

(Translation)

**Islands District Council
Traffic and Transport Committee
Paper T&TC 57/2019**

Question on frequency and hygiene condition of Discovery Bay bus route no. T4

Ms Amy YUNG notified this Council that she would raise the following enquiry at the Traffic and Transport Committee meeting to be held on 22 July 2019:

“ I have received complaints from residents about route no. T4 buses of Discovery Bay Transit Services Limited (DBTSL) departing earlier than scheduled, with passengers missing the buses. Moreover, cockroaches and mosquitoes are often seen in the bus compartments and the situation is particularly serious after typhoon. There is no online complaint channel and DBTSL did not respond to telephone complaints of residents.

As such, I would like to invite DBTSL to arrange representatives to attend the meeting and respond to the following:

1. Is there any mechanism in place requiring bus drivers to depart on schedule?
2. How often are bus compartments cleansed? Could the cleansing frequency be increased during the summer rainy season?
3. What channels are available for passengers to lodge complaints? Would DBTSL improve the existing complaint mechanism? ”

Islands District Council Secretariat

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