

Sustainability Report

Care for Customers



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



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New Bus Fleet and Facilities

Following the introduction of KMB's new red bus fleet in 2017, KMB introduced the double-decker featuring a glass window that shows the staircase leading to the upper deck. Sunlight is directed onto the staircase, thus enhancing safety and passengers' experience.

KMB and LWB's latest double-deck buses are equipped with upgraded passenger facilities, including a free Wi-Fi service and a number of USB charging points on both upper and lower decks, a straight staircase for easy access to the upper deck, additional space for 2+2 seating, priority seats for passengers in need, a designated area for wheelchair users near the entrance/exit, 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. As of the end of 2019, 3,073 buses at Euro V standard or above were licensed in the KMB fleet, while 229 buses at Euro V standard or above were licensed in the LWB fleet. The majority of these buses have been deployed on routes passing through low-emission zones to help improve the air quality in busy districts.

The entire KMB and LWB fleets deploy 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 around 200 buses to accommodate two wheelchair passengers, to run mainly on routes travelling to hospitals.

KMB and LWB have installed the Bus Information Panel System on 3,323 buses. Together with the Bus Stop Announcement System, passengers can obtain bus stop information easily and clearly through the display screens on the upper and lower decks.

Upgraded Compartments

The air quality in bus compartments benefits from electrostatic air filters installed on all KMB and LWB buses, which are able to remove up to 80% of fine particles. As at the end of 2019, electrostatic air filters were installed on 3,885 KMB buses and 272 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.

KMB refurbishes buses with a new look to enhance passengers' travelling experience. Mid-life buses with around eight years' service benefit from the "Refurbished Bus Scheme", which focuses on improving passenger comfort and safety on board. The scheme will also aid the maintenance and repair of buses in the long term. The refurbishment includes reupholstery of the seats and the installation of a light-coloured

To offer passengers, especially young people, a caring bus service experience, buses have upgraded passenger facilities including USB charging ports



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- KMB works with different banks to launch bus fare rebate schemes providing passengers with cost effective services

compartment floor to make the bus look bright and comfortable. In addition, the interior of the buses has been resprayed for a clean and fresh look, bringing comfort levels to the same standard as the new generation of the "Red Bus". The stair nosing and hand-holds are also replaced in the revamped compartments.

Fare Concession Schemes

KMB and LWB are committed to providing efficient bus services for the public. A number of fare concession schemes were introduced in 2019, including:

- 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;
- 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; and
- Four new Bus-Bus Interchange concessions covering more than 90 routes.

KMB

- ICBC/KMB UnionPay Dual Currency Card holders can enjoy a maximum 20% bus fare rebate whenever they pay for KMB and LWB rides;
- KMB Fare Saver Scheme was extended to ten tertiary institutions, offering a HK\$2.0 rebate on each ride;



- To promote the use of public transport, KMB Fare Saver kiosks are set up on the campuses of tertiary education institutions; teachers and students can enjoy a HK\$2.0 fare rebate

LWB

- ICBC/KMB UnionPay Dual Currency Card holders can enjoy a maximum 20% bus fare rebate whenever they pay for KMB and LWB rides; and
- A fare rebate scheme with Citibank earning cardholders a year-round 15% bus fare rebate.

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. As of the end of 2019, KMB operated a total of 157 Octopus BBI Schemes covering all KMB operated routes, while LWB operated 27 Octopus BBI Schemes covering 27 routes. The KMB and LWB websites provide more detailed and comprehensive route-to-route BBI information for passengers.

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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 concerts at Hong Kong Disneyland. In 2019, KMB and LWB introduced 66 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 measures:

- A solar bus 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 2019, 984 seats had been installed;
- The Solar-powered Bus Shelter Campaign promotes green energy by installing solar panels to power up lighting, mosquito repelling devices and ventilation fans. 117 bus stops have been equipped with solar power equipment;



- App1933 continues to upgrade its functions to keep passengers up-to-date with important bus information

- Alcohol-based hand-rub dispensers have been installed at the airport, the Hong Kong Port of the Hong Kong-Zhuhai-Macao Bridge, Lok Ma Chau Station Bus Terminus, interchanges and other bus termini for passengers and frontline staff members;
- Bus stop railings with cement bases are being phased out to enable easier access for wheelchair passengers;
- 756 KMB and LWB bus termini and bus shelters are equipped with the Integrated Bus Service Information Display System;
- KMB has installed LED kerb lights, flashing lights and buzzers at Mei Foo Bus Terminus to remind pedestrians to be aware of road conditions;
- 10,000 with the new layout of bus route information sheets at the bus poles have been enhanced. Passengers can scan a two-dimensional QR code for further bus route information, including bus frequencies; and
- In 2019, 25 new bus shelters were constructed, bringing the total to 2,597.

Smartphone App

The KMB and LWB mobile app, App1933, has one million daily active users making around five million downloads allowing passengers to check information on bus routes and the estimated time of bus arrivals. App1933 received a number of upgrades during the year. Passengers can purchase the KMB Monthly Pass with App1933. The app also offers the LiveChat function so that passengers can directly communicate with customer service representatives. To provide a more convenient service for passengers planning their journeys, Bluetooth positioning technology is being adopted at 1,500 bus stops, providing nearby route information, important notifications and Bus Terminus Map Notification.

