



新裝修的香港牌照事務處顧客服務櫃位已投入服務。  
The newly renovated enquiry service counter at Hong Kong Licensing Office, Queensway.

### 16. 牌照服務

運輸署透過轄下 4 個牌照事務處直接提供顧客服務。我們在 2002 年 4 月從入境事務處接辦向過境車輛及司機發出封閉道路通行許可證的工作，在牌照事務組之下設立了過境服務組。我們充分明白須確保這些事務處提供最優質的服務。在 2002 年內，我們推行了以下的改善措施：

- 就將第三代車輛牌照及駕駛執照綜合資料電腦系統提升為第四代系統進行招標，以改善牌照服務；
- 推行新的駕駛執照。新執照更正式、更醒目，並更清楚顯示可駕駛車輛的類別；
- 採用 5 款簡化的牌照申請表格，取代現有的 11 款，並因此得以節省成本；
- 繼續推廣透過公共服務電子化計劃的資訊站及互聯網提供牌照服務；
- 把沙田牌照事務處遷往沙田政府合署內更為寬敞的辦事處；
- 翻新香港牌照事務處的設施，以便向顧客提供更舒適的環境；
- 在香港牌照事務處推行一項有關顧客服務主任的試驗計劃；
- 就車牌號碼拍賣作出改善，有關措施包括讓運輸署人員穿上制服，以及為顧客提供帶位服務；
- 繼續實施特別安排，成功避免在財政預算案公布前及當日出現以往常見的人龍輪候牌照服務的情況；
- 成立過境服務組，以便更妥善管制／監察過境交通；
- 就發出封閉道路通行許可證和通告進行業務流程重整研

究，以及制訂措施，以進一步改善服務；以及

- 就過境巴士服務推行下列措施：
  - 在長假期增加班次，以配合乘客的增加需求；
  - 規定安裝安全帶；
  - 規定每季須就在內地或香港所發生的任何涉及傷亡的意外提交報告；以及
  - 規定須設立熱線讓乘客提出意見或作出投訴。

### 第四代車輛牌照及駕駛執照綜合資料電腦系統

- 隨着獲通過撥款 1.1 億元，用以把老化的第三代車輛牌照及駕駛執照綜合資料系統提升為第四代系統，我們成立了一支工作小組，負責推行有關計劃。
- 第四代車輛牌照及駕駛執照綜合資料系統屬採用開放式標準及以網絡為本的系統，能以中英文全面處理數據，並能與多個系統即時交換數據，以及全日 24 小時運作，以支持公共服務電子化。
- 新系統可迅速編製管理資料，並可在應用方面提供有彈性及迅速的改變，以便在日後配合新顧客的要求。
- 新系統將可於 2004 年年底投入運作。

## 16. Licensing Services

TD provides direct customer services through its four licensing offices. We have in April 2002 taken over from Immigration Department the responsibility of issuing closed road permits for cross-boundary vehicles and drivers. A Cross Boundary Unit (CBU) has been set up under the Licensing Section. We are well aware of the need to provide quality service in these offices and have strived for continuous improvements. In 2002, we have introduced the following improvement measures :

- invited tenders for upgrading the VALID III computer system to VALID IV to improve delivery of licensing services;
- introduced a new driving licence which is more formal, smart looking and with improved clarity in showing driving entitlements;



署長介紹簡化了的牌照申請表格。

Our Commissioner introduces the simplified licensing forms.

- simplified five licensing forms to replace 11 existing forms, with cost savings;
- continued to promote licensing service through Electronic Service Delivery Kiosks and the internet;
- relocated the Shatin Licensing Office to a more spacious office at Shatin Government Offices Building;
- renovated facilities in the Hong Kong Licensing Office to provide a better environment to our customers;
- launched a pilot Customer Service Officer Scheme in the Hong Kong Licensing Office;
- improved auctions of vehicle registration marks with uniforms for TD staff and ushering services for customers;
- continued with special arrangements which successfully avoided the usual extremely long queue for licensing services immediately prior to and on Budget day;
- established Cross Boundary Unit to better control/monitor cross boundary traffic;



櫃位號碼顯示系統更方便市民。

The counter number display system enhances convenience to customers.

- conducted a business process-reengineering study on the issue of closed road permits and notices and identified initiatives to further improve the services; and
- implemented the following measures for cross-boundary coach services :
  - increased the number of trips during long holidays to meet the rising demand from passengers;
  - required installation of seat belts;
  - required reports of any accident involving fatality or injury in the Mainland or Hong Kong on a quarterly basis; and
  - required hotlines for passengers' comments or complaints.



### **Vehicles and Drivers Licensing Integrated Data (VALID IV) Project**

- Following the allocation of \$110M to upgrade the aging VALID III to VALID IV, a project team has been formed to take forward the project.
- VALID IV will be an open standard web-based system, fully bilingual, able to support real time data exchange and round the clock operation to support electronic service delivery.
- The new system will also enable prompt compilation of management information and will provide flexibility for rapid changes in applications to meet new customer requirements in the future.
- The new system will be ready by end 2004.





「普及運輸」是本署對殘疾人士服務的抱負。  
"Transport for All" is our vision for people with disabilities.

### 17. 為殘疾人士提供的服務

為協助殘疾人士融入社會，我們致力令他們能方便地到處往來。我們與代表殘疾人士的組織及公共交通辦商緊密合作，提供各項殘疾人士易於使用的設施。在2002年，我們在這方面的工作包括：

- 制訂及發展一項新的抱負－「普及運輸」－確立清晰的抱負，為殘疾人士提供易於使用的運輸服務及交通設施；
- 舉辦22次與殘疾人士代表進行的專題小組討論，以收集有關他們的交通需要及對現有運輸服務的意見的資料；
- 參與大阪研討會，汲取海外經驗；
- 參與「無障礙城市定向」籌款活動；
- 完成「父母及配偶接載殘疾人士泊車證明書」試驗計劃，並將該計劃擴展至部分私人物業發展商、房屋署及香港房屋協會的停車場；
- 出版「殘疾人士公共交通指南」；
- 在石硤尾地鐵站裝設通往視障人士福音中心的引導徑；
- 在港九小輪有限公司位於中環的四號碼頭裝設凹凸紋引導徑；
- 提供超過800個高15毫米的下斜路緣；
- 在本港研究、設計及動工建造五條凹凸紋引導徑；

- 在三條渡輪航線為殘疾乘客提供半價優惠；
- 購置兩輛復康巴士，以擴展復康巴士固定路線服務；
- 提供四個泊車地點，方便復康巴士服務的運作；
- 在尖沙咀巴士總站為使用輪椅的乘客提供一個共用的上落客點；
- 鼓勵在6 800多部的士安裝能以廣東話、普通話及英語向視障乘客說出「歡迎」、「多謝」及「請扣上安全帶」，以及的士車輛登記號碼及車費數目等信息的發聲的士咪錶；
- 鼓勵各巴士公司在巴士車廂內裝置點字及凸字車牌；
- 鼓勵九廣鐵路在羅湖車站設立一道闊閘，並在東鐵及東鐵支線其他車站裝設同類闊閘，方便輪椅使用者出入；以及
- 鼓勵專線小巴營辦商在車門旁邊的座位張貼「殘疾乘客優先座位」的標籤。

#### 普及運輸

制訂五項「更佳策略」策略：

- 更暢達的運輸服務；
- 更優良的公共運輸基建及設施；
- 更完善的街道環境；
- 更妥善的規劃標準、指引及程序；以及
- 更良好的夥伴關係，使工作及成果更為理想。

## 17. Services for People with Disabilities

We are determined to help facilitate social integration of people with disabilities by enhancing their mobility. We have worked closely with the organisations representing people with disabilities and the public transport operators in providing accessible facilities. In 2002, we have :

- formulated and developed a new vision, i.e. **"Transport for All"** to provide a clear vision for provision of accessible transport services and traffic facilities for people with disabilities;
- conducted 22 focus group discussions with representatives of people with disabilities to collect information on their transport needs and their opinion on existing transport services;
- participated in the Osaka Forum to acquire overseas experience;
- participated in the fund raising "Barrier-free City Orientation Campaign";
- completed the trial scheme of "Parking Certificate for Parents or Spouses Who Carry People with Mobility Disabilities"; and expanded the scheme to car parks of some private property developers, Housing Department and the Housing Society;
- published "A Guide to Public Transport for People with Disabilities";
- installed tactile guide path in Shek Kip Mei MTR Station to Christian Ministry to visually impaired persons;
- provided tactile guide inside Pier No. 4 of Central Ferry Piers of Hong Kong and Kowloon Ferry Co.;
- provided over 800 dropped kerbs of 15 mm height;
- examined, designed and commenced construction of five additional tactile guide paths in the territory;
- provided half-fare concession for passengers with disabilities on three ferry routes;
- purchased two additional rehabuses to expand the scheduled route Rehabus service;
- provided four parking sites to facilitate operation of Rehabus services;
- provided a common pick up and set down point at Tsim Sha Tsui Bus Terminus for wheelchair passengers;
- encouraged installation of talking taximeter which can announce "Welcome", "Thank you", "Please wear your seat belt" messages, taxi registration number and fares in Cantonese, Putonghua and English to passengers with visual impairment in more than 6 800 taxis;
- encouraged bus operators to install Braille and tactile registration number plates inside the bus compartment;
- encouraged KCRC to introduce a wide gate at Lo Wu Station and to extend to other stations; and
- encouraged GMB operators to provide "Priority seat for passengers with a disability" label near the entrance seat.



巴士站設有輪椅使用者上落客點。  
A pick up/set down point for wheelchair passengers at a bus stop.

### ***Transport for All***

Developed a strategy based on the 5-Betters :

- better accessible transport services for all;
- better public transport infrastructure and facilities for all;
- better streets and pedestrian areas for all;
- better planning standards, guidelines and procedures; and
- better partnership for actions and results.





駕駛改善計劃上課情況。  
A DIS course in progress.

### 18. 駕駛考試

為達致改善道路安全的目標，我們提供駕駛考試服務並改進駕駛訓練服務。透過駕駛考試，我們確保駕駛人士均具備所需的高水準駕駛技術。為提供更佳的司機訓練和知識，我們加強了駕駛訓練服務，使服務無論在範圍、水準及質素方面均有所改善，而駕駛訓練服務的選擇亦較前為多。此外，我們亦監察指定駕駛學校和駕駛改進學校的運作情況。在2002年，我們的工作包括：

- 推行駕駛改進計劃；
- 完成有關發出駕駛教師執照的檢討；以及
- 展開計劃，把駕駛考試的筆試部分電腦化。

#### 駕駛改進計劃

- 我們在九月推行駕駛改善計劃，以促進道路安全，並透過讓駕駛人士更了解自己的駕駛態度及行為，使他們成為更嚴格遵守交通法例的司機。
- 有4間駕駛學校獲指定提供駕駛改善課程，使司機和其他道路使用者的安全得到更佳保障。
- 司機可以自願性質參加課程。
- 法院亦獲授權可指令觸犯有關交通罪行的司機參加駕駛改進課程。
- 司機若能完成課程且表現令人滿意，並取得課程證書，可獲從其違例駕駛記分扣減3分。

### 18. Driving Tests

In pursuance of our objective of improving road safety, we have provided driving test services and enhanced driving instruction services. Through the provision of driving test services, we maintain the necessary high standard of driving skills. We also enhance the scope, standard, quality and choice of driving instruction services in order to provide better driver training and education. In addition we monitor the operation of the designated driving schools and driving improvement schools. In 2002, we have :

- **launched the Driver Improvement Scheme;**
- completed a review on the issue of driving instructor's licence; and
- started a project to computerise the conduct of written tests.



藝人馬浚偉協助宣傳「駕駛改善計劃」。  
Canto-pop artiste Mr Steven Ma helps promote DIS.

#### Driver Improvement Scheme (DIS)

- The Driver Improvement Scheme was launched in September to promote road safety and make drivers more law-abiding through better understanding of their driving attitude and behaviour.
- Four driving improvement schools were designated to provide driving improvement courses with a view to enhancing safety of drivers and other road users.
- A driver may join the driving improvement course voluntarily.
- The court is also empowered to direct drivers who have committed relevant offences to attend the course.
- A driver who has satisfactorily completed the DIS course and obtained a course certificate could have three driving offence points deducted from his/her total driving-offence points already incurred.

## 19. 車輛檢驗

透過車輛評定及車輛檢驗這兩項主要工作，我們致力確保所有在本港行駛的車輛均安全、性能良好及環保。為達到這個目標，所有新車必須通過評定程序，才獲發牌照行駛。而所有客運車輛、貨車及車齡六年以上的私家車必須每年接受車輛檢驗，確保其道路性能符合標準。我們亦為離島的鄉村車輛提供每年檢驗，和抽查使用中的專營巴士，以監管這些巴士的安全及服務標準。為提供更佳的顧客服務，我們定期與車輛運輸業界的代表舉行會議，並提供車輛檢驗的網上預約服務。我們去年的工作包括：

- 根據公共服務電子化計劃，將車輛檢驗網上預約服務擴展至拖架；
- 為 23 間指定的車輛測試中心安裝車輛檢驗電腦登記系統；
- 為九龍灣驗車中心的重型車輛驗車道進行電腦化工作；
- 在各驗車中心裝設易辦事終端機，供電子繳費之用；
- 對輕型貨車安裝微粒收集器的成效進行監察，並就生物柴油和廢氣排放科技向環境保護署提供支援；
- 完成在巴士加裝司機安全帶的工作；以及
- 繼續檢討有關車輛構造、設備及修維的現行規管架構，以促進車輛安全。



本署人員進行車輛檢驗。  
Vehicle examination to ensure passenger safety.

## 19. Vehicle Examination

Through our two major functions of vehicle approval and vehicle examination, we aim to ensure that all vehicles operating in Hong Kong are safe, efficient and environmentally friendly. To achieve this, all new vehicles are subject to approval procedures before they can be licensed for use; all passenger service vehicles, goods vehicles and private cars over 6-year old are required to undergo annual vehicle examination on their roadworthiness standards. We also carry out annual inspection for village vehicles on outlying islands, and carry out spot checks on in-service franchised buses to monitor their safety and service standards. For better customer services, we have regular meetings with representatives from the vehicle trades, and have opened up vehicle examination appointment booking services over the internet. In the past year we have :

座位安全測試。  
A test to examine seat safety.

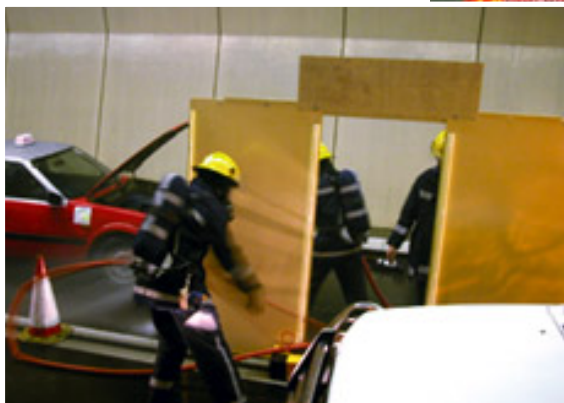


- extended internet vehicle examination appointment booking service to trailers under the Electronic Service Delivery Scheme;
- developed a computerised vehicle examination appointment system for the 23 Designated Car Testing Centres;
- computerised the heavy goods vehicle examination lanes in the Kowloon Bay Vehicle Examination Centre;
- provided EPS terminals for electronic payment over the counter at vehicle examination centres;
- monitored the effectiveness of installation of particulate traps on light goods vehicles, and provided support to EPD on biodiesel and exhaust emission technology;
- completed the retrofitting of drivers' seat belts for buses; and
- continued to review the existing regulatory framework on vehicle construction, equipment and maintenance to enhance vehicle safety.





在紅磡海底隧道舉行的火警演習。  
A fire drill held at Cross Harbour Tunnel.



### 20. 管理合約

把工作外判，是一項策略性措施，一方面可以借助私人機構的專業知識和講求效率的工作方式，另一方面則可以藉此縮減部門的規模。運輸署自1984年開始把管理、運作和維修保養運輸設施的工作外判予私人機構，而這項安排已證明是具成本效益與效率的做法。在2002年，我們繼續致力找出適合外判予私人機構管理的服務。年內，我們亦重組了監管小組，以加強對承辦商的監管，確保他們提供的服務達到規定的服務標準及規格，並能符合市民的期望。目前，我們批出了16份合約，包括管理多層停車場、路旁停車收費錶、青馬管制區、政府隧道、中環至半山扶手電梯及行人道系統、驗車中心、駕駛學校、過境巴士總站及有蓋公共運輸交匯處。在2002年，完成的工作包括：

- 就多項運輸基建及設施批出4份管理合約。有關基建及設施包括海底隧道、香港仔隧道及位於港島和九龍的14個有蓋公共運輸交匯處；
- 完成有關購買可接受八達通卡付款的停車收費錶的招標工作；
- 完成有關九龍及新界27個有蓋公共運輸交匯處的管理、維修保養及潔淨合約的招標工作；以及
- 完成有關柯士甸道過境巴士總站的管理、維修保養及潔淨合約的標書評審工作。

### 20. Management Contracts

Outsourcing is a strategic move to tap the expertise and efficiency of the private sector on the one hand, and reduce the size of the department on the other. TD started the outsourcing of management, operations and maintenance of transport facilities to private operators since 1984, and the arrangement has proved to be cost effective and efficient. In 2002, we continued our best effort in identifying suitable services for contracting out to the private sector for management. This year, we have also re-organised our monitoring team to strengthen the monitoring of the performance of our contractors to ensure that their services meet the standards and specifications set out for the services, and meet public expectation. At present, 16 contracts are awarded to cover the management of multi-storey car parks, on-street parking meters, Tsing Ma Control Area, Government tunnels, Central to Mid-levels escalator and walkway system, vehicle examination centres, driving schools, cross-boundary coach termini and covered public transport interchanges (PTIs). During 2002, we have successfully

- awarded four management contracts for various transport infrastructure and facilities, including the Cross Harbour Tunnel, Aberdeen Tunnel and 14 covered PTIs on Hong Kong Island and in Kowloon;
- completed tender exercises to introduce Octopus payment for parking meters;
- completed tender exercises for the management, maintenance and cleansing of 27 covered PTIs in Kowloon and New Territories; and
- completed tender assessment for the management, maintenance and cleansing contract of Austin Road Cross Boundary Coach Terminus.

## 21. 公眾資訊

在2002年，運輸署繼續透過各種途徑向公眾傳遞資訊。我們透過政府宣傳聲帶或短片，提醒市民留意特別的交通及運輸安排。此外，我們也進一步完善了運輸資料年報的形式和設計，並致力透過互聯網，提供更快速更全面的資訊。在2002年，我們的工作重點如下：

- 向西貢、將軍澳及油塘的居民宣傳有關為配合地鐵將軍澳支綫八月通車而推行的公共交通重整計劃；
- 改進運輸署網頁的設計，增加簡體中文版，並作出改善，使其更方便視障人士使用；
- 在運輸署的網站上設立一個交通消息網頁，以便更有效地發布與交通有關的資訊；
- 繼續透過互聯網向市民提供更多運輸署的刊物；
- 把運輸署顧客服務中心的服務交由效率促進組綜合電話查詢中心負責，以便能更有效率地處理市民的查詢、建議和投訴；
- 提供最新的運輸及交通消息給香港電台、商業電台及有線電視等設有特別節目或頻道向公眾發放交通消息的電子媒介；
- 舉行傳媒活動、記者簡報會及記者招待會，發布資訊及正面新聞；以及
- 繼續發掘公眾感興趣的新聞題材，主動提供予傳播媒介。



前副署長陳阮德徽博士在九月首開學日巡視將軍澳區，了解交通情況。  
Ex-DC Dr Dorothy Chan observes Tseung Kwan O traffic conditions on the first school day in September.



本署召開記者會介紹新措施。  
A press conference in progress.

## 21. Public Information

In 2002, TD continued to keep the public informed through various channels. TV and radio APIs were broadcast to remind the public about special traffic and transport arrangements. Improvement was made to the presentation of the Annual Transport Digest and efforts were made to provide more timely and comprehensive information through the Internet. Some of the work done during 2002 is highlighted below :

- informed Sai Kung, Tseung Kwan O and Yau Tong residents about the public transport rationalisation plan before the commissioning of the Tseung Kwan O MTR Line in August;
- improved the presentation of the TD Homepage to include a simplified Chinese version and make it more user-friendly to visually impaired persons;
- developed a traffic news page on TD's web site to disseminate more effectively traffic related information;
- continued to make more TD publications available to the public through the Internet;
- provided more efficient services to the public through incorporating TD's Customer Service Centre into the Integrated Call Centre operated by the Efficiency Unit of the Government to handle enquiries, suggestions and complaints;
- provided updated transport and traffic information to the electronic media such as RTHK, Commercial Radio and Cable TV which have a special interest and dedicated programme or channel to provide transport news to the public;
- organised media events, press briefings and press conferences to capture and share information and good news; and
- continued to identify stories of public interest and pitch them to the media proactively.