



# 九巴透視 2017

## More About KMB





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## 九龍巴士(一九三三)有限公司 之財務及營運資料

本小冊子概述有關九龍巴士(一九三三)有限公司(「九巴」)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。

九巴於2017年的車費收入為港幣66.672億元，較2016年的港幣66.494億元增加0.3%。車費收入增加，主要由於現有路線服務水平提高及引入新服務令載客量上升。年內，九巴的總載客量達10.055億人次(每日平均275萬人次)，較2016年的9.901億人次(每日平均271萬人次)上升1.6%。2017年的總經營成本為港幣62.922億元，較2016年的港幣61.347億元增加港幣1.575億元或2.6%。總經營成本增加，主要由於國際燃油價格上升，令燃油成本增加港幣1.268億元。此外，年度加薪及隧道費上調亦導致員工成本及隧道費用增加。因此，九巴的專營公共巴士業務於2017年錄得除稅後盈利港幣5.414億元，而2016年則為港幣6.591億元。

新的十年專營權於2017年7月起生效，九巴引進新一代巴士投入服務，巴士主題為「城市脈搏」(Heartbeat of the City)，寓意九巴為香港整個巴士網絡注入活力。車身以獨特的「City Red」為底色，配以銀色突顯潮流風尚。車廂設計則著重為乘客營造溫馨氣氛。新一代巴士均配備多個USB充電插座及免費Wi-Fi無線上網服務。

年內，九巴繼續大量投資於集最新環保及設計特徵於一身的新型巴士。九巴車隊新增400部空調超低地台歐盟第五代雙層巴士、一部歐盟第六代雙層巴士、一部超級電容單層巴士及10部電動單層巴士。於2017年，我們引進香港首部符合歐盟第六代排放標準的柴油雙層巴士。歐盟第六代巴士的污染物排放水平比第五代大幅減少，氮氧化物的排放量減少高達80%；碳氫化合物和懸浮粒子的排放量亦分別減少72%和50%。歐盟第六代巴士引擎效能高，可以改善耗油量，行車亦更寧靜。

## Financial and Operational Information on The Kowloon Motor Bus Company (1933) Limited

This booklet provides an overview of the performance of The Kowloon Motor Bus Company (1933) Limited ("KMB") over the ten-year period ended 31 December 2017. It also covers various aspects of KMB's operations, financial position, services and customer relations.

KMB's fare revenue for 2017 increased by 0.3% to HK\$6,667.2 million from HK\$6,649.4 million for 2016. The increase was mainly attributable to patronage growth resulting from the enhancement of service levels of existing routes as well as the introduction of new services. During the year, KMB's total ridership increased by 1.6% to 1,005.5 million passenger trips (a daily average of 2.75 million passenger trips), as compared with 990.1 million passenger trips (a daily average of 2.71 million passenger trips) for 2016. Total operating expenses for 2017 amounted to HK\$6,292.2 million, an increase of HK\$157.5 million or 2.6% compared with HK\$6,134.7 million for 2016. The increase was mainly attributable to the increase in fuel costs of HK\$126.8 million as a result of the rise in international fuel prices. In addition, staff costs and toll charges have also increased as a result of the annual pay rise and the increase in toll rates. As a result, KMB recorded a profit after taxation of HK\$541.4 million for its franchised public bus operations compared with HK\$659.1 million for 2016.

With a new ten-year franchise taking effect from July 2017, KMB introduced brand new red buses with silver trim and the slogan "Heartbeat of the City" to reflect the energy KMB provides to the whole bus network in Hong Kong. The interior of the buses, designed to create a warmer atmosphere for passengers, is equipped with USB chargers and a free Wi-Fi service.

During the year, KMB continued to make substantial investments in new buses with the latest environmental and design features. A total of 400 new super-low floor air-conditioned Euro V double-deck buses, one Euro VI double-deck bus, one supercapacitor single-deck bus and ten electric single-deck buses were added to the fleet. In 2017, we introduced Hong Kong's first diesel-powered double-deck bus with Euro VI emission standards. Compared to the Euro V double-decker, the Euro VI bus's emissions of major pollutants are reduced considerably, with emissions of nitrogen oxides, hydrocarbons and particulate matter decreasing by 80%, 72% and 50% respectively. In terms of performance, the bus's more efficient engine reduces fuel consumption and lowers noise levels.

於2016年9月，九巴推出新一代 App 1933，讓乘客可以更方便地查閱巴士路線資訊及預計到站時間。於2017年，應用程式介面再次升級。除了專人解答的即時訊息對話，乘客亦能使用App 1933上的「上車」功能預計抵達目的地時間。

於2017年7月，九巴聯同香港電車及進智公共交通控股有限公司部分專線小巴線路推出新的跨公司轉乘優惠計劃。這些計劃已延期至2018年中，以推廣乘搭公共交通工具。另外，學生使用同一張八達通卡乘搭指定九巴路線，即日回程可享有半價優惠。

除上述措施外，九巴在2017年推出提升服務水平的其他主要措施包括：

- 為多個主要交通樞紐的乘客候車區增建設施，如大欖隧道轉車站、屯門公路轉車站、青沙公路轉車站、大老山隧道轉車站，和黃大仙龍翔道。其他改善工程包括：在巴士站頂部安裝顯眼的指示牌、大型圖像訊息顯示板、長椅、站立座位及免費Wi-Fi服務等；
- 建造或擴建了21個巴士候車亭，使巴士候車亭總數於2017年年底增至2,550個；
- 於各巴士總站安裝約350個戶外滅蚊燈；
- 於巴士候車亭試驗性裝設太陽能發電系統，為候車乘客提供照明；及
- 於巴士候車亭、巴士總站及轉車站安裝了約225個座位，方便長者、傷健人士及攜同幼兒的人士使用。截至2017年年底，我們已在巴士站安裝約400個電子顯示屏，提示乘客下一部巴士的預計到站或開出時間。

KMB launched a new version of App 1933 in September 2016 to allow passengers to check information on bus routes and the estimated time of bus arrivals more conveniently. In 2017, the interface was further upgraded. Besides offering the Live Chat function to communicate with customer service representatives, App 1933's boarding function estimates arrival time at the destination.

In July 2017, KMB introduced new inter-company interchange concession schemes with Hong Kong Tramways and with certain Green Minibus routes of AMS Public Transport Holdings Limited. These promotion schemes have been extended until mid-2018 to promote public transport use. Furthermore, a half-fare concession has been provided to students if they pay for the return trip of the designated KMB routes on the same day using the same Octopus Card.

In addition to the initiatives mentioned above, other major service enhancement measures implemented by KMB in 2017 include:

- KMB upgraded the passenger waiting areas with additional facilities at a number of major hubs: Tai Lam Tunnel Bus-Bus Interchange, Tuen Mun Road Bus-Bus Interchange, Tsing Sha Highway Bus-Bus Interchange, Tate's Cairn Tunnel Bus-Bus Interchange, and Lung Cheung Road in Wong Tai Sin. Other enhancements included prominent rooftop signage, large graphic information boards, benches, standing seats and a free Wi-Fi service;
- 21 bus shelters were constructed or extended, raising the total number of bus shelters to 2,550 at the end of 2017;
- About 350 outdoor anti-mosquito lamps were installed at various bus termini;
- Solar panels were installed on a trial basis at bus shelters to provide lighting for waiting passengers; and
- About 225 seats were installed at bus shelters, bus termini and interchanges for the elderly, the disabled and people with young children. By the end of 2017, around 400 display panels had been installed to notify passengers of the estimated arrival time of the next bus or of the time of the next departure.

於2017年，九巴獲頒發以下的獎項以表揚其銳意追求卓越表現的成就：

- 於香港社會服務聯會在「商界展關懷」計劃中，獲頒發「商界展關懷15年以上標誌」；
- 「App 1933」獲選為2017年度香港iPhone最受歡迎免費下載手機應用程式第一位；
- 獲環境運動委員會、環境保護署及其他九個機構合辦的2016香港環境卓越大獎頒發交通及物流業組別銅獎；
- 獲香港品牌發展局與香港中華廠商聯合會聯合頒發「2016年香港名牌標籤(TOP嘜)」；
- 僱員再培訓局頒發的2017年度「人才企業」；
- 獲香港公益金頒發「公益優異獎」；
- 獲社會福利署頒發最高服務時數季軍獎(私人團體－最積極動員客戶參與)及最高服務時數優異獎(私人團體－最積極動員員工參與)；
- 獲《讀者文摘》頒發「信譽品牌」2017公共交通服務組別金獎；
- 獲社會福利署頒發10,000小時義工服務獎；
- 堅毅忍者·障殘人士國際互助協會頒發「無障礙設施關懷獎」；及

In recognition of its commitment to outstanding performance, KMB was presented with the following prestigious awards in 2017:

- “15 Years Plus Caring Company Logo” in the Caring Company Scheme granted by The Hong Kong Council of Social Service;
- “App 1933” ranked Number 1 in App Store of iPhone Applications (free download category) in Hong Kong in 2017;
- Bronze Award in the Transport and Logistics category of the 2016 Hong Kong Awards for Environmental Excellence, organised by the Environmental Campaign Committee, the Environmental Protection Department and nine other organisations;
- 2016 Hong Kong Top Brand Mark (Top Mark) granted by the Hong Kong Brand Development Council and the Chinese Manufacturers’ Association of Hong Kong;
- Manpower Developer from the Employees Retraining Board in 2017;
- Award of Distinction presented by The Community Chest of Hong Kong;
- Second Runner-up in the Highest Service Hour Award (Private Organisations — Best Customer Participation) and Merit in the Highest Service Hour Award (Private Organisations — Best Staff Participation) organised by the Social Welfare Department;
- Gold Award in the Public Transport category of Trusted Brands 2017 organised by Reader’s Digest;
- Award of 10,000 Hours for Volunteer Service organised by the Social Welfare Department;
- Barrier-Free Facilities Caring Award from the People of Fortitude International Mutual-aid Association for the Disabled in 2017; and



- 基督教家庭服務中心頒發「HK50+我最喜愛品牌選舉」最受歡迎手機應用程式獎項。

九巴繼續在車務營運和乘客服務等各方面推陳出新。工程部團隊自行研發將太陽能發電系統引入雙層巴士，除了為車廂內抽風系統及部份設施提供電源，亦有效地減少因制冷所消耗的能源，降低柴油的使用量。九巴亦積極測試另一項嶄新車廂設施－「上層座位顯示系統」。此項設施將鼓勵乘客往上層車廂，充分利用每輛巴士的載客空間。作為本港市民最常使用的交通工具之一，九巴銳意運用創新科技來提升營運效益和服務質素。

董事總經理

**李澤昌**

2018年5月28日

- The Most Popular Mobile Application Award in the HK50+ Awards, organised by the Christian Family Service Centre.

KMB continues to make innovations in terms of operations and customer service. The engineering team developed its own solar power system for a double-deck bus, which not only drives the air ventilation system and provides the electricity supply for certain facilities but also reduces diesel consumption. KMB has also put on trial a new facility, the “Upper Seat Availability Display System”, which invites passengers to go to the upper deck and make full use of the capacity of each bus in comfort. With the bus being one of the most popular modes of transport in Hong Kong, KMB strives to use new technology to upgrade its operational efficiency and levels of service.

**Roger LEE Chak Cheong**

*Managing Director*

28 May 2018



## 營運及顧客服務資料一覽

### 營運資料一覽

在2008年至2017年的10年間，九巴：

- 斥資港幣64.68億元購置2,548部配備歐盟第三代、歐盟第四代、歐盟第五代、歐盟第六代環保引擎、超級電容或全電動的新巴士；
- 增加共47條新的巴士路線；
- 建造、擴建及翻新共220個巴士候車亭；
- 加密班次和改善服務共324次；
- 提升巴士維修標準以提供更可靠的服務；
- 增強車長培訓課程，以提升安全性及顧客服務水準；及
- 提供長者車資優惠。

過往多年，九巴亦在多方面持續改善巴士服務質素，例如：

- 推出免費的App 1933，使用戶可以掌握即時路面交通消息，以及使用地圖或主要地標直接搜尋路線，該程式更會建議途經最少車站及最低車費的路線。九巴已提升App 1933，增加巴士到站時間預報功能，以及引入全新介面。亦提供功能更智能化和個人化的首頁以自動顯示慣常乘搭的巴士路線，及服務附近巴士站的巴士路線資料，讓乘客掌握實時班次資料，輕鬆計劃行程；

## Summaries of Operational and Customer Service Information

### Operational Information Summary

In the ten years from 2008 to 2017, KMB:

- added 2,548 new buses fitted with Euro III, Euro IV, Euro V, Euro VI standard environment-friendly engines, supercapacitors or full electric to its bus fleet at a total cost of HK\$6,468 million;
- introduced a total of 47 new bus routes;
- constructed, extended or renovated 220 bus shelters;
- improved frequencies and services on 324 occasions;
- upgraded the standard of bus maintenance to improve service reliability and delivery;
- enhanced the training programmes for bus captains to improve safety and customer service standards; and
- provided concessionary fares to senior citizens.

In the past years, the quality of KMB's bus services has been improved in various aspects. For instance, we have:

- introduced the free App 1933, which provides access to real-time traffic information, enables route searches by map or major landmark and gives suggestions on bus routes with the fewest en-route stops and lowest fare. KMB has improved App 1933 by introducing an ETA function and a brand new interface. It also features a smarter, more personalised home page that shows frequently used bus routes and bus routes serving nearby bus stops that provide real-time bus information to facilitate journey planning;

- 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》的指引，定期進行二氧化碳濃度樣本測試；
- 自1999年起憑著優質管理系統而全面獲得ISO 9001品質證書。此外，沙田車廠及荔枝角車廠的環保管理亦分別於2001年及2003年獲得ISO 14001認證；
- 憑著在巴士營運及維修活動方面推行高效的風險管理系統，成功獲香港品質保證局頒發OHSAS 18001職業健康和安全管理體系認證；
- 推出八達通巴士轉乘計劃。於2017年年底，共營辦144個八達通巴士轉乘計劃；
- 於全線車隊上裝配報站系統，在沿途廣播和顯示有關下一站的資料；
- 在2,627及2,500多部巴士上分別安裝USB充電插座及免費Wi-Fi設備；
- 在主要巴士總站安裝綜合巴士服務資訊顯示系統，提供各巴士路線的下一班車的開出時間、目的地和個別路線車費等資料，以及重大交通事故等緊急訊息；
- 為全線車隊安裝「八達通」卡收費系統；
- 增加配備無障礙設施的新巴士，以方便傷健人士；及
- 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 CO<sub>2</sub> 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;
- maintained ISO 9001 accreditation on a company-wide basis for quality management systems since 1999, and ISO 14001 certification for environmental management for Sha Tin Depot and Lai Chi Kok Depot since 2001 and 2003 respectively;
- achieved Occupational Health and Safety Assessment Series (OHSAS) 18001 certification from the Hong Kong Quality Assurance Agency in recognition of our effective risk management systems in bus operations and maintenance activities;
- introduced Octopus Bus-Bus Interchange Schemes ("Octopus BBI"). At the end of 2017, a total of 144 Octopus BBI schemes were in operation;
- installed Bus Stop Announcement Systems on our entire bus fleet to broadcast and display information about the next bus stop;
- installed USB chargers and a free Wi-Fi service on 2,627 and 2,500 buses respectively;
- installed Integrated Bus Service Information Display Systems at selected major termini, providing information on next departure times, destinations and fares of individual bus routes, as well as urgent messages on major traffic disruptions;
- equipped our entire fleet with the Octopus Smart Card System for fare payment;
- added new buses with barrier-free facilities for the convenience of disabled persons; and



- 我們的車隊自2007年12月開始採用含硫量僅0.001%的「歐盟第五代柴油」。

- used “Euro V Diesel” with 0.001% sulphur content in our bus fleet since December 2007.

## 顧客服務資料一覽

我們透過各種不同途徑與顧客保持開放的溝通。例如，我們：

- 設置乘客聯絡小組計劃，以搜集顧客的意見及理解他們的期望；
- 營運多個九巴顧客服務中心，以提供巴士服務資料及收集顧客意見；
- 在九巴網站設立「顧客意見表格」，以收集乘客的意見；
- 回應乘客訴求方面，100%於10個工作天內回覆或初步回應，並於21個工作天內回覆較需時處理的意見；
- 在九巴網站(www.kmb.hk)推出全新的地圖版「點到點路線搜尋」服務，用圖像方式為公眾提供約400條巴士路線共5,000多個巴士站的資料，並加入「街道景像」功能，透過360度的街景圖像，讓乘客預先掌握其選擇之巴士站及其周邊景物的實地情況；
- 設置備有熱線服務員服務的顧客服務熱線，於每天早上7時至晚上11時為顧客提供服務，以及24小時運作的顧客服務熱線系統，以廣東話、英語及普通話，提供顧客所需的巴士路線資料、最新服務資訊、交通消息及留言信箱服務；

## Customer Service Information Summary

We use different channels to maintain open communications with our customers. For example, we have:

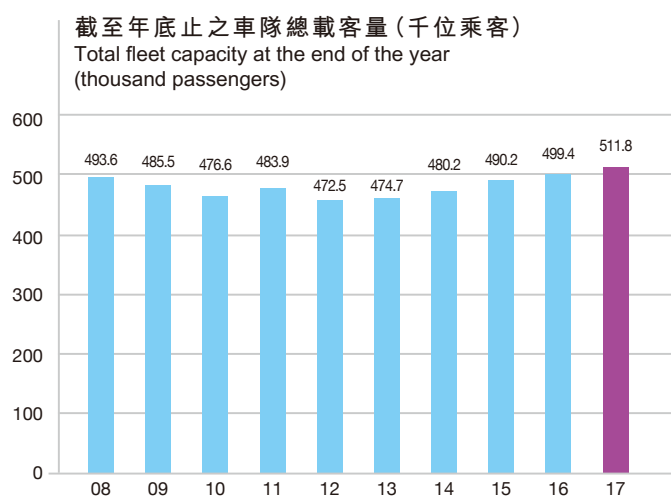
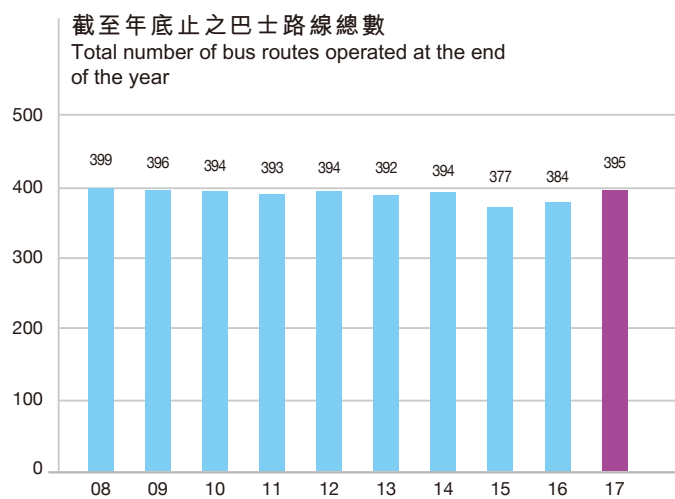
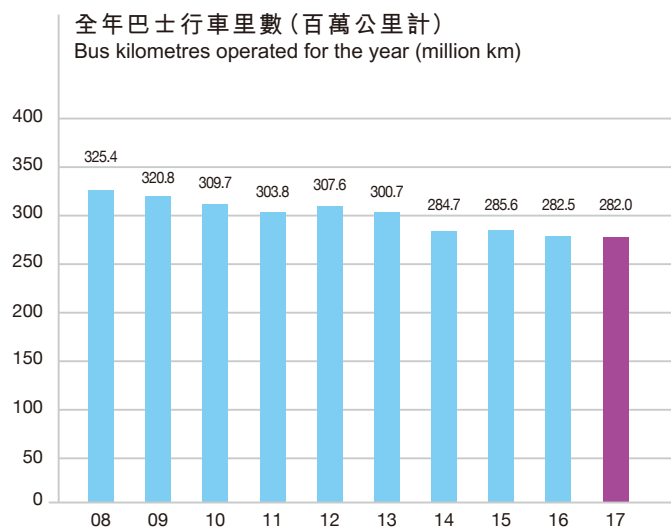
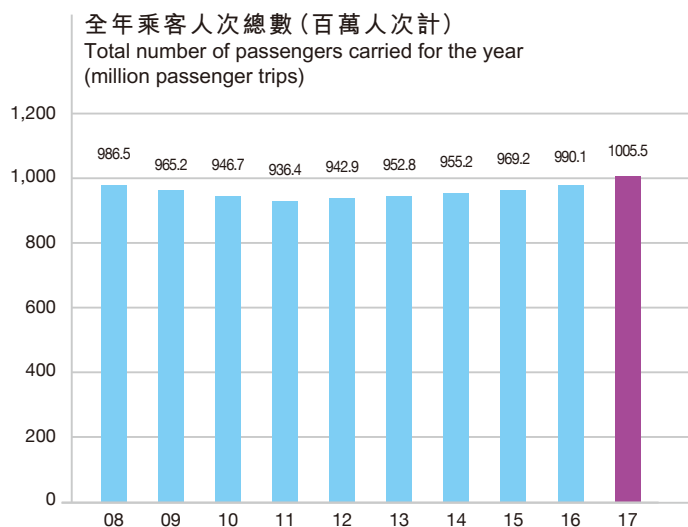
- run a Passenger Liaison Group programme to gather the views of passengers and better understand their expectations;
- operated a number of KMB Customer Service Centres to provide information on bus services and to collect customers' opinions;
- introduced a Customer Feedback Form on the KMB website to collect passengers' views;
- in response to passenger feedback, 100% of acknowledgements/replies were issued within 10 working days, or 21 working days for cases requiring further follow up;
- launched an online map-based point-to-point bus route search function on the KMB website (www.kmb.hk) allowing the public to access information on more than 5,000 bus stops on around 400 bus routes in graphic form, and a “Street View” feature giving passengers a 360-degree photo tour of the street near their chosen bus stop;
- maintained a Customer Service Hotline Operator Service to serve customers from 7 a.m. to 11 p.m. every day, as well as a 24-hour Customer Service Hotline that provides on-demand bus route information, service updates, traffic news and a voicemail service in Cantonese, English and Putonghua;

- 設置即時對話服務，於每天早上7時至晚上11時，乘客可透過即時訊息功能於九巴網站或 App 1933，直接與客戶服務員進行即時查詢；
  - 於顧客服務熱線設置「數碼地圖乘客諮詢系統」以提升處理顧客查詢的效率，及透過流動電話短訊服務為使用服務熱線的顧客提供巴士路線資料及巴士站位置的數碼地圖；
  - 在九巴顧客服務中心內安裝「數碼地圖乘客諮詢系統」，為顧客提供一個先進的搜尋巴士路線資料設備；
  - 在落馬洲設立票務處，提供八達通服務、巴士路線資料；
  - 在多個候車亭、巴士總站及巴士車廂內增設路線資料板，以提供巴士服務資料，例如時間表、車費及路線詳情；及
  - 推出免費的九巴手機應用程式。透過該應用程式，用戶可以獲取巴士路線資料及掌握實時路面交通消息。
- introduced a Live Chat service from 7 a.m. to 11 p.m. every day via the KMB website and App 1933 to provide instant response to customer enquiries;
  - installed the Customer Service Hotline Digital Map Passenger Enquiry System to enhance the efficiency of handling customers' enquiries and, for Hotline mobile phone users, launched a Short Message Service ("SMS") facility to provide bus route information via text and digital map formats;
  - equipped our Customer Service Centres with the Digital Map Passenger Enquiry System to provide customers with the advanced bus route information search facility;
  - set up a Ticketing Office at Lok Ma Chau, at which Octopus services and bus route information are available;
  - installed route information displays at bus stops and termini as well as inside bus compartments to provide bus service information, such as timetables, fare tables and route information; and
  - launched the free KMB smartphone app, which enables users to obtain bus information and real-time traffic news.

我們會與時並進，善用科技提升營運和服務。作為一間每天載客量達二百多萬人次的公共運輸公司，我們致力為香港市民提供便捷、高效及舒適的巴士服務。

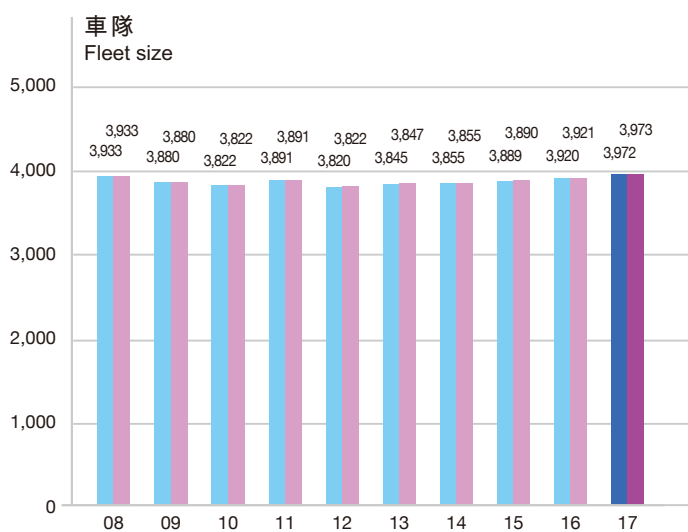
We will continue to look into ways to progressively adopt technology in our operations and services. As a public transport company carrying more than two million passengers a day, we strive to provide the people of Hong Kong with ever more convenient, efficient and comfortable bus services.

## 營運統計資料 Operational Statistical Information



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

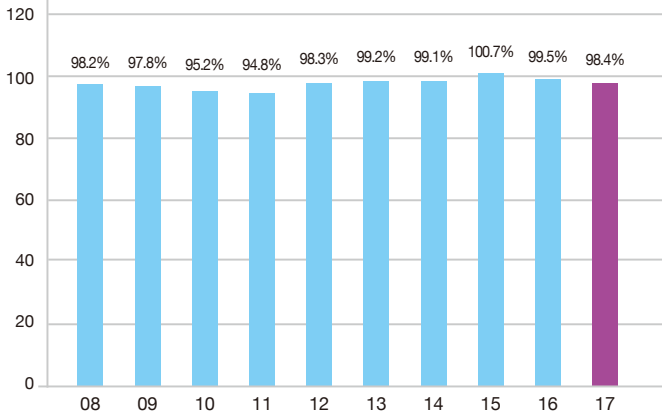
已獲發牌巴士之許可載客量  
Total authorised carrying capacity of licensed bus fleet



■ 截至年底止已獲發牌之巴士數量  
Number of licensed buses at the end of the year

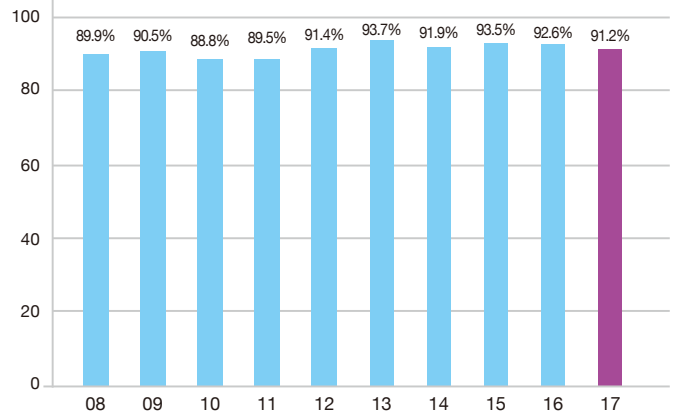
■ 截至年底止已登記之巴士數量  
Number of registered buses at the end of the year

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



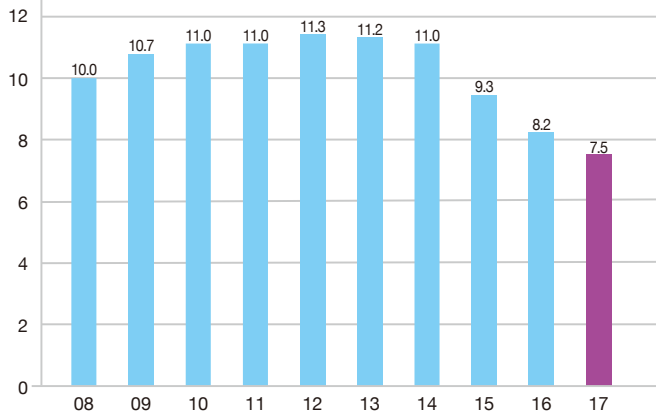
實際路面行車數目與時間表預定的行車數目之百分比  
The percentage of actual number of buses operated on the road to scheduled bus allocation

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



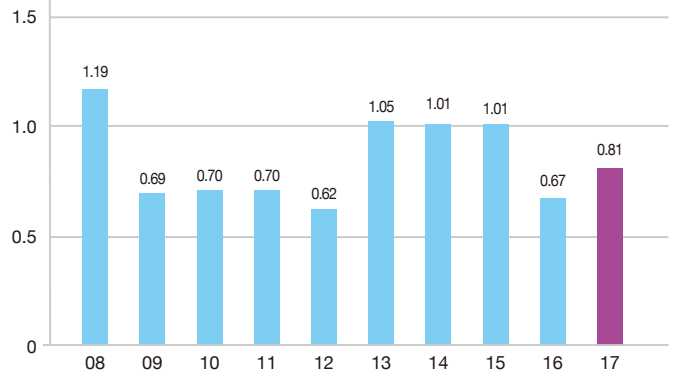
實際路面行車數目與已獲發牌之車隊數目之百分比  
The percentage of actual number of buses operated on the road to licensed bus fleet

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



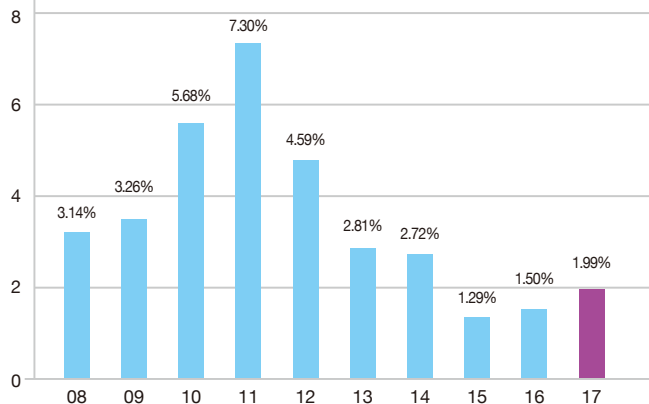
按獲發牌年份計算  
Calculated on the basis of year of licensing

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

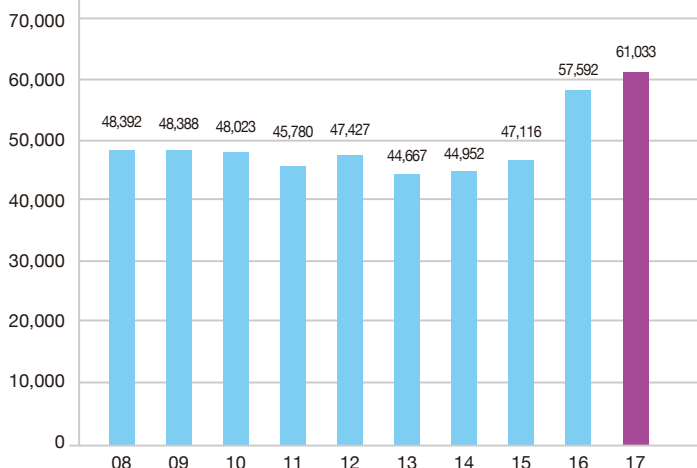
全年平均之班次失誤比率  
Average percentage of lost trips for the year



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

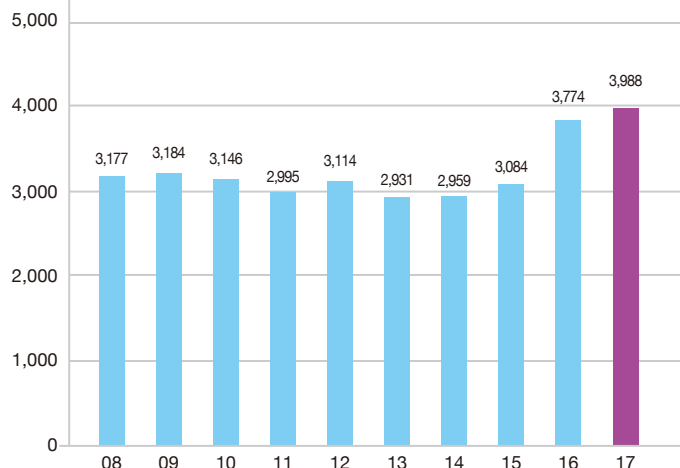
附註：自2015年起，基準修訂為按個別路線每日四個時段之失誤班次計算  
Note: From 2015 onwards, basis of calculation revised to daily lost trips of individual routes in four time periods

### 機械可靠性 Mechanical reliability



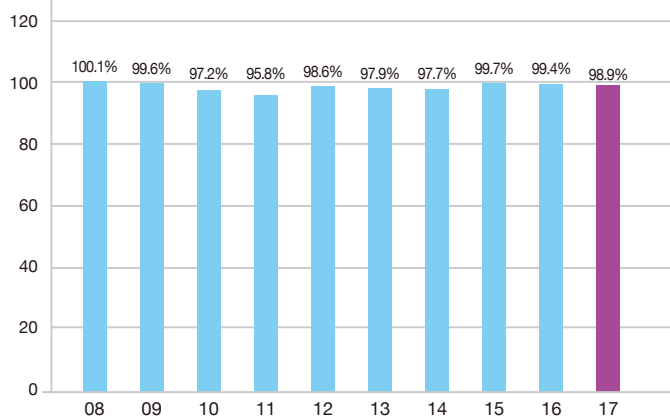
每一部巴士平均行走多少公里後才會在載客途中發生機械故障  
Average number of kilometres operated before a bus has one mechanical breakdown while passengers are on board

### 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

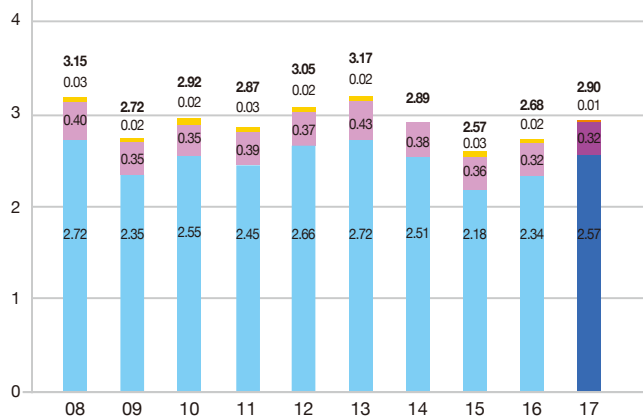
### 車隊運作能力 Operational capability



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

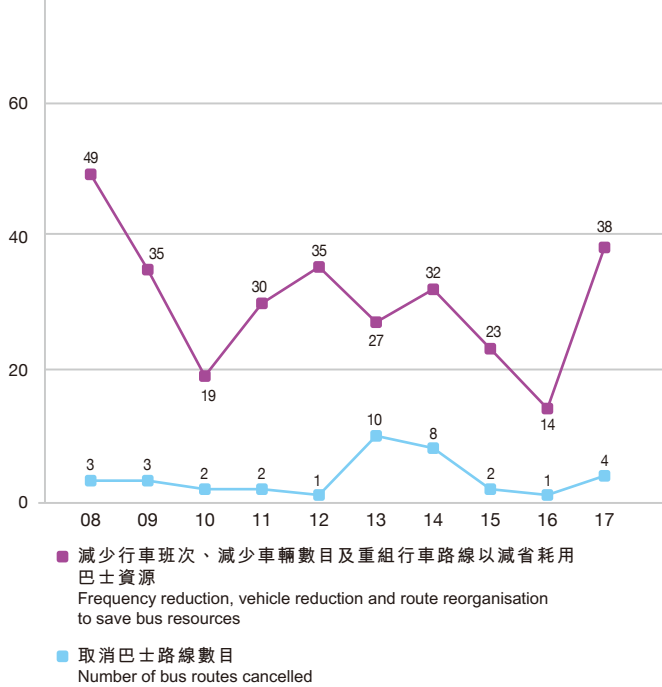
Percentage of actual number of bus departures to scheduled number of bus departures during morning peak hours (7 am - 9 am) in the peak direction

### 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)

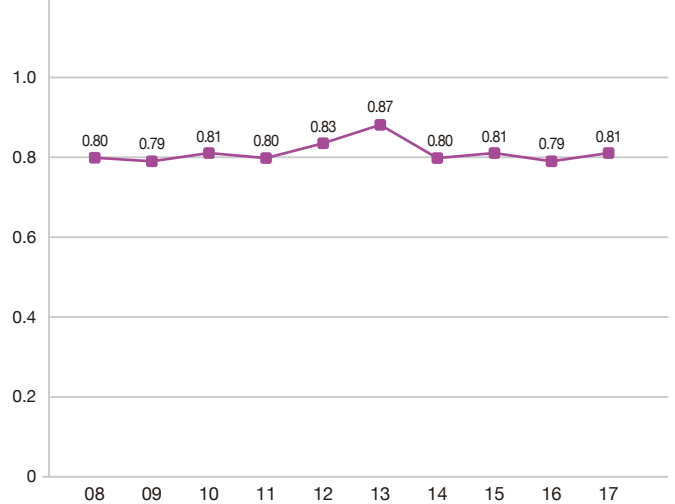


- 輕微意外  
Minor accidents
- 嚴重意外使傷者住院超過12小時  
Serious accidents involving hospitalisation of injured persons for more than 12 hours
- 致命意外  
Fatal accidents

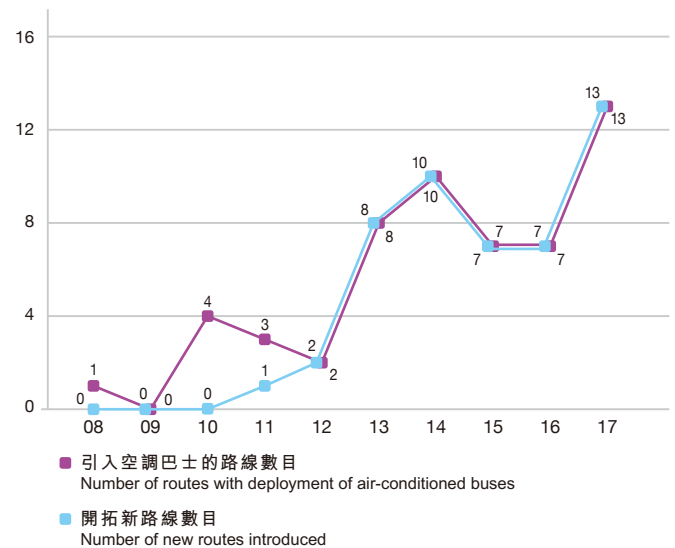
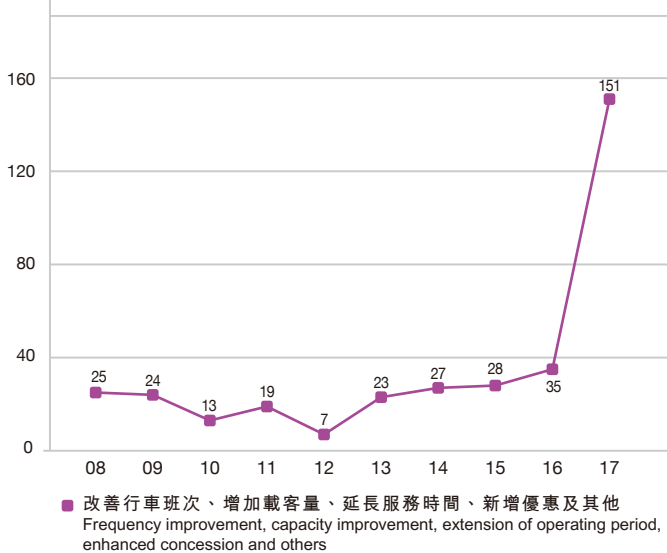
全年服務重整項目總計  
Total service rationalisation items for the year



九巴處理投訴的全年平均數目 (以每百萬人次計)  
Average number of complaints handled by KMB for the year (per million passenger trips)

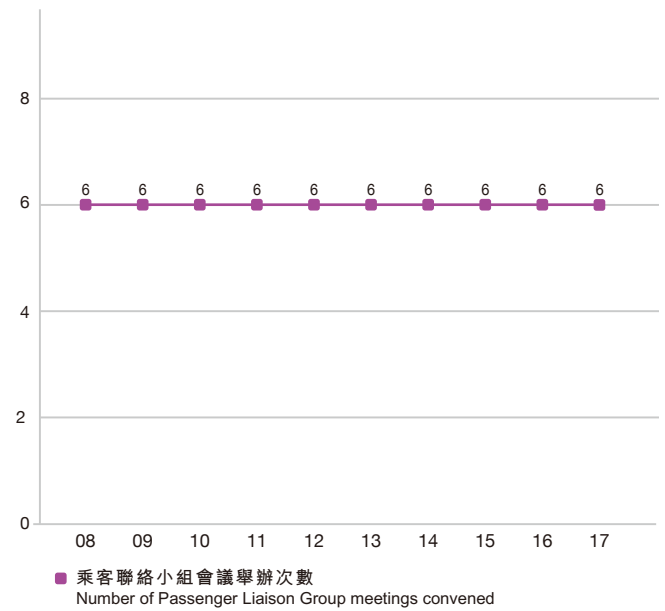
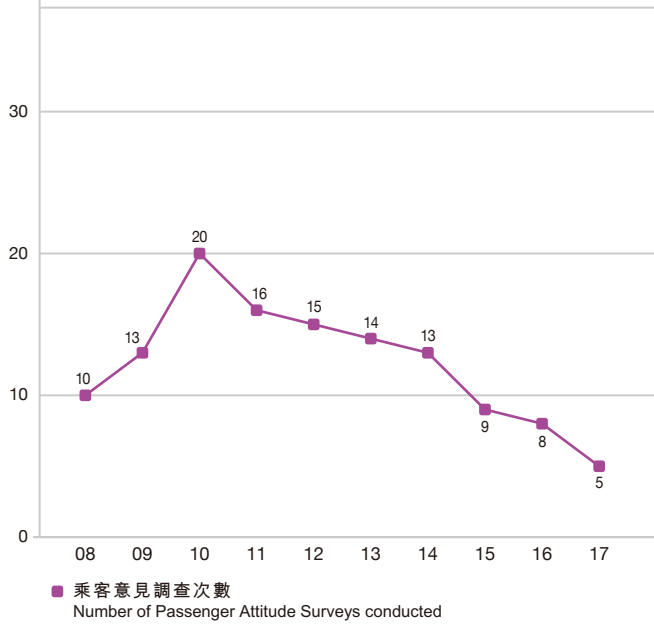


全年改善服務項目總計  
Total service improvement items for the year

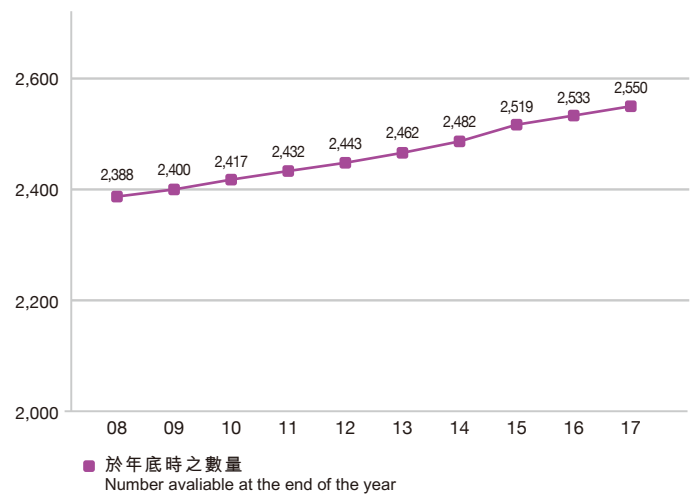
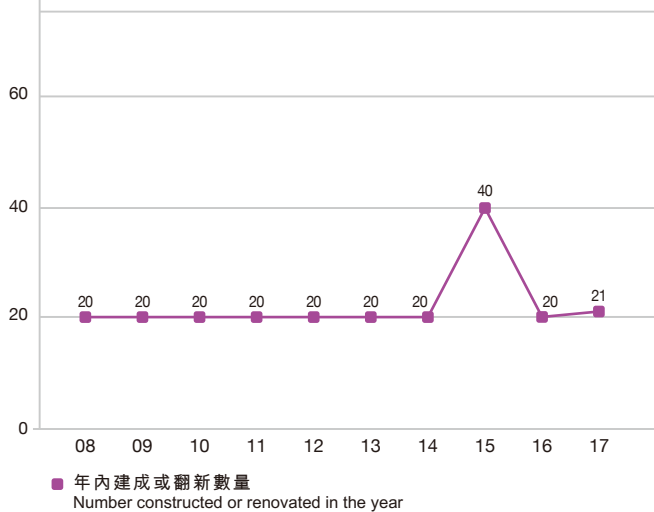




全年乘客聯絡計劃總計  
Total Passenger Liaison Programmes for the year



乘客候車亭  
Bus shelters





## 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	6,667,243	6,649,417
廣告收入	179,477	175,834
其他營運收入	2,579	9,131
	<u>6,849,299</u>	<u>6,834,382</u>
其他收益	111,364	105,890
	<u>6,960,663</u>	<u>6,940,272</u>
營運成本		
員工成本	(3,602,800)	(3,562,750)
燃油	(750,630)	(623,784)
零件及物料	(204,321)	(220,152)
隧道費	(383,084)	(365,893)
折舊	(763,331)	(775,779)
其他經營成本	(588,020)	(586,366)
	<u>(6,292,186)</u>	<u>(6,134,724)</u>
經營盈利	668,477	805,548
融資成本	(19,875)	(16,804)
除稅前盈利	648,602	788,744
所得稅	(107,251)	(129,642)
專營公共巴士業務之除稅後盈利	<u>541,351</u>	<u>659,102</u>
於12月31日之乘客回饋累計結餘(附註)	<u>6,688</u>	<u>99,220</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	6,667,243	6,649,417
Advertising income	179,477	175,834
Other operating income	<u>2,579</u>	<u>9,131</u>
	<b>6,849,299</b>	<b>6,834,382</b>
Other income	<u>111,364</u>	<u>105,890</u>
	<b>6,960,663</b>	<b>6,940,272</b>
Operating costs		
Staff costs	(3,602,800)	(3,562,750)
Fuel and oil	(750,630)	(623,784)
Spare parts and stores	(204,321)	(220,152)
Toll charges	(383,084)	(365,893)
Depreciation	(763,331)	(775,779)
Other operating expenses	<u>(588,020)</u>	<u>(586,366)</u>
	<b>(6,292,186)</b>	<b>(6,134,724)</b>
Profit from operations	<b>668,477</b>	<b>805,548</b>
Finance costs	<u>(19,875)</u>	<u>(16,804)</u>
Profit before taxation	<b>648,602</b>	<b>788,744</b>
Income tax	<u>(107,251)</u>	<u>(129,642)</u>
Profit after taxation from franchised public bus operations	<b>541,351</b>	<b>659,102</b>
Accumulated balance of passenger reward as at 31 December (Note)	<b>6,688</b>	<b>99,220</b>

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	小計 港幣千元	租賃 土地權益 港幣千元	固定資產 總額 港幣千元
<b>原值：</b>							
於2017年1月1日結存	1,123,409	10,069,870	135,451	2,865,230	14,193,960	115,102	14,309,062
添置	4,274	9,540	817,468	219,563	1,050,845	—	1,050,845
巴士轉撥	—	899,231	(899,231)	—	—	—	—
未使用資本性零件及物料調整	—	—	—	6,476	6,476	—	6,476
出售	(3,037)	(723,783)	—	(209,666)	(936,486)	—	(936,486)
於2017年12月31日結存	<u>1,124,646</u>	<u>10,254,858</u>	<u>53,688</u>	<u>2,881,603</u>	<u>14,314,795</u>	<u>115,102</u>	<u>14,429,897</u>
<b>累計折舊：</b>							
於2017年1月1日結存	863,476	5,281,225	—	2,613,738	8,758,439	—	8,758,439
本年度折舊	27,649	525,239	—	210,443	763,331	—	763,331
出售項目撥回	(3,037)	(722,757)	—	(209,151)	(934,945)	—	(934,945)
於2017年12月31日結存	<u>888,088</u>	<u>5,083,707</u>	<u>—</u>	<u>2,615,030</u>	<u>8,586,825</u>	<u>—</u>	<u>8,586,825</u>
<b>賬面淨值：</b>							
於2017年12月31日結存	<u>236,558</u>	<u>5,171,151</u>	<u>53,688</u>	<u>266,573</u>	<u>5,727,970</u>	<u>115,102</u>	<u>5,843,072</u>
加：已付訂購巴士按金					<u>102,501</u>	<u>—</u>	<u>102,501</u>
					<u>5,830,471</u>	<u>115,102</u>	<u>5,945,573</u>
<b>賬面淨值：</b>							
於2016年12月31日結存	<u>259,933</u>	<u>4,788,645</u>	<u>135,451</u>	<u>251,492</u>	5,435,521	115,102	5,550,623
加：已付訂購巴士按金					<u>50,357</u>	<u>—</u>	<u>50,357</u>
					<u>5,485,878</u>	<u>115,102</u>	<u>5,600,980</u>

## Fixed Assets

	Buildings HK\$'000	Buses and other motor vehicles HK\$'000	Buses under construction HK\$'000	Tools and others HK\$'000	Sub-total HK\$'000	Interest in leasehold land HK\$'000	Total fixed assets HK\$'000
<b>Cost:</b>							
At 1 January 2017	1,123,409	10,069,870	135,451	2,865,230	14,193,960	115,102	14,309,062
Additions	4,274	9,540	817,468	219,563	1,050,845	—	1,050,845
Transfer of buses	—	899,231	(899,231)	—	—	—	—
Adjustment to capital stores and spares unused	—	—	—	6,476	6,476	—	6,476
Disposals	(3,037)	(723,783)	—	(209,666)	(936,486)	—	(936,486)
At 31 December 2017	<u>1,124,646</u>	<u>10,254,858</u>	<u>53,688</u>	<u>2,881,603</u>	<u>14,314,795</u>	<u>115,102</u>	<u>14,429,897</u>
<b>Accumulated depreciation:</b>							
At 1 January 2017	863,476	5,281,225	—	2,613,738	8,758,439	—	8,758,439
Charge for the year	27,649	525,239	—	210,443	763,331	—	763,331
Written back on disposal	(3,037)	(722,757)	—	(209,151)	(934,945)	—	(934,945)
At 31 December 2017	<u>888,088</u>	<u>5,083,707</u>	<u>—</u>	<u>2,615,030</u>	<u>8,586,825</u>	<u>—</u>	<u>8,586,825</u>
<b>Net book value:</b>							
At 31 December 2017	<u>236,558</u>	<u>5,171,151</u>	<u>53,688</u>	<u>266,573</u>	<u>5,727,970</u>	<u>115,102</u>	<u>5,843,072</u>
Add: Deposits paid in respect of buses on order					<u>102,501</u>	<u>—</u>	<u>102,501</u>
					<u>5,830,471</u>	<u>115,102</u>	<u>5,945,573</u>
<b>Net book value:</b>							
At 31 December 2016	<u>259,933</u>	<u>4,788,645</u>	<u>135,451</u>	<u>251,492</u>	5,435,521	115,102	5,550,623
Add: Deposits paid in respect of buses on order					<u>50,357</u>	<u>—</u>	<u>50,357</u>
					<u>5,485,878</u>	<u>115,102</u>	<u>5,600,980</u>

香港九龍荔枝角寶輪街9號15樓

15/F, 9 Po Lun Street, Lai Chi Kok, Kowloon, Hong Kong

電話 Telephone: (852) 2786 8888

傳真 Facsimile: (852) 2745 0300

[www.kmb.hk](http://www.kmb.hk)