

bot1933 User Guide

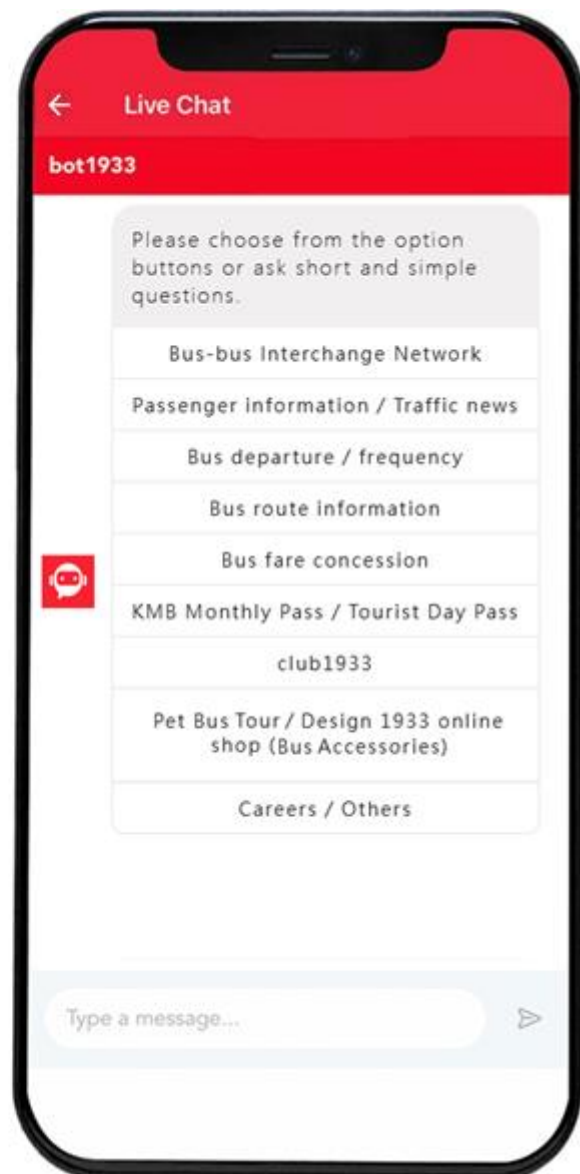
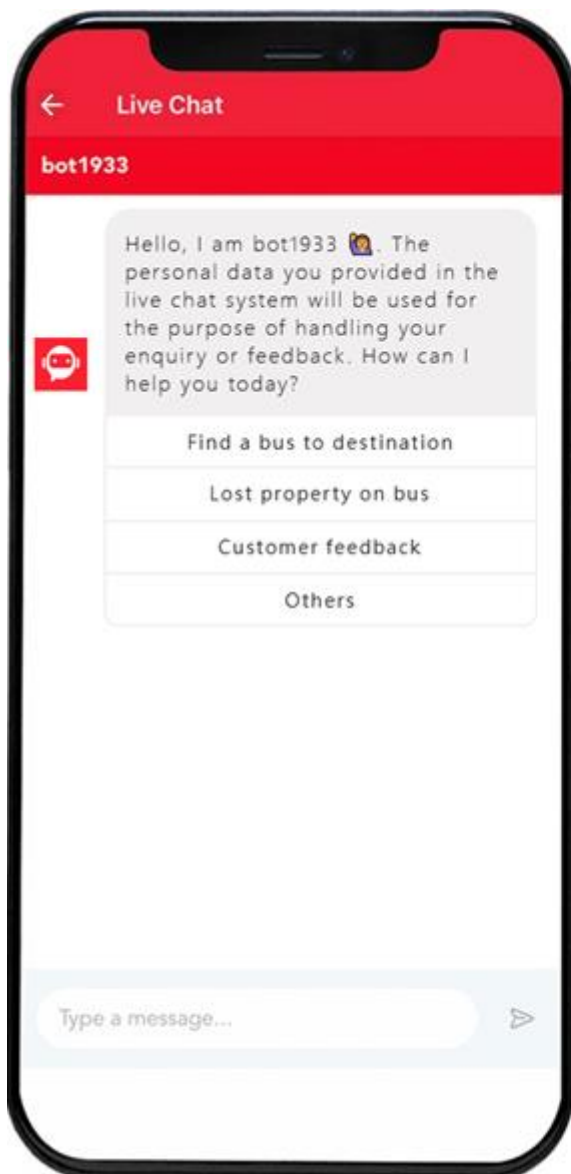
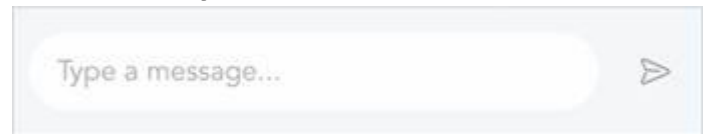


Method 1 :

Select an item from the
option buttons

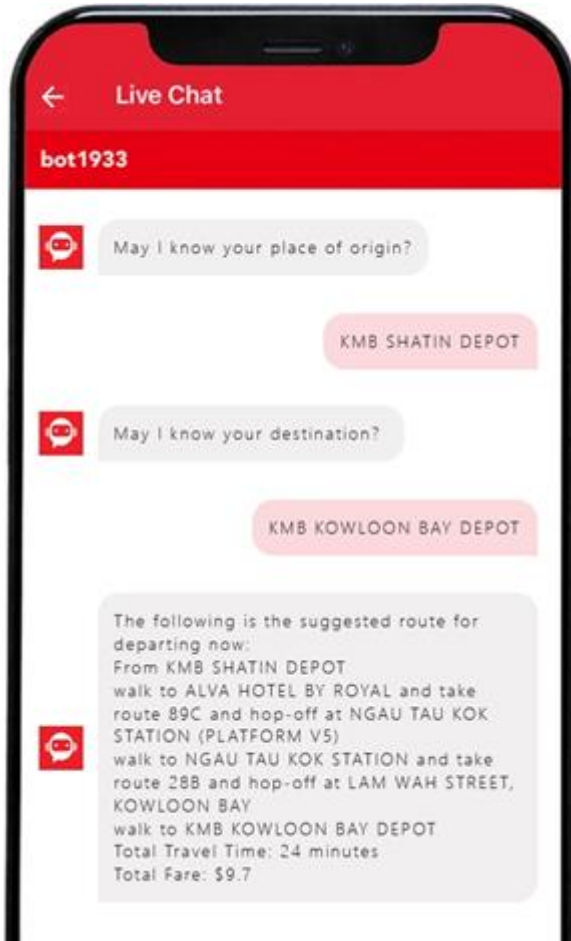
Method 2 :

Input the
keyword
directly on





1. Find a bus to the destination



Input the origin and destination to search for route suggestions for immediate departure, total travelling time and total fare.



For Bus-bus Interchange, please refer to the direction for the below platform letters.

Interchange location	To Tuen Mun / Sha Tin / Tseung Kwan O	To Kowloon / Tsuen Wan / Airport
Tuen Mun Road / Tai Lam Tunnel / Tsing Sha Highway	Platform "B", "C"	Platform "A"
Shing Mun Tunnel	Platform "A"	Platform "B"
Tseung Kwan O Tunnel	Platform "P"	Platform "G"
Tuen Mun-Chek Lap Kok Tunnel	Platform "T"	Platform "A"

2. Lost property on bus

Provide information about left-behind items on bus
/ Enquire lost item status / Make collection
appointment for found item.



Please provide your contact number and we will contact you when the lost item has been found.

Enquire lost item status by the Lost Property Report Reference Number (8-digit).

3. Customer feedback

Provide information for commendation, feedback or suggestion.



For bus cleanliness, please provide bus route or license information. For bus service suggestions without bus route, please select “Input feedback details directly”.

Others

1. Bus-bus Interchange Network

Route information for bus-bus interchange hubs.



Input feedback to tell us what you think.

2. Passenger information/ Traffic news

Enquiry on passenger notices or traffic information related to bus routes.



Obtain route passenger notice, temporary service or traffic arrangements and updates on bus service arrangements during a typhoon etc.

3. Bus departure/ frequency

Enquiry on “Estimated Time Arrival” at bus stop.



Enter the route number to check the estimated arrival time. Subject to traffic conditions, the arrival time will be updated.

4. Bus route information

Enquiry on the journey time.



Please refer to “Bus departure / frequency” for the “Estimated Time Arrival” at bus stop. The journey time may be affected by the actual traffic conditions.

5. Bus fare concession

Enquiry on fare concession schemes.



Select “Octopus and E-payment Interchange Scheme”, input the route number of the first-leg bus and search for all interchange discount combinations.

6. KMB Monthly Pass / Tourist Day Pass

Enquiry on KMB Monthly Pass / Tourist Day Pass and sales details.



“KMB Monthly Pass” covers over 400 KMB routes and LWB E-, N-, R-, S- and X- Routes. Passengers can take up to ten trips per day on relevant routes. The Pass allows passengers to flexibly interchange different bus routes to reach their destinations.

Tourists can purchase the “Tourist Day Pass” through the eCoin Page on KMB’s smartphone app, app1933. Once the Pass is activated, it is valid to travel unlimited rides on KMB and LWB bus routes (eligible routes subject to KMB and LWB latest update) within 24 hours.

7. club1933

Enquiry on updates and promotion of club1933.



Select “club1933 member enter a feedback case” for queries about points or gift redemption. Please provide the Octopus card number and contact number.

8. Pet Bus Tour / Design 1933 online shop (Bus Accessories)

Place / enquire about your order through App1933 or the KMB SHOP.

9. Careers / Others

Enquiry on current job vacancies, report illegal parking, lost elderly assistance, advertising or other contact methods.



Provide your contact number and elderly Octopus card number to us to activate the alert system on the bus fleet for finding lost elderly.