

**Complaints about overcharging of fares
by franchised bus operators from 2010 to 2014**

Note: Since the operators introduced more bus-bus interchange combinations and fare concessions in 2013 and 2014, the number of complaints about overcharging has increased correspondingly.

1. Kowloon Motor Bus Company (1933) Limited

Year	Total number of passenger trips involving payment of fares by Octopus cards (Millions)	Cases not involving overcharging (Ratio of cases per million transactions involving payment of fares by Octopus cards [#])	Cases involving overcharging (Ratio of cases per million transactions involving payment of fares by Octopus cards [#])	
			Caused by human factors	Caused by equipment failure
2010	798	1 167 (1.46)	1 527 (1.91)	0 (0)
2011	797	1 058 (1.33)	1 816 (2.28)	0 (0)
2012	811	1 025 (1.26)	2 154 (2.66)	0 (0)
2013	833	1 466 (1.76)	3 939 (4.73)	0 (0)
2014	841	1 857 (2.21)	5 440 (6.47)	2 (0*)

[#] Figures are rounded to two decimal places.

* The number of overcharging cases per million transactions involving payment of fares by Octopus cards is smaller than 0.01.

2. Citybus Limited (including two franchises, namely the Franchise for Hong Kong Island and Cross-Harbour Bus Network and the Franchise for the Airport and North Lantau Bus Network)

Year	Total number of passenger trips involving payment of fares by Octopus cards (Millions)	Cases not involving overcharging (Ratio of cases per million transactions involving payment of fares by Octopus cards [#])	Cases involving overcharging (Ratio of cases per million transactions involving payment of fares by Octopus cards [#])	
			Caused by human factors	Caused by equipment failure
2010	185	738 (3.98)	613 (3.31)	7 (0.04)
2011	194	705 (3.63)	655 (3.37)	18 (0.09)
2012	202	797 (3.94)	828 (4.10)	8 (0.04)
2013	209	911 (4.35)	1 032 (4.93)	8 (0.04)
2014	212	772 (3.64)	1 140 (5.38)	9 (0.04)

[#] Figures are rounded to two decimal places.

3. New World First Bus Services Limited

Year	Total number of passenger trips involving payment of fares by Octopus cards (Millions)	Cases not involving overcharging (Ratio of cases per million transactions involving payment of fares by Octopus cards [#])	Cases involving overcharging (Ratio of cases per million transactions involving payment of fares by Octopus cards [#])	
			Caused by human factors	Caused by equipment failure
2010	154	111 (0.72)	493 (3.21)	0 (0)
2011	157	114 (0.73)	540 (3.44)	1 (0.01)
2012	161	120 (0.74)	608 (3.77)	0 (0)
2013	165	142 (0.86)	704 (4.27)	0 (0)
2014	161	143 (0.89)	884 (5.50)	0 (0)

[#] Figures are rounded to two decimal places.

4. Long Win Bus Company Limited

Year	Total number of passenger trips involving payment of fares by Octopus cards (Millions)	Cases not involving overcharging (Ratio of cases per million transactions involving payment of fares by Octopus cards [#])	Cases involving overcharging (Ratio of cases per million transactions involving payment of fares by Octopus cards [#])	
			Caused by human factors	Caused by equipment failure
2010	26	158 (6.10)	106 (4.09)	0 (0)
2011	27	87 (3.25)	94 (3.51)	0 (0)
2012	28	53 (1.91)	71 (2.55)	0 (0)
2013	30	49 (1.65)	139 (4.68)	0 (0)
2014	31	66 (2.11)	148 (4.72)	0 (0)

[#] Figures are rounded to two decimal places.

5. New Lantao Bus Company (1973) Limited

Year	Total number of passenger trips involving payment of fares by Octopus cards (Millions)	Cases not involving overcharging (Ratio of cases per million transactions involving payment of fares by Octopus cards [#])	Cases involving overcharging (Ratio of cases per million transactions involving payment of fares by Octopus cards [#])	
			Caused by human factors	Caused by equipment failure
2010	15	9 (0.61)	14 (0.95)	0 (0)
2011	16	6 (0.37)	15 (0.93)	0 (0)
2012	17	14 (0.81)	16 (0.93)	2 (0.12)
2013	18	9 (0.49)	18 (0.99)	2 (0.11)
2014	20	5 (0.25)	6 (0.30)	4 (0.20)

[#] Figures are rounded to two decimal places.

Ends