

Public invited to vote in Taxi Service Commendation Scheme 2019

The Transport Department (TD) said today (October 28) that the Taxi Service Commendation Scheme 2019 is now open for public voting. Members of the public are welcome to cast their votes online for "Quality Taxi Drivers" through the website at www.ctsq.org.hk/voting or by scanning the QR code printed on the promotion pamphlets (see Annex) placed in taxi compartments. The voting period will end on December 8.

The Commendation Scheme, which was launched in October 2018 to recognise the service excellence of the taxi drivers, has been well received. After considering the opinions from the Committee on Taxi Service Quality (CTSQ) and the taxi trade, the TD has enhanced the Commendation Scheme this year, so as to continuously improve the professional image of the taxi industry.

The spokesman said that as in last year, for this year's Commendation Scheme members of the public can vote for 10 "Quality Taxi Drivers" and the "Most Popular Taxi Driver". The scope of the Commendation Scheme this year has also been extended to taxi service management teams, so as to give awards to three taxi service management teams for their service excellence.

This year, over 200 nominations of "Quality Taxi Drivers" were received, among which 30 were shortlisted for public voting. Ten of the nominees obtaining the highest combined scores from the public voting and a professional assessment panel will be given "Quality Taxi Driver" awards. The driver obtaining the highest score from the public voting will be given the "Most Popular Taxi Driver" award. The three taxi service management teams obtaining the highest score from the professional assessment panel will be given "Quality Taxi Service Management Team" awards.

To commend the good performance of the awarded taxi drivers and taxi service management teams, the TD will hold the Prize Presentation Ceremony of Taxi Service Commendation Scheme 2019 in early 2020. The drivers who are awarded as "Quality Taxi Drivers" will be given "Quality Taxi Driver" stickers, which can be put on the top of the holder of the Taxi Driver Identity Plate. The stories of the awarded taxi drivers who do their best to provide excellent service to taxi passengers will be recorded in the format of short video clips and broadcast on television and social media.

Public participation is encouraged. Members of the public who vote for awarded participants may win a "Smart Voter" prize. A total of 100 prize winners will be presented with souvenirs. The result will be announced in March 2020. Winners of the "Smart Voter" prize will be notified of the details of collecting the souvenirs by email.

The TD and the CTSQ jointly launched the Taxi Service Commendation Scheme with an aim of promoting good taxi service and enhancing the image of the taxi industry. The professional assessment panel evaluates the nominated

taxi drivers with reference to their driving records, conduct, in-service training records, the commended behaviour and passengers' satisfaction levels in regard to their service. Also, the assessment panel evaluates the taxi service management teams in a series of aspects, including the management on taxi service quality, the application of advanced technology in enhancing the efficiency and quality of taxi service, and their social responsibility.