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From: Andrew Wood

Date: 11/28/2016 03:09PM

Cc:

Subject: SUBMISSION ref 97A33EFD Panel on Transport: Special Helping Measures for six major outlying island ferry routes for the next three-year licence period 2017-2020

SUBMISSION ref 97A33EFD

Dear Clerk

Thank you for the opportunity to submit views on ferry services. Mine are below. I would love to attend the meeting in person, but it is held during working hours. Why can't it be held at a time more convenient for ordinary workers?

With best wishes

Andrew Wood

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I would like to see:

Fewer slow ferries. Especially those that seem to conflict with fast ferries.

What is the point, for example, of the slow ferry that leaves at 1740 from Central for Mui during the weekdays? There is a fast ferry at 1800 that arrives in Mui Wo before the 1740 gets there.

More fast ferries at predictable intervals.

Current timings are erratic. Why can't the fast ferries always leave at the same minutes-past-the-hour each hour.

An 0730 fast ferry from Mui to Central to replace the two slow ferries at 0710 and 0750.

I don't see the point of these slow ferries as there's a fast ferry at 0805 and another at 0700.

Higher fares for fast ferries to pay for more frequent and regular service.

I'm happy to pay ten or twenty dollars a trip extra for the convenience

Residents passes for busy times.

School trips can fill up ferries and delay residents and commuters for an hour or more.

Ferry announcements in clear English, not pompous officialese.

Words like "signage" and "donning" are rarely needed. They are confusing for native speakers and second-language speakers alike. Learn from airlines that make their announcements in simple English.

Remove duplicate pier staff to save money.

Why is there one booth to pay cash for tickets, and another for topping up Octopus cards? Why can't one booth do both things (especially as so few people actually pay cash these days)?

Season ticket plans that make sense

The conditions of the monthly season ticket are complicated and confusing. I do not understand them.

Don't treat passengers as criminals or cattle

The piers have grills and barriers that go from floor to ceiling. The MTR only seems to need waist-high barriers to prevent fare dodgers. Why do ferries think their passengers are less trustworthy than MTR passengers?

Better, clearer signs, especially for timetables.

It's difficult to find signs with the timetables quickly at the ferries. Make them obvious. Make them clearer. And please explain the difference between "ordinary" and "deluxe" tickets on the slow ferries.

Why is the airconditioned cabin on the Peng Chau-Mui Wo-Cheung Chau route for all passengers, but passengers on the slow ferry from Mui Wo to Central have to pay extra for an airconditioned cabin?