



署長為「全港優質小巴司機選舉」主持醒獅點睛儀式。
Our Commissioner officiates at the launch of Quality PLB Driver Award Scheme.

12. 公共小巴服務

公共小巴包括專線小巴及紅色小巴，為公共運輸系統提供輔助服務，每日接載乘客逾 160 萬人次。專線小巴提供專線服務，其固定的行車路線、車費、車輛分配及行車時間表均由運輸署規定；紅色小巴則行走非固定路線，提供較為靈活的服務。在2002年，我們與公共小巴同業及在去年成立的優質公共小巴服務督導委員會緊密合作，推行一系列計劃，以促進安全、優質及環保的公共小巴服務。

已完成的主要工作包括：

- 舉辦「全港優質小巴司機選舉 2002」，以表揚及激勵向乘客提供優質服務的公共小巴司機；
- 每隔4個月出版公共小巴通訊，以加強公共小巴業及政府之間的溝通；
- 進行2002年公共小巴乘客滿意程度調查；
- 分別在2月及11月舉辦兩個分別名為「員工表現管理」及「基本財務處理研討會」的工作坊，以提供公共小巴營辦商的訓練及提升管理技巧；
- 繼續促進提供車內設施，包括電子收費系統、乘客下車電鈴、司機名牌、乘客熱線、車速顯示器及點字車輛登記號碼牌，並鼓勵營辦商為司機提供制服；

- 完成公共小巴的車輛設計檢討，以及建議修訂法例，把小巴的最高總重量由4.0噸放寬至5.5噸，以便在車上安裝改善安全及服務質素的設施；
- 在2002年8月27日推行把柴油公共小巴轉換為石油氣或電動公共小巴的資助計劃；
- 完成就3項專線小巴路線組合甄選營辦商的工作，以及開辦專線小巴路線來往私人屋苑，包括采葉庭及數碼港；以及
- 繼續與營辦商合作，藉着推行專線小巴路線的服務調整措施，以提供高效率及令人滿意的服務。

全港優質小巴司機選舉 2002

- 該項計劃於4月推行，頒獎典禮於6月舉行。
- 反應十分踴躍，在為期18天的提名期內，共收到4 000宗提名。
- 共有144名公共小巴司機獲選為傑出、優異或優質公共小巴司機。

12. Public Light Bus (PLB) Services

PLBs including Green minibuses (GMBs) and Red minibuses (RMBs) provide supplementary services in the public transport system, carrying over 1.6 million passengers every day. GMBs provide scheduled services with fixed routeing, fares, vehicle allocation and timetable stipulated by Transport Department, whereas RMBs operate on non-scheduled routes to provide a more flexible service. In the year of 2002, we worked closely with the PLB trade and the Quality Public Light Bus Services Steering Committee, formed last year, to launch a series of projects for enhancing safe, quality, and environmentally friendly PLB services. In 2002, we have :

- **launched a Quality PLB Driver Award Scheme 2002 to honour and give incentives to PLB drivers who provide quality services to passengers;**
- published PLB newsletters once every four months to enhance communications among the PLB trade and the Government;
- conducted a PLB Passenger Satisfaction Survey 2002;
- completed two workshops on "Staff Performance Management" and "Seminar on Basic Financial Management" in February and November respectively to provide PLB operators' training and enhance their management skills;
- continued to promote and facilitate the provision of in-vehicle facilities including electronic payment systems, passenger call bells, driver's name plates, passenger hotlines, speed display units and Braille vehicle registration number plates; and to encourage operators to provide drivers with uniforms;



本署為小巴營辦者舉辦工作坊。
Workshops organised for PLB operators.



運輸署展開全港優質小巴司機選舉。
TD launches the Quality PLB Driver Award Scheme.

- completed the review on vehicle design of PLBs and proposed legislative amendments to relax the maximum gross vehicle weight of light bus from 4.0 tonnes to 5.5 tonnes to accommodate on-board safety and service quality facilities;
- launched the incentive scheme for replacing diesel PLB with liquefied petroleum gas and electric PLB on August 27, 2002;
- completed three operator selection exercises for GMB route packages and introduced GMB routes in private housing estates including Parcville and Cyberport; and
- continued to work with operators for providing efficient and satisfactory services by implementing service adjustment measures on GMB routes.

Quality PLB Driver Award Scheme 2002

- The Scheme was launched in April and the prize presentation ceremony was held in June.
- The response was very good with over 4 000 nominations received within the 18-day nomination period.
- A total of 144 PLB drivers were elected as Outstanding, Merit or Quality PLB drivers.



18位優質的士司機獲得嘉許。
Good conduct of 18 quality taxi drivers recognised.

13. 的士服務

的士是香港公共交通服務重要的一環，每日載客超過100萬人次。為進一步加強的士提供個人化點到點服務的角色，運輸署在2002年放寬了另外200個的士限制區。此外，我們亦在全港各區進一步劃設了85個的士上落客點及21個的士落客點。

在的士服務質素及提供服務方面，運輸署繼續與優質的士服務督導委員會、的士商會及其他商業機構緊密合作，舉辦和推行一系列優質的士服務計劃。在2002年，完成的主要工作包括：

- 在大嶼山、西貢及將軍澳的主要的士站裝設多4個乘客資訊電子顯示屏和6個的士資訊板，傳遞與的士有關的有用資訊和提供有關優質服務標準的資料；
- 安排在5個乘客資訊電子顯示屏提供實時資訊傳遞服務，發放即時交通消息，並宣傳優質的士服務；
- 在機場向乘客派發的士車資單張，方便乘客及遊客使用的士服務；
- 完成多項有關的士經營財政調查及的士服務水平的調查；
- 出版了3期的士通訊；
- 進行第2次的士乘客意見調查，以更新1999年意見調查的結果；
- 實施的士展示廣告的新安排，准許在的士車頂安裝電子顯示屏及在車身展示廣告；
- 舉行的士司機嘉許計劃頒獎典禮，表揚18位優質的士司機以及500多位優異的士司機的良好行為；
- 為優質的士服務督導委員會設立網頁，推廣優質的士服務；
- 修改的士司機證及托架的設計，以加強的士司機的專業形象；以及
- 在十月初至十二月底期間推行的士司機證更換計劃，為60 000多名的士司機免費更換的士司機證。

在2002年，柴油的士轉換為石油氣的士的計劃有長足的進展。截至年底時，本港共有16 700部石油氣的士，佔全港的士總數的92%；並有41個石油氣加氣站為日益增多的石油氣的士提供加氣服務，足以應付全港石油氣的士的需求。

13. Taxi Services

Taxis play an important role in the public transport system in Hong Kong, carrying over 1 million passengers every day. To further strengthen the taxi's role in providing personalised point-to-point services, Transport Department expanded the relaxation of clearway restrictions for taxis at 200 locations in 2002. We have also expanded the provision of taxi pick-up and drop-off points of 85 locations and taxi drop-off points at 21 locations in the territory.

On taxi service quality and delivery, Transport Department continued to cooperate closely with the Quality Taxi Services Steering Committee (QTSSC), taxi associations and other commercial institutions to organise and to launch a series of quality taxi service projects.

Our major tasks completed in 2002 have :

- installed four additional LED passenger information display panels and six taxi information plates at major taxi stands in Lantau, Sai Kung and Tseung Kwan O to disseminate useful taxi information and quality services standards;
- arranged real-time broadcasting services in the five LED passenger information display panels to facilitate the dissemination of real-time transport information and quality taxi services publicity;
- distributed taxi fare flyers to facilitate passengers and tourists to make use of services at the Airport;

- completed various taxi surveys on the operating finances of taxis and the level of taxi services;
- published three issues of taxi newsletters;
- conducted the second taxi passenger opinion survey to update the results of the 1999 survey;
- introduced new advertising display arrangements for taxis to allow the installation of LED display panels on the roof-top of taxis, and display of advertisements on the body;
- organised a Taxi Driver Commendation Scheme Prize Presentation Ceremony to appreciate the good conduct of 18 quality taxi drivers and some 500 merit taxi drivers;
- launched a QTSSC homepage to facilitate the promotion of quality taxi services;
- revised the design of the taxi driver identity plate and holder to enhance the professional image of taxi drivers; and
- launched a taxi driver identity plates replacement campaign from early October until the end of December to replace the old plates of some 60 000 taxi drivers free of charge.

The conversion of diesel taxis to liquefied petroleum gas (LPG) taxis progressed greatly in 2002. At year end, 16 700 LPG taxis were operating on the roads, representing 92% of the whole fleet. 41 LPG stations were operated to provide refilling service to the increasing number of LPG taxis. The capacity is adequate to serve the entire taxi fleet.



本署署長為的士車身廣告主持揭幕，新的士車頂亦安裝電子顯示屏。
Our Commissioner unveils a taxi with LED display and advertisements.



14. 渡輪服務

在2002年，專營及持牌渡輪每日載客量達15萬人次。渡輪雖然是一種輔助交通工具，但在服務離島居民方面卻擔當重要的角色。為達致我們要提供優質服務的目標及滿足市民對改善渡輪服務的期望，我們繼續監察渡輪服務，並與渡輪營辦商及政府有關部門緊密合作。在2002年，我們的主要工作包括：



裝有電子熒幕顯示屏的離島碼頭。
Outlying island pier with LED display.

- 監察新世界第一渡輪服務有限公司推行該公司承諾的服務改善計劃，包括購置新的雙體船及翻新舊有船隻和碼頭設施；
- 在長洲、南丫島及坪洲碼頭安裝電子熒幕顯示屏，並會在2003年繼續在梅窩及中環碼頭安裝顯示屏；
- 統籌有關維修碼頭設施的工作；
- 搬遷中環碼頭，以便第三期中區填海計劃能順利進行；
- 進行三次招標工作，以甄選新營辦商經營渡輪服務；
- 跟進水上運輸未來發展顧問研究的結果；
- 處理10宗渡輪牌照續期申請；
- 實施節省成本措施，從而改善營辦商的財政狀況；
- 監察中環碼頭翻新計劃的進度；
- 完成2002年度輪乘客滿意程度調查及監察調查，並會跟進2002年度輪乘客滿意程度調查的結果；以及
- 鼓勵營辦商推廣在碼頭及船隻上刊登廣告，以增加非船費的收入。

14. Ferry Services

In 2002, the franchised and licensed ferry services in total carried 150 000 passengers per day. Although ferries serve as a supplementary mode of transport, they play a crucial role in serving outlying islands. To achieve our objectives of providing a quality service and meeting public expectations for improvements in ferry services, we continued to monitor the services and to work closely with ferry operators and relevant government departments. Our major activities in 2002 have :

- monitored New World First Ferry Services Ltd. to implement its committed service improvement programme, which included the procurement of new catamarans, renovation of the older vessels and ferry pier facilities;
- installed LED displays at ferry piers in Cheung Chau, Lamma Island, Peng Chau and will continue to install the same at ferry piers in Mui Wo and Central in 2003;
- coordinated the maintenance works of pier facilities;
- relocated piers in Central to facilitate the successful implementation of the Central Reclamation Phase III project;
- conducted three ferry tender exercises to select new operators for ferry services;
- followed up the results of the consultancy study on Future Development of Waterborne Transport;
- processed 10 ferry service licence extensions;
- implemented cost-saving measures to improve operators' financial position;
- monitored the progress of implementation of the pier refurbishment programme in Central;
- completed ferry passenger opinion survey 2002 and the monitoring survey and will follow up the results of the opinion survey 2002; and
- encouraged operators to promote advertising on piers and vessels to generate additional non-fare box revenue.

15. 非專營巴士服務

非專營巴士服務主要包括遊覽服務、酒店服務、僱員巴士服務、學童服務、屋邨巴士服務及國際客運服務。非專營巴士為鐵路及專營巴士提供輔助服務，以應付乘客的特別需求；例如，屋邨巴士主要在繁忙時間為居民提供服務，以減輕在該段時間對集體運輸工具的需求。

在2002年，我們繼續加強與非專營巴士業界代表正式與非正式的聯繫，大家緊密合作，一方面改進服務的規管及管制工作，另一方面則協助業界改善其營運環境。此外，為協助營辦商和司機提高服務質素，我們在十月與業界代表合辦了為期3日、特別為非專營巴士同業而設的服務研討會。研討會內容涵蓋本港旅遊發展、法例執行和精明駕駛等題目。我們亦首次出版非專營巴士通訊，提供渠道方便業界交流意見、分享專業知識與心得，以及傳遞業界與政府同感關注的其他事項的資訊。該通訊的編輯小組成員包括業界的代表。



15. Non-Franchised Bus Services

Non-franchised bus services include mainly Tour Services, Hotel Services, Employee Services, Student Services, Residents' Services and International Passenger Services. They play a complementary role to the rail as well as franchised bus services in meeting specific demands. For example, residents' services provide services primarily during the peak hours to help reduce the peak-hour demand on the mass carriers.

In 2002, we continued to strengthen our formal and informal contacts with representatives of the non-franchised bus trade, and worked closely with them to help improve the operating environment while seeking to improve on the regulation and control of this mode of service. Further, to help operators and drivers enhance the quality of their service we, in collaboration with trade representatives, organised a three-day free seminar in October for members of the trade. The seminar covered topics of tourist development in Hong Kong, law enforcement, and smart driving. We also published, with trade representatives in the editorial committee, the inaugural issue of a newsletter dedicated to the non-franchised trade to provide a platform for exchange of opinion, knowledge, know-how and other topics of common interest to members of the trade and the Government.