

年內的 重要事項

在上一章所述的本署「抱負、使命及信念」中，「使命」的首句是「在規劃、監管、服務及管理各方面追求卓越成就」，而「信念」的首句是「發揮潛能，各盡所長」。在「年內的重要事項」這一章，正是按「規劃」、「監管」、「服務」、「管理」及「發揮潛能、各盡所長」這5個範疇列述本署的工作。在這5個主要範疇下，有關工作被進一步細分為27項重點工作。

Highlights of the Year

Within our VMV, as shown in the last section, our first Mission Statement is “to excel in our key roles of planner, regulator, service provider and manager”, whilst the first of our values is “Bringing out the Best in People”. This “Highlights of the Year” section is correspondingly aligned under the headings of “Planning”, “Regulation”, “Services”, “Management”, and “Bringing out the Best in People”. Within these broad headings, the work is further divided into 27 Action Areas.

規劃 Planning



1. 運輸規劃

在 2005 年，我們進行了第五年度的策略性公路工程檢討，考慮有關土地用途規劃、人口、發展、運輸及社會經濟的最新資料，嚴謹地檢討本港的運輸基建需要。透過這項檢討制度，我們定期研究各項重要公路工程項目的興建需要、實施時間、工程範疇及組構，以確保工程計劃能以有效的方式在適當的時間規劃及實施，從而配合日後的運輸需求。同時，我們亦曾就新界西北部的交通及公路基建需要進行檢討，以具體評估正在興建中的深港西部通道和建議興建的港珠澳大橋的新跨境交通通道所造成的交通需求。

1. Transport Planning

In 2005, we conducted the fifth annual Strategic Highway Project Review (SHPR), taking account of the latest available land use planning, demographic, development, transport and socio-economic data, to critically review our transport infrastructure requirements. Through this review system, we regularly examine the need, timing, scope and configuration of strategic highway projects to ensure that they are planned and implemented in an effective and timely manner to meet future transport demands. At the same time, to specifically assess the traffic demands arising from the new boundary crossings at the Hong Kong - Shenzhen Western Corridor which is now under construction, and the proposed Hong Kong - Zhuhai - Macao Bridge as well as

在2005年，我們的工作包括：

- 進行第五輪策略性公路工程檢討，以評估多項主要公路工程計劃（包括由西九龍至將軍澳的6號幹線、由堅尼地城至香港仔的4號幹線，以及吐露港／粉嶺公路的擴闊工程）的興建需要、工程範疇及實施時間；
- 進行第二輪新界西北部的交通及運輸基建檢討，以考慮與大型發展計劃及過境交通的快速增長相關的需求；
- 就港珠澳大橋可行性研究和該大橋香港段及北大嶼山公路連接路的勘察提供意見；
- 就新界西北多項工程（包括屯門東繞道、屯門西繞道、屯門至赤鱸角連接路、連接屯門至大嶼山的方案，以及青衣至大嶼山連接路）的可行性研究提供意見；以及
- 就與新界西北及大嶼山有關的多項發展研究（包括大嶼山物流園發展可行性研究、大嶼山發展概念計劃、香港迪士尼樂園的運輸需求預測及基建設施檢討，以及東涌餘下發展計劃的可行性研究）提供意見。

the long- term development in the area, we carried out a review on the traffic and highway infrastructure requirements for the North-West New Territories region.

Our work in 2005 has included:

- conducted the 5th SHPR to assess the need, scope and timing of a number of major highway projects including, Route 6 from West Kowloon to Tseung Kwan O, Route 4 from Kennedy Town to Aberdeen and the widening of Tolo/Fanling Highway;
- carried out the second Northwest New Territories Traffic and Transport Infrastructure Review taking into account the demands associated with the major developments and the growing cross - boundary travel;
- provided input to Hong Kong - Zhuhai - Macao Bridge Feasibility Study and the Investigation Assignment for the Hong Kong Section of the Bridge and its connection with North Lantau Highway;
- provided inputs to a series of engineering feasibility studies in the Northwest New Territories including Tuen Mun Eastern Bypass, Tuen Mun Western Bypass, Tuen Mun - Chek Lap Kok Link, the Link Options between Tuen Mun and Lantau, and Tsing Yi - Lantau Link; and
- provided inputs to various Northwest New Territories and Lantau related

2. 運輸與環境

我們與環境保護署緊密合作，進行第四輪策略性環境監察、審查及檢討工作。我們就最新的政策及策略性公路工程檢討中所建議的策略性運輸基建對環境所造成的影響，進行監察及更新資料。我們採納最新蒐集所得的資料，就各項已落實及建議實施的管制措施取得進展。這些措施對減低運輸系統對環境所造成的影響大有幫助。策略性環境監察、審查及檢討的結果顯示，這些擬訂的管制措施對改善車輛廢氣排放的整體情況頗具成效，我們並預期在直至 2016 年的整個預測期內，改善趨勢將會持續。



在 2005 年，我們的工作包括：

- 完成第四輪策略性環境監察、審查及檢討工作；
- 鼓勵柴油小型巴士轉為石油氣或電動小型巴士－超過 2500 部柴油小型巴士（約為

development studies including Lantau Logistics Park Development Feasibility Study, Concept Plan for Lantau, Review of Transport Demand Forecast & Infrastructure Facilities for Hong Kong Disneyland and Feasibility Study for Remaining Development in Tung Chung.

2. Transport and the Environment

In close collaboration with the Environmental Protection Department, we conducted the fourth round of the Strategic Environmental Monitoring, Auditing and Review (SEMAR) exercise. We monitored and updated the environmental implications associated with the latest policies and the strategic transport infrastructure recommended in the SHPR. We took on board the latest available

information and made progress on various committed and proposed control measures which helped considerably in reducing the overall impact of

the transport system on the environment. The SEMAR results have indicated that these identified control measures are effective in improving the overall situation of vehicle emissions and the improvement trend is expected to continue throughout the forecasting period up to 2016.



Our work in 2005 has included:

- conducted the fourth SEMAR;
 - encouraged the conversion of diesel light buses to LPG or electric models - over 2 500 diesel light buses (about 40% of the fleet) have been converted;
 - encouraged the conversion of diesel taxis to LPG - over 99% of diesel taxis have been converted to LPG;
 - improved conditions for pedestrians through the introduction of more pedestrian priority schemes;
 - encouraged the franchised bus companies to retrofit Euro II or above buses with diesel particulate filters;
 - encouraged the franchised bus companies to deploy Euro II or above buses on selected busy corridors;
 - rationalized bus services in Central, Wan Chai, Causeway Bay and Nathan Road to reduce bus trips and relieve congestion; and
 - carried out the planning of comprehensive footbridge systems in the business districts of various areas including Wan Chai, Admiralty, Central and Tsuen Wan.
- 小型巴士車隊的40%)已轉為石油氣或電動小巴；
- 鼓勵柴油的士轉為石油氣的士 – 超過99%的柴油的士已轉為石油氣的士；
 - 實施更多行人優先使用道路計劃，以改善行人環境；
 - 鼓勵專營巴士公司在歐盟II型或以上的巴士安裝柴油催化過濾器；
 - 鼓勵專營巴士公司調配歐盟II型或以上的巴士行走選定的繁忙通道；
 - 重整中環、灣仔、銅鑼灣及彌敦道的巴士服務，以減少駛經這些地區的巴士班次及紓緩交通擠塞；以及
 - 就於灣仔、金鐘、中環及荃灣各區的商業區興建全面的行人天橋系統進行規劃。

3.主要的運輸基礎設施及發展

在 2005 年，我們繼續就各項鐵路及主要道路工程的規劃、設計及實施提供意見。

3. Major Transport Infrastructure and Development

In 2005, we continued to provide input towards the planning, design and implementation of various railway lines and major road projects.



在 2005 年，我們就以下項目提供交通運輸方面的意見：

- 興建中的上水至落馬洲支線及九龍南線；
- 沙田至中環線、西港島線及南港島線的規劃及設計；
- 主要道路的建設，包括后海灣幹線、深港西部通道、T3 和 T4 主幹路及八號幹線；以及

In 2005 we have provided traffic and transport input to:

- the on-going construction of Sheung Shui to Lok Ma Chau Spur Line and Kowloon Southern Link;
- the planning and design of Sha Tin to Central Link, West Island Line and South Island Line;
- the construction of major roads including Deep Bay Link, Hong Kong-

- 為香港迪士尼樂園啟用而提供的運輸設施（包括新的道路、迪士尼線及公共運輸交匯處）的設計及興建。

4. 公共交通服務規劃

為更妥善協調新鐵路（2003年12月通車的西鐵、2004年10月啟用的尖沙咀支線、2004年12月通車的馬鞍山鐵路、2005年8月啟用的迪士尼線，以及2005年12月啟用的機場快線延線）與其他公共交通服務，我們推行多項公共運輸計劃，以加強各種交通工具的協調、鼓勵良性競爭及減少在主要繁忙道路的廢氣排放。我們會繼續為日後的鐵路計劃進行公共交通工具協調規劃工作。此外，為減少對長途巴士服務的需求，以提升道路網絡效率及盡量減輕對繁忙地區交通及環境造成的影響，我們成功鼓勵公共交通營辦商開辦更多提供車費優惠的巴士轉乘巴士、巴士轉乘鐵路及專線小巴轉乘鐵路的計劃。

Shenzhen Western Corridor, Trunk Roads T3 and T4, and Route 8; and

- the design and implementation of transport facilities for the Hong Kong Disneyland including new road projects, the Disney Resort Line and public transport interchanges.

4. Public Transport Services Planning

To better co-ordinate other public transport modes with the new railways (West Rail in December 2003, Tsim Sha Tsui Extension in October 2004, Ma On Shan Rail in December 2004, Disneyland Resort Line in August 2005 and Airport Line Express Extension in December 2005), we launched various public transport plans to enhance integration of transport modes, encourage healthy competition and reduce emissions along major busy corridors. We continued such inter modal coordination planning work for upcoming railway projects. Also, to reduce the demand for long-haul bus services, so as to increase network efficiency and minimize the impact on traffic and environmental conditions in busy areas, we have successfully encouraged public transport operators to introduce additional bus-bus, bus-rail and green minibus-rail interchange schemes with fare concessions.

在2005年，我們的工作包括：

- 就香港迪士尼樂園、亞洲國際博覽館及東涌至昂坪的纜車系統進行公共交通服務規劃及運作安排；
- 審議5間專營巴士公司2005至2009年及2006至2010年的未來發展計劃，當中包括6項專營權；
- 就未來的鐵路工程計劃，包括上水至落馬洲支線、九龍南線及沙田至中環線，提供公共運輸規劃方面的意見；以及
- 就城巴（港島及過海路線專營權）、新大嶼山巴士及九巴專營權將於2006及2007年屆滿一事，與上述巴士公司就續訂專營權展開商討。

Our work in 2005 has included:

- carried out public transport service planning and operational arrangements for Hong Kong Disneyland, Asia World-Expo and Tung Chung - Ngong Ping Cable Car Systems;
- processed the forward planning programmes for 2005-2009 and 2006-2010 of the five franchised bus companies, including six franchises;
- provided public transport planning input to upcoming railway projects including the Sheung Shui to Lok Ma Chau Spur Line, Kowloon Southern Link, and Sha Tin to Central Link; and
- commenced negotiations with CTB (F1), NLB and KMB on renewal of their franchises which will expire during 2006 and 2007.



5. 研究

在 2005 年，我們參與進行多項研究，主題範圍廣泛，從智能運輸系統，到運輸規劃模式，以至評估基建需要，皆包括在內。

在 2005 年，我們的工作包括：

- 完成「進一步擴展偵速攝影機系統所作的調查研究」；
- 完成「香港迪士尼樂園的運輸需求預測及基建設施檢討」；
- 展開「重組及提升第三次整體運輸研究模型—可行性研究」；
- 在 2006 年初完成有關委託顧問進行「擠塞收費運輸模型—可行性研究」的籌備工作；
- 展開「就市區交通影響評估制訂 2004 年地區交通模型」研究；以及
- 展開「就新界交通影響評估制訂 2004 年地區交通模型」研究。

5. Studies

In 2005 we have been involved in a number of studies covering a wide range of topics from intelligent transport systems to transport planning models to assessments of infrastructure needs.

Our work in 2005 has included:

- Completed the “Investigation Study for Further Expansion of Speed Enforcement Camera Systems”;
- Completed the “Review of Transport Demand Forecast and Infrastructure Facilities for Hong Kong Disneyland Resort”;
- Commenced the “Restructuring and Enhancement of the Third Comprehensive Transport Study Model - Feasibility Study”;
- Completed preparations to award the “Congestion Charging Transport Model - Feasibility Study” in early 2006;
- Commenced the study on “Developing 2004 Based District Traffic Models for TIAs in Urban Areas”; and
- Commenced the study on “Developing 2004 Based District Traffic Models for TIAs in New Territories”.

6. 道路安全

我們繼續推廣道路安全願景「路上零意外，香港人人愛」的信息及該願景的蛋形標誌。同時，我們亦正籌備在2006年1月展開「紅Van綠Van安全人人愛運動」。該運動的目的，是提升公共小巴司機的安全駕駛意識，鼓勵他們一起致力邁向道路安全願景，並且表揚最注重安全的小巴司機。

6. Road Safety

We continued to promote the Road Safety Vision of "Zero Accidents on the Road, Hong Kong's Goal" and its egg-shaped Symbol. Also a PLB Safety Campaign is being organized for launching in January 2006. The Campaign aims to promote PLB drivers' awareness of safe driving, to provide the opportunity to work together to achieve our road safety vision and to award the safest PLB drivers.



在2005年，我們的工作包括：

- 策劃「紅 Van 綠 Van 安全人人愛運動」；
- 加強公共小巴乘客佩戴安全帶的宣傳活動；
- 繼續廣泛宣傳道路安全願景及其蛋形標誌；
- 立法更新防護頭盔及安全帶的標準；
- 實施新的客運營業證條件，強制規定接載幼稚園學童的學校私家小巴必須設有跟車保姆；
- 就現時酒後駕駛的情況展開檢討工作，並研究對付該違例事項的措施；
- 展開有關單車安全的檢討工作；
- 完成修訂《道路使用者守則》，以便刊登憲報公告及由立法會進行不廢除或不提出修訂即屬通過的程序；
- 完成有關英皇道的道路安全研究；
- 完成有關新田公路的道路安全檢討；以及
- 計劃進行公眾意見調查，就改善方向指示牌的建議蒐集市民意見。

Our work in 2005 has included:

- planned for a PLB Safety Campaign;
- strengthened the publicity campaign for wearing seat belts on PLBs;
- continued to conduct wide publicity on the Road Safety Vision and Symbol;
- enacted legislation to update protective helmet and seat belt standards;
- implemented new Passenger Service Licence conditions for compulsory escorts on school private light buses for kindergarten pupils;
- initiated a review of the prevailing situation and explored measures to combat drink driving;
- initiated a review on bicycle safety;
- completed the revision on the Road Users' Code for gazettal and negative vetting by the Legislative Council;
- completed a route study for King's Road;
- completed a road safety review for San Tin Highway; and
- planned a public opinion survey to collect views on the proposed improvement to directional signs.

7. 行人專用區計劃

我們繼續把行人專用區計劃擴展至本港多個地區。在中環、灣仔、佐敦及深水埗擴闊行人路及環境美化工程均有良好進展。我們現正就尖沙咀數項改善計劃進行詳細規劃，並會在2006年在實施有關計劃前蒐集市民的意見。

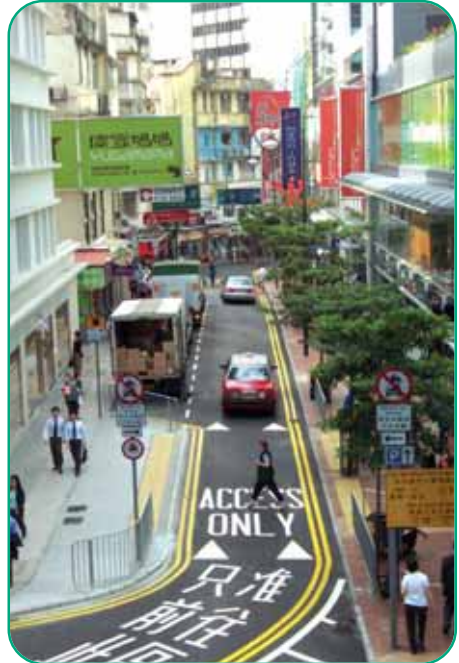
7. Pedestrian Schemes

We continued to extend our pedestrianization schemes in various areas throughout the territory. We are making good progress on the footpath widening and landscape works in Central, Wan Chai, Jordan and Sham Shui Po. Several improvement schemes in Tsim Sha Tsui are under detailed planning, and we will collect public views on the schemes in 2006 before proceeding with implementation.

▼ 改善前 Before Improvement



▼ 改善後 After Improvement



在2005年，我們的工作包括：

- 繼續在白沙道及利園山道實施部分時間行人專用區試驗計劃。有關道路在平日下午7時後，及在周末及公眾假期中午12時後封閉，禁止車輛駛入；
- 擴闊莊士敦道的南面行人路；
- 在伊利近街、卑利街、士丹頓街、南京街、庇利金街、廟街、福華街及北河街進行擴闊行人路及環境美化工程；
- 計劃在駱克道、東角道、記利佐治街、耀華街、加連威老道以及近彌敦道與海防道交界的地鐵站入口，進行擴闊行人路及環境美化工程；
- 計劃在銅鑼灣百德新街及京士頓街進行環境美化工程；
- 開始就建設連接灣仔北與莊士敦道的高架行人道進行可行性研究；以及
- 計劃在有關的渠務工程完成後，擴闊在怡和街崇光百貨對開處的現有行人過路處。

Our work in 2005 has included:

- continued with the trial of the part-time pedestrianization scheme at Pak Sha Road and Lee Garden Road. The roads are closed to vehicular traffic after 7 pm on weekdays and after 12 noon at weekends and public holidays;
- widened the southern footpath of Johnston Road;
- carried out footpath widening and landscape works at Elgin Street, Peel Street, Staunton Street, Nanking Street, Pilkem Street, Temple Street, Fuk Wa Street and Pei Ho Street;
- planned for footpath widening and landscape works at Lockhart Road, East Point Road, Great George Street, Yiu Wa Street, Granville Road and at the MTR entrance near the junction of Nathan Road and Haiphong Road;
- planned for landscape works at Paterson Street and Kingston Street in Causeway Bay;
- commenced a feasibility study on an elevated walkway to link up Wan Chai North and Johnston Road; and
- planned the widening of the existing pedestrian crossing at Yee Wo Street, outside Sogo department store, upon completion of drainage works.

8. 道路改善工程

我們擴闊繁忙的路段、擴展道路網絡，以及興建高架道路及分層道路交匯處，以改善交通流通情況；透過更改道路設計及加設交通燈號，以增加路口的交通容量；完成建設行人天橋及行人徑，以紓緩交通擠塞情況並促進道路安全；設置公共運輸交匯處，以改善公共交通的運作；以及興建路旁停車處，以紓緩道路擠塞。

在2005年，我們的工作包括：

- 在紅棉路與夏慤道交界加設一條北行行車線；
- 完成在砵蘭街及上海街近朗豪坊興建私家車停車灣；
- 完成在欽州街西與海帆道之間加建行人徑；
- 修改欽州街西的行人過路處及道路設計；
- 在太子道西近界限街／嘉道理道的支路加建一條西行行車線；
- 改善太子道西／嘉道理道的轉彎位置，並加設行人過路燈；
- 改善西貢公路與康健路和菠蘿輦路交界的路口；
- 改善清水灣道近下洋的彎位；
- 完成在將軍澳隧道公路與寶順路交界處興建大型分層道路交匯處；
- 改善沙頭角公路／樂業路／粉嶺樓路交界的路口；

8. Road Improvements

We widened busy road sections, extended road networks, built elevated roads and grade-separated interchanges to improve traffic circulation, increased the capacities of junctions by means of layout modifications and signal installations, completed footbridges and footways to ease traffic congestion and to enhance road safety, provided public transport interchanges to improve public transport operations and constructed lay-bys to provide relief on congested roads.

Our work in 2005 has included:

- provided an additional northbound traffic lane at the junction of Cotton Tree Drive with Harcourt Road;
- completed lay-bys for private cars at Portland Street and Shanghai Street near Langham Place Development;
- completed an additional footway between Yen Chow Street West and Hoi Fan Road;
- modified the pedestrian crossing and road layout at Yen Chow Street West;
- provided an additional westbound traffic lane at the service road of Prince Edward Road West near Boundary Street / Kadoorie Avenue;
- improved the turning radius and added pedestrian signals at Prince Edward Road West / Kadoorie Avenue;
- improved Hiram's Highway at the junctions with Hong Kin Road and Po Lo Che Road;



- 馬鞍山 J3 及 J6 號橋啟用；
 - 擴闊由大埔東消防局至船灣的一段汀角路；
 - 完成在昂坪興建新的公共運輸交匯處；
 - 擴闊元朗朗天路與山下路之間的橋樑；
 - 完成在青敬路興建連接青衣地鐵站的有蓋行人道；
 - 擴闊寮肚路近青衣西路的西行線；
 - 擴闊西草灣路近青衣路的東行線；
 - 改善青山公路近錦綉花園迴旋處的路段；
 - 改善青山公路（潭尾段）近碧豪苑的路段；
 - 擴闊青山公路近其與海榮路交界的路段；以及
 - 完成興建橫跨青麟路近藍地交匯處的行人天橋。
- realigned Clear Water Bay Road near Ha Yeung;
 - completed a major grade-separated interchange at the junction of Tseung Kwan O Tunnel Road and Po Shun Road;
 - improved the road junction of Sha Tau Kok Road / Lok Yip Road / Fan Leng Lau Road;
 - opened Bridges J3 and J6 in Ma On Shan;
 - widened Ting Kok Road from Tai Po East Fire Station to Shuen Wan;
 - completed a new public transport interchange at Ngong Ping;
 - widened the bridge between Long Tin Road and Shan Ha Road, Yuen Long;
 - completed a covered walkway at Tsing King Road linking Tsing Yi MTR Station;
 - widened westbound Liu To Road near Tsing Yi Road West;
 - widened eastbound Sai Tso Wan Road near Tsing Yi Road;
 - improved Castle Peak Road at Fairview Park roundabout;
 - improved Castle Peak Road (Tam Mi section) near Maple Gardens;
 - widened Castle Peak Road near its junction with Hoi Wing Road; and
 - completed a footbridge across Tsing Lun Road near Lam Tei Interchange.

9. 交通管理計劃

在 2005 年，我們進行了多項特定地區的交通管理計劃。此外，我們繼續在全港各區放寬多項停車限制，方便駕駛人士上落客貨。我們亦延續放寬的士在繁忙時間及上午 7 時至晚上 7 時的上落客限制措施；並且在不會影響交通順暢的情況下，放寬多個路段的上午 7 時至午夜 12 時禁止停車限制。



在 2005 年，我們的工作包括：

- 在寶文街及筲箕灣道與聖十字徑交界處設置交通燈控制的行人過路處；
- 將筲箕灣道與太安街交界的分段行人過路處改為不分段；
- 把太康街部份南行路段改為單程北行行車，並在太安街與愛勤道交界設置新的交通燈控制路口連行人過路處；

9. Traffic Management Schemes

We carried out numerous area-specific traffic management schemes in 2005. In addition, for the territory as a whole, we continued to relax various stopping restrictions to assist motorists in picking up/setting down and loading /unloading activities. We also continued the trial scheme to relax peak hour and 7am - 7pm no stopping restrictions for taxis; and relaxed the 7am to 12 midnight no stopping restrictions on various sections of carriageway, where such relaxation would not adversely affect the smooth flow of traffic.

Our work in 2005 has included:

- provided signalized pedestrian crossings at Po Man Street and at the junction of Shau Kei Wan Road and Holy Cross Path;
- straightened a staggered pedestrian crossing at the junction of Shau Kei Wan Road and Tai On Street;
- converted a portion of Tai Hong Street southbound to one way flow northbound and installed a new signalized junction with pedestrian crossing at the junction of Tai On Street and Oi Kan Road;
- increased the speed limit at the section of Island Eastern Corridor between Shun Tai Road Interchange and Chai Wan Park from 50 km/hr to 70 km/hr;

- 把東區走廊介乎順泰道交匯處與柴灣公園之間路段的車速限制，由每小時 50 公里放寬至每小時 70 公里；
- 遷移太古城中心外斑馬線的位置；
- 更改黑布街介乎白布街與山東街之間路段的行車路線；
- 在彌敦道與北京道交界的路口設置新的大型行人過路處；
- 更改羅福道的行車路線；
- 更改浸會大學道的行車路線；
- 在聯合道／竹園道增設行人過路燈；
- 在荔枝角道與石硤尾街交界的路口設置交通燈號控制的過路處；
- 全面檢討並分階段改善將軍澳區內的路線指示標誌；
- 改善西貢普通道與福民路交界的路口；
- 改善將軍澳寶邑路分別與唐賢街及寶順路交界的兩個路口；
- 在上水火車站為九廣鐵路往香港迪士尼樂園的巴士實施交通管理計劃；
- 改善東涌逸東街的上客及落客設施；
- 在荃灣楊屋道附近的工業區實施交通管理計劃，以改善交通流量；
- relocated the zebra crossing outside Cityplaza;
- re-routed vehicular traffic at Hak Po Street between Pak Po Street and Shan Tung Street;
- provided a new mega pedestrian crossing at the junction of Nathan Road and Peking Road;
- re-routed vehicular traffic at Norfolk Road;
- re-routed vehicular traffic at Baptist University Drive;
- provided additional pedestrian signals at Junction Road / Chuk Yuen Road;
- installed a signalized crossing at the junction of Lai Chi Kok Road and Shek Kip Mei Street;
- reviewed comprehensively and improved in stages directional signs for Tseung Kwan O;
- improved the road junction of Po Tung Road and Fuk Man Road, Sai Kung;
- improved two road junctions at Po Yap Road (with Tong Yin Street and Po Shun Road), Tseung Kwan O;
- implemented a traffic management scheme for KCRC's Rail Bus to Hong Kong Disneyland at Sheung Shui KCR Station;
- improved passenger pick up and set down facilities at Yat Tung Street, Tung Chung;
- implemented a traffic management scheme to improve the traffic flow at the industrial area near Yeung Uk Road, Tsuen Wan;

- 在葵涌大窩口道及上角街裝設交通燈號；以及
- 在天水圍兩個路口裝設燈號，以改善通往濕地公園的交通情況。

10. 過境交通服務

為提升過境人流及物流的效率，我們監管、規劃及提出有關實施各項交通改善計劃的意見，包括興建新邊境大橋、增設車輛檢查亭及改善道路。

此外，我們亦在過境公共運輸服務方面作出了改善，包括提供最佳的公共運輸交匯處及設施，以及改善落馬洲至皇崗的過境穿梭巴士服務（“皇巴”）及過境巴士服務，包括開設一項往香港迪士尼樂園的新服務。



- installed traffic signals at Tai Wo Hau Road and Sheung Kok Street, Kwai Chung; and
- signaled two junctions to improve access to Wetland Park, Tin Shui Wai.

10. Cross Boundary Transport Services

To facilitate efficient movements of people and goods across the boundary, we have monitored, planned, and provided input on the implementation of traffic improvement schemes including new boundary bridges, additional kiosks and road improvements.

Moreover, we have also improved cross-boundary public transport services including better public transport interchanges and facilities, enhancement of services on the Lok Ma Chau-Huanggang Cross Boundary Shuttle Bus Service and cross-boundary coach

services including the introduction of a new service for Hong Kong Disneyland.

Our work in 2005 has included:

For Vehicles

- completed a new boundary bridge between Lok Ma Chau (LMC) and Huanggang;

在2005年，我們的工作包括：

在車輛方面

- 建成落馬洲與皇崗之間的新邊境大橋；
- 建成沙頭角港深之間的新邊境大橋；
- 完成改善在羅湖的行人天橋；
- 在落馬洲管制站增設了4個南行方向的車輛檢查亭；
- 展開新田交匯處第二期改善工程；
- 進行有關邊境禁區的檢討；以及
- 完成位於落馬洲支線總站及深港西部通道管制站內的公共運輸交匯處的規劃設計。

在客運方面

- 開設來往羅湖及香港迪士尼樂園的「九鐵快線」及皇崗管制站與迪士尼之間的過境巴士服務；
- 監管6條來往皇崗管制站至香港各區（包括旺角、油尖、觀塘、灣仔、荃灣及錦田）的固定班次過境巴士路線的服務；

- completed a new boundary bridge between Sha Tau Kok and Shatoujiao
- completed an improved footbridge at Lo Wu;
- completed four additional southbound car kiosks at the LMC Control Point;
- commenced works for the Stage 2 improvement to San Tin Interchange;
- carried out a review of the Frontier Closed Area; and
- completed the layout design of the PTIs within the Control Points at the Lok Ma Chau Spur Line Terminus and the Hong Kong - Shenzhen Western Corridor.

For Passengers

- introduced a Railbus plying between Lo Wu and Hong Kong Disneyland and a cross-boundary coach service between Huanggang Control Point and Disneyland;
- monitored the services of six fixed-schedule cross-boundary coach routes plying between the Huanggang control point and various parts of Hong Kong including Mong Kok, Yau Tsim, Kwun Tong, Wan Chai, Tsuen Wan and Kam Tin;
- monitored and arranged for service adjustments of the cross boundary coach services, the Yellow Bus and the connecting overnight feeders at LMC

- 監管過境巴士服務、“皇巴”及落馬洲管制站的通宵接駁服務，並安排作出服務調整；
- 檢討落馬洲管制站的的士及專線小巴試驗計劃；
- 在文錦渡及沙頭角管制站實施規管過境巴士營運的措施；
- 為配合日益增加的服務需求，與過境巴士業界及“皇巴”營辦商就服務規劃及改善舉行定期會議；
- 與過境巴士營辦商、旅遊巴士營辦商及其他政府部門保持緊密聯繫，以確保在管制站的交通運作暢順，尤其在節日、長假期及香港迪士尼樂園開幕期間；
- 在新田“皇巴”總站提供設有空調的客運大樓，以改善該處的客運設施；
- 就現有及日後各陸路管制站所提供公共交通服務，提出規劃方面的意見；以及
- 檢討及規劃過境巴士服務及有關的配額安排。

Control Point;

- reviewed the taxi and GMB trial schemes at LMC Control Point;
- implemented regularization measures for cross-boundary coach operations at Man Kam To and Sha Tau Kok crossing points;
- held regular meetings with the cross boundary coach trade and the Yellow Bus operator for service planning and improvements for meeting growing demands;
- liaised closely with the shuttle bus operators, coach operators and other government departments to ensure smooth operations at control points, especially during festivals and long holidays and for the opening of Hong Kong Disneyland;
- provided an air-conditioned passenger terminal building to improve the passenger facilities of the Yellow Bus terminus at San Tin;
- provided planning inputs for public transport provisions at existing and future land crossings; and
- reviewed and planned cross boundary coach services and quota arrangements.

規管 Regulation

引言

在 2005 年，本港的公共交通工具每日接載乘客約達 1 100 萬人次。作為一個公共交通監管機構，運輸署擔當重要的角色，確保盡可能向公眾提供最優質的服務。附錄 I 載有顯示各種公共交通工具接載乘客人次分布情況的統計圖。

11. 鐵路服務

我們繼續監察集體運輸服務的表現。為了達到鼓勵乘客更多使用鐵路作為長程交通工具的長期運輸目標，鐵路營辦商為乘客提供了轉乘其他交通工具的優惠計劃。

Introduction

In 2005, around 11 million passenger trips per day were made on public transport. Our role as public transport regulator is vital to ensure the best possible service to the traveling public. Appendix I provides a chart showing the distribution of trips among various public transport modes.

11. Railway Services

We continued to monitor the performance of the mass transit services and, as an on-going transport objective, to encourage more use of railways for long haul journeys. In this respect, inter-modal concession schemes were offered to passengers by the railway operators.



在2005年，我們的工作包括：

- 監察地鐵有限公司及九廣鐵路公司轄下西鐵及東鐵（包括馬鞍山鐵路）的服務表現；
- 就迪士尼線及機場快線往博覽館站延線的服務表現要求，與地鐵有限公司達成協議，並開始監察該等新鐵路的表現；
- 推行有關地鐵與巴士和專線小巴之間的轉乘優惠計劃，當中包括3條專營巴士線、1條過境巴士線及20條專線小巴線；
- 推行有關九廣鐵路與巴士和專線小巴之間的轉乘優惠計劃，當中包括3條專營巴士線及31條專線小巴線；
- 推行6項新的鐵路接駁服務，以加強公共交通工具之間的協調和推廣使用鐵路服務；
- 完成有關地鐵在2004年服務表現的檢討，以及為2005年訂立服務表現要求；
- 完成檢討西鐵在2004年的服務表現；以及
- 就西鐵、東鐵及馬鞍山鐵路在2005年的表現展開檢討。

Our work in 2005 has included:

- monitored the service performance of MTRCL and KCRC's West Rail and East Rail (including Ma On Shan Rail);
- agreed with MTRCL on the performance requirements for Disneyland Resort Line and Airport Express Line Extension to the Asia World Expo Station and started to monitor the performance of these new railways;
- implemented inter-modal coordination schemes between MTR and buses and green minibuses (GMB) involving 3 franchised bus routes, 1 cross-boundary bus route and 20 GMB routes;
- implemented inter-modal coordination schemes between KCRC's services and buses and GMB involving 3 franchised bus routes and 31 GMB routes;
- introduced 6 new railway feeder services to enhance inter-modal coordination and promote the use of rail services;
- completed a review of MTRCL's service performance in 2004 and established performance requirements for 2005;
- completed a review of the West Rail's service performance in 2004; and
- started to review the performance of West Rail, East Rail and Ma On Shan Rail in 2005.

12. 專營巴士服務

在 2005 年，我們繼續重整專營巴士服務，以減少非必要的服務，從而有助紓緩交通擠塞。年內，我們將進出 4 條繁忙走廊的巴士車次減少約 1 450 次，及將巴士在市區的停站次數減少 30 次。關於巴士安全方面，我們檢討了專營巴士車長的工時指引，並於 2005 年 3 月向立法會交通事務委員會匯報。我們亦監察巴士公司實施巴士安全檢討報告中的建議，並與巴士公司合作改善安全情況。



在 2005 年，我們的工作包括：

- 重整繁忙走廊的巴士服務，以減少駛經這些地區的巴士數目及紓緩擠塞情況。在中環、灣仔、銅鑼灣及彌敦道，分別有 41、39、27 及 27 條巴士線進行重整，使每日駛經這些地區的巴士數目分別減少約 660、290、150 及 350 架次。

12. Franchised Bus Services

In 2005, we continued to rationalize franchised bus services in order to reduce non-essential services and thereby help relieve congestion. This year we removed about 1,450 bus trips from 4 major busy corridors and, besides, reduced 30 bus stoppings in the urban area. On bus safety, we reviewed the “Guidelines on the Working Schedule of Franchised Bus Drivers”, and reported to the LegCo Transport Panel in March 2005. We also monitored the implementation of recommendations in the Bus Safety Review Report, and worked with bus companies to improve safety.

Our work in 2005 has included:

- rationalized bus services in busy corridors to reduce bus trips and relieve congestion. In Central, Wan Chai, Causeway Bay and Nathan Road, 41, 39, 27 and 27 bus routes were rationalized respectively removing about 660, 290, 150 and 350 bus trips daily;
- facilitated the extensions of bus fare concession schemes offered by KMB, CTB, NWFB and LW since October 2003 and extension of the advance paid day return scheme for five NWFB Tseung Kwan O routes;

- 協助延續由九巴、城巴、新巴及龍運自 2003 年 10 起提供的巴士票價優惠計劃，及延續 5 條新巴將軍澳路線預付車資即日來回優惠；
- 協助推行由城巴、新巴、九巴及龍運在 2005 年 6 月實施的新票價優惠；
- 重整在市區繁忙交通走廊的巴士站。在 2005 年，在繁忙時間的巴士停站次數每小時減少約共 30 次。自 1999 年以來，在繁忙時間的每小時巴士停站次數總共已減少 4 800 次；
- 推行約 40 項巴士轉乘計劃，為乘客提供更多優惠票價的服務選擇，並促進巴士資源作更有效運用；
- 進行有關駛經繁忙交通走廊的巴士服務的全面調查；
- 在多個公共運輸交匯處進行改善工程；
- 與專營巴士公司一起檢討有關應用全球衛星定位系統追蹤巴士及管理車隊的試驗工作的進度；
- 完成巴士安全檢討報告，並於 5 月提交交通諮詢委員會和立法會交通事務委員會審議；
- 對 5 間專營巴士公司（包括 6 個專營權）進行每年服務表現評核，並向交通諮詢委員會提交報告；
- facilitated the launching of new fare concessions offered by CTB, NWFB, KMB and LW in June 2005;
- rationalized bus stops in busy corridors in the urban area. In 2005, a total of about 30 bus stoppings per peak hour were removed making a total reduction of about 4,800 bus stoppings per peak hour since 1999;
- implemented about 40 bus-bus interchange schemes to provide passengers with a wider choice of services at concessionary fares and to enhance efficient use of bus resources;
- carried out comprehensive surveys of bus services along busy corridors;
- carried out physical upgrading works at a number of public transport interchanges;
- reviewed with franchised bus companies the progress of trials on the application of a Global Positioning System for bus tracking and fleet management;
- completed the Bus Safety Review Report and submitted it to the Transport Advisory Committee and Legislative Council Transport Panel in May;
- conducted annual performance assessments on five franchised bus companies (including six franchises) and reported to the Transport Advisory Committee;

- 為專營巴士司機舉辦道路安全座談會和道路安全研討會，以改善巴士安全；
- 監察城巴由周大福收購後的發展和就其服務重整建議提供指引，並審議有關城巴及新巴共用車廠的建議；
- 就城巴（港島及過海路線網絡）、新大嶼山巴士及九巴專營權將於2006及2007年屆滿一事，與上述巴士公司展開磋商，並諮詢立法會及交通諮詢委員會的意見；以及
- 就專營巴士票價調整機制諮詢立法會及交通諮詢委員會的意見。

13. 公共小巴服務

在2005年，我們透過制訂一項新的發牌條件，規定所有公共小巴均須安裝車速顯示器，促進公共小巴安全運作。我們繼續鼓勵公共小巴業界提供優質公共小巴服務，協助職業訓練局為公共小巴司機舉辦高級訓練課程，以及邀請培訓機構為公共小巴司機舉辦各項工作坊。



- held road safety forums and organized road safety seminars for franchised bus drivers to improve bus safety;
- monitored the development after acquisition of CTB by Chow Tai Fook and provided guidance on rationalization proposals and processed proposals on the shared use of depots by CTB and NWFB;
- started negotiations with CTB(F1), NLB and KMB on their franchises which will expire during 2006 and 2007 and consulted LegCo and TAC; and
- consulted LegCo and TAC on the Fare Adjustment Mechanism for franchised buses.

13. Public Light Bus Services

In 2005, we promoted the safe operation of public light buses through a new licensing condition to require all PLBs to be fitted with Speed Display Devices. We continued to encourage the public light bus trade to provide quality public light

在2005年，我們的工作包括：

- 繼續與優質公共小巴服務事宜督導委員會、專線小巴營辦商及紅色小巴商會合作舉辦及推行一系列優質公共小巴服務計劃；
- 委託有關機構就紅色小巴進行全面調查，以蒐集所有紅色小巴服務的最新營運資料；
- 出版《港島區專線小巴指南》，方便乘客使用港島的專線小巴服務；
- 每4個月出版一期公共小巴通訊，以促進公共小巴業界與政府之間的溝通；
- 協助職業訓練局為公共小巴司機舉辦高級訓練課程；
- 完成一次就專線小巴路線組別遴選營辦商的工作；以及
- 繼續與專線小巴營辦商合作，配合新鐵路的啟用進行專線小巴服務調整，以提供有效率及令人滿意的服務。

bus services as well as assisted the Vocational Training Council to organize an advanced training course for PLB drivers and invited the Training Association to conduct workshops for public light bus drivers.

Our work in 2005 has included:

- continued to join hands with the Quality Public Light Bus Services Steering Committee, green minibus (GMB) operators and red minibus (RMB) associations to organize and to launch a series of quality PLB service projects;
- commissioned a comprehensive RMB survey to collect updated operational information of all the RMB services;
- published a GMB Guide to facilitate passengers to use the GMB services in Hong Kong Island;
- published PLB newsletters once every four months to enhance communications among the PLB trade and the Government;
- assisted the Vocational Training Council to organize advanced training courses for PLB drivers;
- completed one operator selection exercise for GMB route packages; and
- continued to work with GMB operators to provide efficient and satisfactory services by implementing service adjustments to tie in with the commissioning of new railways.

14.的士服務

在 2005 年，我們繼續與優質的士服務督導委員會及的士業界合作，改善的士服務質素，包括推出設有旋轉座椅設施的新的士車款，為乘客提供更佳服務。同時，我們亦增設更多的士上落客點及的士落客點，及延續放寬的士在繁忙時間及上午 7 時至晚上 7 時的上落客限制措施。

14. Taxi Services

In 2005 we continued to join hands with the Quality Taxi Services Steering Committee and taxi associations to improve the quality of taxi services, including the launching of the new taxi vehicle with a swivel seat facility to better serve passengers with mobility problems. Also, we continued to provide taxi pick-up/drop-off points and extended the scheme to relax no stopping restrictions for taxis.



在 2005 年，我們的工作包括：

- 增設更多的士上落客點及的士落客點，以方便的士經營。截至年底，我們共劃設超過 230 個的士上落客點及的士落客點；
- 促成的士業界及的士製造商推出設有旋轉座椅設施的新的士車款，以切合行動不便的乘客（包括殘疾人士、受傷人士及長者）的需要；
- 延續有關放寬的士在繁忙時間及上午 7 時至晚上 7 時的上落客限制措施；

Our work in 2005 has included:

- continued to provide taxi pick-up/drop-off points and taxi drop-off points to facilitate taxi operation. By year-end, over 230 taxi pick-up/drop-off points and taxi drop-off points had been designated;
- supported the taxi trade and the taxi vehicle manufacturer to launch a new vehicle type with swivel seat facility to better cater for passengers with mobility problems, including those disabled, injured and aged;
- extended the scheme to relax all peak hour and 7am to 7pm no stopping restrictions for taxis;

- 檢討新界的士的營運範圍，以及修訂相關法例，令新界的士可前往坑口地鐵站及香港迪士尼樂園營運；
- 派發以繁體中文、簡體中文及英文印製的的士乘客資訊單張，方便乘客及遊客在機場、香港迪士尼樂園及落馬洲管制站使用的士服務；
- 在 31 個乘客經常使用的的士站設置服務資訊牌，提供與的士服務有關的資訊；
- 協助教育統籌局推行技能提升計劃，為在職的士司機提供訓練；以及
- 繼續與優質的士服務督導委員會、的士業界及其他商業機構合作舉辦及推行一系列優質的士服務計劃。
- reviewed the NT taxi operating boundary and implemented a legislative amendment to allow NT taxis to access Hang Hau MTR Station and Hong Kong Disneyland;
- distributed taxi fare flyers, printed in Traditional Chinese, Simplified Chinese and English to facilitate passengers and tourists to make use of services at the Airport, Hong Kong Disneyland and Lok Ma Chau Control Point;
- installed information plates at a total of 31 popular taxi stands to provide useful information on taxi services in HK;
- supported the Education and Manpower Bureau in promoting the Skills Upgrading Scheme to provide training to in-service taxi drivers; and
- continued to join hands with the Quality Taxi Services Steering Committee, taxi associations and other commercial institutions to organize and launch a series of quality taxi service projects.

15. 渡輪服務

我們規管渡輪服務，確保渡輪提供優良服務，以及渡輪服務牌照獲按時續期。我們鼓勵渡輪營辦商利用碼頭及船隻作商業租賃及廣告用途，以增加船費以外的收入，從而補貼渡輪運作的支出及維持船費在可接受的水平。我們並會在徵詢受

15. Ferry Services

We continued to regulate the ferry services, ensuring the provision of good services and that ferry service licenses were extended on time. We encouraged the ferry operators to make use of the piers and vessels for commercial rental and advertising purposes to obtain more non-fare box revenue to subsidize ferry operations and to keep fares at acceptable levels. After

影響乘客的意見後，批核服務調整的建議，以節省營運成本。

consulting affected passengers, we also approved service rationalization proposals to save operating costs.



在2005年，我們的工作包括：

- 統籌及監察碼頭設施的維修保養工作；
- 實施節省成本措施及調整服務的建議，從而改善營辦商的財政狀況；
- 鼓勵營辦商推廣在碼頭及船隻上提供廣告，以增加船費以外的收入；
- 協助營辦商申請分租碼頭作商業零售活動，以增加船費以外的收入；
- 監察中環碼頭翻新計劃的進度，以配合第三期中區填海計劃的推行；以及
- 就迪士尼樂園—中環、尖東—中環及屯門—東涌—沙螺灣—大澳的持牌渡輪服務招標。

Our work in 2005 has included:

- coordinated and oversaw the maintenance works of pier facilities;
- implemented cost-saving measures and rationalization proposals to improve the operators' financial position;
- encouraged operators to promote advertising on piers and vessels to generate additional non-fare box revenue;
- facilitated operators to apply for commercial concessions at piers to generate non-fare box revenue;
- monitored the progress of pier refurbishment in Central to tie in with the implementation of the Central Reclamation Phase III project; and
- invited tenders for Disneyland - Central ; Tsim Sha Tsui East - Central and Tuen Mun - Tung Chung - Sha Lo Wan - Tai O licensed ferry services.

16. 非專營巴士服務

我們繼續就有關非專營巴士服務擔當規管的角色。非專營巴士服務的功能，包括紓緩市民主要在繁忙時間對專營巴士和專線小巴服務的需求；在一些常規運輸工具未能提供適當服務的情況下提供服務，應付乘客需求；並為特定的乘客提供特設服務，例如遊客服務。然而，非專營巴士的供過於求，以及未經批准服務的增加，已引發關注。為了打擊未經批准的非專營巴士服務，我們展開了50宗針對有關營辦商的研訊，以及實施了6項交通及運輸管理計劃，以打擊在各個黑點營運的服務。

16. Non-franchised Bus Services

We continued to play a regulatory role in relation to the non-franchised bus services, which relieve heavy demand on franchised bus and green minibus services primarily during the peak hours, meeting passenger demand which cannot be met by the regular public transport services. They also provide a tailor-made service to specific groups of passengers, such as tourists. However, to combat unauthorized non-franchised bus services, we have initiated 50 inquiries against operators and implemented six traffic and transport management schemes to combat such operations at problem locations. Based on the recommendations of the Transport

Advisory Committee's Working Group on Review of Regulation of Non-franchised Bus Operation, the Government presented a package of measures to improve the regulation of non-franchised bus operations to the Legislative Council Panel on Transport in March 2005. Implementation of these measures has started.



此外，根據交通諮詢委員會轄下檢討規管非專營巴士營運工作小組的建議，當局在 2005 年 3 月向立法會交通事務委員會提交一系列改善規管非專營巴士的措施。這些擬推行的措施分為三個類別，目的是：基於服務需求而協調非專營巴士服務的增減；加強規管非專營巴士的營運；以及提高執法行動的成效和效率。我們已開始實施這些措施。

在 2005 年，我們的工作包括：

- 繼續加強與非專營公共巴士業界代表的溝通；
- 與業界緊密合作，協助改善其營運環境，以及改進對非專營巴士服務的規管工作；
- 繼續為非專營巴士營辦商出版每季通訊；
- 對提供未經批准非專營巴士服務的營辦商展開了 50 宗研訊；
- 在問題地點實施了 6 項交通及運輸計劃，以打擊未經批准的非專營巴士服務；以及
- 實施一系列措施，改善對非專營巴士營運的規管，目的是：基於服務需求而協調非專營巴士服務的增減；加強規管非專營巴士的營運；以及提高執法行動的成效和效率。

Our work in 2005 has included:

- continued to strengthen communication with representatives of the non-franchised bus trade;
- worked closely with the trade to help improve the operating environment and improve on the regulation and control of this mode of service;
- continued to publish a quarterly newsletter for operators;
- initiated 50 inquiries against operators providing unauthorized non-franchised bus services;
- implemented six traffic and transport management schemes to combat unauthorized non-franchised bus services at problem spots; and
- implemented a package of measures to improve the regulation of non-franchised bus operations, which aimed at coordinating the demand and supply for non-franchised bus services, strengthening regulatory control over non-franchised bus operation, and enhancing effectiveness and efficiency of enforcement actions.

服務提供 Services



17. 牌照服務

在2005年，我們繼續進行提升車輛牌照及駕駛執照綜合資料電腦系統的工作。新的第四代車輛牌照及駕駛執照綜合資料電腦系統是一個開放式系統，將改善本署提供的牌照服務及一般顧客服務。我們現正進行系統發展及驗收測試工作。

在2005年，我們的工作包括：

- 發展第四代車輛牌照及駕駛執照綜合資料電腦系統，以改善牌照服務及顧客服務；

17. Licensing Services

In 2005 we continued upgrading our "Vehicles and Drivers Licensing Integrated Data" (VALID) System. The new VALID IV will be an open system and will improve the delivery of licensing services and customer service in general. System development and user acceptance tests are in progress.

Our work in 2005 has included:

- developed the VALID IV computer system to improve delivery of licensing services and customer service;

- 繼續推廣透過公共服務電子化計劃的資訊站及互聯網使用牌照服務；
- 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人龍輪候情況；
- 向過境車輛發出可在多個口岸使用的單一封閉道路許可證，方便來往內地的貨運交通；
- 就發牌工作制訂業務流程重整措施，以改善顧客服務及簡化工序。我們已修訂有關為駕駛執照續期的機制；以及
- 制訂有關自訂車輛登記號碼計劃的細節。
- continued to promote the use of the licensing service through Electronic Service Delivery kiosks and the internet;
- continued to implement special arrangements which successfully avoid long queues immediately prior to and on Budget Day;
- implemented the initiative of issuing one closed road permit for multi-crossings for cross-boundary goods vehicles to facilitate freight traffic with the Mainland;
- developed business process re-engineering initiatives on the licensing operation to enhance customer services and streamline procedures. A revised mechanism for the renewal of driving licenses has been developed; and
- developed details of the personalized vehicle registration marks scheme.

18. 為殘疾人士提供的服務

在「無障礙運輸」的概念下，我們對社會上殘疾人士的需要極為關注。截至2005年年底，我們完成在約1 500個燈號控制的過路處裝設超過10 000個電子響號交通燈。我們亦成功減少位於銅鑼灣、旺角及深水埗繁忙地點的雜亂交通標誌杆，以改善殘疾人士的行人環境。我們繼續改善其他街道設施，例如提供凹凸紋引

18. Services for People with Disabilities

Under our "Transport for All" umbrella, we pay great attention to the needs of people with disabilities in our society. By end 2005, we completed the installation of over 10 000 electronic audible traffic signals at about 1 500 signalized junctions. We have also successfully reduced sign clutters at busy areas of Causeway Bay, Mong Kok and Sham Shui Po to improve the pedestrian environment for people with disabilities.

導徑及鋪設附有凹凸紋警告膠條的下斜路緣。此外，新版的《殘疾人士公共交通指南》已經出版。

在2005年，我們的工作包括：

- 增設石油氣復康巴士；
- 發出約 100 份司機接載殘疾人士泊車證明書；
- 出版2005年版的《殘疾人士公共交通指南》；
- 在街市街九龍政府合署外及介乎窩打老道與碧街之間的路段設置凹凸紋引導徑；
- 設置超過 7 000 個設有凹凸紋警告條的下斜路緣；
- 在人多擠迫的市區地方減少超過 1 400 支交通標誌杆；

We continued to improve other street facilities, such as the provision of tactile guide paths and dropped kerbs with tactile warning strips.

Our work in 2005 has included:

- introduced additional LPG Rehabuses;
- issued about 100 Parking Certificates for Drivers Who Carry People with Mobility Disabilities;
- published the 2005 version of “A Guide to Public Transport for People with Disabilities”;
- provided tactile guide paths at Market Street outside Kowloon Government Offices and between Waterloo Road and Pitt Street;
- provided over 7,000 new dropped kerbs with tactile warning strips;
- reduced over 1,400 traffic sign poles in congested urban areas;
- provided accessible traffic facilities (i.e. lift, stair lift) in the street environment at Kwun Tong Road near Block 8, Lower Ngau Tau Kok Estate and Sham Mong Road;
- provide 17 additional on - street parking spaces designated to drivers with disabilities;



- 在觀塘道近牛頭角下邨第八座及深旺道的街道環境，提供可供殘疾人士使用的交通設施（即升降機、樓梯升降機）；
- 增設 17 個殘疾人士停車位；
- 參加 2005 年無障礙城市定向挑戰賽籌款活動；
- 鼓勵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」、「請扣上安全帶」，以及的士的車輛登記號碼及車費數額等信息的發聲的士咪錶。超過 8 500 部的士已安裝這種咪錶；以及
- 鼓勵各巴士公司在巴士車廂內裝置點字及凸字車牌。

- participated in the fund raising Barrier-free City Orienteering Competition 2005;
- encouraged the installation of talking taximeters which can announce "welcome", "thank you", "please wear your seat belt" messages, taxi registration number

and fares in Cantonese, Putonghua and English to better serve passengers with visual impairment. Over 8,500 taxis have been installed with the meters; and

- encouraged bus operators to install braille and tactile registration number plates inside the bus compartment.



19. 駕駛考試

電腦化筆試在 2004 年全面實施，以縮短考生的輪候時間、加快計分程序及立即發出免除人為錯誤的考試結果。為了保持駕駛教師的專業知識及提升其專業才能，我們在 2004 年 12 月推出優質駕駛教師課程。該課程在 2005 年向駕駛教師提供持續培訓。截至 2005 年年底，已有超過 400 名駕駛教師參與這項課程。

在 2005 年，我們的工作包括：

- 繼續舉辦優質駕駛教師課程；
- 重開培正道駕駛考試中心；
- 完成檢討 2004 年度私人駕駛教師執照數目；
- 為荃灣駕駛學院及黃竹坑駕駛學院物色到替代選址；以及
- 推行電腦化筆試服務，縮短了駕駛考試的輪候時間。

19. Driving Tests

The computerized written test was fully implemented in 2004 to shorten candidates' waiting time, to speed up the marking process and to enable immediate delivery of human error free test results. With a view to enabling the driving instructors to upkeep their professional knowledge and to enhance their professional competency, we launched the Quality Driving Instructor Course in December 2004. The course has provided on-going training to driving instructors in 2005. By end 2005, more than 400 driving instructors have attended the course.

Our work in 2005 has included:

- continued the Quality Driving Instructor Course;
- re-opened the Pui Ching Road Driving Test Centre;
- completed the 2004 Review on the number of Private Driving Instructor Licences;
- secured the alternative sites of Tsuen Wan Driving School and Wong Chuk Hang Driving School; and
- reduced driving test waiting time after implementation of the computerization of written test services.

20. 車輛安全及規管

為跟進《審計署署長第四十四號報告書》中的建議，我們修訂了貨車的柴油車輛空檔加速煙霧測試程序、增加為柴油車輛進行功率煙霧測試的次數，以及就收緊運輸署的柴油車輛廢氣排放標準至 50 哈里奇煙霧單位的建議（以配合環保署的現行標準）徵詢業界意見。鑑於曾發生多宗車輛在行駛時車輪鬆脫的意外，我們為貨車、專營及非專營巴士進行年檢時，會繼續抽查有關車輛的車輪螺栓是否上緊。



在 2005 年，我們的工作包括：

- 在九龍灣驗車中心使用底盤式測功機抽樣為柴油車輛進行荷載廢氣測試；
- 在為貨車、專營及非專營巴士進行年檢時，抽樣檢查有關車輛的車輪螺栓是否上緊；

20. Vehicle Safety and Regulations

To follow up the recommendations made by the report no.44 of the Director of Audit, we have revised the diesel smoke free acceleration test procedures for goods vehicles; increased the number of dynamometer tests on diesel vehicles and consulted the trades on the proposal to tighten the TD diesel smoke emission standard to 50 Hartridge Smoke Unit (HSU), to be in line with EPD's current standard. In view of a number of incidents in which wheels came off vehicles whilst in motion, we continued to randomly check the wheel nut tightness on goods vehicles and franchised and non-franchised buses, during their annual examination.

Our work in 2005 has included:

- carried out random on-load smoke tests on diesel vehicles using a chassis dynamometer at Kowloon Bay Vehicle Examination Centre;
- carried out random wheel nut tightness checks on goods vehicles, and franchised and non-franchised buses during their annual examination;
- closely monitored the 22 Designated Car Testing Centres and New Kowloon Bay Vehicle Examination Centre contractors to upkeep their examination standards;

- 密切監察 22 個指定驗車中心及新九龍灣驗車中心的承辦商的服務表現，以維持這些中心的驗車標準；
- 密切監察專營巴士公司的巴士維修及安全標準；
- 修訂《道路交通（車輛構造及保養）規例》有關車輛照明的現有規例，以改善車輛安全及跟隨國際標準；
- 為學校巴士及小巴制訂更安全的座位標準；
- 挑選經類型評定的車輛型號進行檢查，以確保有關車輛符合規格；以及
- 透過運輸署網頁，向車主及公眾發放汽車製造商發出的收回通知書。
- closely monitored the franchised bus companies on their bus maintenance and safety standards;
- revised the present vehicle lighting regulations in the Road Traffic (Construction and Maintenance of Vehicles) Regulations to enhance vehicle safety and be in line with international standards;
- developed a safer seat standard for school buses and light buses;
- selected type approved vehicle models for checks to assure conformity with specifications; and
- conveyed vehicle recall notifications from vehicle manufacturers to vehicle owners and the public through TD's web page.

21. 管理合約

我們繼續將運輸設施的管理工作外判予私人機構，並監察他們的工作表現。我們為將屆滿的合約重新招標，並就新運輸基礎設施批出合約。

在 2005 年，我們的工作包括：

- 完成為運輸署轄下 13 個多層停車場及 1 個泊車轉乘停車場，和新九龍灣驗車中心的管理、運作和維修保養合約重新招標；以及

21. Management Contracts

We continued to outsource the management of transport facilities to the private sector and to monitor their performance. We also continued to arrange re-tender for agreements that are due to expire and to arrange agreements for new transport infrastructure.

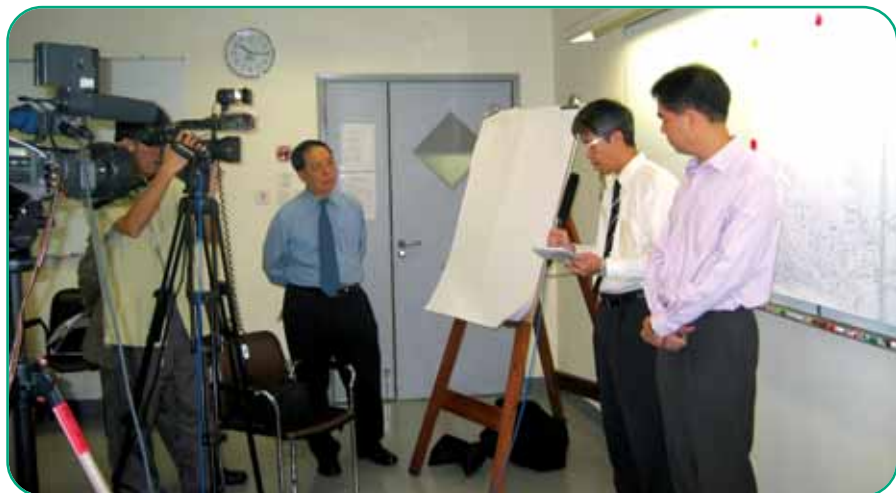
Our work in 2005 has included:

- completed the re-tendering of the management, operation and maintenance agreements for 13 multi-storey car parks and one park-n-ride

- 為4條政府隧道(城門隧道、將軍澳隧道、獅子山隧道及機場隧道)的管理、運作和維修保養合約進行招標。

car park under TD's purview and the New Kowloon Bay vehicle examination centre; and

- invited tenders for the management, operation and maintenance of four government tunnels (Shing Mun Tunnels, Tseung Kwan O Tunnel, Lion Rock Tunnel and Airport Tunnel)



22. 公眾資訊

我們繼續積極就電台聽眾來電節目及電視時事節目作出回應，解釋運輸署的工作及政策。在2005年，我們加強發布有關路面情況及公共交通服務受阻的資訊。我們亦預先通知市民有關當局為特別活動和新基礎設施及旅遊景點啟用所作出的特別交通及運輸安排，以便市民作出準備。

22. Public Information

We continued to respond proactively to radio phone-in and TV current affairs programmes to explain TD's work and policies. In 2005, we strengthened information dissemination on road conditions and disruption of public transport services. We also gave advance advice to the public to enable them to prepare for special traffic and transport arrangements due to special events and the commissioning of new infrastructure and attractions.

在2005年，我們的工作包括：

- 積極回應電台聽眾來電節目及電視時事節目，解釋運輸署的工作及政策；
- 繼續透過製作一系列宣傳短片及聲帶在電視及電台廣播，宣傳運輸署的訊息；
- 通知市民及遊客有關就香港迪士尼樂園開幕所實施的公共交通計劃；
- 就配合世貿第六次部長級會議所作的交通及運輸安排，計劃及實施一連串宣傳計劃；
- 計劃及實施一項宣傳計劃，以便市民為東區海底隧道加費作出準備；

Our work in 2005 has included:

- responded proactively to radio phone-in and TV current affairs programmes to explain TD's work and policy;
- continued to publicize TD messages through TV and radio broadcasts by production of a series of APIs;
- informed the public and tourists about the public transport plan related to the commissioning of the Hong Kong Disneyland;
- planned and implemented a publicity programme on traffic and transport arrangements to tie in with the WTO Sixth Ministerial Conference;
- planned and implemented a publicity programme to prepare the public for the toll increase at the Eastern Harbour Crossing;



- 計劃及實施一項宣傳計劃，通知市民當局為配合銅鑼灣天橋重建工程所作出的交通安排；
 - 完成為運輸署網頁進行大規模改革；
 - 繼續把更多運輸署的刊物上載互聯網讓公眾閱覽；
 - 製作網頁形式的運輸資料年報；
 - 繼續透過政府效率促進組的綜合電話查詢中心提供 24 小時電話查詢服務，以及處理所接獲的建議及投訴；
 - 舉行傳媒活動、記者簡報會及記者招待會，發布及分享資訊和好消息；以及
 - 繼續發掘公眾感興趣的故事，主動提供予傳播媒介。
- planned and implemented a publicity programme to inform the public of the traffic arrangements to tie in with the reconstruction of the Causeway Bay Flyover;
 - completed a major revamp of the TD Homepage;
 - continued to make more TD publications available to the public through the Internet;
 - produced a web-based version of the Annual Transport Digest;
 - continued to provide a 24-hour telephone enquiry service through the Integrated Call Centre operated by the Efficiency Unit, which also handled suggestions and complaints;
 - organized 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.

管理 Management

23. 智能運輸系統

我們繼續促進使用先進科技，以提高本港運輸系統的安全、效率、可靠和方便程度，以及環保水平。安裝於告士打道、堅拿道及東區走廊的行車時間顯示器，一直為駕駛人士提供即時交通資訊，以協助他們選擇過海路線。我們正計劃將這個系統擴展至九龍。在未來幾年，區域交通控制系統將會覆蓋所有新市鎮，屆時交通燈號的協調將會更為理想，延緩情況亦會減少。此外，我們將會更新市區的現有系統，並會在主要道路工程計劃中裝設交通管制及監察系統，以便進行交通及事故管理。

在2005年，我們的工作包括：

- 在互聯網上提供過海行車時間、車速及車龍位置圖；
- 計劃把行車時間顯示系統擴展至九龍；

23. Intelligent Transport Systems

We continue to promote the employment of advanced technologies to enhance the safety, efficiency, reliability, user and environmental friendliness of the transport system in Hong Kong. The Journey Time Indicators at Gloucester Road, Canal Road Flyover and Island Eastern Corridor have been providing real-time traffic information to motorists to assist their choice of cross harbour routes. We are planning to expand them to the Kowloon side. In the coming years, the Area Traffic Control (ATC) systems will cover all New Towns resulting in better co-ordination of traffic signals and reduction of delays. Existing systems in the urban areas will be replaced with new ones. Traffic Control and Surveillance (TCS) facilities will be provided under major road projects for traffic and incident management.

Our work in 2005 has included:

- provided the cross-harbour journey times, speed and queue maps on the Internet;



- 完成在大埔及北區裝設區域交通控制系統，使電腦化燈號控制的路口數目增加 130 個至 1 318 個，而設於區域交通控制系統範圍內的閉路電視攝影機數目，則增加 30 個至 168 個；
- 繼續更新港島的區域交通控制系統。約有 290 個路口的交通燈號裝置已予更換。整個計劃預計在 2006 年年中完成；
- 就擴展區域交通控制系統至屯門及元朗區的工程進行招標，這項工程預計在 2008 年年底完成；
- 就規劃、設計及興建深港西部通道、后海灣幹線、八號幹線、獅子山隧道、將軍澳隧道及海底隧道的交通管制及監察系統提供專業意見；
- 沿通往香港迪士尼樂園的接駁道路裝設的閉路電視攝影機投入服務；
- planned for the expansion of the Journey Time Indication System to Kowloon;
- completed the ATC System for the Tai Po and North districts with the number of computerized signal junctions increased by 130 to 1,318 and the number of Closed Circuit Television (CCTV) cameras in the ATC area increased by 30 to 168;
- continued the renewal of the ATC system on Hong Kong Island with traffic signal equipment at about 290 junctions having been replaced and with a target completion date for the whole exercise of mid 2006;
- invited tenders for the expansion of the ATC systems to the Tuen Mun and Yuen Long districts with the scheduled completion date in late 2008;
- provided professional input for the planning, design and construction of TCS systems for Shenzhen Western Corridor, Deep Bay Link, Route 8, Lion Rock Tunnel, Tseung Kwan O Tunnel and Cross Harbour Tunnel;



- 完成就進一步擴展偵速攝影機系統所作的調查研究；
 - 就增設衝紅燈攝影機批出合約；
 - 就使用流動閉路電視系統改善交通監察工作以方便事故管理，完成可行性研究；
 - 展開把傳統交通燈更換為發光二極管（LED）交通燈的試驗計劃；
 - 完成提升本署交通控制中心的交通監察及資訊發放設施，以便在世貿第六次部長級會議舉行期間提高運作效率；
 - 就實施交通運輸資訊系統進行招標；以及
 - 就為紓緩交通擠塞而徵收費用的運輸模型所進行的可行性研究邀請顧問建議書。
- commissioned CCTV cameras along approach roads to the Hong Kong Disneyland;
 - completed the investigation study for further expansion of speed enforcement camera systems;
 - awarded a contract for the installation of additional red light cameras;
 - completed a feasibility study on the deployment of mobile CCTV systems to enhance traffic monitoring for managing incidents;
 - commenced a pilot scheme for replacing conventional traffic signals with a LED version;
 - completed the enhancement of traffic monitoring and information dissemination facilities in our Traffic Control Centre to improve operational efficiency during WTO Sixth Ministerial Conference;
 - invited tenders for the implementation of the Transport Information System; and
 - invited consultancy proposals for the Feasibility Study on the Congestion Charging Model.

24. 運輸事故管理

我們繼續就這項日益重要的範疇發展技術，以滿足公眾越來越殷切的期望。在為香港迪士尼樂園開幕、亞洲國際博覽館落成及世貿第六次部長級會議進行籌備工作時，我們參與由其他機構（例如保安局、警方及其他機構）舉行的緊急事故演習。

在2005年，我們的工作包括：

- 平均每月處理 156 宗交通及運輸事故；
- 年內啟動緊急事故交通協調中心的固定模式共 94 次，以應付重大事故／特別活動，包括：
 - 自然災害；
 - 公共交通服務受阻；
 - 重大交通意外所引致的廣泛地區擠塞；
 - 迪士尼線啟用，以及迪士尼樂園和亞洲國際博覽館開幕；
 - 世貿第六次部長級會議；
 - 新運輸基建設施啟用；
 - 不同團體的抗議行動；
 - 以及
 - 節日活動

24. Transport Incident Management

We continued to develop our skills in this increasingly important area to satisfy the growing expectations of the traveling public. In preparation for the opening of HK Disneyland, the Asiaworld Expo and the WTO 6th Ministerial Conference, we participated in emergency exercises organized by other parties such as Security Bureau, Police and other agencies.

Our work in 2005 has included:

- handled an average of 156 traffic and transport incidents per month;
- activated the Fixed Mode operations of the Emergency Transport Coordination Centre 94 times during the year to handle major incidents/special events including:
 - natural disasters;
 - public transport service disruptions;
 - major traffic accidents leading to widespread congestion;
 - opening of Disney Resort Line, Disneyland Theme Park and AsiaWorld Expo;
 - WTO 6th Ministerial Conference (MC6);
 - opening of new transport infrastructures;
 - protest actions; and
 - festive events.

- 為有關機構舉行緊急事故演習，以便其熟習處理特別事故的程序；
 - 參與由其他機構（例如保安局、警方、香港國際主題公園有限公司及香港地下鐵路公司）舉行的緊急事故演習；
 - 制訂《處理緊急交通及運輸事故手冊》；
 - 為新基建（例如香港迪士尼樂園及亞洲國際博覽館）制訂應變計劃，並修訂原有的各項應變計劃，以配合不斷轉變的交通情況；以及
 - 為跟進緊急交通事故協調工作專責小組所提出的建議，並配合世貿第六次部長級會議舉行期間的運作需要，提升緊急事故交通協調中心的設施。
- organized emergency exercises for parties concerned to familiarize themselves with the procedures in handling special incidents;
 - participated in emergency exercises organized by other parties such as Security Bureau, Police, HKITP and MTRCL;
 - developed a Handbook on Handling of Emergency Traffic and Transport Incidents;
 - developed contingency plans for new infrastructure such as Hong Kong Disneyland, AsiaWorld Expo, and updated contingency plans to meet changing traffic situations; and
 - upgraded the facilities at the Emergency Transport Co-ordination Centre to meet operational requirements during the MC6 period and as a follow-up to the recommendations of the Task Force on Emergency Transport Co-ordination.



25. 資源管理

我們繼續精簡程序，減省多餘的工序及進行業務流程重整，以提高我們的整體服務效率。從我們在2005至06年度削減4.3%的基線開支（即4,100萬元），可反映這方面的成果。

在2005年，我們的工作包括：

- 精簡部門的工作流程，以節省人手資源；
- 繼續在各分部推行持續改善委員會，讓所有階層的同事參與，以保持部門內持續作出改善的動力；
- 繼續就發牌工作制訂業務流程重整措施，以改善顧客服務及精簡程序；以及
- 推行文件管理系統和電子記錄系統，以改善記錄存檔系統。

25. Resource Management

We continued to streamline procedures, scrap non-value added work steps and carry out business process re-engineering in an effort to improve our overall efficiency. This is reflected through a reduction in our baseline expenditure of 4.3%, or \$41 million, in 2005-06.

Our work in 2005 has included:

- streamlined the workflow in the Department to save staff resources;
- continued the operation of Continuous Improvement Teams in various divisions to involve colleagues of all levels in sustaining the momentum of continuous improvement within the department;
- continued to develop business process re-engineering initiatives on the licensing operations to enhance customer services and streamline procedures; and
- improved the records filing system by introducing the Document Management System, and e-records system.

發揮潛能 各盡所長

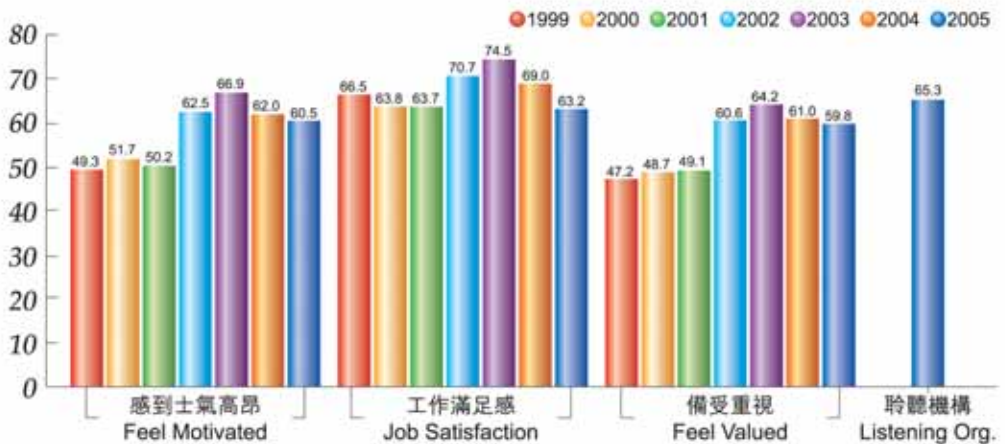
Bringing out the Best in People

26. 人力資源管理

我們進行了第7次職員意見調查，以評估員工對於工作士氣、工作滿足感及備受重視這幾方面的滿意程度。在2005年，我們首次引入「運輸署成為聆聽機構」這個新專題。各分部根據詳細調查結果制訂工作計劃，以解決同事所關注的問題，並慶賀所取得的卓越成績。運輸署的整體調查結果概列於下表，顯示我們在人力資源方面所付出的努力並無白費。

26. Human Resource Management

We conducted the 7th Annual Staff Perception Survey to measure the level of staff satisfaction in the aspects of motivation, job satisfaction and feeling valued. For the first time in 2005 we introduced a new topic of TD as a listening organization. Based on the detailed results each division formulated action plans to address the identified concerns and to celebrate the successes. The survey results, which are summarized for the department as a whole in the following table, indicate that our human resource efforts have been very worthwhile.



在 2005 年，我們的工作包括：

- 繼續為工程師、運輸主任、技術主任（交通）、技術主任（土木工程）、汽車檢驗主任、考牌主任、運輸督察及運輸監督職系舉行評核委員會，以改善工作表現管理制度；
- 修訂技術主任（交通）及運輸主任職系的工作表現評核報告表格及指引，作出切合時宜的更改，以配合這些職系的要求；
- 繼續制訂直到 2008 / 09 年度的人力計劃，減少部門編制以達致政府的目標；

Our work in 2005 has included:

- continued to improve the performance management system by running Assessment Panels for the grades of Engineer, Transport Officer, Technical Officer (Traffic), Technical Officer (Civil), Motor Vehicle Examiner, Driving Examiner, Transport Inspector and Transport Controller;
- revised the performance appraisal form and guidance notes for the Technical Officer (Traffic) grade and the Transport Officer grade to incorporate updated changes to fit in with the requirement of the grades;
- continued to formulate the manpower plan for the years up to 2008/09 to

- 繼續與有關的職系代表定期舉行協商委員會會議，與員工保持溝通；
 - 透過推出四輯運輸署專輯，以表揚同事所作出的貢獻，致力為本港提供世界上最優良的運輸系統；
 - 配合架構轉變進行辦公室重新分配，以及重新裝修現有辦公室，以改善工作環境；
 - 舉辦職員周年晚宴；
- reduce the establishment of the department to meet the Government's target;
 - continued to maintain communication with staff by holding regular Consultative Committee meetings with respective grade representatives;
 - fostered communication through four TD VideoBriefs whilst recognizing colleagues' contribution to providing the world's best transport system;
 - reshuffled work places in the light of organizational change and renovated existing work places for a better working environment;





- 定期舉辦心靈價值茶會，表揚同事所作出的貢獻；
 - 繼續推行導師計劃，培養透過分享學習的精神；
 - 繼續透過請專業人士提供24小時輔導電話熱線服務及舉辦一系列個人發展工作坊，以照顧同事的心理康健康；
 - 舉辦兩次「開心之旅」心臟健康推廣活動；
 - 舉辦3次座談會，以推廣健康生活；以及
 - 繼續推行團隊嘉許獎勵計劃，對團隊為服務社會所付出的努力予以嘉許。
- held an Annual Staff Dinner;
 - organized regular Psychic Income Parties to recognize colleagues' contributions;
 - continued the mentor scheme to foster the spirit of learning through sharing;
 - continued to take care of the psychological well being of colleagues through engaging professionals in running the Staff Hotline Counseling Service and a series of personal development workshops;
 - conducted two Heart Health at Work Programmes;
 - organized three seminars to promote a healthy lifestyle; and
 - continued the Team Recognition Award Scheme to recognize team efforts in serving the community.

27. 訓練

我們繼續透過提供優質培訓課程及在部門內培養學習文化，提升同事各方面的能力。

27. Training

We continued our efforts to enhance our colleagues' overall competence by providing quality training courses and developing the learning culture in the Department.



在2005年，我們的工作包括：

- 訂定訓練主題，包括投訴處理、傳媒、表達技巧及聆聽。年內，超過700名同事接受上述主題的培訓，以提升溝通及服務顧客的能力；
- 為在世貿第六次部長級會議期間擔任運輸署發言人的同事進行傳媒及表達技巧的密集培訓；
- 為首長級人員舉辦策略工作坊，以訂定本署的服務宣言及部門工作的優先次序；

Our work in 2005 has included:

- introduced main themes of training including complaint handling, media, presentation and listening. Over 700 colleagues attended training on these themes during the year to enhance their abilities to communicate and serve customers;
- conducted an intensive media and presentation skills training for colleagues who served as TD spokesmen during the WTO 6th Ministerial Conference;

- 為任職工程師的同事進行培訓需要的分析和研究；
 - 舉辦經驗交流會、維持電子論壇的運作、開發知識資料庫及製作自學課程視像光碟，以促進學習文化；以及
 - 為 35 名進修與工作相關課程的員工提供全部或部份資助，以支持個人層面的終身學習。
 - 年內平均每名同事曾接受約 3.5 天培訓。
- held a strategy workshop for directorate officers to work out our purpose statement and departmental priorities;
 - carried out a training needs study for engineer colleagues;
 - organized experience-sharing sessions, operated the e-discussion forum, developed knowledge databases, and produced self learning VCDs to promote learning culture; and
 - supported life-long learning at the individual level by providing full or partial financial sponsorship to 35 staff to pursue employment related studies.
 - On average, each colleague attended about 3.5 days of training during the year.