

Sustainability Report

Care for Customers

Safety, efficiency, value-for-money and comfort underpin our customer service philosophy.



New Bus Fleet and Facilities

After the introduction of KMB's new red bus fleet, four "Red Buses 2.0" will be deployed in 2019 with even more innovative bus facilities, including an LCD bus route display monitor and dynamic passenger information panel.

KMB and LWB's double-deck buses have upgraded passenger facilities, including a free Wi-Fi service and USB charging points on both upper and lower decks, a straight staircase for easy access to the upper deck, more spacious 2+2 seating, priority seats for passengers in

need, space near the entrance/exit for wheelchair users, colour contrasted handrails and easy-reach bell-pushes. In addition, the provision of continuous railing and hand poles on the lower deck ensures a smooth passenger flow in the space between the entrance and exit doors. All seats on the upper deck of LWB's Airbuses are equipped with an armrest to provide a more comfortable bus journey. At the end of 2018, 2,860 buses at Euro V standard or above were licensed in the KMB fleet, while 212 buses at Euro V standard or above were licensed in the LWB fleet. The majority of these buses are deployed on routes passing through low-emission zones to help improve the air quality in busy districts.

The entire KMB and LWB fleet deploys super-low floor buses for easy boarding and alighting, as well as wide entrance and exit doors for better passenger access, which means that all KMB and LWB buses are accessible to the elderly and wheelchair users. In addition, KMB has retrofitted over 180 buses to accommodate two wheelchair passengers, to run mainly on routes travelling to hospitals.

Upgraded Compartments

The air quality in bus compartments benefits from the electrostatic air filtration function installed on all air-conditioned bus models purchased after 2002, which is able to remove up to 80% of fine particles. At the end of 2018, electrostatic filters had been installed on 3,790 KMB buses and 262 LWB buses. In addition, all KMB and LWB buses ordered after 2008 are equipped with power-saving variable capacity air-conditioning compressors, which provide more adaptive and refined thermal control in the most fuel-efficient manner in all weather conditions.

Fare Concession Schemes

KMB and LWB are committed to providing efficient bus services. A number of fare concession schemes were introduced in 2018, including:

KMB

- A Monthly Pass Scheme with a validity period of consecutive 30 days applicable on nearly 400 routes operated by KMB, sold at Monthly Pass Kiosks;
- A Fare Saver Scheme offering a HK\$2 rebate on each ride;
- A fare rebate scheme with Citibank earning cardholders a year-round 15% bus fare rebate;
- Partnership with Hong Kong Tramways Limited providing inter-modal interchange fare concessions; and
- A KMB-AMS interchange discount when interchanging from designated cross-harbour routes solely operated by KMB to designated Hong Kong Island Green Minibus routes operated by AMS Public Transport Holdings Limited, and vice versa.

LWB

- A pre-paid group ticket scheme on “A” Routes with fare discounts of 15-25%;
- A 20% same-day fare discount on “A” Routes for those taking the first leg on “E” Routes;
- A fare rebate scheme with Citibank earning cardholders a year-round 15% bus fare rebate; and
- Two new Bus-Bus Interchange concessions on 12 routes.

Interview with Young Passenger



Mr Tony Leung
Hong Kong Baptist University Student

As a KMB customer from an early age, I have always enjoyed taking buses around the city. These days, I often take the airport route and routes that run between North District and Hong Kong Island. These routes shorten my commuting time and enhance connectivity to the urban areas for all North District residents. KMB’s App1933 displays the estimated arrival times of buses on selected routes. This app is particularly useful, as it allows passengers to check the arrival time of buses, which reduces waiting time at bus stops. KMB also offers special discounts to passengers, including students, and has installed fare saver kiosks at some universities. KMB’s “50% Same-day Return Discount Concession Scheme for Full-time Students” is attractive to students and eases the burden of transport costs. I hope KMB will consider installing toilets at bus stations with a high passenger flow and introducing more electronic payment options for passengers.

Octopus Bus-Bus Interchange (“BBI”) Schemes

KMB and LWB’s Octopus BBI Schemes offer fare discounts to passengers on the second leg of journeys and broaden the network coverage. The schemes contribute to a greener environment by improving bus use and reducing congestion on busy roads. At the end of 2018, KMB operated a total of 153 Octopus BBI Schemes covering 409 routes, while LWB operated 27 Octopus BBI Schemes covering 26 routes. The BBI interface on the KMB and LWB websites provides more detailed and comprehensive route-to-route BBI information for passengers.

Special Service Arrangements

KMB and LWB provide special bus services during festive periods, such as Lunar New Year, Christmas, New Year and Ching Ming, and for people participating in mega events, including the Hong Kong Marathon, concerts at the Hong Kong Coliseum and, UNICEF Charity Run and concerts at Hong Kong Disneyland. In 2018, KMB and LWB introduced 75 and 12 special bus routes respectively.

Upgrade of Depots, Termini and Bus Stops

The four major KMB depots at Lai Chi Kok, Kowloon Bay, Sha Tin and Tuen Mun, as well as the LWB depot at Siu Ho Wan, provide the KMB and LWB fleets with maintenance and repair services. The KMB Overhaul Centre in Tuen Mun provides major overhaul services, while ten smaller depots offer parking and minor maintenance services.

KMB and LWB’s commitment to upgrading the facilities at their termini and bus stops is reflected in the following:

- A solar bus stop pole featuring solar-powered bulbs with an auto-sensor has been installed so passengers may obtain bus route information day and night;
- Seats for the elderly, disabled and people with young children are being introduced at bus shelters, bus termini and interchanges. At the end of 2018, 769 seats had been installed;
- The Solar-powered Bus Shelter Campaign provides installation of solar power equipment for lighting, mosquito repelling devices and ventilation fans. 100 bus stops have been equipped with solar power equipment;
- A designated passenger resting kiosk at the bus terminus of the Hong Kong Port of the Hong Kong-Zhuhai-Macao Bridge had been installed;
- Bus stop railings with cement bases are being phased out to ease the passage of wheelchair passengers;
- 711 KMB and LWB bus termini and bus shelters in total are equipped with the Integrated Bus Service Information Display System; and
- In 2018, 22 bus shelters were constructed, bringing the total to 2,572.



A solar bus stop pole has been installed



100 bus stops have been equipped with solar power equipment



KMB has retrofitted over 180 buses to accommodate two wheelchair passengers



App1933 helps young entrepreneurs explore business opportunities

Smartphone App

The KMB and LWB mobile app, “App1933”, receives more than 800,000 hits each day from over 4,500,000 users, allowing passengers to check information on bus routes and the estimated time of bus arrivals more conveniently. App1933 not only offers the Live Chat function to communicate with customer service representatives, but also provides the estimated arrival time at the destination.



KMB and LWB provide special bus services for mega events in Hong Kong