有 提出的建議修訂。
		<ul> <li>就先前指引的修訂,新大嶼山巴士對修訂並無反對,並將會與其他專營巴士營運商一樣遵循修訂後的指引。運輸署已以書面形式與新大嶼山巴士確認修訂指引(請參閱運輸署第01號文件附錄G)。除了沒有提到指引的註釋外,新大嶼山巴士提交的意見書附錄III(H)(1)(a)、1(b)、(2)、(3)及(4)中對指引所提出的建議修訂與本署日期為2018年4月23日的信函所述相同。</li> </ul>

香港專營巴士服務 獨立檢討委員會

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本函檔號 Our Ref.: CSO/IRC-BUS/CR/7-45/1 來函檔號 Your Ref.: TD BR 76/190-1C



Independent Review Committee on Hong Kong's Franchised Bus Service

> 21/F, Queensway Government Offices, 66 Queensway, Hong Kong

電話號碼 Tel No.: (852) 2867 5324 傳真號碼 Fax No.: (852) 3104 0254

23 July 2018

# BY EMAIL & BY POST

Commissioner for Transport Transport Department 41/F, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong (Attn: Miss Amy LEE)

Dear Miss LEE,

# Independent Review Committee on Hong Kong's Franchised Bus Service

Thank you for your submissions attached to your letter dated 20 July 2018. The Committee seeks further information from you.

2. At page 8 of your submissions, in addressing paragraph 9 (d) of the Committee's letter dated 5 July 2018, you stated:

"The TD has recently issued a practice note to FB operators in respect of the training for bus captains to align the training arrangements of different FB operators and lay down a common framework for the training system for their bus captains for phased implementation from October 2018."

3. The Committee notes that the paper the Transport and Housing Bureau and Transport Department ("TD") provided to the Legislative Council Panel on Transport, entitled "Enhancement of Safety of Franchised Buses" for discussion at its meeting on 25 July 2018, adverts to an agreement of the Working Group on the Enhancement of Safety of Franchised Buses, "that the TD should promulgate a practice note on training framework for FB captains". The Committee has been informed previously by the TD that the Working Group comprises representatives of the TD, all the franchised bus operators and three bus manufacturers.

4. Please provide a copy of the practice note and advise the Committee pursuant to which powers of the TD it was issued. What is the status, legal or otherwise, of the practice note?

5. At page 8 of your submissions, in addressing paragraphs 17 and 18 of the Committee's letter dated 5 July 2018, you stated:

"The FB operators have to follow the Guidelines on Bus Captain Working Hours, Rest Times, and Meal Breaks ("Guidelines") in arranging the duty rosters of their bus captains. The Guidelines are not applied on NFB drivers. The TD did not require NLB to provide reports of compliance with guidelines in respect of the drivers of NFB's as they are not the employees of NLB. That said, NLB has taken initiative to take into account the guidelines in arranging driving duty of the NFB drivers in actual operation."

6. Please confirm that the acronym "NFB" refers to non-franchised buses. Given that the TD permits New Lantao Bus Company Limited ("NLB") to deploy a very considerable number of non-franchised buses on various days and dates of the year "to run franchised bus services on Lantau Island" and has done so for many years, what is the relevance of the fact that the drivers of those buses "are not the employees of NLB" to the application of the Guidelines?

7. Of the statement, that:

"NLB has taken initiative to take into account the guidelines in arranging driving duty of the NFB drivers in actual operation"

Please describe the basis on which it is stated by the TD that NLB takes the Guidelines into account. If the basis for the statement is in writing, please provide a copy of the document (s). If the basis for the statement is based on oral communications, please describe when, where and between whom the communications occurred.

- 8. (i) Please describe how NLB take the Guidelines into account in arranging the driving duties of non-franchised bus drivers.
  - (ii) When did NLB first take that initiative? Did NLB continue to do so thereafter?
  - (iii) Has the TD received any reports of or conducted any checks on how NLB takes the Guidelines into account in arranging driving duties of such non-franchised bus drivers in "actual operation"? If so, and such reports and/or checks were made or recorded in writing, please provide copies of the documents. If the reports and/or checks were made orally, please describe when, where and between whom the communications occurred.

9. The Committee would be very grateful for your reply in writing <u>on or</u> <u>before noon, 27 July 2018</u>, providing such information as is available to you at that time and, if necessary, providing the remaining information subsequently. The very short time in which your response is requested is made necessary by the fact that the information that the Committee is seeking from you is highly relevant to evidence that the Committee will receive from representatives of the labour unions in the morning of Monday, 30 July 2018. Should you have any queries, please feel free to contact me or Mr Justin TO at 2867 4612.

10. The information provided in the written responses and attached documents will be considered by the Committee in reviewing the matters it is directed to consider under the terms of reference of the Committee and in drawing up its recommendations. Please also be advised that all written responses and attached documents will be treated as public information and, at the discretion of the Committee, may be published on the Committee's website.

Yours sincerely,

(CHAN Ping-fai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

cc Secretary and Transport and Housing Bureau (Attn: Miss Crystal YIP)



本函檔號 Our Ref.: TD BR 76/190-1C 來函檔號 Your Ref.: CSO/IRC-BUS/CR/7-45/1 電話號碼 Tel No.: 2829 5307 傳真號碼 Tel No.: 2511 4158

URGENT

9 August 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

# Independent Review Committee on Hong Kong's Franchised Bus Service

Thank you for your letter of 23 July seeking further information about the Practice Note on Training Framework for Franchised Bus Captains and the applicability of the Guidelines on Bus Captain Working Hours, Rest Hours and Meal Breaks to New Lantao Bus Company Limited.

We provide at *Annex* our responses to the issues set out in your letter for the consideration of the Independent Review Committee on Hong Kong's Franchised Bus Service. Much regret for not being able to respond to you earlier.

Yours sincerely,

EE)

for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

Supplementary Written Submission by Transport Department (7 August 2018)

Para.	IRC's enquiries	TD's response
4	Please provide a copy of the practice note and advise the Committee pursuant to which powers of the TD it was issued. What is the stauts, legal or otherwise, of the practice note ?	
		• The Practice Notice seeks to align the training arrangements different FB operators, and lay down a set of industry-wi standard practices in respect of the FB captains' training framework. The Working Group acknowledges that different FB operators have different bus networks operating in different operating environment. It is therefore necessary for individual FB operators to tailor-make specific training programmes cater for their respective operational needs with reference to the Practice Note as the basic framework.
		• The FB operators have already agreed to implement t

Para.	IRC's enquiries	TD's response
		Practice Note by phases starting from October 2018. The FE
		operators will set up its internal monitoring and audi
		mechanism to monitor the compliance of the Practice Note, and
	성상 동안은 경험을 통하는 문화에 주셨다.	in the light of the findings of the monitoring effort, to review
		and determine appropriate actions or measures. Th
		management of each FB operator would submit regular report
		to their respective Boards of Directors in the respect of the
		findings for monitoring. The same report would also need to
		be submitted to the TD. The TD will study the report
		submitted by the FB operators, and scrutinise the effectivenes
		of the FB operators' internal monitoring and audit mechanism
	- 방향이는 방향이 가장이는 방향이 방향이는 방향	as against the key indicators proposed. The TD will tak
	and and end of the source of t	follow-up actions with the FB operators to ensure that the FI
		operators have put in place effective monitoring and audi
		mechanism, and that the training programmes of respective FI
		operators have been designed and conducted in accordance wit
		the framework laid down in the Practice Note as required
		The TD also plans to require the operators to report on th
		training arrangements, and whether the framework laid down in
		the Practice Note is followed, in the context of the Forward
		Planning Programme, which is a 5-year planning programme
	egie by but by stile spile est	prepared every year by the franchisees as required in section
		12A(1) of the Public Bus Services Ordinance (Cap. 230)

Annex

Para.	IRC's enquiries		TD's response
		, , , , , , , , , , , , , , , , , , ,	starting from 2019-20. Where considered necessary, the TD would also conduct random checks on areas of concerns in relation to the adoption of the Practice Note by the FB operators. Last but not the least, since the training requirements of bus captains may evolve with time, the TD will keep in view the need to review the Practice Note with the FB operators in order to strive for the best industry-wide standard practices to cater for the ever-changing operating needs and public expectations on safe FB services.
6.	Please confirm that the acronym "NFB" refers to non-franchised buses. Given that the TD permits New Lantau Bus Company Limited ("NLB") to	]	We confirm that the acronym "NFB" refers to non-franchised bus.
	deploy a very considerable number of non-franchised buses on various days and dates of the year "to run franchised bus services on Lantau Island" and has done so for many years, what is the		Currently, NLB operates a network of 23 routes in Lantau ¹ Among these routes, 17 of them are " <b>south Lantau</b> " routes [i.e. 8 internal south Lantau routes and 9 routes linking south Lantau with north Lantau (mainly Tung Chung New Town).
	relevance of the fact that drivers of those buses "are not the employees of NLB" to the application of the Guidelines?	(	Various areas in south Lantau (for example, Ngong Ping, Tai O Cheung Sha, Pui O and Mui Wo) are popular recreational sites well-visited by both local visitors and other tourists. Unlike
	of the Outdelines?		the travelling pattern in urban area with high passenger demand

¹ NLB only operates one non-Lantau route, which is route B2 (Yung Long Station – Shenzhen Bay Port).

Para.	IRC's enquiries	TD's response
7	Of the statement, that:	during weekdays and lower demand during weekends, the
	"NLB has taken initiative to take into account the	demand for bus services in south Lantau during weekends,
	guidelines in arranging driving duty of the NFB	public holidays and festive days is much higher than the
	drivers in actual operation"	demand during weekdays. For instance, in 2017, the daily
	Please describe the basis on which it is stated by	average patronage on these south Lantau routes on weekdays
	the TD that NLB takes the Guidelines into account.	(i.e. Mondays to Fridays except public holidays) were 19 000,
	If the basis for the statement is in writing, please	whilst that on Sundays and public holidays were 31 000. It
	provide a copy of the document(s). If the basis	reached 62 000 passenger trips on 30 January 2017 (which was
	for the statement is based on oral communications,	a Lunar New Year holiday).
	please describe when, where and between whom	
	the communications occurred.	• In view of the above passenger demand pattern, it is not
		cost-effective for NLB to keep a franchised bus fleet that meets
8	(i) Please describe how NLB take the Guidelines	the peak demand on public holidays while such buses will be
	into account in arranging the driving duties of	left idle most of the other days during the year. This in turn
	non-franchised bus drivers.	will have adverse impact on the operating costs, and hence fare
	(ii) When did NLB first take that initiative? Did	pressure. With such a unique operating environment, NLB is
	NLB continue to do so thereafter?	permitted to hire NFBs (including NFB drivers) to meet the
	(iii) Has the TD received any reports of or	upsurge demand during weekends and public holidays.
	conducted any checks on how NLB takes the	
	Guidelines into account in arranging driving	• Although the Guidelines are promulgated for compliance by
	duties of such non-franchised bus drivers in	franchised bus operators on their bus drivers, according to
	"actual operation"? If so, and such reports	NLB, it has taken the initiative to take into account
	and/or checks were made or receded in	requirements of the maximum duty hours, maximum driving
		hours and meal break as laid down in the Guidelines in

Annex

Para.	IRC's enquiries	TD's response
	writing, please provide copies of the documents. If the reports and/or checks were made orally, please describe when, where and between whom the communications occurred.	arranging the driving duty of its NFB drivers in actual operation, and such arrangements are still valid. Neither NLB nor the TD could trace the written record on when the company had started taking such initiative. NLB also provides rest breaks to its NFB drivers but the company cannot confirm that the breaks are provided in strict accordance with the requirements of the Guidelines. The TD has not received reports on the driving duty of the NFB drivers concerned and in was not a requirement for NLB to do so.
		• The TD considers that this arrangement could be further enhanced and has been discussing with NLB on how NLB's NFB drivers' working hours and rest breaks could follow the revised Guidelines promulgated in February 2018, and how the working hours could be more effectively monitored. NLB has come up with a plan to arrange the duty roster for its NFB drivers in accordance with the revised Guidelines for compliance with effect from Q4 of 2018. Regarding the sub-guidelines on the off-duty break between two duty shifts, NLB's NFB drivers will be required to make declaration of having at least 10 hours off-duty break between their principle jobs and NLB driving duties. NLB will also check the duty records in actual operations and the declaration of these NFB drivers. The TD is also considering making the compliance of

Para.	IRC's enquiries	TD's response
		<ul> <li>the Guidelines a condition for its approval for NLB to hire NFBs (including NFB drivers) to meet the upsurge demand during weekends and public holidays.</li> <li>The TD will require NLB to submit reports for checking to ensure that NLB and its contractor will comply with the revised Guidelines when assigning duties for these NFB drivers. The TD will also engage independent contractor to conduct random checks on these NFB drivers when performing driving duties for NLB.</li> </ul>

# **Practice Note on Training Framework for Franchised Bus Captains**

## Introduction

This Practice Note on Training Framework for Franchised Bus Captains (the "Practice Note") lays down a set of industry-wide standard practices in respect of the franchised bus captains' training framework for adoption by the franchised bus operators from October 2018.

# **Objectives of the Practice Note**

2. With a view to enhancing safety delivery in the franchised bus services, the Transport Department ("TD") has, after reviewing the franchised bus operators' training arrangements for bus captains, sought to lay down a set of industry-wide standard practices in respect of the franchised bus captains' training framework, including the basic requirements on modules, duration and weighting, so as to provide a common basis for internal monitoring and audit within individual franchised bus companies.

3. The objective of the Practice Note is to align the training arrangements of different franchised bus operators and to lay down a common framework of the training system for their bus captains. Given that different bus companies have different bus networks operating in different operating environment, it is necessary for them to make specific training programmes in order to suit their respective operational needs on the basis of the common standard as set out in this Practice Note. The TD will review the Practice Note with the franchised bus operators on a regular basis, in order to strive for the best standard practices to cater for the ever-changing operating needs and public expectations on safe franchised bus services.

# **The Practice Note**

# (A) Structure of training system

4. The structure of the training system for franchised bus captains should comprise at least the following :-

<b>Types of Courses</b>	Minimum Requirement	Target Trainees ⁽²⁾	Timing	
(a) Induction course (i) Classroom training	1 day (Full-time) & 0.5 day (Part-time)	New recruits	Before providing passenger service	
(ii) Behind-the-wheel road training	<u>Full-time bus captains</u> 20 hours ⁽¹⁾			
	Part-time bus captains 16 hours ⁽¹⁾			
(b) Refresher course	0.5 day	In-service bus captains	Once in every three years	
(c) New bus route training	Behind-the-wheel road training	In-service bus captains	Before the bus captain is assigned to provide passenger service	
(d) New bus type (model with new driving features) training	Behind-the-wheel road training	In-service bus captains	Before the bus captain is assigned to provide passenger service	
(e) Remedial training	1 day	In-service bus captains with improper driving behavior or attitude	As and when required	

Notes :

- (1) After the behind-the-wheel road training, the bus captains will be subject to internal driving assessment. The bus captains must pass the internal driving assessment before they are deployed on revenue trips.
- (2) Applicable to full-time and part-time bus captains.

# (B) Modules for Induction and Refresher Courses

	Modules	Weightings in induction course (Classroom and Behind-the-wheel Road Training ⁽³⁾ )	Weightings in refresher course (Classroom)
(a)	Safe driving and road safety	70%-85%	60-75%
(b)	Cognition of on-vehicle device/facilities		
(c)	Handling of incident/emergency	5%-10%	20-30%
(d)	Customer service & emotional management	10%-20%	
(e)	Knowledge of company rules, traffic regulations, occupational health and safety		5%-10%

5. The Modules and the weightings recommended for induction course and refresher course are set as follows :-

Notes :

(3) While behind-the-wheel road training provided during induction course enables the bus captains to be familiarized with bus types/models of the company's bus fleet and the routings of bus services, it should also cover the contents of the modules to be delivered in a practical way with on-the-ground experiences.

# (C) Remedial Training

6. Remedial training should be provided to those bus captains in the following categories :-

- (a) with improper driving behaviour repeatedly detected from black box data or other sources like plain-cloth inspections;
- (b) having involved in serious traffic accidents;
- (c) having persistently committed the same traffic offence; or
- (d) having reached a certain driving offence points.

# (D) Internal Monitoring and Audit Mechanism by Franchised Bus Operators

7. To ensure that adequate and appropriate trainings are provided to the bus captains, the franchised bus operators should set up an internal monitoring and audit mechanism in order to achieve the following objectives :

- (a) To monitor the compliance of this Practice Note;
- (b) To develop key indicators on the effectiveness of the training system provided to bus captains (e.g. accident involvement rates, complaints on driving skills and performance and etc.); and
- (c) In the light of the findings of (b), to review and determine appropriate actions or measures.

8. The management of franchised bus operators should submit regular periodic reports (at least half-yearly) to their respective Boards of Directors in respect of the findings on matters in para. 7 above.

Transport Department August 2018 香港專營巴士服務 獨立檢討委員會

> 香港金鐘道66號 金鐘道政府合署21樓

本函檔號 Our Ref.: CSO/IRC-BUS/CR/7-45/1 來函檔號 Your Ref.: TD BR 76/190-1C



Independent Review Committee on Hong Kong's Franchised Bus Service

> 21/F, Queensway Government Offices, 66 Queensway, Hong Kong

電話號碼 Tel No.: (852) 2867 5324 傳真號碼 Fax No.: (852) 3104 0254

9 August 2018

Commissioner for Transport Transport Department 41/F, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong (Attn: Miss Amy LEE) (Fax: 2802 2679)

BY FAX & BY POST

Dear Miss LEE,

# Independent Review Committee on Hong Kong's Franchised Bus Service

Thank you for your letter, dated 9 August 2018, in which you provided information to the Committee. The Committee seeks your help in providing further information.

2. At the hearing on 7 August 2018, the representatives of Kowloon Motor Bus Company (1933) Ltd ("KMB") and Long Win Bus ("LWB") provided the Committee with a letter, dated 7 June 2018, from the Transport Department ("TD") to the franchised bus operators, a copy of which is attached at <u>Annex</u>. It was stated in the letter that:

> "I am pleased to inform you that dataset of speed limits under the road networks managed by TD in the geographical information system ("GIS") format is already available to download from DATA.GOV.HK (http://www.data.gov.hk) of the HKSAR Government. A guideline for retrieving road network package from DATA.GOV.HK is attached in this letter for your reference.

> You may utilise these GIS data packages to explore the technical feasibility on speed control by GPS or geo-fencing with your bus manufacturers or other appropriate party(ies) and conduct relevant trials. Apart from the said on-vehicle safety device, I understand your company currently also utilise the black box information to monitor the driver behaviour and we trust that these GIS data package could provide you a more precise information on relevant speed limits of your bus routes."

3. Please inform the Committee when that data was first made available to be downloaded or otherwise acquired by the public. Please identify:

- (i) who made the dataset of speed limits and when that was first done;
- (ii) who made the base map that TD uses to plot the road networks, as well as the "Road centerline" data referred to in the annex to the letter to KMB and LWB and when that was first done.

4. Please describe how and when notice was first given, and given thereafter, to the public that the material was available to be downloaded or otherwise acquired.

5. Did the TD draw the attention of the franchise bus operators to the availability of the dataset of speed limits prior to your letter of 7 June 2018?

- (i) If so, was that done in writing or orally? If in writing please provide a copy(ies) of the document(s) to the Committee. If the communication was made orally, please describe the circumstances in which it was made, in particular when, where, as well as by and to whom;
- (ii) If not, why not? If not, why was the information communicated to the franchised bus operators only in the letter of seven June 2018?

6. Please inform the Committee when, prior to being made available to be downloaded or otherwise acquired by the public, the data was first prepared by or made available to the TD. If there is a difference between the two dates, please explain why the data was not made available to be downloaded or otherwise acquired by the public when it first became available to the TD, in particular the franchised bus operators.

7. The website, to which reference is made in the text of the letter, states in respect of speed limits that it was last updated on 2 June 2018 and asserts "Update Frequency: EVERY SIX MONTHS".

- 8. (i) Please describe the mechanics of the update process and, in particular, indicate whether or not in the process of doing so reference is made to relevant published Government Gazette Notices.
  - (ii) Is the assertion on the website's that the speed limit data is updated "every six months" accurate?
    - (a) If so, given that there have been eight such Notices published to date since the date of the last update, namely 2 June 2018, please explain why updates occur only every six months. Is there any reason why the updates could not be at such frequency that would result in an accurate current display of all speed limits?

- (b) If not, please describe how frequently the data is updated and on what basis.
- (iii) Is there, or is it proposed that there be, a mechanism whereby the franchised bus operators are alerted automatically as and when the datasets on speed limits are updated?

9. How, if at all, are temporary speed limit changes of short duration updated to the dataset of speed limits:

- (i) e.g. G.N. 5123, published in the Gazette on 6 July 2018, in which the speed limit was changed from 110 kilometres per hour to 80 kilometres per hour a section of road on the North Lantau Highway for the period from 12:30 a.m. to 05:30 a.m. on 8 July 2018?
- (ii) e.g. G.N. 3280, published in the Gazette on 4 May 2018, in which the speed limit was changed for stipulated times, namely 10:00 p.m. to 06:00 a.m., on stipulated dates in May and June 2018?

10. The Committee would be very grateful for your reply in writing <u>on or</u> <u>before 23 August 2018</u>. Should you have any queries, please feel free to contact me or Mr Justin TO at 2867 4612.

11. The information provided in the written responses and attached documents will be considered by the Committee in reviewing the matters it is directed to consider under the terms of reference of the Committee and in drawing up its recommendations. Please also be advised that all written responses and attached documents will be treated as public information and, at the discretion of the Committee, may be published on the Committee's website.

Yours sincerely,

(CHAN Ping-fai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

cc Secretary and Transport and Housing Bureau (Attn: Miss Crystal YIP) (Fax: 2104 7274)

<u>Annex</u>



By Fax and Post

Our Ref: () in TD VS 70/190/1 Your Ref: Tel : 2829 5471 Fax : 2824 4255

7 June 2018

#### Distribution

Citybus Ltd. (Attn: Mr. Paul LI) Kowloon Motor Bus Co. (1933) Ltd. (Attn: Mr. LEUNG Kin-wang) Long Win Bus Co. Ltd (Attn: Mr. Mr. LEUNG Kin-wang) New Lantao Bus Co. (1973) Ltd. (Attn: Mr. Benny CHAN) New World First Bus Services Ltd. (Attn: Mr. Paul LI)

Dear Sirs,

#### **Road Network with Speed Limit Information**

I refer to our recent discussions on the proposed on-vehicle safety device of Speed control by Global Positioning Service ("GPS") or geo-fencing during the meetings of the Working Group on Enhancement of Franchised Bus Safety.

I am pleased to inform you that dataset of speed limits under the road networks managed by TD in the geographical information system ("GIS") format is already available to download from DATA.GOV.HK (<u>http://www.data.gov.hk</u>) of the HKSAR Government. A guideline for retrieving road network package from DATA.GOV.HK is attached in this letter for your reference.

You may utilise these GIS data packages to explore the technical feasibility on speed control by GPS or geo-fencing with your bus manufacturers or other appropriate party(ies) and conduct relevant trials. Apart from the said on-vehicle safety device, I understand your company currently also utilize the blackbox information to monitor the driver behavior and we trust that these GIS data package could provide you a more precise information on relevant speed limits of your bus routes. I shall be most grateful if you could provide your formal response on the captioned subject in coming Sub-working Group meeting on On-vehicle Safety Devices for Franchised Buses.

Should you have further queries on the GIS data packages, please feel free to contact our Mr. Joseph Wong of Transport Information Systems Section at 2829 5397.

Yours faithfully,

(Danny CHAN)

for Commissioner for Transport

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香港灣仔告士打道七號入境事務大樓四十一樓 41st floor Immigration Tower 7 Gloucester Road Wan Chai Hong Kong 電話 Tel (852) 2804 2600 傳真 Fax (852) 2824 0433 網址 Web Site: http://www.td.gov.hk

Encl.

# Guidelines for Retrieving Road Network (RN) Package form DATA.GOV.HK

To facilitate public to make use of the road networks information for their use, Transport Department (TD) opens up its road networks data in machine-readable format via. DATA.GOV.HK for public's downloading. "Speed Limit" information is included as part of the road network information in the Road Network (RN) dataset.

The RN dataset comprises a set of Geographical Information System (GIS) based data and non-GIS data, and could be utilized by personnel with GIS knowledge and with the aid of GIS software after downloading the dataset from DATA.GOV.HK.

Using "Speed Limit" Information in RN dataset as an example, the steps for retrieving relevant data from RN dataset in DATA.GOV.HK for producing speed limit maps are illustrated in Annex for reference.

#### <u>Annex</u>

## Retrieving "Speed Limit" information in "Road Network" Dataset

## (STEP 1) Go to DATA.GOV.HK

- a) Visit DATA.GOV.HK and hit "DATASETS" in "DATA" on the top menu
- b) Select "Road Network" Data set

or

Use this direct Link: https://data.gov.hk/en-data/dataset/hk-td-tis_6-road-network

RN dataset (comprising 59 files) is provided in the formats of Geography Markup Language (gml/xml/xsd) and ESRI Geodatabase (mdb). A self explanatory "data dictionary" on the description of files is included in the heading of the above dataset (Direct Link below):

http://static.data.gov.hk/td/road-network/dataspec/rdnet_dataspec.pdf

## (STEP 2) Download relevant files from DATA.GOV.HK

Download the following files in the RN dataset:

- a) Road centerline
- b) Geographic Information of Road Network Elements
- c) Speed Limit

(STEP 3) Visual presentation of speed limits data over a base map*

- a) Import "Road centerline" onto the software
- b) Import "Geographic Information of Road Network Elements" as datum of linear reference
- c) Import "Speed Limit" in reference to the Geographic Information of Road Network Elements
- d) Import base map* dataset (for speed map with base map) to outline the road alignment and coastline of Hong Kong

Remarks: GIS software is required to read the RN dataset and base map dataset *Base map dataset is separately available from Lands D or alternatively, 3rd parties online map services such as Google Map and Open Street Map are available



20 August 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

# Independent Review Committee on Hong Kong's Franchised Bus Service

We refer to your letter of 9 August 2018 seeking further information about the dataset of speed limits, and provide at *Attachment* our responses to the issues set out in your letter for the consideration of the Independent Review Committee on Hong Kong's Franchised Bus Service.

Yours sincerely,

EE) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

# <u>Supplementary Written Submission by the Transport Department ("TD")</u> (IRC's letter dated 9 August 2018)

Para.	IRC's enquiries		TD's response
3.	<ul> <li>Please inform the Committee when that data was first made available to be downloaded or otherwise acquired by the public.</li> <li>Please identify: <ul> <li>(i) who made the dataset of speed limits and when that was first done;</li> <li>(ii) who made the base map that TD uses to plot the road networks, as well as the "Road centerline" data referred to in the annex to the letter to KMB and LWB and when that was first done.</li> </ul> </li> </ul>	•	The "Speed Limit" and "Road Centreline" data was first made available for sale to the public on 22 Nov 2010. Subsequently, it was available for downloading by the public free of charge via DATA.GOV.HK since 18 January 2018. The "Speed Limit" and "Road Centreline" data was first produced by the TD in 2010 while the digital base map was prepared and updated by the Lands Department.
4.	Please describe how and when notice was first given, and given thereafter, to the public that the material was available to be downloaded or otherwise acquired.	•	When the data was first made available for sale to the public in 2010, the TD issued letters to the potential buyers on 22 Nov 2010, and announced in the TD's web site around the same time. The relevant web page has been maintained in the TD's web site thereafter. (Link to the TD's web site : https://www.td.gov.hk/en/public_services/intelligent_road _network_package/index.html)
5.	Did the TD draw the attention of the franchise bus operators to the availability of the dataset of speed limits prior to your letter of 7 June 2018?	•	The potential buyers to which the TD issued her letter on 22 Nov 2010 included KMB and New World First Bus Services Limited (Copy attached in <b>Annex 1</b> ).
	<ul><li>(i) If so, was that done in writing or orally? If in writing please provide a copy(ies) of the document(s) to the Committee. If the communication was made orally, please describe the circumstances in which it was made, in particular when,</li></ul>		On 18 January 2018, when the TD announced in the website the availability of data for the public to download free of charge via DATA.GOV.HK, the TD also issued letters to the previous subscribers. A sample letter to the subscriber is

Para.	IRC's enquiries		TD's response
	<ul><li>(ii) If not, why not? If not, why was the information communicated to the franchised bus operators only in the letter of 7 June 2018?</li></ul>		appended in <b>Annex 2</b> . Franchised bus operators were not included as they were not subscribers.
6.	Please inform the Committee when, prior to being made available to be downloaded or otherwise acquired by the public, the data was first prepared by or made available to the TD. If there is a difference between the two dates, please explain why the data was not made available to be downloaded or otherwise acquired by the public when it first became available to the TD, in particular the franchised bus operators.		The TD established an internal computer system to maintain road traffic information, including road speed limit and road centerline data since July 2008. As we recognized the potential of wider usage of the data by the public, the TD made the data available for sale to the public on 22 November 2010.
8.(i)	Please describe the mechanics of the update process and, in particular, indicate whether or not in the process of doing so reference is made to relevant published Government Gazette Notices.	•	The TD arranges the publication of gazette notices for any change in speed limits on public roads, and the update of dataset based on as-built drawings of relevant road sections.
8.(ii)	<ul> <li>Is the assertion on the website's that the speed limit data is updated "every six months" accurate?</li> <li>(a) If so, given that there have been eight such Notices published to date since the date of the last update, namely 2 June 2018, please explain why updates occur only every six months. Is there any reason why the updates could not be at such frequency that would result in an accurate current display of all speed limits?</li> <li>(b) If not, please describe how frequently the data is updated and on what basis.</li> </ul>	•	As stated in the TD's web page, the data is to facilitate the development of intelligent transport system, fleet management system, and car navigation system, and their use by public. Taking account of the intended applications and the available resources for the updating work, the TD currently commits to update the speed limit data every 6 months. In view of the potential application of the data for enhancing road safety, the TD will review if the data, particular the speed limit information therein, can be updated more frequently.

Para.	IRC's enquiries	TD's response
8.(iii)	Is there, or is it proposed that there be, a mechanism whereby the franchised bus operators are alerted automatically as and when the datasets on speed limits are updated?	• For efficient operation, interested parties can set up a machine-to-machine connection with DATA.GOV.HK for regular (e.g. every few minutes) retrieval of the latest data, which avoids the need to issue or receive any alerts for data updating in DATA.GOV.HK.
9.	<ul> <li>How, if at all, are temporary speed limit changes of short duration updated to the dataset of speed limits:</li> <li>(i) e.g. G.N. 5123, published in the Gazette on 6 July 2018, in which the speed limit was changed from 110 kilometres per hour to 80 kilometres per hour a section of road on the North Lantau Highway for the period from 12:30 a.m. to 05:30 a.m. on 8 July 2018?</li> <li>(ii) e.g. G.N. 3280, published in the Gazette on 4 May 2018, in which the speed limit was changed for stipulated times, namely 10:00 p.m. to 06:00 a.m., on stipulated dates in May and June 2018?</li> </ul>	• The TD does not incorporate temporary speed limit changes in the speed limit data.

香港專營巴士服務 獨立檢討委員會

> 香港金鐘道66號 金鐘道政府合署21樓

本函檔號 Our Ref.: CSO/IRC-BUS/CR/7-45/1 來函檔號 Your Ref.: TD BR 76/190-1C



## Independent Review Committee on Hong Kong's Franchised Bus Service

21/F, Queensway Government Offices, 66 Queensway, Hong Kong

電話號碼 Tel No.: (852) 2867 5324 傳真號碼 Fax No.: (852) 3104 0254

22 August 2018

Commissioner for Transport Transport Department 41/F, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong (Attn: Miss Amy LEE) (Fax: 2802 2679)

**BY FAX & BY POST** 

Dear Miss LEE,

# Independent Review Committee on Hong Kong's Franchised Bus Service

Thank you for your letter dated 20 August 2018 in which you provided information requested in the Committee's letter of 9 August 2018. The Committee seeks further information.

2. In relation to question 8 (i) posed in the Committee's letter of 9 August 2018, please describe in detail the mechanics by which a change of speed limit, notice of which is given by publication in the Government Gazette, is updated into the "dataset of speed limits under the road networks managed by TD in the geographical information system ("GIS") format".

3. In relation to question 8 (ii) of the same letter of the Committee, and the TD's replies please explain how it was determined, in both November 2010 and January 2018, that the updates to the information provided in that format were to be provided only twice per year. In light of the obvious "potential application of the data for enhancing road safety", is there any reason why the updates could not be at such frequency that will result in an accurate current display of all speed limits, to help motorists to drive at appropriate speeds within the imposed speed limit? What are the cost implications of the provision of such a service by the TD?

4. The Committee would be very grateful for your reply in writing <u>on or before</u> <u>31 August 2018</u>. Should you have any queries, please feel free to contact me or Mr Justin TO at 2867 4612.

5. The information provided in the written responses and attached documents will be considered by the Committee in reviewing the matters it is directed to consider under the terms of reference of the Committee and in drawing up its recommendations. Please also be advised that all written responses and attached documents will be treated as public information and, at the discretion of the Committee, may be published on the Committee's website.

Yours sinderely,

(CHAN Ping fai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

cc Secretary and Transport and Housing Bureau (Attn: Miss Crystal YIP) (Fax: 2104 7274)



本函檔號 Our Ref.: TD BR 76/190-1C 來函檔號 Your Ref.: CSO/IRC-BUS/CR/7-45/1 電話號碼 Tel No.: 2829 5307 傳真號碼 Tel No.: 2511 4158

31 August 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

# Independent Review Committee on Hong Kong's Franchised Bus Service

We refer to your letter of 22 August 2018 seeking further information about the dataset of speed limits, and provide at *Attachment* our responses for the consideration of the Independent Review Committee on Hong Kong's Franchised Bus Service.

Yours sincerely,

for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

# <u>Supplementary Written Submission by the Transport Department ("TD")</u> (IRC's letter dated 22 August 2018)

Para.	IRC's enquiries	TD's response
2.	In relation to question 8 (i) posed in the Committee's letter of 9 August 2018, please describe in detail the mechanics by which a change of speed limit, notice of which is given by publication in the Government Gazette, is updated into the "dataset of speed limits under the road networks managed by TD in the geographical information system ("GIS") format".	<ol> <li>The current mechanics is as follows:</li> <li>The TD prepares and publishes in the Government Gazette to effect change in speed limit of the concerned public road section on a specified date.</li> <li>The TD prepares as-built drawing to record the exact location of the change in speed limit.</li> <li>Based on the as-built records, the TD prepares and updates the speed limit data in the TD's internal computer system, which is then retrieved and compiled into speed limit dataset in GIS format for uploading to DATA.GOV.HK. Such dataset is currently updated every six months as committed by the TD.</li> </ol>
3.	In relation to question 8 (ii) of the same letter of the Committee, and the TD's replies please explain how it was determined, in both November 2010 and January 2018, that the updates to the information provided in that	• The intention of releasing the speed limit data to public in November 2010 for sale or in January 2018 for free downloading was to facilitate the development of intelligent transport system, fleet management system, car navigation system, as well as

Para.	IRC's enquiries	TD's response
	format were to be provided only twice per year. In light of the obvious "potential application of the data for enhancing road safety", is there any reason why the updates could not be at such frequency that will result in an accurate current display of all speed limits, to help motorists to drive at appropriate speeds within the imposed speed limit? What are the cost implications of the provision of such a service by the TD?	<ul> <li>their use by the public. Taking into account such intended purpose, the mechanics and resources involved in preparation of as-built records, data acquisition, checking and updating, the TD arranges for updating the speed limit data at an interval of no less than once every six months.</li> <li>The bus operators are exploring the use of geo-fencing technology to enhance bus safety, whilst the TD plans to secure necessary resources to expedite the updating process with a view to updating the speed limit data in DATA.GOV.HK on the same day as stipulated in the gazette notice on permanent change of speed limits.</li> </ul>



本函檔號 Our Ref.: TD BR 76/190-1C 來函檔號 Your Ref.: 電話號碼 Tel No.: 2829 5307 傳真號碼 Tel No.: 2511 4158

3 October 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

# Independent Review Committee on Hong Kong's Franchised Bus Service

Further to our previous submissions, we attach the following supplementary information for reference of the Independent Review Committee on Hong Kong's Franchised Bus Service :-

- Report of the Working Group on Enhancement of Safety of Franchised Buses (Annex 1);
- Implementation of Road Safety Audit & Study on Low Speed Limit Zone (*Annex 2*); and
- Provision of Ancillary Facilities for Bus Captains at Public Transport Interchanges and Bus Termini (*Annex 3*).

Yours sincerely,

(Amy LEE ) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip) – w/e

香港灣仔告士打道七號入境事務大樓四十一樓 41st floor Immigration Tower 7 Gloucester Road Wan Chai Hong Kong 電話 Tel (852) 2804 2600 傳真 Fax (852) 2824 0433 網址 Web Site: http://www.td.gov.hk 香港專營巴士服務 獨立檢討委員會

> 香港金鐘道66號 金鐘道政府合署21樓

來函檔號 Your Ref.: TD BR 76/190-1C

本函檔號 Our Ref.: CSO/IRC-BUS/CR/7-45/1



Independent Review Committee on Hong Kong's Franchised Bus Service

> 21/F, Queensway Government Offices, 66 Queensway, Hong Kong

電話號碼	Tel No.:	2867 5324
傳真號碼	Fax No.:	3104 0254

4 October 2018

## BY EMAIL & BY FAX

Commissioner for Transport Transport Department 41/F, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong (Attn: Miss Amy LEE) (Email: **amy_lee@td.gov.hk**) (Fax: 2802 2679)

Dear Miss LEE,

#### Independent Review Committee on Hong Kong's Franchised Bus Service

The Committee thanks the Commissioner for Transport and other representatives of the Transport Department ("TD") for attending the hearing on 4 October 2018 and giving oral evidence to the Committee in respect of safety-related matters pertaining to franchised bus service. At the hearing, representatives of the TD undertook to provide further information, the details of which are set out in the <u>Annex</u> for your follow-up.

2. In addition, TD is requested to provide the draft full and un-redacted minutes of the Working Group on Enhancement of Safety of Franchised Bus's meeting on 21 September 2018 and its technical group's meeting on 29 August 2018, and, if necessary, having provided them to the franchised bus operators for agreement.

3. I should be grateful for the TD's submission on the information detailed in the Annex and in paragraph 2 above before <u>the commencement of the next day of</u> <u>hearing on 6 October 2018</u>. Should you have any queries, please feel free to contact me or Mr Justin TO at 2867 4612.

4. Please note that the information provided by the TD in the written submission will be considered by the Committee in reviewing the matters it is directed to consider under the terms of reference of the Committee and in drawing up its recommendations. If necessary, the Committee may invite your department to provide supplementary written and/or oral submissions. Please also be advised that all submissions (including any annexes, appendices and attachments contained therein) will be treated as public information and, at the discretion of the Committee, may be published on the Committee's website.

Yours sincerely,

(CHAN Ping-fai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

<u>Encl</u>

- 1. Samples of written correspondence with and/or minutes of meeting of District Councils evidencing TD notifying the District Councils on the results of the tendering for new franchised bus routes.
- 2. Factors considered by the TD in its marking scheme for evaluating tenders for operation of new franchised bus routes.
- 3. The relevant Government Gazette notice concerning the current fare ceilings of franchised bus services.
- 4. Minutes of the meeting held in 2006 in which the TD reached an agreement with franchised bus operators in revising the Basic Minimum Requirements for Electronic Data Recording Device, which resulted in a change in August 2018 of the threshold value for deceleration in the generation of accident reports from 0.2G to 0.4G.
- 5. The report of the study conducted by the United States Department of Transportation in 1977 concerning how seated passengers would be affected by different magnitude of vehicle deceleration.
- 6. Written correspondence with franchised bus operators seeking their agreement to join the Working Group on Enhancement of Safety of Franchised Bus and those providing them with the agenda of the meeting of the Working Group on Enhancement of Safety of Franchised Bus held on 13 March 2018.
- 7. Document evidencing the Road Safety Council making recommendation(s) on the enforcement of the Police with respect to illegal stopping at bus stops or illegal parking in general.



 Our Ref.:
 TD BR 76/190-1C

 Your Ref.:
 CSO/IRC-BUS/CR/7-45/1

 Tel.:
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5 October 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

## Independent Review Committee on Hong Kong's Franchised Bus Service

We refer to your letter of 4 October 2018 and would like to provide in the attached *Appendix* supplementary information to the Independent Review Committee on Hong Kong's Franchised Bus Service ("the Committee") for its consideration.

Please note that the minutes of the Working Group on Enhancement of Safety of Franchised Bus's meeting on 21 September 2018 and its technical group's meeting on 29 August 2018 are being commented by the members. We shall provide the aforesaid minutes, with comments of the members duly incorporated, to the Committee for reference the soonest possible.

Yours sincerely,

(Amy LEE ) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

# <u>Appendix</u>

# <u>Supplementary Written Submission by Transport Department ("TD")</u> (5 October 2018)

Items in the Annex		TD's responses
1.	Samples of written correspondence with and/or minutes of meeting of District Councils evidencing TD notifying the District Councils on the results of the tendering for new franchised bus routes.	A copy of the TD's letter to the relevant District Councils notifying the result of the selection of operators for operation of new franchised bus ("FB") routes for the West Kowloon Station is attached at <u>Annex A</u> .
2.	Factors considered by the TD in its marking scheme for evaluating tenders	When evaluating the proposals submitted by bus operators for operation of new FB routes, the following factors will be considered:
	for operation of new franchised bus routes.	• Service level
		• Fare
		• Bus conditions and facilities
		• Passenger information and facilities
		• Ability of deploying bus resource
		• Efficiency in using resources (case by case)
		• Competition
		• Safety related aspects (including respective bus operators' bus involvement rate in slight, serious and fatal accidents (in term of number of accident per million vehicle-km); and safety-related defects)
		• Performance related (including lost trips and complaints received)
3.	The relevant Government Gazette notice concerning the current fare ceilings of franchised bus services.	• Gazette notices on the prevailing scales of fares of FB operators are attached at <u>Annex B</u> .

Items in the Annex		TD's responses
4.	Minutes of the meeting held in 2006 in which the TD reached an agreement with franchised bus operators in revising the Basic Minimum Requirements for Electronic Data Recording Device, which resulted in a change in August 2018 of the threshold value for deceleration in the	<ul> <li>Since the issue of the 'Basic Minimum Requirements for Electronic Data Recording Device' in 2003, there were on-going discussions between the TD and FB operators on the implementation of such requirements. At the liaison meeting with Citybus on 19 May 2005, Citybus suggested to revise the triggering setting from 0.2G deceleration to 0.4G deceleration. Relevant extract of the notes of meeting is attached at <u>Annex C1</u>.</li> <li>TD finalized the revised requirements for electronic data recording device, and circulated to FB operators seeking their comment and agreement on 19 September 2006. Relevant</li> </ul>
	generation of accident reports from 0.2G to 0.4G.	<ul> <li>e-mail is attached at <u>Annex C2</u>.</li> <li>At the joint meeting with FB operators on 28 March 2007, discussion on the revised</li> </ul>
		requirements was held and all FB operators agreed the revised requirements. Relevant extract of the notes of meeting is attached at <u>Annex C3</u> .
		• Subsequently, all FB operators were informed of the revised requirements on electronic data recording device on 5 October 2007 ( <u>Annex C4</u> ).
5.	The report of the study conducted by the United States Department of Transportation in 1977 concerning how seated passengers would be affected by different magnitudes of vehicle deceleration.	Paper titled "Effects on deceleration and rate of deceleration on live seated human subjects", C.N. Abernethy, G.R. Plank, E.D. Sussman, U.S. Department of Transportation, Oct 1977 is attached at <u>Annex D</u> . The paper is also available at https://rosap.ntl.bts.gov/view/dot/30114/dot_30114_DS1.pdf?
6.	Written correspondence with franchised bus operators seeking their agreement to join the Working Group on Enhancement of Safety of Franchised Bus and those providing them with the agenda of the meeting of the Working Group on Enhancement of Safety of Franchised	<ul> <li>An email of 6 March 2018 from the TD to all franchised bus operators regarding the formation of the Working Group is attached at <u>Annex E1</u>.</li> <li>Emails of 8 March 2018 from the TD to all franchised bus operators enclosing the agenda as well as the proposed scope of work are attached at <u>Annex E2</u>.</li> </ul>

# <u>Appendix</u>

Items in the Annex	TD's responses
Bus held on 13 March 2018.	
7. Document evidencing the Road Safety Council making recommendation(s) on the enforcement of the Police with respect to illegal stopping at bus stops or illegal parking in general.	<ul> <li>The type of offences under the Selected Traffic Enforcement Priorities ("STEP") 2018 (<u>Annex F</u>) was tabled and confirmed in the Road Safety Council meeting on 13 June 2018.</li> <li>The following offences under STEP 2018 are relevant to the illegal parking at bus stops or illegal parking in general: <ul> <li>Illegal Parking causing unnecessary obstruction / congestion</li> <li>Stopping in restricted zone</li> <li>Picking up / setting down passengers in restricted zone</li> <li>Loading / unloading goods in restricted zone</li> </ul> </li> </ul>

# **Summary of Key Statistics**

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Basic Road Traffic Statistics											
Total number of motor vehicles	555 961	572 021		504 702	(10 774	(20.705	665 642	600.050	714.007	707 010	757 705
licensed (mid-year)	555 861	572 231	575 686	594 723	618 774	639 705	665 643	690 052	714 927	737 312	157 705
Number of private car licensed (mid-year)	363 689	379 399	385 675	402 490	424 758	443 442	464 595	486 168	509 207	528 849	545 753
Road length-carriageways (km)	2 009	2 040	2 050	2 076	2 086	2 090	2 093	2 099	2 101	2 107	2 112
Annual vehicle-kilometres (millions)	11 973	11 969	11 785	12 014	12 344	12 460	12 836	12 844	13 288	13 692	13 665
Estimated population	6 916.3	6 957.8	6 972.8	7 024.2	7 071.6	7 150.1	7 178.9	7 229.5	7 291.3	7 336.6	7 391.7
(mid-year in thousands) Licensed motor vehicle											
per 1 000 persons	80.4	82.2	82.6	84.7	87.5	89.5	92.7	95.4	98.1	100.5	102.5
Licensed private car per	52.6	54.5	55.3	57.3	60.1	62.0	64.7	67.2	69.8	72.1	73.8
1 000 persons	52.0	54.5	55.5	57.5	00.1	02.0	04.7	07.2	07.8	/2.1	75.8
Number of motor vehicles per km of road	277	281	281	286	297	306	318	329	340	350	359
Road Traffic Casualty and Accident S	tatistics										
Number of casualties											
Killed	160	162	139	117	130	120	130	100	122	132	108
Seriously injured	2 533	2 281	2 096	2 160	2 326	2 521	2 630	2 615	2 703	2 492	2 214
Slightly injured	16 932	16 241	15 903	16 847	17 347	17 569	17 836	17 139	17 556	17 508	17 566
Total	19 625	18 684	18 138	19 124	19 803	20 210	20 596	19 854	20 381	20 132	19 888
Number of accidents											
Fatal	153	143	126	114	128	116	128	99	117	129	104
Serious	2 376	2 096	1 943	2 052	2 190	2 385	2 476	2 508	2 510	2 379	2 070
Slight	12 786	12 337	12 247	12 777	13 223	13 393	13 485	13 183	13 543	13 591	13 551
Total	15 315	14 576	14 316	14 943	15 541	15 894	16 089	15 790	16 170	16 099	15 725
Casualty rate											
per accident	1.28	1.28	1.27	1.28	1.27	1.27	1.28	1.26	1.26	1.25	1.26
per 1 000 population	2.84	2.69	2.60	2.72	2.80	2.83	2.87	2.75	2.80	2.74	2.69
per 1 000 licensed vehicles	35.3	32.7	31.5	32.2	32.0	31.6	30.9	28.8	28.5	27.3	26.2
Fatality rate											
per 1 000 casualties	8.15	8.67	7.66	6.12	6.56	5.94	6.31	5.04	5.99	6.56	5.43
per 1 000 accidents	10.45	11.11	9.71	7.83	8.36	7.55	8.08	6.33	7.54	8.20	6.87
per 1 000 000 population	23.1	23.3	19.9	16.7	18.4	16.8	18.1	13.8	16.7	18.0	14.6
per 1 000 total registered	4.00	3.90	3.39	2.74	3.08	2.75	3.00	2.19	2.61	2.83	2.35
deaths in HK											
Accident rate											
per 1 000 population	2.21	2.09	2.05	2.13	2.20	2.22	2.24	2.18	2.22	2.19	2.13
per 1 000 licensed vehicles	27.6	25.5	24.9	25.1	25.1	24.8	24.2	22.9	22.6	21.8	20.8
per kilometre of road	7.62	7.15	6.98	7.20	7.45	7.60	7.69	7.52	7.70	7.64	7.45
per million vehicle-kilometres	1.28	1.22	1.21	1.24	1.26	1.28	1.25	1.23	1.22	1.18	1.15
Vehicle Involvements Statistics											
Number of vehicle involvements											
motor vehicle	21 517	20 132	19 608	20 407	21 078	21 175	21 833	21 729	22 361	23 291	23 212
non-motor vehicle*	1 804	1 872	2 073	2 195	2 655	2 949	2 840	2 703	2 824	2 367	2 160
Total	23 321	22 004	21 681	22 602	23 733	24 124	24 673	24 432	25 185	25 658	25 372
Motor vehicle involvement rate											
per 1 000 licensed vehicles	38.7	35.2	34.1	34.3	34.1	33.1	32.8	31.5	31.3	31.6	30.6
per 1 000 licensed vehicles											

Note: * Including also vehicles of unknown class.

#### Figure 2.14

Tunnel area^		Accident rate per million vehicle-			
i unici uicu	Fatal	Serious	Slight	Total	kilometres
Aberdeen Tunnel	0	2	28	30	0.66
Cross Harbour Tunnel	0	2	55	57	0.62
Lion Rock Tunnel	0	1	32	33	0.47
Eastern Harbour Crossing	0	2	18	20	0.14
Tate's Cairn Tunnel	1	2	27	30	0.32
Western Harbour Crossing	0	1	23	24	0.41
Cheung Tsing Tunnel	0	1	6	7	0.07
Tai Lam Tunnel	0	3	20	23	0.12
Kai Tak Tunnel	0	2	24	26	0.91
Tseung Kwan O Tunnel	0	7	35	42	0.54
Tai Wai Tunnel, Shatin Heights Tunnel and Eagle's Nest Tunnel	0	1	10	11	0.09

0

2

26

2 070

1

29

308

13 551

1

31

335

15 725

0.02

0.32

0.29

1.15

#### Road traffic accidents by tunnel area^ and severity 2017

Notes: ^ Tunnel areas refer to the areas (inside and outside the tunnel tube) designated in the relevant ordinances for individual tunnels.

0

0

1

104

Nam Wan Tunnel

Shing Mun Tunnel

Overall

All roads

香港專營巴士服務 獨立檢討委員會

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本函檔號 Our Ref.: CSO/IRC-BUS/CR/7-45/1 來函檔號 Your Ref.: TD BR 76/190-1C



#### Independent Review Committee on Hong Kong's Franchised Bus Service

21/F, Queensway Government Offices, 66 Queensway, Hong Kong

電話號碼	Tel No.:	(852) 2867 5324
傳真號碼	Fax No.:	(852) 3104 0254

8 October 2018

#### **BY EMAIL & BY FAX**

(Email: amy_lee@td.gov.hk)

Commissioner for Transport Transport Department 41/F, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong (Attn: Miss Amy LEE) (Fax: 2802 2679)

Dear Miss LEE,

#### Independent Review Committee on Hong Kong's Franchised Bus Service

The Committee thanks the Commissioner for Transport and other representatives of the Transport Department ("TD") for attending the hearing on 4 October 2018 and giving oral evidence to the Committee in respect of safety-related matters pertaining to franchised bus service. At the hearing, representatives of the TD undertook to provide further information, the details of which are set out in the <u>Annex</u> for your follow-up.

2. I should be grateful for the TD's submission on the information detailed in the Annex before **<u>15 October 2018</u>**. Should you have any queries, please feel free to contact me or Mr Justin TO at 2867 4612.

3. Please note that the information provided by the TD in the written submission will be considered by the Committee in reviewing the matters it is directed to consider under the terms of reference of the Committee and in drawing up its recommendations. If necessary, the Committee may invite your department to provide supplementary written and/or oral submissions. Please also be advised that all submissions (including any annexes, appendices and attachments contained therein) will be treated as public information and, at the discretion of the Committee, may be published on the Committee's website.

Yours sincerely,

(CHAN Pinglfai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

Encl

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- 1. Materials and references relating to the studies conducted in Australia and Canada which indicated that the additional safety benefit of installing seat belt on all seats in a bus might not be as great as envisaged and that it was very difficult to ensure that all passengers would use seat belts, as referred to in the discussion paper submitted by the Environment, Transport and Works Bureau and the TD in October 2006 to the Legislative Council (vide page 271 of SEC-1 bundle). *[line 7 on page 30 to line 9 on page 32 of the Transcript]*
- 2. The paper on installation of seat belts in franchised buses submitted by the TD to the Road Safety Research Committee of the Road Safety Council for its meeting in July 2018. *[line 16 on page 37 to line 16 on page 38 of the Transcript]*
- 3. Documents evidencing how the TD test and verify the process through which bus companies generate accident statistics provided to the TD in the Bus Safety Sections of their Forward Planning Programmes, an example of which is on page 5020 of the KMB-12(A) bundle. *[line 20 on page 109 to line 15 on page 111 of the Transcript]*
- 4. Further information about the review on speed limit on five road sections conducted in 2015 that led to a reduction in speed limits for these road sections, including details of these specific sections, the reasons why the speed limits were decreased and the relevant minutes of the meeting of the Working Group on Speed Limit Review. *[line 24 on page 182 to line 8 on page 184 of the Transcript]*
- 5. Report of the study on the speed limits in Hong Kong commissioned by the TD and conducted by the Transport Research Laboratory from the United Kingdom in 1999. *[line 6 on page 189 to line 9 on page 190 of the Transcript]*



 Our Ref.:
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12 October 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

## Independent Review Committee on Hong Kong's Franchised Bus Service

We refer to your letter of 8 October 2018 and would like to provide in the *Attachment* supplementary information to the Independent Review Committee on Hong Kong's Franchised Bus Service ("the Committee") for its consideration.

Yours sincerely,

LEE) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

香港灣仔告士打道七號入境事務大樓四十一樓 41st floor Immigration Tower 7 Gloucester Road Wan Chai Hong Kong 電話 Tel (852) 2804 2600 傳真 Fax (852) 2824 0433 網址 Web Site: http://www.td.gov.hk

	Items in the Annex		TD's responses
1.	Materials and references relating to the studies conducted in Australia and Canada which indicated that the additional safety benefit of installing seat belt on all seats in a bus might not be as great as envisaged and that it was very difficult to ensure that all passengers would use seat belts, as referred to in the discussion paper submitted by the Environment, Transport and Works Bureau and the TD in October 2006 to the Legislative Council (vide page 271 of SEC-1 bundle) <i>[line 7 on page 20 to line 9 on page 32 of the Transcript]</i>	•	They were made reference to the materials as shown on the then homepages of the Transport Canada (a federal government department in Canada) and the SpineCare Foundation (a research institute in Australia).
2.	The paper on installation of seat belts in franchised buses submitted by the TD to the Road Safety Research Committee of the Road Safety Council for its meeting in July 2018. <i>[line 16 on page 37 to line 16 on page 38 of the Transcript]</i>	•	See Annex 1.

	Items in the Annex		TD's responses
3.	Documents evidencing how the TD test and verify the process through which bus companies generate accident statistics provided to the TD in the Bus Safety Sections of their Forward Planning Programmes, an example of which is on page 5020 of the KMB-12(A) bundle. <i>[line</i> 20 on page 109 to line 15 on page 111 of the Transcript]	•	<ul> <li>The TD has scrutinized the submissions from CityBus ("CTB"), New World First Bus ("NWFB") and New Lantao Bus ("NLB") on the accident statistics in the Safety Chapter in their respective Forward Planning Programmes ("FPPs") and arranged meetings with each of them on 26 September 2018. Among other matters, the TD discussed with the concerned bus companies on the accident statistics as follows:-</li> <li>1. The TD observed the discrepancies of the number of accidents between the records of CTB/NWFB in the Safety Chapter of their FPPs and the TD. At the meeting with CTB and NWFB, the TD brought their attention and requested them to check the details and advise the TD the result of their findings. Relevant extract of the draft meeting minutes is at Annex 2a.</li> </ul>
			2. The TD spotted some mis-matching in the calculation on the number of accidents in the Safety Chapter of NLB's FPP. At the meeting with NLB, the TD requested NLB to check and provide further information for TD's assessment. Relevant extract of the draft meeting minutes is at <b>Annex 2b</b> .

## Attachment

	Items in the Annex		TD's responses
		•	For KMB, the TD has scrutinized the Safety Chapter of its FPP and is arranging a meeting with the bus company in October 2018 to discuss the comments and observations.
4.	Further information about the review on speed limit on five road sections conducted in 2015 that led to a reduction in speed limits for these road sections, including details of these specific sections, the reasons why the speed limits were decreased and the relevant minutes of the meeting of the Working Group on Speed Limit Review. <i>[line 24 on page 182 to line 8 on page 184 of the Transcript]</i>	•	Further information on five road sections conducted over the past five years with reduction of speed limits recommended is at <b>Annex 3</b> .
5.	Report of the study on the speed limits in Hong Kong commissioned by the TD and conducted by the Transport Research Laboratory from the United Kingdom in 1999. <i>[line 6 on page 189 to</i> <i>line 9 on page 190 of the Transcript]</i>	•	See Annex 4.



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15 October 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

## Independent Review Committee on Hong Kong's Franchised Bus Service

Further to our letter of 5 October 2018, we provide the minutes of the following meetings for the reference of the Independent Review Committee on Hong Kong's Franchised Bus Service :-

- (a) Meeting of the Working Group on Enhancement of Safety of Franchised Bus held on 21 September 2018 (*Annex A*); and
- (b) Meeting of the Technical Group on In-vehicle Safety Devices for Franchised Buses held on 29 August 2018 (*Annex B*).

Yours sincerely,

my LEE)

for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

香港專營巴士服務 獨立檢討委員會

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#### Independent Review Committee on Hong Kong's Franchised Bus Service

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19 October 2018

#### BY EMAIL & BY FAX

(Email: amy_lee@td.gov.hk)

Commissioner for Transport Transport Department 41/F, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong (Attn: Miss Amy LEE) (Fax: 2802 2679)

Dear Miss LEE,

#### Independent Review Committee on Hong Kong's Franchised Bus Service

The Committee thanks the Commissioner for Transport and other representatives of the Transport Department ("TD") for attending the hearing on 16 October 2018 and giving oral evidence to the Committee in respect of safety-related matters pertaining to franchised bus service. At the hearing, representatives of the TD undertook to provide further information, the details of which are set out in the <u>Annex</u> for your follow-up.

2. I should be grateful for the TD's submission on the information detailed in the Annex before <u>31 October 2018</u>. Should you have any queries, please feel free to contact me or Mr Justin TO at 2867 4612.

3. Please note that the information provided by the TD in the written submission will be considered by the Committee in reviewing the matters it is directed to consider under the terms of reference of the Committee and in drawing up its recommendations. If necessary, the Committee may invite your department to provide supplementary written and/or oral submissions. Please also be advised that all submissions (including any annexes, appendices and attachments contained therein) will be treated as public information and, at the discretion of the Committee, may be published on the Committee's website.

Yours sinderely,

(CHAN Ping-fai, Peter) Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service

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## <u>Annex</u>

- 1. Written correspondence with the Lands Department ("LandsD") evidencing the chronology of the request and responses concerning the suggestion of enlarging the size of facilities that the TD could approve to be placed in bus stations with the delegated authority from the LandsD. *[lines 7 to 17 on page 11 of the Transcript]*
- 2. The date when the current delegated authority for approving the placement of facilities of size not exceeding 4.62 m² base area and 7.09 m² roof area in bus stations was given by the LandsD to the TD. *[line 19 on page 11 to line 7 on page 12 of the Transcript]*
- 3. The date when Chapter 2 of Volume 9 of the TD's Transport Planning and Design Manual was reviewed and updated. *[lines 6 to 15 on page 16 of the Transcript]*
- 4. The date when Clause 2.7.11.4 was added to Chapter 2 of Volume 9 of the TD's Transport Planning and Design Manual was reviewed and updated. *[lines 8 to 14 on page 17 of the Transcript]*
- 5. Membership of the TD's working group on the Transport Planning and Design Manual. *[line 23 on page 20 to line 9 on page 21 of the Transcript]*
- 6. Confirmation on whether the Kowloon Motor Bus Company (1933) Limited ("KMB") or other franchised bus operators was consulted when the West Kowloon Station Bus Terminus was planned and constructed. If KMB or other franchised bus operators was consulted, please provide documents evidencing the consultation. *[lines 8 to 12 on page 25; lines 9 to 22 on page 27; line 22 on page 37 to line 22 on page 38; and lines 15 to 25 on page 39 of the Transcript]*
- 7. The date when the first meeting with all franchised bus operators and the MTR Corporation Limited was held to discuss the publicity plan to educate the travelling public on proper passenger behaviour. *[line 7 on page 51 to line 12 on page 52 of the Transcript]*



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31 October 2018

Mr CHAN Ping-fai, Peter Secretary, Independent Review Committee on Hong Kong's Franchised Bus Service 21/F, Queensway Government Offices 66 Queensway, Hong Kong

Dear Mr Chan,

# Independent Review Committee on Hong Kong's Franchised Bus Service

We refer to your letter of 19 October 2018 and would like to provide in the attached *Appendix* supplementary information to the Independent Review Committee on Hong Kong's Franchised Bus Service ("the Committee") for its consideration.

Yours sincerely,

(Amy LEE ) for Commissioner for Transport

c.c. Secretary for Transport and Housing (Attn: Miss Crystal Yip)

Item	IRC's enquiries	TD's response
1	Written correspondence with the Lands Department ("LandsD") evidencing the chronology of the request and responses concerning the suggestion of enlarging the size of facilities that the TD could approve to be placed in bus stations with the delegated authority from the LandsD. <i>[lines 7 to 17 on page 11 of the</i> <i>Transcript]</i>	<ul> <li>Under the established mechanism, the franchised bus ("FB") operators could make applications to the relevant government departments for provision of the ancillary facilities at bus termini within the boundary of government lands.</li> <li>(i) For bus termini/public transport interchanges within the boundary of the Housing Authority or those which have been assigned to the Financial Secretary Incorporated, FB operators could make applications to the Housing Department or Government Property Agency respectively for provision of the ancillary facilities.</li> <li>(ii) For bus termini/public transport interchanges on unleased and unallocated government land, the Lands Department ("LandsD") has delegated its authority under Land (Miscellaneous Provisions) Ordinance (Cap. 28) to the TD in 1996 for processing all FB operators' applications for placement of ancillary facilities of size not exceeding 2m² (Attachment A). In 2002, the LandsD further delegated its authority to the TD for processing Kowloon Motor Bus Company ("KMB")'s application for placement of ancillary facilities of size not exceeding 4.62m² base area and 7.09m² roof area (Attachment B). If FB operators wish to place ancillary facilities at bus termini/public</li> </ul>

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		transport interchanges of sizes larger than the respective sizes mentioned above, they have to submit applications to the LandsD direct for approval as such applications are outside the power delegated to the TD.
		• In June 2015, Long Win Bus Company Limited ("LW") submitted an application to the TD indicating its intention to place regulator kiosks of size 4.62m ² at bus termini and public transport interchanges to suit their operational needs. While the TD reminded LW that it could submit applications to the LandsD direct for approval, the TD also took the opportunity to propose to the LandsD the possibility of extending the then delegated power to the TD for approving KMB's applications for placing ancillary facilities of larger size, to all other FB operators' applications as well. The LandsD is considering TD's proposal. The relevant correspondences between the TD and LandsD are provided at <b>Attachment C</b> .
2	The date when the current delegated authority for approving the placement of facilities of size not exceeding 4.62 m ² base area in bus stations was given by the LandsD to the TD. <i>[line 19 on page 11 to line 7 on page 12 of the Transcript]</i>	The Director of Lands had delegated power to the Commissioner for Transport for processing and approving applications from KMB for placement of regulator's kiosks and storage kiosks up to the size of $4.62m^2$ base area and $7.09m^2$ roof area vide the memo dated 25 September 2002, which is provided at <b>Attachment B</b> .

Item	IRC's enquiries	TD's response
3	The date when Chapter 2 of Volume 9 of the TD's Transport Planning and Design Manual was reviewed and updated. <i>[lines 6 to 15 on page 16 of the Transcript]</i>	The TD promulgated Chapter 2 of Volume 9 of the Transport Planning and Design Manual on 8 October 2001. Since then, the TD had reviewed the planning procedures of public transport interchange ("PTI") in 2013, and reaffirmed that among other things, the franchised bus operators (if identified) should be engaged at the planning stage on the provision of
4	The date when Clause 2.7.11.4 was added to Chapter 2 of Volume 9 of the TD's Transport Planning and Design Manual was reviewed and updated. <i>[lines 8 to 14 on page 17 of the</i> <i>Transcript]</i>	ancillary facilities of the new PTIs. This was reflected in our subsequent processing of planning of new PTIs, such as the Northwest Kowloon Reclamation Site 6 (Tonkin Street) PTI. Since the relevant matter was operational and procedural in nature, we have not made specific update in the chapter.
5	Membership of the TD's working group on the Transport Planning and Design Manual. [line 23 on page 20 to line 9 on page 21 of the Transcript]	The membership of TD's working group on the Transport Planning and Design Manual is list below - <b>Chairman</b> – Assistant Commissioner/Technical Services [#]
		Members –
		<ul> <li>(i) Representatives of the Highways Department (Research and Development), Hong Kong Police Force, Fire Services Department and Civil Engineering and Development Department</li> </ul>
		(ii) Representatives of the TD:
		> Chief Engineers or Senior Engineers of all Regional Traffic

Item	IRC's enquiries	TD's response
		Engineering Divisions
		<ul> <li>Chief Engineer or Senior Engineer/Traffic Control Division</li> </ul>
		Chief Engineer or Senior Engineer/Traffic Survey and Support Division
		Chief Engineer or Senior Engineer/Strategic Studies Division
		Chief Engineer or Senior Engineer/Major Projects Division
		Chief Engineer or Senior Engineer/Transport Planning Division
		Principal Transport Officer or Chief Transport Officer/Bus and Railway Branch
		Chief Transport Officer/Ferry & Paratransit Division
		Principal Transport Officer or Chief Transport Officer/Management Services Division
		Principal Transport Officer or Chief Transport Officer of all Regional Transport Operations Divisions
		Chief Engineer/Road Safety and Standards
		Senior Engineer/Standards

Item	IRC's enquiries	TD's response
		<ul> <li>Secretary – Engineer/Standards, TD</li> <li># Endorsement from the Deputy Commissioner for Transport/Planning and Technical Services of the TD would be required for new or revised standards recommended by the Working Group. For example, in 2018, we have made amendments in some chapters of Volumes 2, 3 and 6 regarding the design of railings, road studs, yellow transverse bar markings and parking space for the disabled.</li> </ul>
6	Confirmation on whether the Kowloon Motor Bus Company (1933) Limited("KMB") or other franchised bus operators was consulted when the West Kowloon Station Bus Terminus was planned and constructed. If KMB or other franchised bus operators was consulted, please provide documents evidencing the consultation. [lines 8 to 12 on page 25; lines 9 to 22 on page 27; line 22 on page 37 to line 22 on page 38; and lines 15 to 25 on page 39 of the Transcript]	As a part of the development plan of the West Kowloon Reclamation area, the West Kowloon Station Bus Terminus would replace To Wah Road Temporary Bus Terminus and accommodate the bus routes thereat ¹ . Since KMB was the sole user of To Wah Road Temporary Bus Terminus, the TD had consulted KMB, among others, on the provision of ancillary facilities (including regulator's kiosk and toilet) at the West Kowloon Station Bus Terminus during the planning stage in July 2010. In reply, KMB had provided their preference to place portable bus regulator office and other facilities (including rest room and toilets) on their own cost. Please refer to the relevant correspondence at <u>Attachment D</u> .

Before the construction of the West Kowloon Station, there was a bus terminus located on Wui Cheung Road, which was the terminating point of 12 KMB local routes and 1 cross-harbour route jointly operated by KMB and NWFB. To facilitate the development of the West Kowloon Reclamation area, including the West Kowloon Station, 10 of the above terminating routes from Wui Cheung Road Bus Terminus were relocated to To Wah Road Bus Terminus from 20 December 2009. According to the plan, To Wah Road Bus Terminus was temporary in nature, and the terminating routes would finally be accommodated into the permanent West Kowloon Station Bus Terminus.

Item	IRC's enquiries	TD's response
7	The date when the first meeting with all franchised bus operators and the MTR Corporation Limited was held to discuss the publicity plan to educate the travelling public on the proper passenger behaviour. <i>[line 7 to on page 51 to line 12 on page 52 of the Transcript]</i>	<ul> <li>At a meeting with MTRCL in February 2018, the TD first raised with the MTR Corporation Limited ("MTRCL") the idea of joint campaign involving all public transport modes to promote passenger courtesy behaviour in order to raise higher level of public awareness and effectiveness, and that the TD would also join and work with the MTRCL and the public transport operators.</li> <li>The first meeting with all FB operators and the MTRCL to discuss the publicity plan to educate the travelling public on proper passenger behaviour was held on 12 June 2018. The current plan is to launch the joint campaign by December 2018.</li> </ul>