

Transport Department

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

- Report -

Conducted and Prepared by



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1 Background & Objective

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

2 The Survey

The target population is the 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 (see Appendix I) 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%.

3 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".

4 Statistical Tables

Table 1 Referring to the bus services provided by Citybus Limited (Franchise 2), in overall, how satisfied have you been with the quality of the service provided by this company?

	(%)
1. Very satisfied	4.2
2. Satisfied	86.1
3. Dissatisfied	6.3
4. Very dissatisfied	0.8
5. No comment	2.6
6. Refused to answer	-
Total	100.0

Table 2 How satisfied are you with the “Comfort of the buses” of Citybus Limited (Franchise 2)?

	(%)
1. Very satisfied	8.7
2. Satisfied	77.2
3. Dissatisfied	11.9
4. Very dissatisfied	0.2
5. No comment	2.0
6. Refused to answer	-
Total	100.0

Table 3 How satisfied are you with the “Facilities on the buses” of Citybus Limited (Franchise 2)?

	(%)
1. Very satisfied	7.7
2. Satisfied	79.2
3. Dissatisfied	9.1
4. Very dissatisfied	0.8
5. No comment	3.0
6. Refused to answer	-
Total	100.0

Table 4 How satisfied are you with the “Passenger information” of Citybus Limited (Franchise 2)? For example, bus route, bus stop and fare information.

	(%)
1. Very satisfied	0.4
2. Satisfied	71.7
3. Dissatisfied	17.6
4. Very dissatisfied	2.0
5. No comment	8.3
6. Refused to answer	-
Total	100.0

Table 5 How satisfied are you with the “reliability of bus services” of Citybus Limited (Franchise 2)?

	(%)
1. Very satisfied	6.3
2. Satisfied	62.0
3. Dissatisfied	24.4
4. Very dissatisfied	2.2
5. No comment	5.1
6. Refused to answer	-
Total	100.0

Table 6 How satisfied are you with the “Driving performance” of Citybus Limited (Franchise 2)’s bus drivers?

	(%)
1. Very satisfied	13.7
2. Satisfied	76.0
3. Dissatisfied	5.0
4. Very dissatisfied	1.6
5. No comment	3.7
6. Refused to answer	-
Total	100.0

Table 7 How satisfied are you with the “Service attitude” of Citybus Limited (Franchise 2) ’s bus drivers or staff?

	(%)
1. Very satisfied	9.9
2. Satisfied	75.2
3. Dissatisfied	3.6
4. Very dissatisfied	1.6
5. No comment	8.5
6. Refused to answer	1.2
Total	100.0

Table 8 How satisfied are you with the performance on “Environmental protection” of Citybus Limited (Franchise 2)’s bus?

	(%)
1. Very satisfied	7.5
2. Satisfied	45.9
3. Dissatisfied	5.5
4. Very dissatisfied	0.2
5. No comment	40.2
6. Refused to answer	0.6
Total	100.0

5 Methodology

5.1 Survey Coverage and Sampling

The target population was passengers aged 12 or above who took Citybus Limited (Franchise 2) buses. The required sample size was allocated to different bus routes according to their ridership. In order to ensure the findings of the survey were representative, random sampling method was applied on this on-board face-to-face interview survey. Target respondents were picked by a random process with reference to their seating position on board the buses. Successful interviews were limited to not more than five per sampled trip and each interview would be conducted in ten-minute interval. If the selected passenger refused the interview, surveyor would interview the next passenger following the order of the seating position until a successful interview was conducted.

5.2 Response Rate

In total, 505 individuals were successfully enumerated during the fieldwork period from 18 to 27 June 2011, constituting an overall response rate of 77%. The enumeration results are presented below:

	No. of individuals
(a) Refusal	148
(b) Successful interviews	505
Overall response rate = (b) / [(a) + (b)] x 100%	77%

5.3 Reliability of the Estimation

The precision of the estimates of various variables in this report were presented in the form of coefficient of variation (“CV”) and margin of error at 95% confidence level. The coefficient of variation is a statistical measure of the dispersion of sample estimate in comparison with the sample estimate. It is obtained by expressing sampling error (“SE”) as a percentage of the estimate to which it refers. The margin of error at 95% confidence level is defined as the confidence interval. It is used to determine the level of accuracy of the sample estimate by plus or minus margin of error into consideration. The lower the figures of the coefficient of variation and margin of error at 95% confidence level, the less the variation of the sample estimate.

The CVs and Margin of error at 95% confidence level of the estimates of selected variables in this report are given as below:

Service Attributes	Percentage of satisfied passengers (%)	CV (%)	Margin of error at 95% confidence level (%)
(1) Overall quality of service	90.3	1.5	± 2.6
(2) Level of comfort of buses	85.9	1.8	± 3.0
(3) Facilities on buses	86.9	1.7	± 2.9
(4) Passenger information	72.1	2.8	± 3.9
(5) Reliability of bus services	68.3	3.0	± 4.1
(6) Driving performance of bus drivers	89.7	1.5	± 2.7
(7) Service attitude of bus drivers and staff	85.1	1.9	± 3.1
(8) Performance of the bus on environmental protection	53.4	4.2	± 4.4

5.4 Respondents Profile

Table 1 Gender

	(%)
Male	62.4
Female	37.6
Total	100

Table 2 Age

	(%)
12-19	3.8
20-29	23.0
30-39	33.9
40-49	25.7
50-59	8.1
60 or above	5.5
Total	100.0

Table 3 Monthly Personal Income

	(%)
1. \$10,000 or below	32.7
2. \$10,000 – 14,999	31.5
3. \$15,000 – 19,999	17.6
4. \$20,000 – 29,999	14.2
5. \$30,000 – 39,999	2.2
6. \$40,000 or above	1.8
7. Refused to answer	-
Total	100.0

Table 4 Main purpose of the bus trips

	(%)
1. To or from work	54.5
2. To or from place of study	1.4
3. To or from shopping / sport event / other leisure activities	31.5
4. Visiting relatives / friends	10.3
5. Other	2.3
Total	100.0

Table 5 Frequency of Using Bus Service (Per Week)

	(%)
0 time	10.5
1-5 times	43.6
6-10 times	28.1
11 times or above	17.8
Total	100.0

Appendix I: Questionnaire

**Citybus Limited (Franchise for
Airport and North Lantau Bus Network) (“Citybus Limited (Franchise 2)”)**

Passenger Opinion Survey

Route: _____

Surveyor’s code: _____

Survey Date: _____

Interviewer No.: _____

Registration Marks: _____

Arrival Time: _____

Departure Time: _____

[Introduction]

Hello! My name is _____, an interviewer of Ozzo Technology (HK) Limited. We have been commissioned by the Transport Department (TD) to conduct an opinion survey on public buses and would like to conduct an interview within 2-3 mins. The information you provide will be treated with strict confidence and will be used for aggregate analysis only. Thank you for your co-operation.

Part I - Screening

A.1	<p>May I know whether you are aged 12 or above? (If the determine from the appearance, don't need to ask this question)</p> <p>1 Yes (Continue) 2 No (Terminate)</p>
A.2	<p>Do you or any of your family members work in the following industry?</p> <p>【Read out one by one】</p> <p>1 Market research, Advertising, or Public relations companies(Terminate) 2 Public bus companies (Terminate) 3 Other public transport services (Terminate)</p> <p>4 None of the above (Continue)</p> <p>5 Refused to answer (Repeat the objective & confidentiality)</p>

Part II – Main Questionnaire

B.1	<p>Referring to the bus services provided by Citybus Limited (Franchise 2), in overall, how satisfied have you been with the quality of the service provided by this company? Is it very satisfied \ satisfied \ dissatisfied or very dissatisfied?</p> <p>1 Very satisfied 2 Satisfied 3 Dissatisfied 4 Very dissatisfied 5 No comment 6 Refused to answer</p>
B.2	<p>How satisfied are you with the “Comfort of the buses” of this company? For example: temperature on board \ cleanliness \ seats etc.</p> <p>1 Very satisfied 2 Satisfied 3 Dissatisfied 4 Very dissatisfied 5 No comment 6 Refused to answer</p>
B.3	<p>How satisfied are you with the “Facilities on the buses” of this company? For example: Facilities for the people with disabilities \ handrail \ bell \ bus stop announcement system etc.</p> <p>1 Very satisfied 2 Satisfied 3 Dissatisfied 4 Very dissatisfied 5 No comment 6 Refused to answer</p>
B.4	<p>How satisfied are you with the “Passenger information” of this company? For example, bus route, bus stop and fare information.</p> <p>1 Very satisfied 2 Satisfied 3 Dissatisfied 4 Very dissatisfied 5 No comment 6 Refused to answer</p>
B.5	<p>How satisfied are you with the “reliability of bus services” of this company?</p> <p>1 Very satisfied 2 Satisfied 3 Dissatisfied 4 Very dissatisfied 5 No comment 6 Refused to answer</p>
B.6	<p>How satisfied are you with the “Driving performance” of this company’s bus drivers? For example: whether adhere to traffic signals and regulations or not, driving skills etc.</p> <p>1 Very satisfied 2 Satisfied 3 Dissatisfied 4 Very dissatisfied 5 No comment 6 Refused to answer</p>
B.7	<p>How satisfied are you with the “Service attitude” of this company’s bus drivers or staff?</p> <p>1 Very satisfied 2 Satisfied 3 Dissatisfied 4 Very dissatisfied 5 No comment 6 Refused to answer</p>

