



龍運透視 2017

More About LWB





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龍運巴士有限公司 之財務及營運資料

本小冊子概述有關龍運巴士有限公司（「龍運」）在截至2017年12月31日止的10年間在營運、財務、服務及顧客關係等各方面的表現。

龍運於2017年的車費收入為港幣5.110億元，較2016年的港幣4.604億元增加港幣5,060萬元或11.0%。車費收入增加，主要由於載客量由2016年的3,730萬人次(每日平均為101,900人次)上升4.9%至2017年的3,910萬人次(每日平均為107,110人次)，以及由於龍運機場巴士「A」線網絡的擴展及服務提升後，「A」線乘客增加而令平均票價上升5.8%所致。年內的總經營成本為港幣4.749億元，較2016年的港幣4.352億元增加港幣3,970萬元或9.1%。總經營成本上升，主要由於2016年增加「A」線服務的巴士班次來提升服務水平的全年效應，以及由於國際燃油價格上升，令燃油成本增加所致。因此，龍運的專營公共巴士業務於2017年錄得除稅後盈利港幣3,400萬元，較2016年的港幣2,590萬元增加港幣810萬元。

為滿足不斷增加的午夜抵港航空乘客及夜班或早班機場員工的交通需求，通宵機場巴士服務於2017年分階段提升。龍運增設三條路線NA31、NA32及NA47，分別服務荃灣、葵涌、青衣、大埔及機場的乘客。另外，現有的通宵機場巴士路線NA33、NA34、NA40及NA43加開班次，讓新界西、新界東及新界北的乘客往返機場時更方便。

龍運不斷檢討本身的巴士服務和巴士維修保養計劃，確保巴士車隊維持最高水平的安全和效率。於2017年年底，龍運車隊共有241部超低地台空調雙層巴士及四部超低地台空調電動單層巴士，行走30條路線，連接新界、香港國際機場及北大嶼山。全部巴士均可供輪椅上落及設有電子報站系統。新款巴士同時配備多項先進設備，包括提升車隊管理功能的遠程信息處理系統，以及雙層巴士上的閉路電視，以便監察乘客行李和提高安全性。

Financial and Operational Information on Long Win Bus Company Limited

This booklet provides an overview of the performance of Long Win Bus Company Limited ("LWB") over the ten-year period ended 31 December 2017. It also covers various aspects of LWB's operations, financial position, services and customer relations.

LWB's fare revenue for 2017 amounted to HK\$511.0 million, an increase of HK\$50.6 million or 11.0% compared with HK\$460.4 million for 2016. The increase was mainly due to the growth in ridership of 4.9% from 37.3 million passenger trips (a daily average of 101,900 passenger trips) for 2016 to 39.1 million passenger trips (a daily average of 107,110 passenger trips) for 2017, and the increase in average fare of 5.8% as a result of greater numbers of A-route passengers after the expansion of LWB's Airbus network following a revamp of its services. Total operating expenses for the year amounted to HK\$474.9 million, an increase of HK\$39.7 million or 9.1% compared with HK\$435.2 million for 2016. The increase was mainly due to the full year impact of A-route service enhancements implemented in 2016 as well as the increase in fuel costs resulting from the rise in international fuel prices. These factors resulted in LWB reporting a profit after taxation of HK\$34.0 million for its franchised public bus operations in 2017, representing an increase of HK\$8.1 million compared with HK\$25.9 million in 2016.

To satisfy the needs of the increasing number of air travellers arriving late at night and Airport staff working night or early morning shifts, the overnight Airbus service was enhanced in phases in 2017. LWB introduced three new routes, NA31, NA32 and NA47, to serve passengers travelling between Tsuen Wan, Kwai Chung, Tsing Yi, Tai Po and the Airport. Additional departures of existing overnight Airbus routes NA33, NA34, NA40 and NA43 were operated to provide passengers in the western, eastern and northern New Territories with a more direct connection to the airport.

LWB constantly reviews its bus services and maintenance regime to ensure that efficiency is maintained at the highest levels across its bus fleet. At the end of 2017, LWB operated 241 air-conditioned super-low floor double-deck buses and four air-conditioned super-low floor single-deck electric buses on 30 routes connecting the New Territories with the Airport and North Lantau. All buses are equipped with wheelchair access and the On-board Electronic Bus Stop Announcement System. New buses incorporate advanced features including the Bus Telematics System, which provides enhanced functions for fleet management, and an on-board CCTV system for the double-deck buses, which monitors passengers' luggage and enhances security.

龍運於2017年推行的各項提升服務水平的主要措施，概述如下：

- 落實37個改善服務項目，包括增設兩條新巴士路線以滿足乘客的需求，並為乘客提供更全面的巴士網絡；及
- 龍運機場巴士路線和S64/S64X線接駁巴士新增八達通巴士轉乘優惠計劃，及加強龍運巴士A43P線與九龍巴士(一九三三)有限公司(“九巴”)B1線之間的轉乘優惠。藉此為乘搭這兩個巴士網絡的乘客提供更多優惠和更方便的服務。

龍運在2016年9月10日至2017年4月30日期間推出「即日第二程優惠計劃」。於同一日內乘搭兩程「A」線或「E」線的乘客，第二程分別可享有八折或九折優惠。另外，為使乘客以更舒適和直接的方法回程，龍運為於2017年10月1日至2018年6月30日乘搭「E」線的乘客推出「A」線的「即日回程優惠計劃」。乘客以同一張八達通繳付11條「E」線中任何一條的去程車資，並於同日內繳付13條「A」線中任何一條的回程車資，便可享回程八折優惠。

為使乘客以更便宜、舒適和直接的方法往返機場，龍運於暑假推出13條「A」線的團體票優惠，車資可享八五折至七五折優惠。由於計劃深受歡迎，故在2017年11月8日至2018年5月15日第二次推出(售完即止)。

新界北部的新市鎮，以及東涌東填海區繼續發展，將為香港帶來的經濟增長動力，也為龍運帶來商機。而且多項大型基建工程上馬，例如港珠澳大橋，勢將成為本港與澳門和內地的交通樞紐。藉着其全面的巴士網絡及推出新路線，龍運將繼續為香港市民及旅客提供安全、快捷、可靠及直接的巴士服務。

董事總經理

李澤昌

2018年5月28日

A summary of the major service enhancement measures implemented by LWB during 2017 is set out below:

- 37 service improvement items, including the introduction of two new routes, were implemented to cater for the increasing passenger demand and provide a more comprehensive network for passengers; and
- LWB launched the new Octopus Bus-Bus interchange (“BBI”) concession scheme between LWB Airbus routes and Shuttle Routes S64/S64X, and enhanced the interchanging arrangement for the BBI scheme between LWB Route A43P and The Kowloon Motor Bus Company (1933) Limited (“KMB”) Route B1, thereby offering benefits and convenience to the passenger of both bus networks.

LWB offered the “Same-day Second-trip Discount Concession” from 10 September 2016 to 30 April 2017. Passengers making any two trips on the same day within the same route group of “A” routes or “E” routes enjoyed a 20% or 10% discount, respectively, on the same-day second trip. Moreover, to provide passengers with a more comfortable and direct return journey, LWB introduced the “Same-day Return Fare Concession Scheme” on “A” routes for those taking the first leg on “E” routes from 1 October 2017 to 30 June 2018. Octopus-paying passengers were able to enjoy a 20% fare discount on the same-day return trip on 13 “A” Routes if the first leg was made on any of the 11 “E” Routes, so long as the full fare for both journeys was paid with the same Octopus card.

For the convenience of passengers travelling to and from the Airport in groups in the summer holiday period, LWB introduced a pre-paid group ticket scheme on 13 “A” Routes with a fare discount of 15% to 25%. As the scheme was welcomed by the community, the second round of the scheme was launched on 8 November 2017, to run until 15 May 2018, or until stocks last.

The planned development of new towns in the northern New Territories and land reclamation off Tung Chung East are set to provide economic growth impetus for Hong Kong and business opportunities for LWB. A number of large-scale infrastructure projects also provide potential for growth, such as the Hong Kong-Zhuhai-Macao Bridge, linking Hong Kong with Macao and China Mainland. With its comprehensive bus network and the launch of new routes, LWB will continue to provide safe, quick, reliable and direct services for Hong Kong citizens and tourists.

Roger LEE Chak Cheong

Managing Director

28 May 2018

營運資料一覽

在2008年至2017年的10年間，我們：

- 斥資港幣6.288億元購置231部配備歐盟第三代、歐盟第四代及歐盟第五代環保引擎的巴士；
- 增設共12條新路線；
- 加密班次及改善服務共162次；
- 增加行車總里數，由每年2,560萬公里增至每年3,650萬公里；
- 建造共7個巴士候車亭；
- 擴闊10部巴士的行李架空間，以配合攜帶行李的乘客數目增加；
- 加強巴士保養及車長培訓，以提升服務的安全性及可靠性；
- 在巴士上裝設方便傷健人士的設施；
- 提供長者車資優惠；
- 透過九巴的顧客服務熱線及傳真熱線系統，提供龍運顧客服務熱線，為顧客提供24小時諮詢服務；
- 設立龍運乘客聯絡小組，以收集顧客的意見；
- 在巴士候車亭、巴士總站及巴士車廂內設置路線資料板；
- 在主要巴士總站安裝綜合巴士服務資訊顯示系統，透過LCD顯示屏，提供各巴士路線的下一班車的開出時間、目的地和車費等資料；
- 向顧客派發巴士路線小冊子；
- 在機場地面運輸中心開設顧客服務及售票處，為乘客提供查詢及售票服務；
- 增設龍運官方網站(www.lwb.hk)，為乘客提供便捷的服務查詢；

Operational Information Summary

Over the past ten years from 2008 to 2017, we have:

- added 231 new buses fitted with environment-friendly Euro III, Euro IV and Euro V standard engines to the bus fleet at a total cost of HK\$628.8 million;
- introduced 12 new bus routes;
- improved frequencies and services on 162 occasions;
- increased the number of bus kilometres operated from 25.6 million per annum to 36.5 million per annum;
- constructed 7 bus shelters;
- enlarged the luggage rack spaces of 10 buses to cater for the increased number of passengers carrying luggage;
- upgraded the standards of bus maintenance and bus captain training to enhance safety as well as service reliability and delivery;
- installed facilities on board for the convenience of disabled persons;
- provided concessionary fares to senior citizens;
- operated the Long Win Customer Service Hotline with the provision of a 24-hour enquiry service to customers through KMB's Customer Service Hotline and Hotfax systems;
- established a Long Win Passenger Liaison Group programme to obtain feedback from our customers;
- provided route information panels at bus stops and termini as well as inside bus compartments;
- installed the Integrated Bus Service Information Display System at major termini, where LCD display panels provide information on next departure times, destinations and fares of individual bus routes;
- distributed service and route information, such as route leaflets, to passengers;
- operated a Customer Service and Airbus Ticket Office at the Airport's Ground Transportation Centre to provide passenger enquiry and ticketing services;
- launched LWB's official website (www.lwb.hk) to facilitate passenger service enquiries;

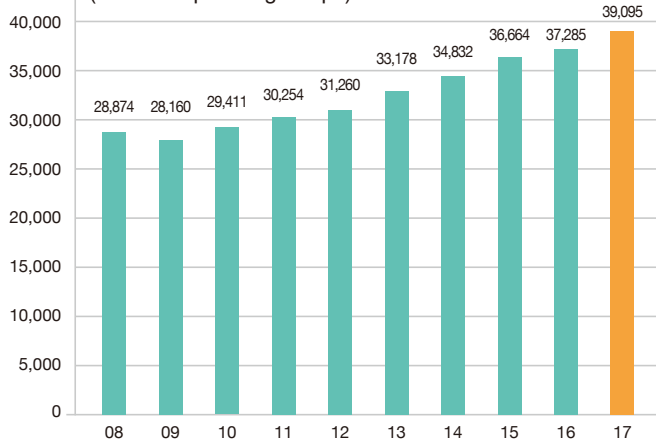
- 增設免費的智能手機應用程式，讓顧客通過其智能手機獲取巴士路線資料及搜尋路線；
- 提供所有龍運常規路線巴士到站時間預報服務。乘客可透過 App 1933、龍運網站及主要巴士站的顯示屏獲取巴士到站資訊。此平台更為乘客提供路線資料及其他重要巴士服務資訊的便利渠道；
- 在所有巴士上安裝報站系統，廣播及顯示下一個巴士站的資料，並給予服務提示；
- 於「A」線豪華巴士推出免費Wi-Fi無線上網及USB充電插座，透過流動裝置獲取即時網上資訊，為乘客提供更優質旅程體驗；
- 為全線巴士車隊安裝「八達通」卡收費系統；
- 推出19個八達通巴士轉乘計劃，讓乘客可享轉乘優惠；
- 為致力提供優質服務，自2012年11月起一直獲得ISO 9001:2008品質管理認證；及
- 實施一個全面的清潔和保養通風系統及設備的計劃，以改進巴士車廂內通風系統及空氣質素，並按照環境保護署發佈的《管理空調公共運輸設施內空氣質素專業守則—巴士》指引，定期進行二氧化碳濃度樣本測試。
- launched a free smartphone app to help customers retrieve bus route information and make route searches via their smartphones;
- provided Estimated Time of Bus Arrival (“ETA”) information for all LWB routes with regular services, and available on App 1933, on LWB’s website and on display panels at selected bus stops. These platforms also provide passengers with convenient access to route information and other key bus service information;
- installed the Bus Stop Announcement System on all buses to broadcast and display information about the next bus stop and give service reminders;
- introduced a free Wi-Fi service and USB chargers in “A” routes premium buses to provide a better experience of the journey to the passengers by accessing the instant online information through mobile devices;
- equipped the entire bus fleet with the Octopus Smart Card System for fare payment;
- introduced 19 Octopus BBI Schemes to provide interchange fare discounts to passengers;
- maintained ISO 9001:2008 quality management system certification since November 2012 in our pursuit of service excellence; and
- improved the ventilation system and air quality in bus compartments through a comprehensive scheme for the cleaning and maintenance of the ventilation system. Sample checks on CO₂ concentrations are conducted regularly in accordance with the Environmental Protection Department’s Practice Note for Managing Air Quality in Air-conditioned Public Transport Facilities — Buses.

我們會繼續優化和策劃更多合適的巴士路線，切合乘客的需要，包括加強深宵巴士服務、開發更多繁忙時段的「點對點」特快線，以及設立更多轉車站等。龍運將繼續貫徹使命，為乘客提供最為有效、直接及友善的巴士服務。

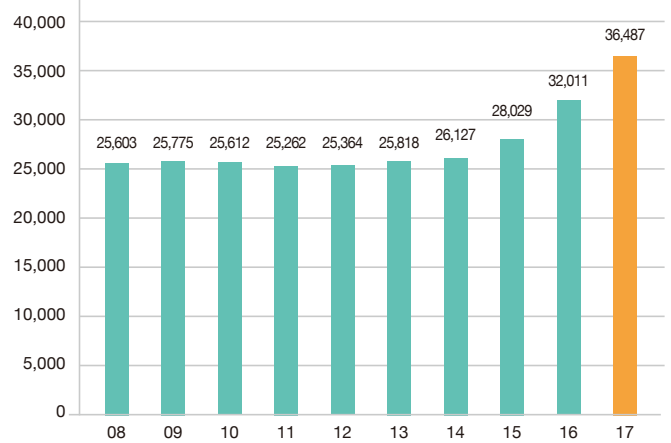
We will continue to optimize bus route planning and develop more bus routes to meet the needs of passengers by, among other things, enhancing night bus services and express peak hour routes, and introducing more interchange hubs. LWB will continue to operate according to its mission of providing the most efficient, direct and user-friendly bus services for its passengers.

營運統計資料 Operational Statistical Information

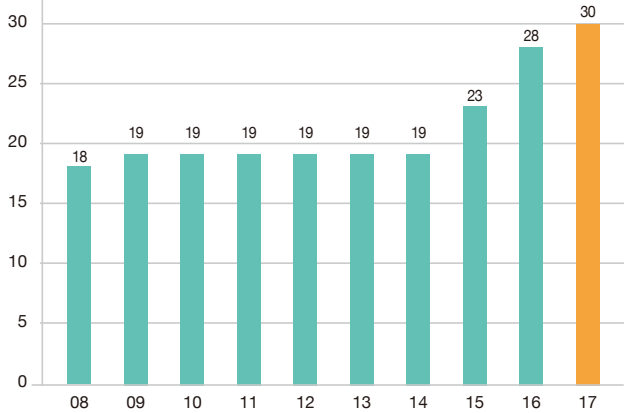
全年乘客人次總數 (千人次計)
Total number of passengers carried for the year
(thousand passenger trips)



全年巴士行車里數 (千公里計)
Bus kilometres operated for the year (thousand km)

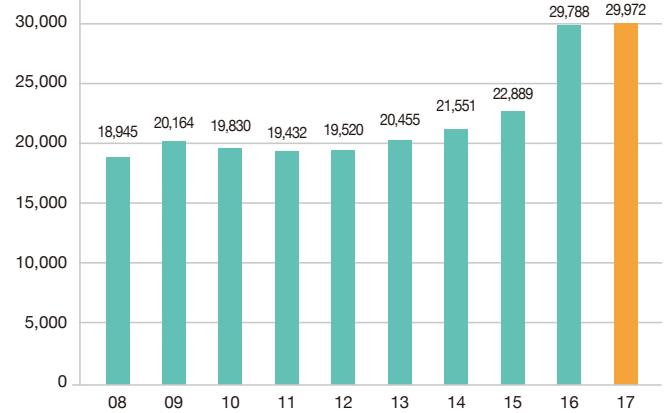


截至年底止之巴士路線總數
Total number of bus routes operated at the end
of the year



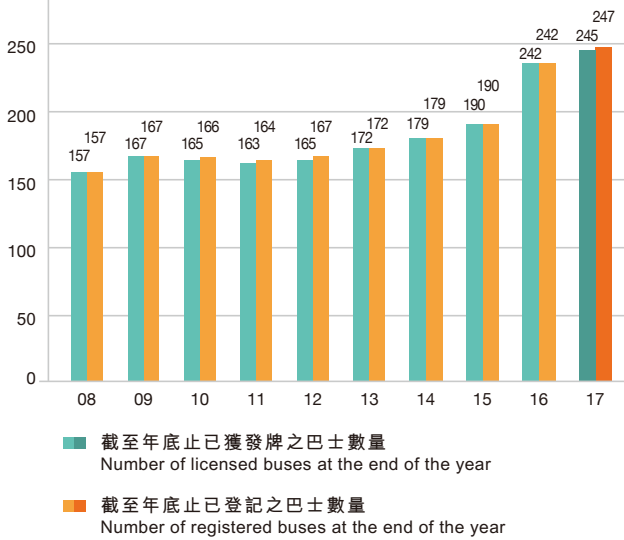
包括普通、特別、假日及通宵服務
Including normal, special, recreational and overnight services

截至年底止之車隊總載客量 (乘客數量)
Total fleet capacity at the end of the year
(number of passengers)

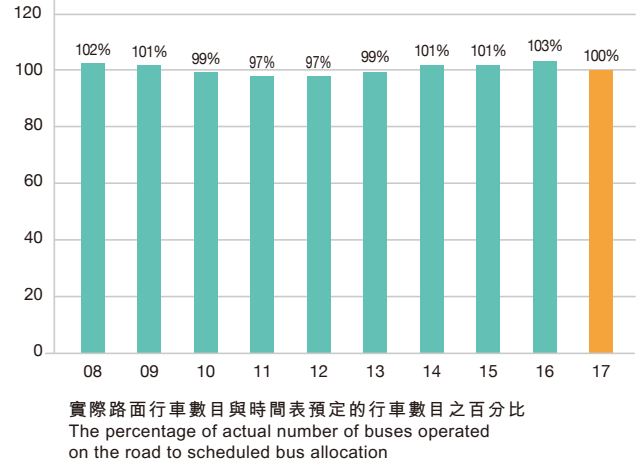


已獲發牌巴士之許可載客量
Total authorised carrying capacity of licensed bus fleet

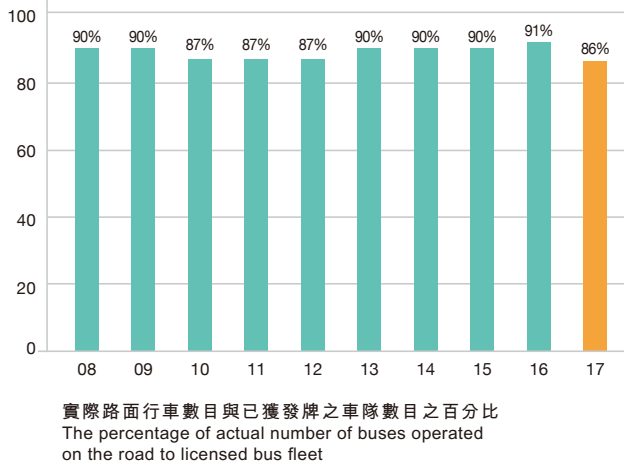
車隊
Fleet size



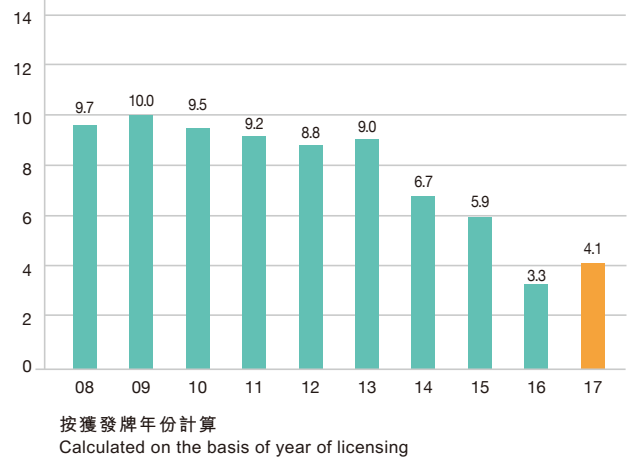
全年平均之時間表的成效
Average achievement of schedule for the year



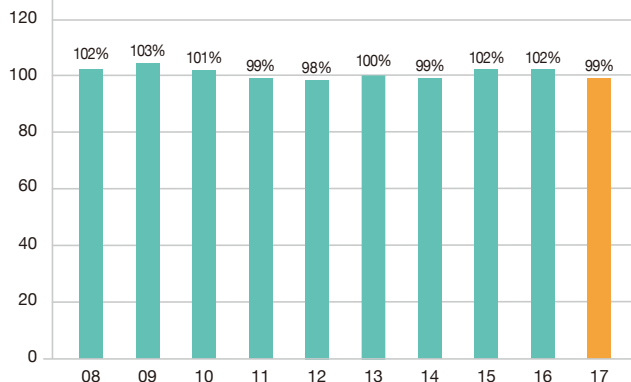
全年平均之車隊運用比率
Average fleet utilisation for the year



截至年底止之車隊平均車齡
Average age of bus fleet at the end of the year

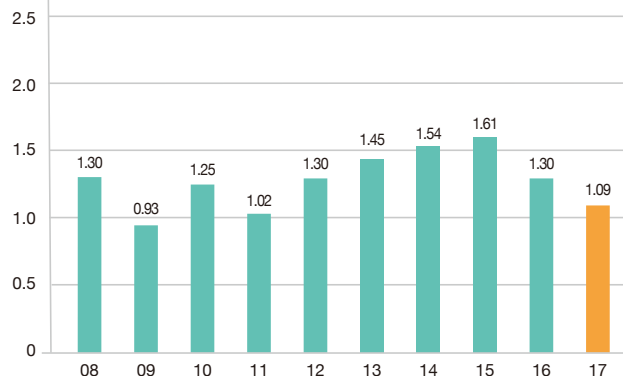


車隊運作能力
Operational capability



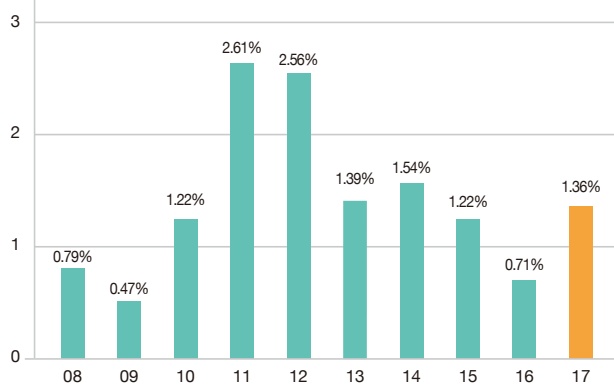
早上繁忙時間（7時至9時）整個巴士網絡內，向繁忙方向開出之實際巴士班次與時間表預定的班次之百分比
Percentage of actual number of bus departures to scheduled number of bus departures during morning peak hours (7 am - 9 am) in the peak direction

全年平均每次車輛檢查時察覺的損壞數目
Average number of bus defects per vehicle examination for the year



運輸署於現場檢查時察覺之損壞數目
Number of bus defects found during spot checks by the Transport Department

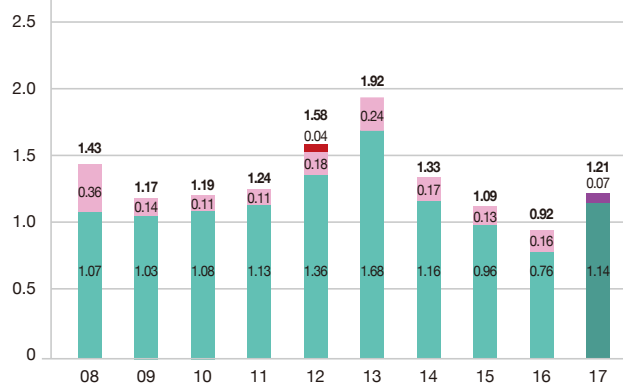
全年平均之班次失誤比率
Average percentage of lost trips for the year



班次失誤與預定班次之百分比
The percentage of number of lost trips to number of scheduled bus trips

附註：自2015年起，基準修訂為按個別路線每日四個時段之失誤班次計算
Note: From 2015 onwards, basis of calculation revised to daily lost trips of individual routes in four time periods

全年平均牽涉傷亡的巴士意外數目（以每百萬公里計）
Average number of bus accidents involving personal injuries and deaths for the year (per million vehicle/km)

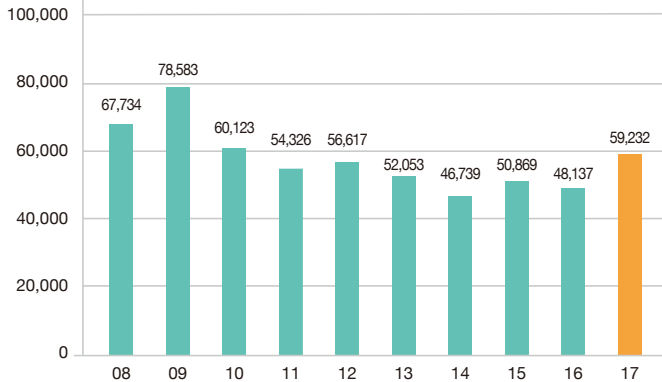


■ 輕微意外
Minor accidents

■ 嚴重意外使傷者住院超過12小時
Serious accidents involving hospitalisation of injured persons for more than 12 hours

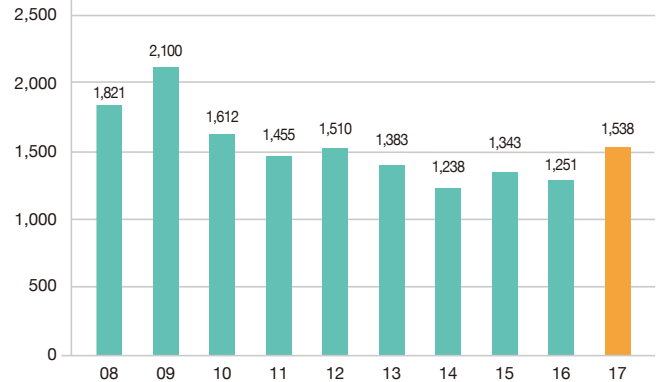
■ 致命意外
Fatal accidents

機械可靠性
Mechanical reliability



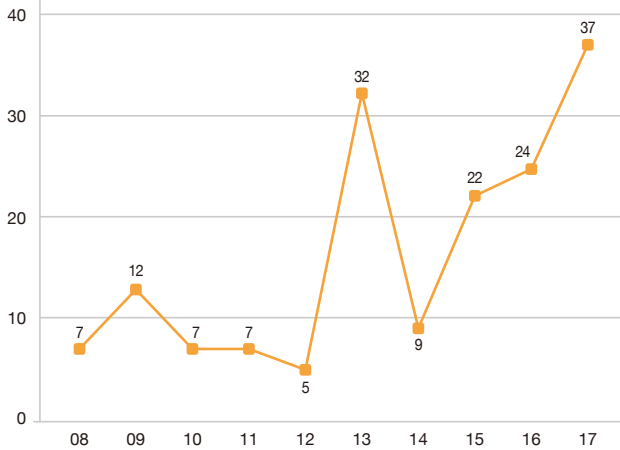
每一部巴士平均行走多少公里後才會在載客途中發生機械故障
Average number of kilometres operated before a bus has one mechanical breakdown while passengers are on board

每次機械故障之全年平均班次數目
Average number of bus trips per breakdown for the year



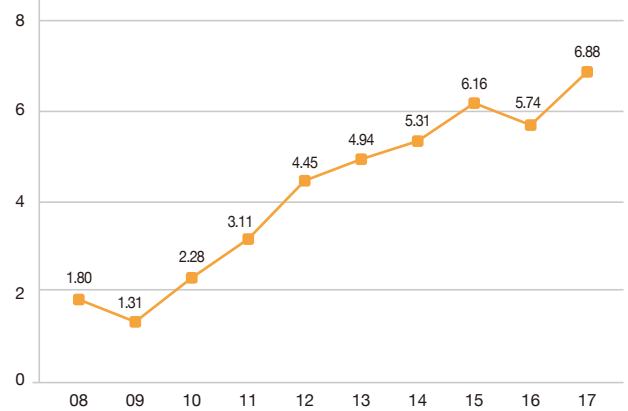
每一部巴士平均行走多少班次後才會在載客途中發生機械故障
Average number of trips operated before a bus has one mechanical breakdown while passengers are on board

全年改善服務項目總計
Total service improvement items for the year

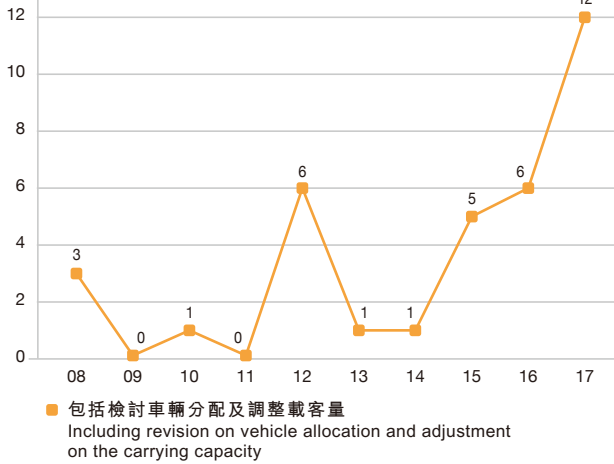


改善行車班次、增加載客量、延長服務時間、新增優惠及其他
Frequency improvement, capacity improvement, extension of operating period, enhanced concession and others

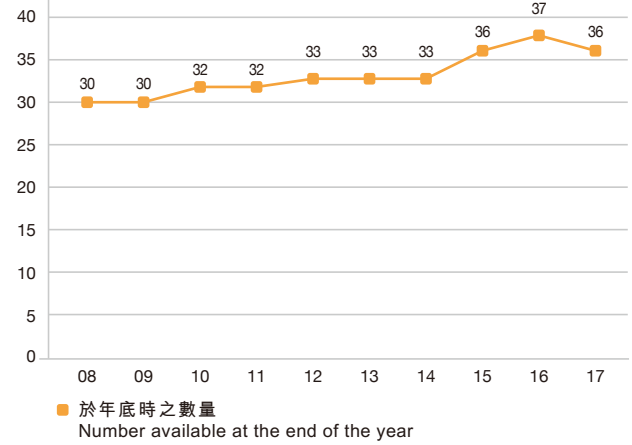
龍運處理投訴的全年平均數目(以每百萬人次計)
Average number of complaints handled by LWB for the year (per million passenger trips)



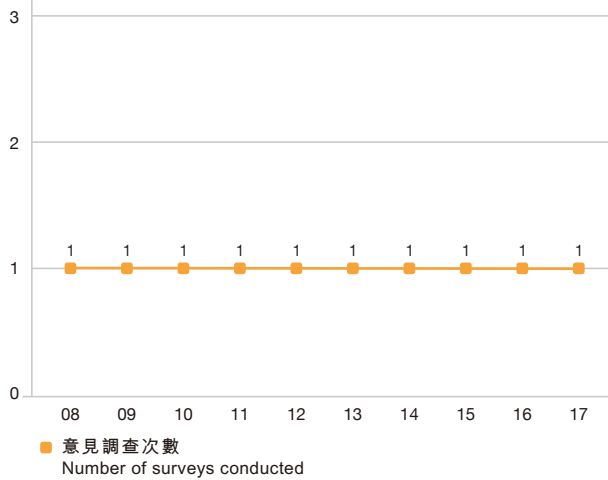
全年服務重整項目總計
Total service rationalisation items for the year



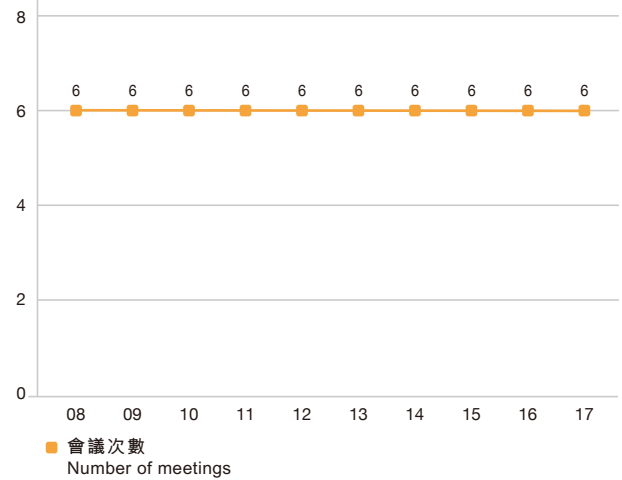
乘客候車亭
Bus shelters



全年乘客意見調查總計
Total Passenger Attitude Surveys conducted for the year



全年舉辦乘客聯絡小組會議總計
Total number of Passenger Liaison Group meetings convened for the year





截至2017年12月31日止年度專營公共巴士業務之業績

	2017年 港幣千元	2016年 港幣千元
收入		
車費收入	510,990	460,396
廣告收入	2,127	2,445
其他營運收入	1,901	2,088
	<u>515,018</u>	<u>464,929</u>
其他收益	2,086	2,099
	<u>517,104</u>	<u>467,028</u>
營運成本		
員工成本	(202,097)	(181,315)
燃油	(62,335)	(46,084)
零件及物料	(10,690)	(12,086)
隧道費	(63,639)	(53,705)
折舊	(57,941)	(47,592)
其他經營成本	(78,203)	(94,413)
	<u>(474,905)</u>	<u>(435,195)</u>
經營盈利	42,199	31,833
融資成本	(1,622)	(984)
除稅前盈利	40,577	30,849
所得稅	(6,595)	(4,970)
專營公共巴士業務之除稅後盈利	<u>33,982</u>	<u>25,879</u>
於12月31日之乘客回饋累計結餘 (附註)	<u>155</u>	<u>9,999</u>

附註：

根據現時當局在審批巴士票價調整的申請時所採用修改後的「經修訂的考慮多方面因素做法」，一個專營巴士營辦商在某年度獲得的回報率若超過按其固定資產平均淨值計算的指定觸發回報率，其高於指定觸發回報率的50%將會與乘客分享，以紓緩日後車費加價壓力，及向乘客提供巴士車費優惠。該指定觸發回報率於2016年1月1日至2017年12月31日期間為每年9.7%。

Results for Franchised Public Bus Operations for the year ended 31 December 2017

	2017 HK\$'000	2016 HK\$'000
Revenue		
Fare revenue	510,990	460,396
Advertising income	2,127	2,445
Other operating income	1,901	2,088
	<u>515,018</u>	<u>464,929</u>
Other income	2,086	2,099
	<u>517,104</u>	<u>467,028</u>
Operating costs		
Staff costs	(202,097)	(181,315)
Fuel and oil	(62,335)	(46,084)
Spare parts and stores	(10,690)	(12,086)
Toll charges	(63,639)	(53,705)
Depreciation	(57,941)	(47,592)
Other operating expenses	(78,203)	(94,413)
	<u>(474,905)</u>	<u>(435,195)</u>
Profit from operations	42,199	31,833
Finance costs	(1,622)	(984)
Profit before taxation	40,577	30,849
Income tax	(6,595)	(4,970)
Profit after taxation from franchised public bus operations	<u>33,982</u>	<u>25,879</u>
Accumulated balance of passenger reward as at 31 December (Note)	<u>155</u>	<u>9,999</u>

Note :

Under the revised Modified Basket of Factors (MBOF) approach, which is the existing basis for the Administration to assess bus fare adjustment applications, 50% of any return of a franchised bus operator in a given year in excess of a prescribed triggering point of return on its average net fixed assets would be shared with passengers to relieve the pressure for future fare increases and to facilitate the offer of bus fare concessions. The prescribed triggering point of return for the period from 1 January 2016 to 31 December 2017 was 9.7% per annum.

固定資產

	樓宇 港幣千元	巴士及 其他車輛 港幣千元	在裝配 中巴士 港幣千元	工具及 其他 港幣千元	固定資產 總額 港幣千元
原值：					
於2017年1月1日結存	40,977	680,067	45,821	57,370	824,235
添置	51	360	36,018	9,123	45,552
巴士轉撥	—	4,843	(4,843)	—	—
未使用資本性零件及物料調整	—	—	—	738	738
出售	—	(3,726)	—	(883)	(4,609)
於2017年12月31日結存	<u>41,028</u>	<u>681,544</u>	<u>76,996</u>	<u>66,348</u>	<u>865,916</u>
累計折舊：					
於2017年1月1日結存	38,601	160,604	—	46,612	245,817
本年度折舊	958	48,632	—	8,351	57,941
出售項目撥回	—	(3,598)	—	(860)	(4,458)
於2017年12月31日結存	<u>39,559</u>	<u>205,638</u>	<u>—</u>	<u>54,103</u>	<u>299,300</u>
賬面淨值：					
於2017年12月31日結存	<u>1,469</u>	<u>475,906</u>	<u>76,996</u>	<u>12,245</u>	<u>566,616</u>
賬面淨值：					
於2016年12月31日結存	<u>2,376</u>	<u>519,463</u>	<u>45,821</u>	<u>10,758</u>	<u>578,418</u>

Fixed Assets

	Buildings HK\$'000	Buses and other motor vehicles HK\$'000	Buses under construction HK\$'000	Tools and others HK\$'000	Total fixed assets HK\$'000
Cost:					
At 1 January 2017	40,977	680,067	45,821	57,370	824,235
Additions	51	360	36,018	9,123	45,552
Transfer of buses	—	4,843	(4,843)	—	—
Adjustment to capital stores and spares unused	—	—	—	738	738
Disposals	—	(3,726)	—	(883)	(4,609)
At 31 December 2017	<u>41,028</u>	<u>681,544</u>	<u>76,996</u>	<u>66,348</u>	<u>865,916</u>
Accumulated depreciation:					
At 1 January 2017	38,601	160,604	—	46,612	245,817
Charge for the year	958	48,632	—	8,351	57,941
Written back on disposal	—	(3,598)	—	(860)	(4,458)
At 31 December 2017	<u>39,559</u>	<u>205,638</u>	<u>—</u>	<u>54,103</u>	<u>299,300</u>
Net book value:					
At 31 December 2017	<u>1,469</u>	<u>475,906</u>	<u>76,996</u>	<u>12,245</u>	<u>566,616</u>
Net book value:					
At 31 December 2016	<u>2,376</u>	<u>519,463</u>	<u>45,821</u>	<u>10,758</u>	<u>578,418</u>

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