

**Invitation for Expression of Interest (“EOI”)
for Operating the Licensed Vehicular Ferry Services**

Transport Department (“TD”) invites submissions from interested parties (“Proponent”) to indicate their interest in operating the following three (3) vehicular ferry services (“the Ferry Services” and “Ferry Service” shall be construed accordingly), namely (i) “North Point – Kwun Tong” dangerous goods vehicular ferry service (regular service); (ii) “North Point / Kwun Tong – Mui Wo / Kau Shat Wan” dangerous goods vehicular ferry service¹ (service to be operated subject to demand²) and (iii) “North Point / Kwun Tong – Mui Wo” vehicular ferry service³ (emergency service as may be directed by the Commissioner for Transport (“the Commissioner”) from time to time⁴) under ferry service licences (“the Licences” collectively and each a “Licence”) to be issued by the Commissioner in accordance with the Ferry Services Ordinance, Cap. 104 (“the Ordinance”). This EOI exercise invites Proponents who are interested in providing the Ferry Services to submit EOI proposals on an overall basis.

2. The Ferry Services are expected to commence from 28 January 2024 or where circumstances so require, such later date as may be determined by the Commissioner in consultation with the prospective operators of the Ferry Services.

¹ Three (3) ferry routes may be operated under the head of “North Point / Kwun Tong – Mui Wo / Kau Shat Wan”, namely (a) “Kwun Tong – Mui Wo”; (b) “North Point – Mui Wo”; and (c) “Kwun Tong – Kau Shat Wan”.

² The definition and scope of “service subject to demand” shall be subject to the agreement between the Commissioner for Transport and the Proponent.

³ Two (2) ferry routes will be operated as may be directed by the Commissioner under the head of “North Point / Kwun Tong – Mui Wo”, namely (a) “Kwun Tong – Mui Wo”; and (b) “North Point – Mui Wo”.

⁴ The definition and scope of “emergency service” shall be subject to the agreement between the Commissioner for Transport and the Proponent.

Purpose of invitation for EOI proposals

3. This EOI exercise is not, and shall not constitute, an invitation for application for Licences or a tender exercise, nor part of any of them. Neither this EOI exercise nor any submission received by the Government in response to this EOI exercise shall constitute an offer or form the basis of any contract or agreement in respect of the Ferry Services. The Commissioner has, under the Ordinance, the unfettered discretion in granting the Licence.

Submission of EOI proposals

4. Each Proponent should submit a proposal comprising the followings:
- (a) As this EOI exercise is to be conducted on overall basis, the Proponent shall indicate its interest in operating all of the three (3) vehicular Ferry Services, in the format as set out in **Annex 1**. For the avoidance of doubt, proposal where the Proponent indicates its interest only in operating part, but not all, of the Ferry Services may be disregarded;
 - (b) The Proponent should provide its particulars including, among others, experience and competence in vehicular ferry operations and management, etc., in the format as set out in **Annex 2**;
 - (c) The Proponent should provide the operation including, among others, fares against the basic ferry service plan with headway, a fleet of vessels, and a customer service plan in the format as set out in **Annex 4**, which satisfies the minimum requirement as specified in **Annex 3**; and
 - (d) The Proponent may provide any other relevant information and suggestions, as it deems appropriate or necessary.

5. The specified forms (**Annexes 1, 2 and 4**), information on the minimum service requirements (**Annex 3**) and information on the operational arrangements of the Ferry Services (**Annexes 5(i) and 5(ii)**) and location plans of the piers / landing points of the Ferry Services (**Annex 6**) are available for collection from **21 July 2023 to 21 August 2023** during office hours (9.30 a.m. – 6.00 p.m., Monday to Friday (except public holidays)) at the following address:

Ferry and Paratransit Division,
Transport Department,
14/F, South Tower,
West Kowloon Government Offices,
11 Hoi Ting Road,
Yau Ma Tei, Kowloon

6. All EOI submissions should be placed in a sealed envelope clearly marked with “EOI for Operating the Vehicular Ferry Services (i) “North Point – Kwun Tong” dangerous goods vehicular ferry service (regular service); (ii) “North Point / Kwun Tong – Mui Wo / Kau Shat Wan” dangerous goods vehicular ferry service (service to be operated subject to demand); and (iii) “North Point / Kwun Tong – Mui Wo” vehicular ferry service (emergency service as may be directed by the Commissioner from time to time during the validity period of the relevant Licence) and should reach TD at the aforesaid address on or before **12.00 noon, 21 August 2023**. In case a tropical cyclone warning signal No. 8 or above is hoisted, or black rainstorm warning signal or “extreme conditions after super typhoons” announced by the Government is/are in force at any time between 9.00 a.m. and 12.00 noon on **21 August 2023**, the submission closing time will be extended to 12.00 noon of the following working day on which no tropical cyclone warning signal No. 8 or above, black rainstorm warning signal, or “extreme conditions after super typhoons” announced by the Government is/are in force at any time between 9.00 a.m. and 12.00 noon. **Late submissions will not be accepted.** For the purpose of this paragraph, “working day” means a day excluding any Saturdays, general holidays within the meaning of the General Holidays Ordinance, Cap. 149, and a day on which a black rainstorm warning or tropical cyclone warning signal No. 8 or above or “extreme conditions after super typhoons” has been issued between 9.00 a.m. and 12.00 noon.

Government's rights and disclaimers

7. The submission by a Proponent shall be taken to be an acceptance of the terms of invitation of this EOI exercise.

8. The Government reserves the right to change any of the operational arrangements and any other specifications for the Ferry Services in considering any application of Licence(s) or in any future tender exercise therefor, or to cancel this EOI exercise and not to consider any such application to conduct any such tender exercise or issue any Licence(s).

9. All costs and expenses involved in the preparation and submission of the EOI proposals in response to this invitation shall be borne solely by the Proponent.

10. All information and statistics contained in this invitation and the attached specified forms are provided to facilitate the Proponent's preparations of their submissions only. The Government does not warrant or represent (whether expressly or impliedly) as to the correctness, accuracy, completeness, reliability, timeliness or fitness for a particular purpose of any such information and statistics. This invitation is not intended to provide the basis of any investment decision. The Government does not accept any liability to any person howsoever caused by the use of or reliance on any such information and statistics. The Proponent should conduct its own independent assessment of the information and statistics contained in this invitation document and seek professional advice if it deems necessary.

Personal data of the Proponent

11. The personal data of the Proponent and of any individual provided as part of the EOI submission (collectively referred to as "personal data" in this paragraph 11) will be used by the Government for the purposes of processing the EOI submission, and all other purposes necessary for or directly related to the said purposes including but not limited to the resolution of any dispute arising from the EOI submission.

12. By submission of an EOI proposal, the Proponent acknowledges and consents and has ensured that the individuals who are the subject of personal data have acknowledged and consented that personal data provided in the EOI submission may be disclosed to other Government Bureaux and Departments, the Legislative Council,

the District Councils, the Area Committees, non-governmental organizations and applicants under the Code on Access to Information.

13. The Proponent and the individuals who are the subject of personal data have the right of access and correction with respect to personal data as provided for in Sections 18 and 22, and Principle 6 of Schedule 1 to the Personal data (Privacy) Ordinance, Cap. 486.

14. Requests for access to or correction of personal data collected by means of this EOI exercise, including the making of access and corrections, should be addressed to

Data Protection Officer,
Transport Department,
10/F, South Tower, West Kowloon Government Offices
11 Hoi Ting Road
Yau Ma Tei
Kowloon

Telephone No.: 3842 5580 (the Access Clerk)

Intellectual property rights

15. In making a submission, a Proponent grants to the Government, its authorised users, assigns and successors-in-title a right and licence to use (including the doing of any acts restricted by copyright set out in sections 22 to 29 of the Copyright Ordinance (Cap. 528)) its expression of interest and proposals submitted and exercise all or any Intellectual Property Rights subsisting in the expression of interest and proposals for all purposes in respect of or in connection with this EOI exercise . The Proponent shall, if required by the Government, do all things and execute all instruments or documents for the purpose of conferring such rights on the Government.

16. The Proponent also irrevocably waives and undertakes to procure, at its own costs and expenses, all relevant authors of its expression of interest and proposals to irrevocably waive all the moral rights therein (whether past, present or future). The waiver shall operate in favour of the Government, its assigns, authorised users and successors-in-title and shall take effect from the date of submission of the expression

of interest.

Government's Discretion

17. The Government reserves the right to disqualify a Proponent on the following ground in its sole judgement: the Proponent has engaged, is engaging, or is reasonably believed to have engaged or be engaging in acts or activities that are likely to cause or constitute the occurrence of offences endangering national security or otherwise the disqualification is necessary in the interest of national security, or is necessary to protect the public interest of Hong Kong, public morals, public order or public safety.

Miscellaneous

18. Any enquiry in relation to this invitation should be made to:

Mr. KO Wai-lok
Transport Officer / Planning / Ferry 3,
Ferry and Paratransit Division,
Transport Department,
14/F, South Tower,
West Kowloon Government Offices,
11 Hoi Ting Road,
Yau Ma Tei, Kowloon
Telephone No.: 3842 5807
Facsimile No. : 3528 0564

Transport Department
July 2023

EOI Proposal to be Submitted by the Proponent

Indication of Interest

1. I/We*, (name of the Proponent), am/are* interested in operating the following Ferry Services:
 - (a) “North Point – Kwun Tong” dangerous goods vehicular ferry service (regular service);
 - (b) “North Point / Kwun Tong – Mui Wo / Kau Shat Wan” dangerous goods vehicular ferry service (service to be operated subject to demand); and
 - (c) “North Point / Kwun Tong – Mui Wo” vehicular ferry service (emergency service as may be directed by the Commissioner from time to time during the validity period of the relevant Licence).

2. The indicative earliest date that I/we* may commence the aforesaid Ferry Services is: (the date of service commencement).

Signature(s) and Company Chop:

Dated _____

* delete as appropriate.

EOI Proposal to be Submitted by the Proponent
Particulars of the Proponent

(i) **Experience and Competence of the Proponent in Vehicular Ferry Operations and Management**

1. Concise history and years of experience in the operation and management of vehicular ferry services (e.g. No. of years, servicing city(ies), etc.)

2. List of all vehicular ferry services operated in the past three years

<u>Period</u>	<u>Routes</u>

3. Management structure, establishment and strength of company

(Please use separate sheets if necessary)

(ii) Particulars of the Proponent

- (a) Name of the Proponent :

- (b) Address of Register Office:

- (c) Email Address: _____
- (d) Telephone Number: _____
- (e) Fax Number: _____
- (f) Business Registration Certificate No.
(if applicable): _____
- (g) No. of Certificate of Incorporation (if applicable): _____
- (h) Names of all directors (please state on a separate sheet, if necessary and applicable):

The following person(s) should be contacted for clarification of any matter concerning the Proponent's submission:

<u>Name and Post</u>	<u>Address</u>	<u>Telephone No.</u>		<u>Fax. No.</u>
		<u>During Office Hours</u>	<u>After Office Hours</u>	
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Minimum Service Requirements of Ferry Services

(a) “North Point – Kwun Tong” dangerous goods vehicular ferry service (regular service)

(I) Operation schedule:

Seven days in a week and at least twenty (20) hours thirty-five (35) minutes per calendar day.

(II) Minimum headway / no. of trips:

Eighteen (18) round trips with headway no longer than sixty (60) minutes during peak hours

(III) Journey time:

Not more than fifteen (15) minutes (journey distance: 3 km)

(IV) Minimum carrying capacity to be provided:

The proposed vessel(s) must have a carrying capacity of at least eight (8) dangerous goods vehicles of eleven (11) metres in length to be carried on board.

Note: The Proponent should take into account of the operational need to have at least one (1) spare vessel in its fleet for operation of the Ferry Services.

(V) Customer Service

The Proponent must propose a customer service hotline, channels of receipt of complaints, enquiries and feedbacks, and working procedures for handling complaints, enquiries and feedbacks during the validity period of the relevant Licence.

The Proponent is encouraged to provide innovative suggestions (e.g. using information and communications technology, streamlined procedures/methods) to enhance the effectiveness and efficiency of the operation of a customer service hotline, the channels of receipt of complaints, enquiries and feedbacks, and their practicability will be assessed.

(b) “North Point / Kwun Tong – Mui Wo / Kau Shat Wan” dangerous goods vehicular ferry service (which is to be operated subject to demand)

(I) Operation schedule:

Service to be operated subject to demand

(II) Journey time:

Kwun Tong – Mui Wo: not more than ninety (90) minutes (journey distance: twenty-five (25) km)

North Point – Mui Wo: not more than seventy-eight (78) minutes (journey distance: twenty-two (22) km)

Kwun Tong – Kau Shat Wan: not more than eighty (80) minutes (journey distance: twenty-two (22) km)

(III) Minimum carrying capacity to be provided:

The proposed vessel(s) must have a carrying capacity of at least eight (8) dangerous goods vehicles of eleven (11) metres in length to be carried on board.

Note: The Proponent should take into account of the operational need to have at least one (1) spare vessel in their fleet for operation of the Ferry Services.

(IV) Customer Service

The Proponent must propose a customer service hotline, channels of receipt of complaints, enquiries and feedbacks, and working procedures for handling

complaints, enquiries and feedbacks during the validity period of the relevant Licence.

The Proponent is encouraged to provide innovative suggestions (e.g. using information and communications technology, streamlined procedures/methods) to enhance the effectiveness and efficiency of the operation of a customer service hotline, the channels of receipt of complaints, enquiries and feedbacks, and their practicability will be assessed.

(c) “North Point / Kwun Tong – Mui Wo” vehicular ferry service (emergency service as may be directed by the Commissioner from time to time during the validity period of the relevant Licence)

(I) Operating days and operation period:

(a) Within two (2) hours upon receiving a notification of the Commissioner in case of emergency; or

(b) be directed by the Commissioner from time to time during the validity period of the relevant Licence.

(II) Journey time:

Kwun Tong – Mui Wo: not more than ninety (90) minutes (journey distance: twenty-five (25) km)

North Point – Mui Wo: not more than seventy-eight (78) minutes (journey distance: twenty-two (22) km)

(III) Minimum carrying capacity to be provided:

The proposed vessel(s) must have a carrying capacity of at least eight (8) dangerous goods vehicles of eleven (11) metres in length to be carried on board.

Note: The Proponent should take into account of the operational need to have at least one (1) spare vessel in their fleet for operation of the Ferry Services.

(IV) Customer Service

The Proponent must propose a customer service hotline, channels of receipt of complaints, enquiries and feedbacks, and working procedures for handling complaints, enquiries and feedbacks during the validity period of the relevant Licence.

The Proponent is encouraged to provide innovative suggestions (e.g. using information and communications technology, streamlined procedures/methods) to enhance the effectiveness and efficiency of the operation of a customer service hotline, the channels of receipt of complaints, enquiries and feedbacks, and their practicability will be assessed.

EOI Proposal to be Submitted by Proponent

(i) “North Point – Kwun Tong” dangerous goods vehicular ferry service (regular service)

A) Proposed Schedule of the Ferry Service

From North Point		From Kwun Tong	
Time	Headway (minutes)	Time	Headway (minutes)

B) Proposed Fare Table for operating the Ferry Service

Proponent should state fares for different types of dangerous goods vehicles and the respective ticket types. If there are different fares for weekdays and Sundays/Public Holidays (as defined in the General Holidays Ordinance (Cap. 149)), or for single journey and multiple journeys, the fares should be stated separately.

Types of Fare (Example only)	Fare per vehicle per single trip
Vehicle exceeding eleven (11) metres in length	\$ _____
Vehicle not exceeding eleven (11) metres in length and exceeding five and five tenths (5.5) tonnes in weight	\$ _____
Vehicle not exceeding eleven (11) metre in length and not exceeding five and five tenths (5.5) tonnes in weight	\$ _____
Others (please specify: _____)	\$ _____

C) Proposed Type(s) of Vessel(s)

1. No. of vessel(s) for each vessel type

Types of Vessels	No. of vessels deployed

2. Details of suggested type(s) of vessel(s)

(Proponent should separately provide the details for each suggested vessel and may provide more additional information if deemed necessary.)

1. Vessel type	
2. Material of vessel	
3. Estimated construction cost	
4. Net book value of the vessel (as at June 2023)	
5. Year of construction	
6. Expected usable life of such vessel (please provide the number of years)	
7. Lead time for the construction (if new vessel is proposed)	
8. Carrying capacity / seating capacity for passengers (excluding crew)	
9. Net tonnage	
10. Full load displacement	
11. Overall length	
12. Breadth	
13. Air draught when fully loaded	
14. Air draft at lightship displacement	
15. Full load draft	

16.	Type and number of engines and total power	
17.	Type and number of propellers	
18.	Maximum service speed (knots)	
19.	Radar equipment	
20.	% of passenger seats provided with air-conditioning (A/C) facilities	
21.	Any other items that the Proponent may wish to highlight (may use supplementary sheets to illustrate)	

The Proponent should take into account the operational need to have spare vessel(s) in its fleet for operation of the Ferry Services. Different capacity of vessel may be acceptable provided that the proposed total carrying capacity is capable of meeting the passenger's demand.

D) Proposed Customer Service Plan

1. Customer Service Hotline

Customer Service Hotline	Proposed Details
(a) Operating hours;	
(b) Number of telephone lines;	
(c) Manning level of the hotline;	
(d) Length of time to be taken for picking up a waiting call;	
(e) Customer service operators' proficiency in language (at least Cantonese, English and Putonghua); and	
(f) Other innovative suggestions (e.g. using information and	

Customer Service Hotline	Proposed Details
communications technology, streamlined procedures/methods), if any.	

2. Channels of Receipt of Complaints, Enquiries and Feedbacks

Channels of Receipt of Complaints, Enquiries and Feedbacks	Proposed Details
(a) Channels of receipt of complaints, enquiries and feedbacks from members of the public; and	
(b) Other innovative suggestions innovative suggestions (e.g. using information and communications technology, streamlined procedures/methods), if any.	

3. Procedures for Handling Complaints, Enquiries and Feedbacks

Procedures for Handling Complaints, Enquiries and Feedbacks	Proposed Details
(a) Working procedures for investigation of complaints;	
(b) Service pledge of response time;	
(c) Analysis of feedback and follow-up action;	
(d) Record of the complaints/enquiries/feedbacks statistics including the number and	

Procedures for Handling Complaints, Enquiries and Feedbacks	Proposed Details
type of complaints/enquiries/feedbacks; and	
(e) Other innovative suggestions (e.g. using information and communications technology, streamlined procedures/methods), if any.	

(ii) “North Point / Kwun Tong – Mui Wo / Kau Shat Wan” dangerous goods vehicular ferry service (service to be operated subject to demand)

A) Proposed Fares Table for operating the Ferry Service

Proponent should state fares for different types of vehicles and the respective ticket types. If there are different fares for weekdays and Sundays/Public Holidays (as defined in the General Holidays Ordinance (Cap. 149)), or for single journey and multiple journey, the fares should be stated separately.

Types of Fare (Example only)	Fare per vehicle per round trip
No. of dangerous goods vehicles to be carried by one (1) vessel	
One (1)	\$ _____
Two (2)	\$ _____
Three (3)	\$ _____
Four (4)	\$ _____
Five (5)	\$ _____
Six (6)	\$ _____
Seven (7)	\$ _____
Eight (8)	\$ _____

B) Proposed Type(s) of Vessel(s)

1. No. of vessel(s) for each vessel type

Types of Vessels	No. of vessels deployed

2. Details of suggested type(s) of vessel(s)

(Proponent should separately provide the details for each suggested vessel and may provide more additional information if deem necessary.)

1. Vessel type	
2. Material of vessel	
3. Estimated construction cost	
4. Net book value of the vessel (as at June 2023)	
5. Year of construction	
6. Expected usable life of such vessel (please provide the number of years)	
7. Lead time for the construction (if new vessel is proposed)	
8. Carrying capacity / seating capacity for passengers (excluding crew)	
9. Net tonnage	
10. Full load displacement	
11. Overall length	
12. Breadth	
13. Air draught when fully loaded	
14. Air draft at lightship displacement	

15.	Full load draft	
16.	Type and number of engines and total power	
17.	Type and No. of propellers	
18.	Maximum service speed (knots)	
19.	Radar equipment	
20.	% of passenger seats provided with air-conditioning (A/C) facilities	
21.	Any other items that the Proponent may wish to highlight (may use supplementary sheets to illustrate)	

The Proponent should take into account the operational need to have spare vessel(s) in its fleet for operation of the Ferry Service. Different capacity of vessel may be acceptable provided that the proposed total carrying capacity is capable of meeting the passenger demand.

C) Proposed Customer Service Plan

1. Customer Service Hotline

Customer Service Hotline	Proposed Details
(a) Operating hours;	
(b) Number of telephone lines;	
(c) Manning level of the hotline;	
(d) Length of time to be taken for picking up a waiting call;	
(e) Customer service operators' proficiency in language (at least Cantonese, English and Putonghua); and	
(f) Other innovative suggestions (e.g.	

using information and communications technology, streamlined procedures/methods), if any.	
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2. Channels of Receipt of Complaints, Enquiries and Feedbacks

Channels of Receipt of Complaints, Enquiries and Feedbacks	Proposed Details
(a) Channels of receipt of complaints, enquiries and feedbacks from members of the public; and	
(b) Other innovative suggestions innovative suggestions (e.g. using information and communications technology, streamlined procedures/methods), if any.	

3. Procedures for Handling Complaints, Enquiries and Feedbacks

Procedures for Handling Complaints, Enquiries and Feedbacks	Proposed Details
(a) Working procedures for investigation of complaints;	
(b) Service pledge of response time;	
(c) Analysis of feedback and follow-up action;	
(d) Record of the complaints/enquiries/feedbacks statistics including the number and	

type of complaints/enquiries/feedbacks; and	
(e) Other innovative suggestions (e.g. using information and communications technology, streamlined procedures/methods), if any.	

(iii) “North Point / Kwun Tong – Mui Wo” vehicular ferry service (emergency service as may be directed by the Commissioner from time to time during the validity period of the relevant Licence)

A) Proposed Fares Table for operating the Ferry Service

Proponent should state fares for different types of vehicles and the respective ticket types. If there are different fares for weekdays and Sundays/Public Holidays (as defined in the General Holidays Ordinance (Cap. 149)), or for single journey and multiple journey, the fares should be stated separately.

Types of Fare (Example only)	Fare per vehicle per single trip
<u>Ordinary Vehicles</u>	
(a) Motor cycle	\$ _____
(b) Private car	\$ _____
(c) Light goods vehicle or light bus	\$ _____
(d) Medium goods vehicle	\$ _____
(e) Heavy goods vehicle or bus	\$ _____
<u>Dangerous Goods Vehicles</u>	
(a) Vehicle exceeding eleven (11) metres in length	\$ _____
(b) Vehicle not exceeding eleven (11) metres in length and exceeding five and five tenths (5.5) tonnes in weight	\$ _____
(c) Vehicle not exceeding eleven (11) metres in length and not exceeding five and five tenths (5.5) tonnes in weight	\$ _____

Others (please specify: _____)

\$ _____

B) Proposed Type(s) of Vessel(s)

1. No. of vessel(s) for each vessel type

Types of Vessels	No. of vessels deployed

2. Details of suggested type(s) of vessel(s)

(Proponent should separately provide the details for each suggested vessel and may provide more additional information if deem necessary.)

1. Vessel type	
2. Material of vessel	
3. Estimated construction cost	
4. Net book value of the vessel (as at June 2023)	
5. Year of construction	
6. Expected usable life of such vessel (please provide the number of years)	
7. Lead time for the construction (if new vessel is proposed)	
8. Carrying capacity / seating capacity for passengers (excluding crew)	
9. Net tonnage	
10. Full load displacement	
11. Overall length	
12. Breadth	

13.	Air draught when fully loaded	
14.	Air draft at lightship displacement	
15.	Full load draft	
16.	Type and number of engines and total power	
17.	Type and number of propellers	
18.	Maximum service speed (knots)	
19.	Radar equipment	
20.	% of passenger seats provided with air-conditioning (A/C) facilities	
21.	Any other items that the Proponent may wish to highlight (may use supplementary sheets to illustrate)	

The Proponent should take into account the operational need to have spare vessel(s) in its fleet for operation of the Ferry Service. Different capacity of vessel may be acceptable provided that the proposed total carrying capacity is capable of meeting the passenger demand.

C) Proposed Customer Service Plan

1. Customer Service Hotline

Customer Service Hotline	Proposed Details
(g) Operating hours;	
(h) Number of telephone lines;	
(i) Manning level of the hotline;	
(j) Length of time to be taken for picking up a waiting call;	
(k) Customer service operators' proficiency in language (at least Cantonese, English and Putonghua);	

and	
(l) Other innovative suggestions (e.g. using information and communications technology, streamlined procedures/methods), if any.	

2. Channels of Receipt of Complaints, Enquiries and Feedbacks

Channels of Receipt of Complaints, Enquiries and Feedbacks	Proposed Details
(c) Channels of receipt of complaints, enquiries and feedbacks from members of the public; and	
(d) Other innovative suggestions (e.g. using information and communications technology, streamlined procedures/methods), if any.	

3. Procedures for Handling Complaints, Enquiries and Feedbacks

Procedures for Handling Complaints, Enquiries and Feedbacks	Proposed Details
(f) Working procedures for investigation of complaints;	
(g) Service pledge of response time;	
(h) Analysis of feedback and follow-up action;	

<p>(i) Record of the complaints/enquiries/feedbacks statistics including the number and type of complaints/enquiries/feedbacks; and</p>	
<p>(j) Other innovative suggestions (e.g. using information and communications technology, streamlined procedures/methods), if any.</p>	

**Monthly Patronage and Average Daily Patronage of
the Ferry Services from 2018-2022**

- (i) “North Point – Kwun Tong” dangerous goods vehicular ferry service
(regular service)**

	2018	2019	2020	2021	2022
Jan	3260	2667	2645	2303	2446
Feb	2776	2254	2200	2108	1883
Mar	3278	2678	2333	2478	1963
Apr	3094	2558	2215	2442	2226
May	3488	2731	2544	2660	2510
Jun	3340	2671	2711	2620	2479
Jul	2930	2807	2731	2729	2497
Aug	2755	2825	2450	2677	2532
Sep	2871	2810	2561	2704	2514
Oct	2991	2861	2592	2504	2507
Nov	2679	2762	2558	2582	2410
Dec	2636	2715	2408	2630	2452

- (ii) “North Point / Kwun Tong – Mui Wo / Kau Shat Wan” dangerous goods
vehicular ferry service (service to be operated subject to demand)**

The subject ferry service was not operated from 2018 to 2022.

- (iii) “North Point / Kwun Tong – Mui Wo” vehicular ferry service
(emergency service as may be directed by the Commissioner from time to
time during the validity period of the relevant Licence)**

The subject ferry service was not operated from 2018 to 2022.

Existing Timetable, Faretable & Journey Distance of the Ferry Services
(for information of the Proponent only)

- (i) “North Point – Kwun Tong” dangerous goods vehicular ferry service
(regular service)

SCHEDULE OF SERVICE
NORTH POINT - KWUN TONG
(Dangerous Goods Vehicular Ferry Service)

TIMETABLE

Daily

<u>From North Point</u>	<u>From Kwun Tong</u>
2.10 a.m.	3.25 a.m.
4.00 a.m.	5.00 a.m.
6.30 a.m.	6.45 a.m.
7.00 a.m.	7.25 a.m.
7.50 a.m.	8.15 a.m.
8.40 a.m.	9.05 a.m.
9.30 a.m.	9.20 a.m. (Note)
9.45 a.m. (Note)	9.55 a.m.
10.20 a.m.	10.10 a.m. (Note)
10.35 a.m. (Note)	10.45 a.m.
11.10 a.m.	11.30 a.m.
12.00 noon	12.25 p.m.
12.50 p.m.	1.15 p.m.
1.40 p.m.	2.05 p.m.
2.30 p.m.	2.55 p.m.
3.20 p.m.	3.45 p.m.
4.10 p.m.	4.35 p.m.
5.20 p.m.	5.35 p.m.
6.10 p.m.	7.50 p.m.
10.45 p.m.	11.45 p.m.

Note: Optional sailing depending on demand.

FARETABLE

<u>Dangerous Goods Vehicle</u>	<u>Fare per vehicle per single trip</u>
Vehicle exceeding eleven (11) metres in length	\$ 1,050
Vehicle not exceeding eleven (11) metres in length and exceeding five and five tenths (5.5) tonnes in weight	\$ 1,040
Vehicle not exceeding eleven (11) metre in length and not exceeding five and five tenths (5.5) tonnes in weight	\$ 690

JOURNEY DISTANCE & TIME

Journey Distance :	Three (3) km
Journey Time :	Twelve (12) minutes

VESSEL ALLOCATION/CARRYING CAPACITY

<u>Name of Vessel</u>	<u>Carrying Capacity</u> (no. of dangerous goods vehicles of eleven (11) m in length to be carried on board)	<u>Vessel Status</u>
Man Lok	Eight (8)	Regular
Man Foo	Eight (8)	Regular
Man Kim	Eight (8)	Regular
Man On	Eight (8)	Spare
Man Kai	Eight (8)	Spare

OTHER OPERATIONAL ARRANGMENT

No passengers are allowed on board, except those who involve or supervise the conveying or handling of any dangerous goods as defined under the Dangerous Goods Ordinance (Cap. 295), including the pyrotechnic special effects material as defined in the Entertainment Special Effects Ordinance (Cap. 560), being carried in or on a motor vehicle on board the vessel.

(ii) “North Point / Kwun Tong – Mui Wo / Kau Shat Wan” dangerous goods vehicular ferry service (service to be operated subject to demand)

SCHEDULE OF SERVICE

NORTH POINT / KWUN TONG – MUI WO / KAU SHAT WAN

(Dangerous Goods Vehicular Ferry Service)

TIMETABLE

To be operated subject to demand.

FARETABLE

North Point / Kwun Tong – Mui Wo

No. of dangerous goods vehicles to be carried by one (1) vessel	Fare per vehicle per round trip
One (1)	\$ 15,000
Two (2)	\$ 7,500
Three (3)	\$ 5,000
Four (4)	\$ 3,750
Five (5)	\$ 3,000
Six (6)	\$ 2,500
Seven (7)	\$ 2,150
Eight (8)	\$ 1,900

North Point / Kwun Tong – Kau Shat Wan

No. of Cat. 1 dangerous goods vehicles to be carried by one (1) vessel	Total fare per round trip
One (1) to Six (6)	\$ 15,000

JOURNEY DISTANCE & TIME

<u>Calling Point</u>	<u>Journey Distance</u>	<u>Journey Time</u>
Kwun Tong - Mui Wo	Twenty-five (25) km	Ninety (90) min
North Point - Mui Wo	Twenty-two (22) km	Seventy-eight (78) min
Kwun Tong – Kau Shat Wan	Twenty-two (22) km	Eighty (80) min

VESSEL ALLOCATION/CARRYING CAPACITY

<u>Name of Vessel</u>	<u>Carrying Capacity</u> (no. of dangerous goods vehicles of eleven (11) metres in length to be carried on board)	<u>Vessel Status</u>
Man Lok	Eight (8)	Regular
Man Foo	Eight (8)	Regular
Man Kim	Eight (8)	Regular
Man On	Eight (8)	Spare
Man Kai	Eight (8)	Spare

OTHER OPERATIONAL ARRANGMENT

1. No passengers are allowed on board, except those who involve or supervise the conveying or handling of any dangerous goods as defined under the Dangerous Goods Ordinance (Cap. 295), including the pyrotechnic special effects material as defined in the Entertainment Special Effects Ordinance (Cap. 560), being carried in or on a motor vehicle on board the vessel.
2. The Ferry Service is to be operated on advance booking basis.

- (iii) “North Point / Kwun Tong – Mui Wo” vehicular ferry service
(emergency service as may be directed by the Commissioner from time to time during the validity period of the relevant Licence)

SCHEDULE OF SERVICE
NORTH POINT/ KWUN TONG – MUI WO
(Emergency Vehicular Ferry Service)

TIMETABLE

To be operated:

- (a) within two (2) hours upon receiving a notification of the Commissioner for Transport in case of emergency; or
(b) as may be directed by the Commissioner for Transport from time to time during the Licence Period.

FARETABLE

<u>Vehicle Type</u>	<u>Fare per vehicle per single trip</u>
<u>Ordinary vehicles</u>	
(a) Motor cycle	\$ 60
(b) Private car	\$ 100
(c) Light goods vehicle or light bus	\$ 140
(d) Medium goods vehicle	\$ 170
(e) Heavy goods vehicle or bus	\$ 200
<u>Dangerous goods vehicles</u>	
(a) Vehicle not exceeding eleven (11) metre in length	\$ 830
(b) Vehicle exceeding eleven (11) metres in length	\$ 1,050

JOURNEY DISTANCE & TIME

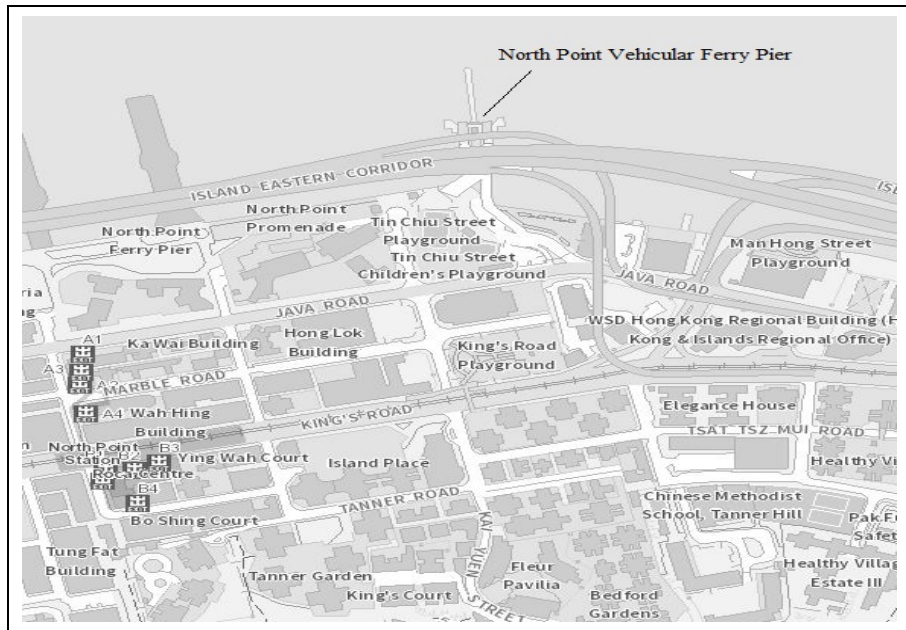
<u>Calling Point</u>	<u>Journey Distance</u>	<u>Journey Time</u>
Kwun Tong - Mui Wo	Twenty-five (25) km	Ninety (90) min
North Point - Mui Wo	Twenty-two (22) km	Seventy-eight (78) min

VESSEL ALLOCATION/CARRYING CAPACITY

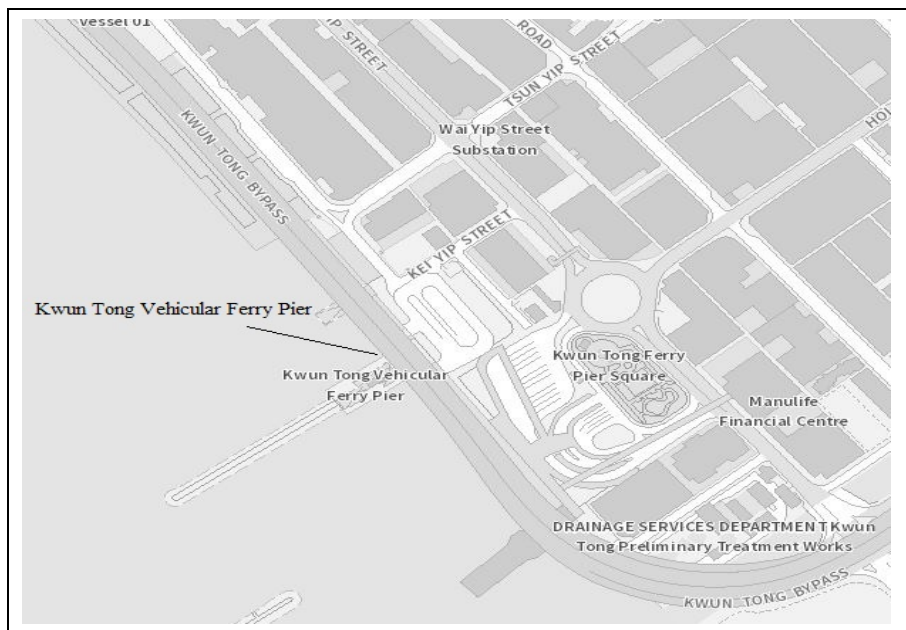
<u>Name of Vessel</u>	<u>Carrying Capacity</u> (no. of dangerous goods vehicles of eleven (11) metres in length to be carried on board)	<u>Vessel Status</u>
Man Lok	Eight (8)	Regular
Man Foo	Eight (8)	Regular
Man Kim	Eight (8)	Regular
Man On	Eight (8)	Spare
Man Kai	Eight (8)	Spare

Existing Locations of Piers / Landing Points of the Ferry Services
(for information of the Proponent only)

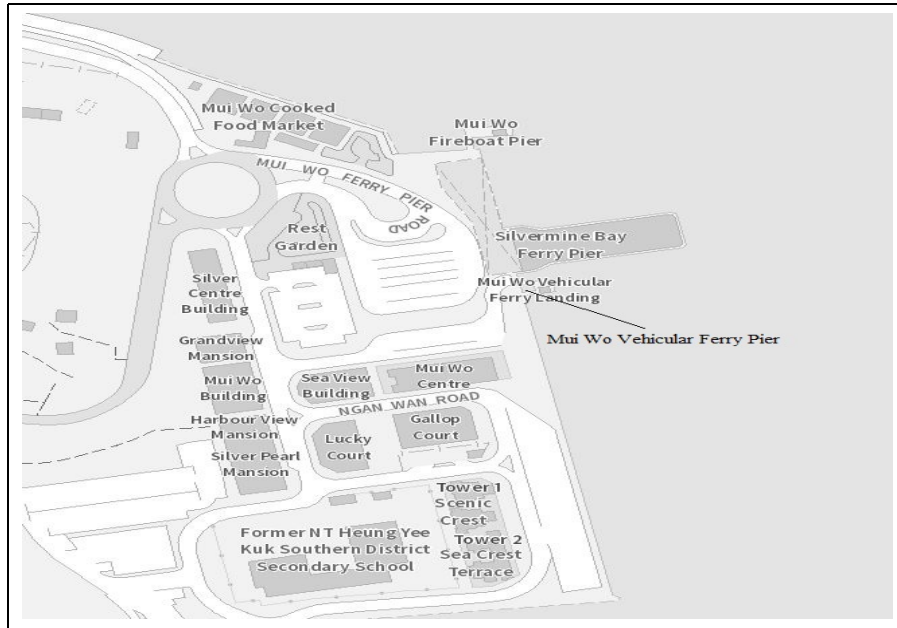
(a) Location plan of North Point Vehicular Ferry Pier



(b) Location plan of Kwun Tong Vehicular Ferry Pier



(c) Location plan of Mui Wo Vehicular Ferry Pier



(d) Location plan of the ferry point of Kau Shat Wan

