

jan

### WAP passenger enquiry service

A service was introduced whereby customers can access KMB's homepage for bus route information using their WAP mobile phones through SmarTone's WAP system.

### IT Excellence Award

KMB's Bus Maintenance Information System won the Silver Award in the Applications Category of the IT Excellence Awards organised by the Hong Kong Computer Society.

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### KMB's Bus-bus Interchange Tseung Kwan O Package

The Tseung Kwan O Octopus Bus-bus Interchange Package was launched offering additional convenience and cheaper fares to customers travelling between Tseung Kwan O and the New Territories.

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### Short chassis super-low floor buses

The first 50 new super-low floor easy access air-conditioned buses with a shorter chassis for greater manoeuvrability were deployed to operate in narrow street conditions.



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### Acquisition of Bun Tang Bus Service Company Limited

Bun Tang Bus Service Company Limited providing residential, employee and student bus services with 37 vehicles in Tseung Kwan O and Tsuen Wan was acquired.

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### First solar powered bus shelter in Hong Kong

KMB built Hong Kong's first solar powered bus shelter that generates electricity to operate the shelter's electronic information system and advertising panels.

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### Acquisition of Sau Luen P.L.B. Co., Limited

Sau Luen P.L.B. Co., Limited was acquired with its fleet of 15 full-sized single-deck coaches and 18 mini-buses providing residential, employee and student bus services in the Sai Kung area.



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**Electrostatic****air filters** (pic. 1)

KMB began the use of electrostatic filters to improve the interior air quality of buses and announced they would become standard equipment in all new buses starting from 2001.

**Ground breaking ceremony for new KMB bus depot in West Kowloon** (pic. 2)

Site work began for a new bus depot in West Kowloon. It will replace the depot at Lai Chi Kok and provide supporting services for some 1,000 buses serving the West Kowloon and South-West New Territories.

**Bus route network expansion in Mainland China** (pic. 3)

The Group and Tianjin City Public Transport Holding Company Limited established a co-operative joint venture, Tianjin Hong Kong Macau Company Limited, to develop public transportation in Tianjin, Mainland China. The joint venture started operations in January 2001.

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**Introduction of Multi-media****On-board Buses** (pic. 4)

KMB introduced Hong Kong's first "Multi-media On-board" buses offering infotainment to passengers at no additional cost.

**Ten Healthy Websites**

The KMB Website was named one of the "Ten Healthy Websites" in a competition organised by the Television and Entertainment Licensing Authority.

**Annual Report Award**

The Group's 1999 Annual Report received an "Honourable Mention" in the 2000 Best Annual Reports Awards organised by the Hong Kong Management Association.

**Customer Service****Hotline Award** (pic. 5)

KMB's Customer Service Hotline won the 2000 Hong Kong Award for Services from the Hong Kong Retail Management Association.

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**Installation of Octopus system on the entire KMB and LWB fleet**

By year-end 2000, the entire KMB and LWB fleet had been equipped with Octopus Card readers making travel easier and enabling bus-bus interchange schemes to offer fare discounts.

**New look for KMB Bus Captains and field staff** (pic. 6)

More than 9,000 KMB Bus Captains and field staff received new summer and winter uniforms.

**First jointly operated bus-bus interchange scheme**

Hong Kong's first bus-bus interchange (BBI) scheme jointly operated by different bus operators was launched whereby customers could switch between bus routes at Tin Shui Wai town centre.

**Conversion to Ultra Low Sulphur Diesel** (pic. 7)

Commitment was made that all buses of KMB, LWB and SBH would use ultra low sulphur diesel by January 2001, which would result in the Group having the largest environment friendly bus fleet in Asia-Pacific.

**Road Safety Award**

Owing to its low bus accident rates, KMB was presented the Transport Department's Road Safety Award by the Road Safety Council.

