For discussion on 6 November 2015

Legislative Council Panel on Transport Taxi Service

PURPOSE

This paper briefs the Panel on Transport on proposals for improving taxi service and seeks Members' views.

BACKGROUND

- 2. Our transport policy is underpinned by public transport services with railways as its backbone. Other modes of public transport play supplementary roles (with franchised buses being the primary mode of public transport for connecting areas not yet served by railways). Taxis provide passengers with a personalised, point-to-point and more comfortable public transport service at a higher fare.
- 3. In considering whether new taxi licences should be issued, the Government would take into account the demand for taxi service, operating situation of the taxi trade, and likely impact of the increase in the number of taxis on traffic conditions. Currently, there are a total of 18 138 taxis in Hong Kong. Of these, 15 250 are urban taxis, 2 838 are New Territories ("NT") taxis, and 50 are Lantau taxis. While their fares and operating areas are different, they are all regulated by the Transport Department ("TD"). Taxis may pick up passengers on the street or at taxi stands, or provide pre-booked service. Under the law, taxis shall either charge according to the taximeter or be hired as a whole. The fares charged by the taximeter are regulated by the Government, whereas the fare for hire-as-a-whole service will be agreed between the parties providing and receiving the service and is not regulated by law. latter type of service can provide flexibility to meet the different needs of In the past five years, the daily patronage of taxis has stayed between 0.9 million to around 1 million, representing a share of about 8% of the overall public transport market.

REGULATION OF TAXI SERVICE

4. Taxi service is regulated by the Road Traffic (Public Service Vehicles) Regulations (Cap. 374D) ("the Regulations"). The Regulations

cover the drivers' general conduct and obligations, and set out the penalties for any misconduct. In 2014, the Transport Complaints Unit under the Transport Advisory Committee received a total of 10 060 complaints relating to taxi service, which was a record high in recent years. They accounted for 45% of all complaint cases against public transport services. The majority of such complaints were about refusal to hire, poor service of taxi drivers and malpractices such as overcharging. Complaint figures in the past five years are at **Annex 1**.

The Police has stepped up enforcement actions, such as by carrying out decoy operations in different districts, against malpractices of taxi drivers for stronger deterrent effect. Meanwhile, the TD has been promoting quality taxi service through publicity and public education. has set up electronic display panels, information boards and large banners at major taxi stands and tourist spots with higher pedestrian flow to display information on taxi fares and reference fares for traveling to major destinations. The TD has also published leaflets with information such as taxi fares and telephone helplines for distribution at the airport, cruise terminals, major border crossings, Disneyland and Hong Kong Tourism Board's visitor centres. Furthermore, the TD formed the Quality Taxi Services Steering Committee¹ ("Steering Committee") in 1999 with the aim to enhance the service quality. The TD and the Steering Committee provide useful taxi information and guidelines for lodging complaints to taxi passengers through various channels. A Taxi Driver Commendation Scheme has also been in place since 2002 to give recognition to taxi drivers who have delivered quality service. To remind the taxi trade to maintain their service quality, the TD has published "A Guide to Taxi Services in Hong Kong" (see Annex 2) setting out points to note concerning the obligations and conduct of taxi drivers. Taxi trade has also reminded its members how they should behave through trade organisations. In view of the effectiveness of the measures, there is room to further step up efforts on law enforcement and publicity.

TO IMPROVE TAXI SERVICE

6. There has recently been heated discussion in the community on taxi service. Many are of the view that the quality of taxi service varies, and there is discontent over behaviours such as refusal to hire and poor

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The Steering Committee comprises representatives of various trade associations / unions, Hong Kong Tourism Board, Consumer Council, District Councils, Transport and Housing Bureau and the TD. Major objectives of the Committee include: (1) further uniting the taxi trade; (2) improving the image of taxi drivers; (3) enhancing the quality of taxi service; and (4) promoting quality taxi service.

attitude of taxi drivers. At present, the 18 138 taxi licences are owned by as many as some 9 000 licence holders. There are over 40 000 taxi drivers, with the majority of them being self-employed rentee-drivers or owner-drivers. As most drivers are not employed by the owners, the quality of service management varies. Since licence ownership and management of taxis are highly decentralised and drivers' income is not necessarily related to service quality, the effectiveness of various efforts to enhance the overall service standards has not been entirely satisfactory.

- 7. With the increasing popularity of mobile applications to hail taxis or hire cars, members of the public now enjoy a convenient alternative to hiring a taxi on the street or through telephone appointment. There is a wide body of opinion that the taxi trade should make good use of information technology to enhance service quality.
- 8. In response to the public views towards taxi service, the Government acknowledges the need for service improvement. In this regard, short, medium and long-term measures will be implemented. Details are set out in paragraphs 9 to 14 below.

Short-Term Measures

- 9. Both the Government and the taxi trade agree that there is a need to improve taxi service. The Role and Positioning Review ("RPR") recently commenced under the Public Transport Strategy Study ("PTSS") will cover the review on taxi service and look into ways to address views of the public. Yet, the taxi trade should strive to improve its service as soon as possible prior to the completion of RPR. Recent discussion in the community suggests that there is a demand for taxi service of higher quality in Hong Kong. In this connection, the TD is helping the taxi trade explore the feasibility of enhancing taxi service within the present legal and regulatory framework. As mentioned in paragraph 3 above, taxis are allowed under the law to provide pre-booked hire-as-a-whole service in addition to charging by the taximeter.
- 10. In fact, some operators, such as Diamond Cab and SynCab², are already providing passengers with service of higher quality in the form of hire-as-a-whole service. Based on the TD's understanding, there are also other operators planning to provide service of higher quality using the hire-as-a-whole model.

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Diamond Cab and SynCab have been in operation since 2011 and early 2015 respectively. Both are primarily operated on a pre-booked hire-as-a-whole model. As at August 2015, there are six Diamond Cabs and 50 SynCabs in Hong Kong.

11. In addition, the taxi trade is developing a taxi-hailing mobile application ("app") that can be used by all taxis in Hong Kong. It is expected that the app can be launched in a few months' time.

Medium- and Long-Term Measures

- 12. Under the RPR of the PTSS, we have accorded priority to examining and reviewing the roles and positioning of taxi service. A key area of study is whether it is feasible to introduce premium taxis.
- 13. The policy objective of introducing premium taxis is to set new service standards for the taxi trade, enhance quality of service and meet the community's demand for diversified services. To this end, when studying the introduction of premium taxis, the Government will explore the following key areas in detail:
 - As mentioned in paragraph 6 above, the varying quality of the present ordinary taxi service is mainly the result of scattered ownership of taxi licence and management responsibility. Of the 18 138 taxi licences, there are over 9 000 licence holders and over 40 000 drivers. this problem, we have to introduce a new operating and management model conducive to centralised management, so as to maintain service standards and monitor the service performance effectively. Preliminary findings suggest that the new operating and management model should be implemented through a franchise to serve the purposes of premium taxis. A franchise will be granted to a company but not an individual in order to address the current difficulty in implementing effective centralised management arising from the majority of the ordinary taxi trade being individual operators.
 - (b) The franchise will prescribe service level, and set service standards in respect of vehicle types, compartment facilities, limit on vehicle age, the arrangement of taxi hailing mobile apps, service quality of drivers, etc.
 - (c) The company with a franchise will have to maintain an employer-employee relationship with its drivers. Drivers will be employees of the company. Their performance is monitored by the company, where good performance will be rewarded and unsatisfactory performance will be penalised.

The company will be accountable to the TD. If the performance of the company is not up to the requirements of TD, reasonable penalty will be imposed on the company. With a clear reward and penalty mechanism, passengers' comments or complaints could be fully catered for.

- Before introducing a franchise model, it is necessary to consider related matters, including the number of franchises, the number of taxis managed by each franchise, the validity period of a franchise, qualifications required of an operator under the franchise, selection criteria, etc. Amongst these matters, we will have to carefully study the number of premium taxis to be introduced. Apart from service demand, we will take into account the operating situation of the taxi trade and impact on the traffic management with a view to ensuring an orderly implementation. The specific number of premium taxis will be determined after the in-depth study. While introducing new operators, we will consider addressing the taxi trade's request for means for some ordinary taxis to join as premium taxis. effectively maintain the service standards and monitor the service performance, premium taxis, no matter run by new operators or through upgrading of some existing ordinary be implemented through will the corporate management model of a franchise.
- (e) In view of the higher operating cost for premium taxis, a new fare structure, different from the existing one, should be set out in the franchise. The fare level should be able to offset the higher operating cost as well as offer sufficient and reasonable incentives for operators and drivers to maintain quality service. More importantly, it should also be acceptable and affordable to the public.
- (f) To ensure reasonable protection of drivers' benefits, a franchise term should specify the company's responsibility in making proper arrangements regarding drivers' remuneration matters.
- 14. The above entails a wide range of issues. The policy considerations involved need to be carefully decided. Hence, the proposal, if implemented, will be rolled out on a pilot basis. In formulating the details of the pilot scheme, we will canvass views from the community and stakeholders in the trade. As the implementation of the

proposal will require legislative amendments, we will also study the legal issues involved. In the course of our study, we will carefully assess the impact of the proposal for introducing premium taxis on the operation and long-term development of taxi service and other public transport services, as well as on traffic management. The whole PTSS will take about two years (i.e. mid-2017) to complete. We have accorded priority to the study on taxi service and will strive to complete it by third quarter of 2016.

FARE INCREASE APPLICATIONS FROM THE TAXI TRADE

- 15. The urban, NT and Lantau taxi trades have submitted applications to the TD in April 2015 for increasing their respective flagfall charges and subsequent incremental charges. The proposed average rate of increase is 12.56% for urban taxis, 14.91% for NT taxis and 15.27% for Lantau taxis. Details are at **Annex 3**. Fares for the three types of taxis were last increased in December 2013, with the average rate of increase ranging from 7.11% to 9.04%.
- 16. The Government would all along base on certain major guiding principles in assessing taxi fare increase applications. One of them is whether passengers' feedback on the level of taxi service is satisfactory³. We noted the heated public discussion on the quality of taxi service lately and the views from different stakeholders on different service aspects. Many public comments pointed out that the quality of taxi service was far from satisfactory. The taxi trade gave a public response and agreed that there was room for service improvement. In view of the community's opinion, we consider that the more pressing task at hand is to focus on implementing the various short-term improvement measures, rather than processing the fare increase applications, so that service quality would meet public expectations and the competitiveness of the trade would be enhanced. Moreover, we noticed that the average price of liquefied petroleum gas ("LPG") has dropped from \$6.15 per litre in January 2014

Other major guiding principles in assessing taxi fare applications include:

⁽a) to ensure the financial viability of taxi operation, taking into consideration changes in revenue and operating costs;

⁽b) to maintain a satisfactory level of taxi service in terms of vehicle availability and passenger waiting time;

⁽c) to maintain a reasonable differential between taxi fare and the fares of other public transport services:

⁽d) to take into account the public acceptability of the proposed fare; and

⁽e) to maintain the existing basic structure for taxi fare – it should be "front-loaded" and thereafter on a varying descending scale for incremental charges.

to \$2.73 per litre in November 2015⁴. This has reduced the operating expenses of taxis. Both rentee-drivers and owner-drivers have seen a real-term increase in their net income.

HIRE CAR SERVICE

- 17. Using a private car for carriage of passengers for hire or reward ("hire car") is a kind of point-to-point personalised transport service. It does not come under the scope of public transport services. Passengers can only make booking in advance, but not hail hire cars on the streets and the fare of hire car service is not subject to any regulation. A private car owner must obtain a hire car permit ("Permit") before he can operate hire car service. Recently, there have been some views in the community about hire cars. The Government will improve the regime for approving and regulating hire car services in response to the needs of the community. In tandem with the on-going PTSS, we will review the assessment criteria for issuing Permits so as to keep up with the times and respond to the demands of the public.
- At present, there are three types of valid Permits, namely private, 18. hotel and tour services. Upon receipt of an application for a Permit, the Commissioner for Transport ("Commissioner") will assess the application based on the factors that may be taken into consideration as stipulated in the Regulations. In determining whether to issue a Permit for a private hire car service, the Commissioner may have regard to, amongst other matters, the extent to which the area from which the applicant proposes to operate the private hire car service is served by public transport, whether the applicant is able to demonstrate reasonably that the service applied for is required in that area, and whether the applicant has, in that area, a place which the Commissioner considers suitable to park the private car when it The Commissioner may issue to the applicant a is available for hire. Permit if the Commissioner is satisfied as to the particulars furnished in the application, that there are in force a third party risks policy of insurance compliant with statutory requirements and a vehicle licence in respect of the private car concerned, and is of the opinion that the type of hire car service specified in the application is reasonably required.

The annual average price at dedicated LPG filling stations is as below –

Year	Average price per litre	
2013	\$4.75	
2014	\$4.78	
2015 (as at November)	\$3.05	

- 19. The Government considers that the application of different types of technologies, including the use of Internet or mobile applications for calling hire cars, must be lawful and most importantly, have regard to the interest and safety of passengers. Under the current law, if registered car owners (whether individuals or companies) of private cars are interested in using their private cars for carriage of passengers for hire or reward, they must apply to the Commissioner for Transport for a Permit for operating hire car service. The numbers of Permits by types issued by the TD and the figures on the approval of Private Service (Limousine) Permits are at **Annexes 4 and 5** respectively.
- 20. Experience reveals that taxi services and hire car services belongs to two different market sectors, responding to different needs of the public. However, if the public is not satisfied with taxi services, it is normal that it expects a greater number of and more flexible hire car services to meet its need for point-to-point personalised transport service.
- 21. With regards to the views in the community about hire cars recently, the Government is studying the ways to improve the assessment criteria for issuing Permits and its regulation (including measures to facilitate new market entrants) without affecting hire car's current position in the transport hierarchy and the current regulatory regime.

ADVICE SOUGHT

22. Members are invited to comment on the proposals in paragraphs 9 to 21 above.

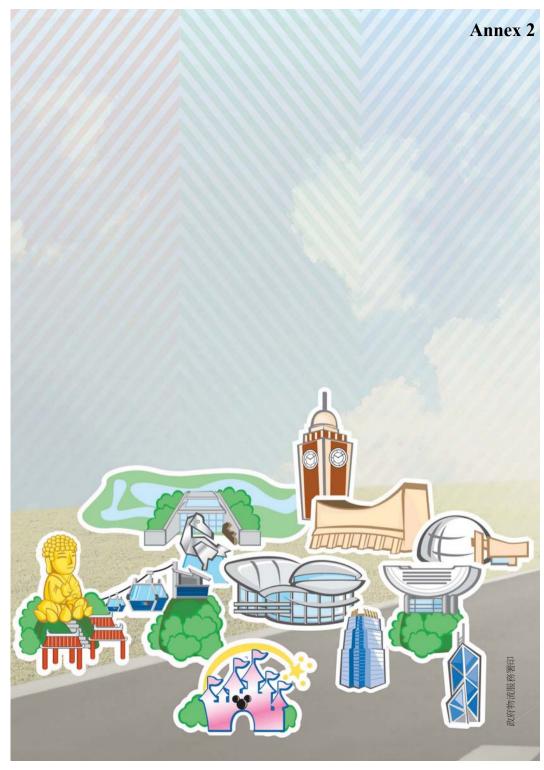
Transport and Housing Bureau October 2015

Annex 1

Number of taxi service-related complaints received by the Transport Complaint Unit ("TCU") under the Transport Advisory Committee in the past five years

Year	Number of taxi service-related complaints received by TCU	Percentage of the total number of complaints relating to public transport services
2010	7 997	55%
2011	8 789	53%
2012	9 079	45%
2013	9 306	43%
2014	10 060	45%





經營節圍 的士站 Taxi stands Permitted operating areas Page 01-02 頁 載客量 的士落客點 Carrying capacity Taxi drop-off points 安全帶 的士上落客點 Seat belt Taxi pick-up and drop-off points 的士上客點 Fares Boarding and alighting 的士車費收據 殘疾乘客在限制區上落車證明書 Taxi fare receipt Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones 攜帶行李及其他物品 Carriage of baggage 酒後駕駛及藥後駕駛引起的問題 Problems caused by drink driving and drug driving 的士車費找續 Giving change 觸犯規例的懲罰 Punishment 司機的責任及須注意的行為 Obligations and conduct of drivers 如何表揚及投訴的士服務 How to lodge commendations and 乘客須注意的行為 complaints on taxi service Conduct of passengers Page 17-18 頁 處置失物 點字和摸讀字車輛登記號碼牌 ost property Registration mark plate in braille and in tactile form Useful telephone numbers Page 21-22 頁

港的士服務指南 A Guide to Taxi Services in Hong Kong

Page 31-32 頁

Page 33-34 頁

本港有3類的士,各有不同的經營範圍:

- a. 市區的土 (紅色的土): 可在香港任何地區行 走(東涌道及南大嶼山的道路除外)。
- b. 新界的士(綠色的士):可在以下地區行走一
 - ・市門區

經營節圍

- 亓朗區
- 大埔區
- ・北區
- ・馬鞍山區
- ·西貢區大部分地方(將軍澳新市鎮除外)
- · 落馬洲管制站 (晚上十一時至翌日早上六時 三十分)
- · 落馬洲支線公共運輸交匯處
- · 深圳灣口岸港方口岸區

並可沿指定路線接載乘客往返以下地點:

- · 赤鱲角香港國際機場的客運大樓和 地面運輸中心
- ·青衣機鐵站
- · 荃灣港鐵站
- •沙田威爾斯親王醫院
- · 香港油士尼樂園
- c. 大嶼山的士(藍色的士): 只限在 大嶼山及赤鱲角行走。









There are 3 types of taxis — they operate in different

- b. NT taxis (green taxis): available for hire in-
 - · Tun Mun District
 - Yuen Long District
 - · Tai Po District
 - · North District
 - · Ma On Shan District
 - · Most areas of Sai Kung District (except Tseung Kwan O New Town)
 - · Lok Ma Chau Central Point (from 11:00 pm to 06:30am on the following day)
 - · Lok Ma Chau Spare Line Public Transport Interchange
 - · Shenzhen Bay Port Hong Kong Port Area

They are also permitted to carry passengers along specified routes to/from the following locations:

- · Passenger Terminals and the Ground Transportion Centre of the Hong Kong International Airport in Chek Lap Kok
- · Tsing Yi Station of Airport Railway
- · Tsuen Wan MTR Station
- · Prince of Wales Hospital
- · Tseng Kwan O Hospital
- · Sha Tin Race Course
- · Shun Lee Estate in Kwun Tong
- · Hong Kong Disneyland
- · Hang Hau MTR Station
- c. Lantau taxis (blue taxis): available for hire on Lantau Island and in Chek Lap Kok.

每輛的士的座位數目,會展示在車頭及車尾的綠色 半圓形字牌上。視乎車輛設計,的士最高乘客座位 數目是五個。

在計算的十可接載的乘客人數時一

- ·3歲以下的小童不計算在內;及
- ·三名年滿3 歲而身高不超過1.3米的小童,作兩人 計算;兩名該等小童亦當作兩人計算。

如將接載的乘客人數超出法定限額, 司機有權拒絕 乘客和用。



The seating capacity of each taxi can be found on the green semicircle plates displayed on the front and back of the vehicle. Subject to the vehicle design, the maximum passenger seating capacity of a taxi is five.

In counting the number of persons that may be carried in a taxi —

- · a child under the age of 3 years is not counted; and
- three children aged 3 or above but each no exceeding 1.3 metres in height are counted as two persons; two such children are also counted as two persons.

If the number of passengers to be carried exceeds the legal limit. the driver can refuse to accept the hire.

除非已獲得運輸署的豁免,否則所有乘客有法律責任 在配備安全帶的的士上佩戴安全帶。

一般來說:

- ·懷孕並不可作為不佩戴安全帶的理由;
- ·如家長帶同小童乘搭的士,他們應攜帶認可及合適 的兒童乘車安全帶裝置,以安裝於後座座位;
- ·如合適的話,小童亦可佩戴中門的環腰式安全帶;
- · 後座座位不適官容納4名成年乘客,第四位乘客應使 用前座座位及佩戴安全带; 及
- · 若乘坐的十的成年人及兒童數目多於的十上安全帶 數目的時候,沒有佩戴安全帶的兒童或成年乘客應 使用後座座位。

如乘客未有佩戴安全帶:-

- · 即屬違法;
- ·的士司機可以拒絕接載或駕駛;及
- · 乘客可被要求繳付的士車費及離開車輛。



A passenger is required to wear a seat belt if available unless he/she has obtained exemption from Transport Department.

In general,

- pregnancy is not a reason for not wearing a seat belt:
- · in case parents plan to take any child with them on a taxi trip, it is advisable for them to carry with them an approved and appropriate child restraint to be fitted in the rear seat of taxis:
- if appropriate, the child may wear the lap belt in the middle;
- It is not advisable for four adult passengers to occupy the rear compartment, the fourth passenger should take the front seat and wear the seat belt: and
- when a group of adults and children exceed the total number of seat belts available on a taxi, the unbelted child passengers or adult passengers should stay in the rear compartment.

If a passenger does not wear a seat belt: -

- the passenger commits an offence:
- the taxi driver may refuse the hire or to drive; and
- the passenger may be required to pay the taxi fare and leave the vehicle.

乘客須依法按照計程錶(俗稱「咪錶」)所顯示的金額繳付的士車費,並按情況另付規定的附加費用。任何不誠實地設法逃避繳付的士車費,即屬違法。

的士收費表是展示在車廂內的左尾門及左前門(或左面 儀表板)。

計程錶上顯示的車費幣值為港幣。金額按的士被租用時所行駛的車程及等候時間而合併計算的。乘客須在下列情況另付規定的附加費用:

- · 以電召方式預約的士;
- ·攜帶私人行李,擺放在車廂內的輕便手提行李除外, 有關費用按每件計算(詳情請參閱下文第6節);
- ·攜帶動物或鳥類,有關費用按每隻計算;或
- · 行經收費隧道、收費道路或收費區。

行經收費隧道或青嶼幹線的附加費是以下列方式計算:

a. 過海隧道:

附加費的金額相等於司機於車程中所付的隧道費,另加上指定回程費。

在下列情況下,乘客毋須繳付回程費:

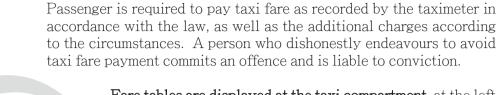
- ·倘的士在過海車程的終點是與出發地點相同的一邊 海岸。
- · 在過海的士站上車。

b. 其他收費隧道

附加費的金額相等於司機於車程中所付的隧道費。乘 客毋須繳付回程費。

c. 青嶼幹線:

不論行駛方向,每行經一次青嶼幹線,附加費為30 元。



Fare tables are displayed at the taxi compartment, at the left side of the rear and front doors (or at the left side of the front dashboard).

The fare on a taximeter is in Hong Kong dollars and cents, and includes the fare calculated on the basis of the distance traveled together with any waiting time incurred while the taxi is hired. Taxi passengers are required to pay additional fares:

- · if the taxi is hired through a telephone booking;
- for each baggage carried except light personal hand baggage carried inside the passenger compartment (see section 6 below);
- · for each animal or bird carried; or
- if the hire involves the use of toll tunnel, toll road or toll area.

The additional fares for using toll tunnels or the Lantau Link are charged in the following manner:

a. Cross-harbour tunnels:

The additional fare is the tunnel toll paid by the taxi driver plus a specified return toll. The return toll is not applicable if:

- the taxi returns to the same side of the harbour at the end of a cross-harbour trip.
- The hire begins from a cross-harbour taxi stand.

b. Toll tunnels other than cross-harbour tunnels:

The additional fare is the tunnel toll paid by the taxi driver. No return toll should be charged.

c. Lantau Link:

The additional fare is \$30 for each passing of Lantau Link, irrespective of the direction of travel.



Carriage of baggage

的十已安裝收據打印設備, 乘客可向司機索 取機印收據。

如收據打印設備失靈,司機應發出手寫收據 及盡快安排修理。

如政府已批准調整的士收費,而收費錶和收 據打印設備未及在生效日期作出調校,司機 應先在機印收據上寫上新收費,然後才發給 乘客。

的士車號	:			
Taxi No	:			
上車日期	:	年	月	日
Date	:	Yr	_Mth	D.
下車時間	:		上午/~	下午
End Time	:		_ a.m./p	.m.
咪錶顯示收費	:			
Meter Face	: HK\$_			
附加費	:			
Surcharge(s)	: HK\$_			
總收費	:			
Total Taxi Fare	e : HK\$_			_
司機姓名	:			
Name of Drive	r:			



Taxis are installed with a receipt printing device. Taxi passengers can ask for a machine-printed fare receipt.

In case the receipt printing device fails to operate, the taxi driver should issue a hand-written receipt and arrange for repair of the device as soon as possible.

If the taximeter and the receipt printing device have not yet been recalibrated to show the new fares approved by Government after a fare adjustment, the taxi driver should write down the new fares on the printed receipt before issuing to the passenger.

攜帶行李

乘客可於車廂內攜帶輕便的個人手提行李,而毋須繳付額外費用。有 關行李必須包裹妥當,如屬危險或厭惡性質的物品,一律禁止攜帶上 車。大型手提行李須放入車尾行李廂,以免損壞車廂。

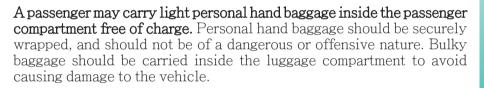
司機可就每件擺放在車尾行李箱內的行李;或每件擺放在車廂內而 長、闊、高總和超過140厘米的行李, 收取行李附加費。嬰兒車亦需 按照上沭準則繳付行李附加費。

此外,香港的士並沒有限制運載乘客所携帶行李之數目,但必須適當 地固定在車輛上。而一般的土車尾行李廂可容納大約三件體積(1.7米 長x0.7米濶x0.5米高)的行李。

殘疾乘客的輪椅及拐杖則毋須收費。

如果乘客攜帶動物或鳥類,司機可酌情決定是 否接載該動物或鳥類。若乘客所攜帶的動物或 鳥類引致的士有任何損壞,乘客須負責賠償。

法例規定,除個人手提行李外,的士不可以用 作運載貨物,所以乘客不應使用的士作運載貨 物用涂。



Baggage charge may be levied on every piece of baggage that is carried inside the luggage compartment, and every piece of baggage with total dimensions (length+width+height) exceeding 140cm that is carried inside the passenger compartment. Baby prams are also required to pay the additional charge for baggage according to the above guidelines.

In addition, there is no limit on the number of baggage carried by passengers inside a taxi in Hong Kong but the loads shall be properly secured. A taxi can normally carry about three suitcase of regular size (1.7m length x 0.7m width x 0.5m height) in rear boot.

Wheelchairs and crutches of passengers with disabilities are carried free of charge.

Animals or birds may be carried at the discretion of the driver. The passenger is responsible for any damage caused to the vehicle by the animal or bird so carried.

In accordance with the law, taxi can carry personal hand baggage, but no goods. Hence, passenger should not use taxi for carrying goods.



根據法例,的士司機須攜帶不少於港幣100元的紙幣和硬幣零錢,供找續之用。的士司機若未能為500元或1,000元面額的港幣提供找續,雖不屬違例,但的士司機應盡量滿足乘客的找續要求。

若的士乘客隨身只攜有面額500元或1,000元 的港幣鈔票,應在租用的士前,詢問的司 機能否為500元或1,000之提供找續。

的士司機可以要求的士乘客以500元或1,000 元以外面額的港元紙幣或輔幣,支付的士 費。

若的士司機在獲得的士乘客的同意下,前 往原先指定目的地以外的地方,讓的士乘 客找換零錢以支付的士車費,則的士乘客 有責任支付行駛上述額外車程的相關車 費。

的士司機不應在未獲的士乘客同意前, 擅自駛往原先指定目的地以外的地方, 讓的士乘客找換零錢以支付的士車費。

當遇到找續困難的情況時,的士乘客與司 機應以互諒互讓的態度,共同尋找解決問 題的方法。





A taxi driver is required by law to carry with him for the purpose of giving change to a passenger not less than \$100 worth of notes and coins. It is not an offence if a taxi driver cannot give change to \$500 or \$1,000 notes. However, the taxi driver should entertain the passengers' request for change as far as possible.

If a passenger only has \$500 or \$1,000 dollar notes, he should ask the driver whether change for \$500 or \$1,000 is available before making hire.

A taxi driver may request a passenger to settle taxi fare with legal tender other than \$500 or \$1,000 notes.

If a taxi driver, with the consent of the passenger, carries him to a place other than the specified destination for money changing purpose in order to settle the taxi fare, the passenger has the obligation to pay for the additional taxi fare so incurred.

Without the passenger's prior consent, a taxi driver is not advised to carry his passenger to a place other than the specified destination for money changing purpose.

In case there is any difficulty in giving change, passenger and driver are encouraged to reach a mutual agreement to settle the issue.

的士司機應:

a. 保持個人整潔

- · 穿著清潔及恰當的衣服
- · 正確地展示合規格的的十司機証

b. 保持車輛清潔和舒適

- ·確保的士車身和車廂清潔
- ·保持行李廂整潔和並無充塞雜物
- · 不要在的士車廂內吸煙

c. 待客以禮

- · 主動與乘客打招呼, 詢問和確認目 的地
- · 向乘客表示多謝和說再見
- ·說話時要有禮貌,避免有不適當的 行為,例如:講粗口
- · 在有需要時,使用簡單的普通話和 英語與乘客溝通

d. 按照計程錶收費

- · 正確地展示最新之的士收費表
- ·有禮貌地告訴乘客車費,如有需 要,在旅程開始時應解釋附加費的 內容
- ·經常帶備至少100元的紙幣和硬幣零 錢,供找續之用
- ·按照計程錶收費,並給予乘客正確 號碼的找續
- · 在乘客要求時,提供收據





Taxi driver should:

a. keep personal appearance clean and tidy

- Dress in clean and proper clothes
- · Display taxi driver identity plate properly

b. keep the taxi clean and comfortable

- · keep the outside and the passenger compartment of the vehicle clean
- · keep the luggage compartment neat and uncluttered
- · Do not smoke inside the taxi even without passengers

c. be polite to passengers

- · be proactive in greeting passengers, ask and confirm destinations
- · Say "Thank you" and "Goodbye"
- Use polite language and avoid improper behavior e.g. using foul language
- Use simple Putonghau and English to communicate with tourists as necessary

d. charge exact fare

- · Display the latest fare table properly
- · Inform passengers of the fare politely and explain surcharges before the journey starts if necessary
- · Always carry at least \$100 worth of notes and coins for giving change
- · Charge according to the taximeter and give exact change
- · Issue a receipt on passenger's request

e. 採用最有效率或乘客指定的路線

- · 要熟悉目的地和有關路線
- · 使用最有效率或乘客指定的路線,除非因為不安 全的情况,例如:不安全的路面情况或惡劣天 氣,而令行走該等路線會有危險。在這些情況 下,司機應向乘客解釋有關情形
- ·如果有不同的路線選擇,應諮詢乘客和提供選擇
- · 了解交通情况,在有需要時通知乘客和提供其他 路線
- · 在有需要時,使用街道圖和透過的士台尋找目的地



TAX

f. 主動向乘客提供協助

- · 協助殘疾或年老乘客上落車
- ·協助使用輪椅/拐杖或攜帶重型行李的乘客
- ・協助手抱嬰孩和攜帶嬰兒車的乘客
- · 提醒及在有需要時,協助乘客使用安全帶
- · 提醒乘客帶齊私人物件才下車
- ・盡快(以不超過6小時為限)將乘客遣留在車內 的財物送交警署。如果乘客返回認領並提供 可信的証明,司機應立即歸還財物予乘客

g. 提供一個安全和平穩的旅程

- · 遵守道路使用者守則
- 駕駛時集中精神
- ·不可在車輛行駛時,使用手提式 無線電通訊設施,包括流動電話、 平板電腦及無線電通話器。當有確 實需要使用流動電話,應使用免提 式裝置,但這些通話應盡量減少
- ·安全駕駛,已確保乘客的安全



e. use the most efficient route or route specified by passengers

- Be familiar with destinations and routes
- Take the most efficient route or route specified by passengers unless it is considered unsafe to do so due to circumstances such as unsafe road conditions or extreme weather. In these circumstances, the driver should explain the situation to the passengers
- · Consult passengers and offer alternatives if there are different choices
- Check traffic condition, inform passengers and offer alternative routes if necessary
- · Use maps and taxi radio station to locate destinations if necessary

f. be proactive in providing assistance to passengers

- · Assist passengers with disabilities or the elderly passengers in boarding and alighting
- · Help passengers in wheelchairs/crutches or with large luggage
- · Help passengers with babies and baby carriages
- Remind and, if necessary, help passengers to put on seatbelts
- · Remind passengers to take their personal belongings before alighting
- · Take any properties left by passengers in the vehicle to the police station as soon as possible (within 6 hours). If the passengers who return to claim the properties can produce convincing proofs, the properties should be returned immediately

g. provide a safe and smooth ride

- · Follow the Road Users' Code
- · Concentrate while driving
- · Do not use hand-held telecommunication equipment, including mobile phones, tablet computer and radiophones, while vehicle is in motion. Use a hands-free kit when there is a real need to use mobile phones but such communication should be minimized
- · Maintain a habit of safe driving to ensure passenger safety

h. 遵守的士條例

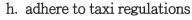
- · 不揀客, 不拒載
- 不濫收重資
- ·不以任何方式吸引乘客,以誘使其使用 該車輛
- · 不拒絕接載乘客往指定的地方
- ·未得到乘客的同意,不可讓其他人擅自 上重

i. 其他貼士

- 切勿超速
- ·超越前車時要格外小心
- 遵守交通燈號
- · 留意倒車時的安全
- 停車熄匙
- · 常保持個人健康
- ·保持心境開朗
- · 充足睡眠和多做運動
- · 不要在疲倦或健康不佳時駕駛
- · 定期檢查身體
- · 定時均衡飲食
- · 全日為身體補充足夠水分
- · 切勿毒後或酒後駕駛







- · Do not choose passengers or refuse hire
- Do not overcharge
- · Do not solicit passengers
- Do not refuse to drive to destination
- Do not let other people board the vehicle without passengers' consent

i. other tips

- no speeding
- pay extra attention when overtaking
- · obey traffic signals
- · ensure safe vehicle reversing
- · switch off idling engines
- · maintain own good health
- · keep a happy mood and open mind
- enough sleeping time and more body exercises
- · never drive under fatigue or bad health condition
- · go for regular body-check
- · regular meal time with balanced diet
- · keep your self hydrated for the day
- · no drug driving and drink driving





法律規定在乘坐配備安全帶的的士時,的士乘客必須 佩戴安全帶。的十司機可以要求拒絕佩戴全帶的的十 乘客離開車廂,以及繳付的十計程錶上所紀錄的費 用。(詳情請參閱上文第3節)

的十乘客不應:

- a. 在的士停定之前或在禁止停車地帶上落車;
- b. 在乘客人數超出規定的載客量時,仍強行上車;
- c. 要求的士司機在禁止泊車或停車的地點等侯;
- d. 要求司機前往該的士經營範圍以外的地方;
- e. 粗言穢語或作出不恰當的行為 (請保持通情達 理及禮貌);
- f. 損壞或弄污的士任何部分;
- g. 在車廂內吸煙;
- h. 在車廂內棄置垃圾;
- 將物件抛出、伸出或懸掛於車外;
- 將身體伸出車廂外;或
- k. 不適當地便用安全帶,或拒絕使用安全帶。







It is a legal requirement that taxi passengers should wear a seat belt, if available. Taxi drivers may request a taxi passesnger who refuses to wear a seat belt (if available) to leave the vehicle and pay the legal fare recorded in the taximeter. (See section 3 above)

A taxi passenger should not at anytime:

- a. enter alight from a taxi when it is moving, or in a no-stopping zone;
- b. insist on boarding a taxi if the number of persons exceeds its licensed carrying capacity:
- c. require the driver to wait at a place where parking or waiting is prohibited:
- d. hire a taxi to a destination which is outside the permitted operating area of the taxi;
- e. use obscene or offensive language or behave in a disorderly manner (please be reasonable and courtous):
- f. damage or soil any part of the taxi:
- g. smoke in a taxi:
- h. drop litter in a taxi;
- i. throw or hang anything out of a taxi;
- i. lean out of the taxi: or
- k. Improperly wear a seat belt or refuse to buckle up.

香港的士服務指南 A Guide to Taxi Services in Hong Kong

安裝在的士中的點字和摸讀字車輛登記號碼牌是方便有視障的的士 乘客可以知道的士的車輛登記號碼以作嘉許、讚揚、投訴等目的。

點字和摸讀字車輛登記號碼牌是安裝在的士內的左尾車門開門手柄 對上或左側或對下位置。

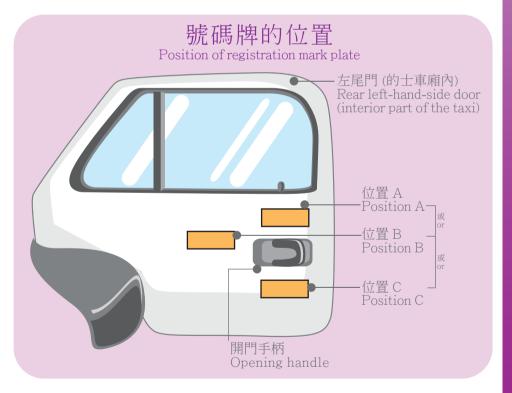
所有石油氣的士之車主須在的士內左尾門上安裝一塊點字和摸讀字 車輛登記號碼牌,以顯示該的士的車輛登記號碼。



The registration mark plate in Braille and in tactile form installed in each taxi is to facilitate taxi passengers with visual impairment to know the registration mark of the taxi for the purpose of offering commendation, appreciation, lodging complaint, etc.

The plate is placed on the rear left-hand-side door (interior part) of a taxi at a position above or to the left or below the opening handle.

All the owners of liquefied petroleum gas taxis are required to install the registration mark plate in Braille and in tactile form on the rear left-hand-side door showing the registration mark of the taxi.



香港的士服務指南 A Guide to Taxi Services in Hong Kong

Taxi stands 12

的十司機可在前往接載電召乘客或在交更涂中時,展 示「暫停載客」標誌,以表示的十暫不載客。

乘客不應召喚已展示「暫停載客」標示的的士。



TAXI STAND

A taxi driver may display an "Out of Service" sign to indicate that his taxi is not available for hire, for example, when he is on his way to accept a telephone booking, or on his way to shift-changing etc.

An intending passenger should not hail any taxi displaying an "Out of Service" sign.

的士站

在的十站內最前面的兩部的十的司機應坐在車內或站在車旁,準備隨 時接載乘客。

在的士站內的的士,應由第一部首先接載乘客。除非前面所有的士均 已接客,否則第二部或較後的士的司機不應接客。

在過海的士站侯客的司機,可以拒絕接載非過海乘客。在這些的士站 載客過海,只限收取單程隧道費。

在過海的士站以外的地方,不論乘客是否要求過海,司機都不得拒絕 接載乘客往其經營範圍內的任何地點;亦不得堅持要求過海的乘客在 過海的士站轉車過海。

乘客應在的士站排隊,依次序上車。的士不應在超出的士站範圍以外 的位置侯客。

部分的士站已展示白色的字牌,指明可供使用該的士站之的士類型。

一般的士站是不准泊車的。如果的士站部分範圍劃設有「的

士停泊處」,其可供泊車的時段,會顯示於「的士停泊處」

旁的指示牌上。如果的士在「的士 停泊處」以外之的士站範圍;或在 指明可供泊車時段以外,在「的士 停泊處」泊車,可被檢控。

的士站 NT Taxis 新界的士

The driver of each of the first two taxis at a taxi stand should sit in or stand beside his taxi and be ready to be hired at once by any person.

The driver of the first taxi at a taxi stand should accept a hire and the driver of a taxi other than the first taxi at the stand should not accept a hire unless the drivers of all taxis ahead of his taxi at the stand have accepted a hire.

At cross-harbour taxi stands, taxi drivers are permitted to refuse hire for non cross-harbour journeys. A single tunnel toll is charged for cross-harbour trips which start from these stands.

Other than at cross-harbour taxi stands, taxi drivers are not permitted to refuse a hire for any journeys within its permitted operating area. A taxi driver should not require passengers to change to taxis at crossharbour taxi stands for journeys across the harbour.

Passengers should line up at a taxi stand for boarding and taxis should not gueue beyond the taxi stand.

Some taxi stands have displayed a sign in white colour specifying the types of taxis that the stands are designated for.

Parking is in general not allowed at taxi stands. For taxi stands with areas designated as 'taxi parking space', the parking period is specified on signs erected next to the areas. Drivers who park their taxis at area other than the 'taxi parking space' within the taxi stand or at the 'taxi parking space' beyond the specified parking period may be prosecuted.

在限制區不准停車時段內,的士落客點 只准落客,嚴禁接載乘客。







During the no-stopping period within a restricted zone, only setting down of passengers is permitted at taxi drop-off points. Picking up of passengers is strictly prohibited.

在的十上落客點,的十司機可以在乘客 下車之後, 立刻接載另一位乘客, 但的 士司機嚴禁在的士上落客點等候乘客。 如果沒有乘客候車的話,的士司機在乘 客下車之後,須即時駕車離開。





At a taxi pick-up and drop-off point, a taxi driver can pick up passengers immediately after setting down passengers. A taxi driver is prohibited from waiting for passengers at the taxi pick-up and drop-off points. He has to leave at once after dropping off passengers if there are no intending passengers.

乘客不應在禁止上落客的道路登上的十 或下車。的士司機如在禁止上落客的道 路上落乘客,屬違反<<道路交通(交 通管制)規例>>。

查閱的士站、的士落客點及的士上落客 點位置:





Boarding and alighting

A taxi passenger should not board or alight from a taxi on a road where picking up or setting down of passengers is **prohibited.** It is an offence under the Road Traffic (Traffic Control) Regulations for a taxi driver to pick up or set down passengers on a road where the prohibition is in force.

> To check the locations of taxi stands, taxi drop-off points as well as taxi pick up and drop-off points:



「殘疾乘客在限制區上落車證明書」是一張為了方便殘疾人士乘車往返所需到的地方而設的證明書。在不會對其他道路使用者構成危險或造成重大阻礙的情況下,警方同意行使酌情權,容許的士及其他指定車輛的司機,在限制區上落殘疾乘客,但有關安排不適用於快速公路和全日24小時限制區。此外,已劃為禁區的地方,亦不容許受禁區限制的車輛駛入及上落乘客。

殘疾乘客如要求在限制區上落,可將填妥的「殘疾乘客在限制區上落 車證明書」交給司機,上面列出有關該次車程的資料,包括日期、時 間及上落地點,以及有關車輛的車牌號碼。視覺受損的乘客可以用點 字填寫該證明書。司機倘若被警務人員查問,可出示該張證明書。

如果的士司機未有從殘疾乘客方面獲得已填妥之「殘疾乘客在限制區 上落車證明書」,他們在限制區上落殘疾乘客,可能會被檢控。

請留意,該證明書只是為方便殘疾乘客出入及上落車輛而設,並不是的士車費的代替品,也不能當作的士車費收據使用。根據香港法例第374D章《道路交通(公共服務車輛)規例》,的士乘客不誠實地設法逃避繳付他依法應付的合法車費即屬違法,一經定罪,可處罰款\$3,000及入獄6個月。

No.: C.D.548/451		No.: CD548451	
Same		Kong Council of Social Service 港社會服務聯會	
Veh. Reg. No.:	of Passengers w	or Picking Up or Setting Down vith Disabilities in Restricted Zones 客在限制區上落車證明書	
車輛登記號碼: tasi/private car/private light bus/ private bus 的士/和家華/和家小巴/和家巴士	(近近海岸)/河流出了了。 四年十二年十二年		
Pick up place: 上車地點:	Veh, Reg. No.: 車輛受記號碼:	Pick up place: 上車地點:	
Set down place: 落車地點:	Name of Passenger: 乘客姓名:	Set down place: 落車地點:	
Time: 時間:	Time: 時間:	Name of Contact Organization: 聯絡機勝:	
Date: 日期:	Date: 日期:	Tel. No.: 電話:	

The Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones ("the Certificate") is a documentary proof which provides convenience to people with disabilities to travel to and from their destinations. The Police have agreed to exercise discretion to allow drivers of taxis and other designated vehicles to pick up or set down passengers with disabilities in restricted zones except expressways and 24-hour restricted zones, provided that no hazard or major disruption is caused to other road users. Areas designated as prohibited zones also prohibit vehicles of the class so restricted from entering and picking up or setting down passengers.

If required to board/alight in restricted zones, passengers with disabilities can issue a completed Certificate to the taxi drivers, with information on the journey, including the date, time, pick up/set down location and the vehicle registration number. Passengers with visual impairment can fill in the Certificate in Braille. In the event that the drivers are interrogated by a police officer, they can show the Certificate to the latter as documentary proof.

Without obtaining the completed Certificate from passengers with disabilities, taxi drivers may be prosecuted if they pick them up or set them down in restricted zones.

Please note that the Certificate is intended to facilitate travelling and boarding/alighting of people with disabilities and cannot be used in lieu of the taxi fare nor be deemed as the fare receipt. Under the Road



酒後駕駛

- · 酒後駕駛會損害司機的判斷速度和距離的能 力,令反應減慢,影響動作的協調性,並會 導致視力模糊,令人高估自己的能力。
- · 飲酒越多,對駕駛者危險越大。
- ·除了隨機呼氣測試行動外,如駕駛者涉及交 通意外;或在行車時,違反交通規例;或被 懷疑酒後駕駛,警方有權要求駕駛者進行檢查呼氣測試。
- ·如檢查呼氣測試報告顯示駕駛者體內的酒精比例超過法定限度,則 必須另外進行呼氣、血液或尿液檢驗。
- ·任何駕駛者如被發現體內酒精含量超過法定限度,將會被起訴。
- ·最安全的做法是駕駛前滴酒不沾。

藥後駕駛

- ·服用藥物可能影響中樞神經系統,並可能引致渴睡、暈眩、疲倦、 專注力及判斷力受損、亢奮、反應遲緩或視力模糊。藥物對駕駛能 力的影響,會因人而異。
- · 駕駛前避免服用藥物。如無法避免,必須確切知道藥物對駕駛能力 的影響;如有疑問,應請教醫護專業人員,包括醫生、藥劑師或牙 醫,並在有需要時要求以其他藥物替代。
- ·服用的藥物如會損害駕駛能力,切勿駕駛。
- · 務須留意藥物標籤上的警告字句,例如「此藥可使人昏昏欲睡,如 服後有此情況,不得駕駛或操作機械。」
- · 務須遵從藥物的建議服用量,並在駕駛時留意藥物的影響。如察覺 有駕駛能力受損的跡象,應在安全情況下停止駕駛。
- · 切勿自行把不同來源的藥物混合服用,這樣將無法預知藥物對駕駛 能力的影響。如有需要,應請教醫護專業人員。

Drink driving

- Drink driving impairs driver's judgement of speed and distance. slows down his reaction time, affects the co-ordination of the body's movements and blurs vision. It also gives a false sense of confidence.
- The risk may increase substantially with each additional drink.
- Other than random breath test operations, the Police have the power to demand a screening breath test from any driver who is involved in a traffic accident; or has committed a moving traffic offence; or is suspected of drink-driving.
- Additional breath, blood or urine tests are mandatory if the screening breath test results indicate an alcohol level above the prescribed limit.
- · Any driver found exceeding the prescribed limit may face prosecution under the law.
- The only safe course is not to drink at all before driving.

Drug driving

- · Drugs may affect the central nervous system and may cause sleepiness, dizziness, fatigue, impairment of concentration and judgement, excitation, slowing of reaction or blurred vision. The effects of drugs on driving ability may vary among different people.
- · Avoid taking drugs before driving. If taking drugs before driving cannot be avoided, make sure you know the effects of drugs on driving ability. Consult healthcare professionals including doctors. pharmacists or dentists if in doubt and ask for alternative medications when necessary.
- If the medication impairs your driving ability, do not drive.
- · Always look out for warning message on drug label, such as "This drug may cause drowsiness. If affected, do not drive or operate machinery".
- · Always follow the recommended dosage of the medications, and monitor the effects of drug on you while driving. Stop driving under safe condition if driving impairment is recognized.
- Never attempt to take medications from various sources on your own because the effects on driving ability are not predictable. Consult healthcare professionals if necessary.

一般的士司機和乘客的責任及行為

的士司機及乘客如果觸犯《道路交通(公共服務車輛)規例》(香港法例第374D章)的相關條文,一經定罪,可被判罰款及/或監禁。

按錶收費及繳費

的士司機不得向乘客收取高於法定之的士 車費。違法者一經定罪,可處罰款港幣 10,000元監禁6個月。

的士乘客須依法按錶繳付的士車費。任何 人不誠實地設法逃避繳費即屬違法,一經 定罪,可處罰款港幣3,000元監禁6個月。

拒載

的士司機如無合理辯解,不得故意拒絕或 忽略接受乘客的租用。違法者一經定罪, 可處罰款港幣10,000元監禁6個月。

兜客

的士司機、代表或看來是代表該司機行車的人,不得以任何方式吸引或致力吸引任何人,以誘使那些人使用該的士。的士司機或代表該司機行事的人,如果作出兜客行為,一經定罪,可處罰款港幣10,000元監禁6個月。



General obligations and conduct of taxi drivers and passengers

Taxi drivers and passengers convicted of offences under the Road Traffic (Public Service Vehicles) Regulations (Chapter 374D) are liable to fines and/or imprisonment.

Charging and paying taxi fares according to meters Taxi driver shall not charge passengers a fare exceeding that specified in the law. The offender is liable on conviction to a penalty of HK\$10,000 fine and to imprisonment for 6 months.

Taxi passenger shall pay taxi fare as recorded by the taximeter in accordance with the law. A person who dishonestly endeavours to avoid payment commits an offence and is liable on conviction to a penalty of HKS3,000 fine and to imprisonment for 6 months.

Refusing hire

Taxi driver shall not, without reasonable excuse, wilfully refuse or neglect to accept a hire from a passenger. The offender is liable on conviction to a penalty of HKS10,000 fine and to imprisonment for 6 months.

Soliciting

No taxi driver or person acting or purporting to act on behalf of the taxi driver shall in any manner attract or endeavour to attract any person in order to induce such person to make use of the vehicle. The offender is liable on conviction to a penalty of HKS10,000 fine and to imprisonment for 6 months.

乘客如欲表揚的士司機或投訴的士服務,請 記下司機的名字、的十車輛登記號碼,以及 事發的日期、時間和地點,然後循下列的涂 徑作出表揚或投訴:

a. 交通投訴組

熱綫電話:28899990 傳真號碼: 2577 1858

網址: http://www.info.gov.hk/tcu

電郵地址:info@tcu.gov.hk

郵寄地址:香港添馬添美道2號政府總部

東翼20樓

b. 警方

熱綫電話: 2527 1777

或可向任何警務人員或往警署尋求協助

c. 香港旅遊發展局

熱綫電話: 2508 1234 傳真號碼:2111 8380

電郵地址:info@hktourismboard.com 郵寄地址:香港北角威非路道18號

萬國寶誦中心9-11樓

d. 的士司機嘉許計劃

優質的十服務督導委員會和運輸署舉辦 「的士司機嘉許計劃」,目的是為了建 立一個固定渠道,表揚行為良好及對乘 客提供優質服務而有出色表現之的士司 機,這項計劃可以鼓勵司機提供優質服 務給乘客,提升的士業界服務水平。我 們亦希望透過這項計劃,進一步促進的 士司機與乘客之間的和諧關係。



To give commendation to a taxi driver or complain on taxi service, please note down the driver's name. the registration number of the taxi as well as the date. time and place of the incident. Commendations and complaints may be made to:

a. Transport Complaints Unit

Hotline: 2889 9999 Fax No: 2577 1858

Web site: http://www.info.gov.hk/tcu

E-mail: info@tcu.gov.hk

Mailing address: 20/F, East Wing,

Central Government Offices, 2 Tim Mei Avenue.

Tamar, Hong Kong

b. Police

Any police officer or police station

Hotline: 2527 7177

c. Hong Kong Tourism Board

Hotline: 2508 1234 Fax No: 2806 0303 Email: info@hktb.com

Mailing address: 9th-11th Floors, Citicorp Centre.

18 Whitfield Road, North Point, Hong Kong

d. Taxi Driver Commendation Scheme

To establish a regular channel for passengers to show their appreciation, and to give commendation to taxi drivers who have good conduct and deliver quality service to taxi passengers, Transport Department and Quality Taxi Services Steering Committee organize "The Taxi Driver Commendation Scheme". The Scheme encourages taxi drivers to provide passengers with quality services and to raise the standards of taxi services in Hong Kong. In addition, we expect to enhance the harmonious relationship between taxi drivers and passengers by the Scheme.

20

的士司機在完成一次行程過後,應小心檢查車輛,以確定乘客有沒有 遺留物件在的士內。如果司機拾獲他人遺留於的士上的物件,須保持 該物件在拾獲時的原狀,以等待物主認領。倘若該物件未被認領,司 機須在拾獲物件後6小時內將它送交警署。如果物件在送交警署前, 乘客已返回認領並提供可信的物主證明,司機應把物件歸環予該乘 客,而不須送交警署。

司機亦可致電商業電台主辦的「馬路的事不容有失」24小時免費的士 失物熱線 187 2920報告失物。

乘客方面,如在的士上遺下物件,除可報警求助或透過的士電召台尋 找失物外,亦可致電「馬路的事不容有失」24小時免費的士失物熱線 187 2920, 提供失物的詳細資料及聯絡方法。

如有任何機構或人士聲稱可代的士乘客尋找失物,但要繳付服務費或 索取金錢報酬,請提高警覺。

Drivers shall carefully examine the vehicle compartments after each journey to ensure no property is left by the passenger(s) inside the taxis. In case any property is found, they shall keep it in the state in which it is found while pending reclaim by the owner. Any property that is not claimed within 6 hours after being found shall be deposited at a police station. Provided that if such property is sooner claimed by the owner thereof and satisfactory proof of ownership is given, it shall be restored to the owner forthwith instead of being deposited at a police station.

Drivers may also call the 'Road Co-op Lost & Found 24hour Free Hotline for Lost Property on Taxi', which is operated by Commercial Radio, at 187 2920 to report lost property.

Passengers who have left property in taxis may report to the Police or taxi radio call stations, and call the Road Coop Lost & Found 24-hour Free Hotline for Lost Property on Taxi'at 187 2920 to provide details of the property and their ways of contact.

Please be aware of any person or body purporting to offer assistance in finding the lost property in return for payment of a fee or reward.

香港的士服務指南 A Guide to Taxi Services in Hong Kong

運輸署各分部

	電話
運輸署查詢熱線	2804 2600
公共車輛組	2804 2572
牌照組 一	
香港牌照事務處	2804 2636
九龍牌照事務處	2150 7728
觀塘牌照事務處	2775 6835
沙田牌照事務處	2606 1468
九龍灣驗車中心	2759 7573
土爪灣驗車中心	2333 3112
上葵涌驗車中心	2424 5215
的士咪錶類型評定組	2829 5468
海龄型的4.烟草,	

運輸署的士網頁:

http://www.td.gov.hk/transport_in_hong_kong/public_transport/ taxi/index_tc.htm

香港警務處(交通部)

	電話
中央違例檢控課(一般查詢)	2866 6552

香港機場管理局

	电前
查詢熱線	2181 8888

Transport Department Offices

	Telephone
Transport Department Enquiry Hotline	2804 2600
Public Vehicles Section	2804 2572
Licensing Section —	
Hong Kong Licensing Office	2804 2636
Kowloon Licensing Office	2150 7728
Kwun Tong Licensing Office	2775 6835
Sha Tin Licensing Office	2606 1468
Kowloon Bay Vehicle Examination Center	2759 7573
To Kwa Wan Vehicle Examination Center	2333 3112
Sheung Kwai Chung Vehicle Examination Center	2424 5215
Taximeter Type Approval Unit	2829 5468

Taxi Website of Transport Department:

http://www.td.gov.hk/transport_in_hong_kong/public_transport/ taxi/index.htm

Hong Kong Police Force (Traffic Branch)

	Telephone
Central Prosecutions Unit (General Enquiry)	2866 6552

The Airport Authority Hong Kong

	Telephone
Enquiry Hotline	2181 8888

馬路的事不容有失 24小時免費的士失物熱線

優質的士服務督導委員會秘書處及 的士季刊編輯部

郵寄地址: 運輸署渡輪及輔助客運部

香港灣仔告士打道7號入境事務大樓40樓4036室

傳真號碼: 2824 2176



運輸署在本指南所載的資料祗供參考之用,最新資料可向運輸署查詢。雖然本署已盡力確 保本指南的資料準確,但本署不會明示或隱含保證或擔保該等資料均準確無誤。香港特 區政府及運輸署不會對任何錯誤或遺漏承擔法律責任

Road Co-op Lost & Found 24-Hour Free Hotline for Lost Property on Taxi

Secretariat of Quality Taxi Services Steering Committee And Editorial Board of Taxi Newsletter

Mailing address: Ferry and Paratransit Division of Transport Department, Room 4036, 40th Floor, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

Fax number: 2824 2176



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香港的士服務指南 A Guide to Taxi Services in Hong Kong

 $\label{eq:Annex3} Annex\,3$ Details of fare increase applications of urban, NT and Lantau taxis

	Flagfall (for the first 2 km or less)		
	Urban taxis	NT taxis	Lantau taxis
Existing fare	\$22	\$18.5	\$17
Trade's proposal	\$24 (+ \$2)	\$21 (+ \$2.5)	\$20 (+ \$3)
	Subsequent incremental charges		
	2-9 km:	2-8 km:	2-20 km:
Existing fare	\$1.6 per jump	\$1.4 per jump	\$1.4 per jump
Trade's proposal	\$1.8 per jump (+ \$0.2)	\$1.6 per jump (+ \$0.2)	\$1.6 per jump (+ \$0.2)
	Beyond 9 km:	Beyond 8 km:	Beyond 20 km:
Existing fare	\$1 per jump	\$1 per jump	\$1.2 per jump
Trade's proposal	\$1.2 per jump (+ \$0.2)	\$1.2 per jump (+ \$0.2)	\$1.4 per jump (+ \$0.2)

Note: The urban and NT taxi trades have also applied for an increase in luggage fee from \$5 to \$6.

The numbers of permits by types issued by the Transport Department

Five Types of Hire Car Permit that can be Issued by the Commissioner under the Regulations	Statutory Limit Imposed on the Number of Permits	Number of Permits Already Issued by TD (as at 30 September 2015)
Private Hire Car Service Note 1	1 500	625
Hotel Hire Car Service	400	152
Tour Hire Car Service	400	107
Airport Hire Car Service	60	O Note 2
School Hire Car Service	1 500	O Note 2

Note 1: Private hire car service includes Private Service, Private Service (Limousine) and Private Service (Limousine) (Cross-boundary).

Note 2: According to TD, airport hire cars were gradually replaced by limousines providing private hire car services in the mid-1980s, while at the same time school hire cars were also gradually replaced by school private light buses. TD has thus not issued these two types of permit since then.

Annex 5
Figures on the approval of Private Service (Limousine) Permits

Year	Number of Enquiries about Hire Car Permit - Private Service (Limousine) Note 1	Applications for Hire Car Permit - Private Service (Limousine) (Number of Permits Note 2)		
		Applications Received Note 3	Applications Approved Note 3	Applications Rejected Note 3
2013	20	291	284	6
2014	37	316	267	17
2015 (as at 30 September)	33	261	225	34

- Note 1: Private hire car service is classified into three types, namely Private Service, Private Service (Limousine) and Private Service (Limousine) (Cross-boundary). The above numbers of enquiries include written enquiries or those received via 1823 call centre, whereas there are no statistics on enquiries made in person or by phone to TD.
- Note 2: Figures include applications of new, renewal and replacement of Permits. In addition, as applicants may apply for more than one Permit in the same application, the number of Permits is shown in the above table for ease of calculation.
- Note 3: Subject to the date of submission of applications and the timely submission of the required information, the number of applications processed (i.e. the total number of applications approved and rejected) may not be equal to the number of applications received in the same year.