

**Number of cases⁽¹⁾
on irregular bus services from 2010 to 2012**

(A) 2010

Franchised bus company	The Transport Complain Unit ("TCU") ⁽²⁾	1823 Call Centre ⁽²⁾	Percentage of cases (from TCU and 1823 Call Centre) per million passengers
Kowloon Motor Bus Co. (1933) Ltd ("KMB")	718	592	1.38
New World First Bus Services Limited ("NWFB")	175	130	1.77
Citybus Limited (Franchise for Hong Kong Island and Cross-harbour Routes) ("Citybus (F1)")	163	122	1.51
Citybus Limited (Franchise for Airport and North Lantau Bus Network) ("Citybus (F2)")	19	12	1.35
Long Win Bus Company Limited ("LW")	22	16	1.31
New Lantao Bus Company (1973) Limited ("NLB")	3	3	0.32

Note:

(1) Views include complaints or suggestions.

(2) The same member of the public may express the same view to both the TCU and 1823 Call Centre. This may result in double-counting of the number of cases.

Annex I (Cont'd)**(B) 2011**

Franchised bus company	TCU ⁽²⁾	1823 Call Centre ⁽²⁾	Percentage of cases (from TCU and 1823 Call Centre) per million passengers
KMB	1 046	1 125	2.32
NWFB	177	225	2.30
Citybus (F1)	172	198	1.89
Citybus (F2)	21	27	2.09
LW	52	29	2.70
NLB	0	8	0.38

Note:

- (1) Views include complaints or suggestions.
- (2) The same member of the public may express the same view to both the TCU and 1823 Call Centre. This may result in double-counting of the number of cases.

(C) 2012

Franchised bus company	TCU ⁽²⁾	1823 Call Centre ⁽²⁾	Percentage of cases (from TCU and 1823 Call Centre) per million passengers
KMB	2 508	2 448	5.26
NWFB	448	488	5.23
Citybus (F1)	434	418	4.20
Citybus (F2)	49	55	4.16
LW	64	67	4.23
NLB	5	9	0.64

Note:

(1) Views include complaints or suggestions.

(2) The same member of the public may express the same view to both the TCU and 1823 Call Centre. This may result in double-counting of the number of cases.

Separately, franchised bus companies have set up their own hotlines to receive enquiries, complaints and suggestions from the public. However, the statistical methods and classification systems used by the companies are not entirely the same.