

Transport Department

**Passenger Opinion Survey for
Citybus Limited (Franchise for Airport
and North Lantau Bus Network)**

- Summary of Survey Results -

Conducted and Prepared by



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Background & Objectives

In order to collect views on the performance of Citybus Limited (Franchise for Airport and North Lantau Bus Network) (“Citybus Limited (Franchise 2)”), the Transport Department has commissioned the Ozzo Technology (HK) Ltd (OZZO) to conduct the on-board face-to-face interview surveys on Citybus Limited (Franchise 2) buses in June 2011.

The Survey

The target population is passengers aged 12 or above who take Citybus Limited (Franchise 2) buses. The required sample size was allocated to different Citybus Limited (Franchise 2) routes according to ridership. Target respondents were picked by a random process with reference to the seating position on board the buses.

The questionnaire survey includes eight core questions covering the following aspects of the service performance:

- (1) Overall quality of service
- (2) Level of comfort of buses
- (3) Facilities on buses
- (4) Passenger information
- (5) Reliability of bus services
- (6) Driving performance of bus drivers
- (7) Service attitude of bus drivers and staff
- (8) Performance of the bus on environmental protection

The respondents were asked to rate their satisfaction level on each service aspect in a five-point scale of (i) Very satisfied (ii) Satisfied (iii) Dissatisfied (iv) Very dissatisfied (v) No comment.

In total, 505 individuals were successfully interviewed during the survey period between 18 and 27 June 2011, representing an overall response rate of 77%.

Survey Results

1. Overall speaking, 90.3% of the respondents indicated that they were very satisfied/satisfied with the overall quality of the service provided by Citybus Limited (Franchise 2). The percentage was much higher than the 7.1% who were dissatisfied/very dissatisfied.
2. 85.9% of the respondents indicated that they were very satisfied/satisfied with the level of comfort of the buses of Citybus Limited (Franchise 2). The percentage was much higher than the 12.1% who were dissatisfied/very dissatisfied.
3. 86.9% of the respondents indicated that they were very satisfied/satisfied with the facilities on the buses of Citybus Limited (Franchise 2). The percentage was much higher than the 9.9% who were dissatisfied/very dissatisfied.
4. 72.1% of the respondents indicated that they were very satisfied/satisfied with the passenger information provided by Citybus Limited (Franchise 2). The percentage was much higher than the 19.6% who were dissatisfied/very dissatisfied.
5. 68.3% of the respondents indicated that they were very satisfied/satisfied with the reliability of bus services of Citybus Limited (Franchise 2). The percentage was higher than the 26.5% who were dissatisfied/very dissatisfied.
6. 89.7% of the respondents indicated that they were very satisfied/satisfied with the driving performance of Citybus Limited (Franchise 2). The percentage was much higher than the 6.5% who were dissatisfied/very dissatisfied.
7. 85.1% of the respondents indicated that they were very satisfied/satisfied with the service attitude of drivers and staff of Citybus Limited (Franchise 2). The percentage was much higher than the 5.1% who were dissatisfied/very dissatisfied.
8. 53.4% of the respondents indicated that they were very satisfied/satisfied with the performance of the buses of Citybus Limited (Franchise 2) on environmental protection. The percentage was higher than the 5.7% who were dissatisfied/very dissatisfied. For information, 40.2% of the respondents indicated "No comment".