

## **Existing and planned measures on the promotion of racial equality**

### **Transport Department**

The Transport Department is the authority for administering the Road Traffic Ordinance and legislation for the management of road traffic, regulation of public transport services and operation of major transport infrastructures.

We are committed to providing the world's best transport system which is safe, reliable, efficient, environmentally friendly and satisfying to both users and operators.

We attach great importance to ensuring equal access to our services by all members of the public, regardless of their race.

#### Services Concerned

- Vehicle examination, driving test, licensing and related services, including application and renewal of various licences and permits, obtaining vehicle registration marks, application for ex-gratia payment for phasing out pre-Euro IV diesel commercial vehicles and licence records service.
- Online services to disseminate traffic and transport information.

#### Existing Measures

- Transport Department (TD) uses Chinese and English in the provision of our services.
- Information about our services is available at TD's website in both Chinese and English.
- Application forms and information leaflets in both Chinese and English are available to the public.

- Interpretation service will be arranged where necessary and appropriate through the Support Service Centres for Ethnic Minorities.
- Candidates who are unable to communicate verbally in Cantonese, Putonghua and English, and unable to read Chinese and English may employ an interpreter registered with government agencies or non-governmental organisation (NGO) to provide interpretation service during the written test of non-commercial vehicle and the oral test of commercial vehicle driving test. Where necessary and practicable, TD would assist in arranging the Hong Kong Christian Service's Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) to provide interpretation service for these candidates during the tests; the service covers eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Vietnamese and Urdu.
- Posters are displayed at licensing offices to publicise the availability of language services provided by the CHEER.
- Front-line staff for licensing and related services are provided with the language identification card prepared by the CHEER to facilitate communication with applicants of diverse race when necessary.
- In the course of applications for licences and permits where written supplementary information is requested from applicants of diverse race, the applicants will be provided with webpage link and hotline of Home Affairs Department (HAD) on Support Service Centres for Ethnic Minorities where they could seek assistance for language support if necessary.

- Reception counters at TD offices will provide webpage link and hotline of HAD on Support Service Centres for Ethnic Minorities to people of diverse race to seek assistance, if necessary.
- Staff training on racial sensitivity and cultural diversity is provided for all TD staff. For instance, briefing on racial equality is included in the Induction Programme for new recruits and staff newly posted to TD, as well as racial equality training organised by the Civil Service College and other institutes.

Assessment of  
Future Work

- Review our services from time to time and make improvement as appropriate.

Additional  
Measures Taken/  
To Be Taken

- TD encourages staff members to attend training courses to enhance staff sensitivity and understanding of race-related issues.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Miss Charlotte YU, Assistant Secretary/ Administration 2 via the following channels -

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**Transport Department**  
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