

香港特別行政區政府
The Government of the Hong Kong Special Administrative Region

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運輸及房屋局
運輸科

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(Attn.: Ms Sophie LAU)

By e-mail
(ssylau@legco.gov.hk)

14 June 2022

Dear Ms LAU,

Follow-up questions on Smart Traffic Fund and Smart Mobility initiatives

Thank you for your letter dated 23 May 2022, conveying the follow-up questions on our reply made on 16 May (LC Paper No. CB(4)254/2022(05)) raised by Hon Tony TSE Wai-chuen. Our reply is as below:

Apart from providing the public with personalised traffic and public transport information to facilitate their commuting and route planning, the “HKeMobility” as an all-in-one platform, helps cultivate more innovative applications by the industry through data sharing. Since the launch of “HKeMobility”, the real-time estimated time of arrival of various public transport services, such as the Mass Transit Railway (MTR), MTR buses, franchised buses, green minibuses, tramways and ferries, has been progressively released to the public. Furthermore, the Transport Department (TD) is also committed to promoting the release of real-time parking vacancy information in public car parks. The number of participating car parks has increased from 220 in July 2018, when “HKeMobility” was first launched, to 522 by the end of April 2022. Most of the data in “HKeMobility” has also been disseminated via the Public Sector Information Portal “data.gov.hk”, which involves information from over 30 datasets. We are pleased to see the increasing number of innovative applications

developed based on these raw data to facilitate commuting by the public.

After the launch of a brand new user interface by the TD in March 2021, the cumulative number of downloads of “HKeMobility” has increased to 2.6 million, and the average daily hit rate has increased from about 40 000 before the update to about 50 000 after the update. Nevertheless, the daily hit rate of “HKeMobility” is affected by the prevailing traffic conditions of the day, which could spike drastically to hundreds of thousand hits when there were special traffic conditions. Therefore, we do not have a pre-set target for the daily hit rate. Overall speaking, the number of downloads and usage of “HKeMobility” is satisfactory which makes it one of the most popular government mobile applications, ranking in the top three among all in accordance with information from the Office of the Government Chief Information Officer as of December 2021.

The TD will continue to refine the functions and user interface of the new version of “HKeMobility” to enhance the user experience. In response to the increasing number of users and the amount of information to be disseminated, the TD has set up a task force to monitor the usage of “HKeMobility”, including users’ feedbacks, for timely improvements to the application. In addition, the TD has increased the capacity of backend servers, tested the application on different mobile phone models, and rolled out various new features (e.g. the latest public transport information, cycle track route searching function, real-time vacancy information of non-metered parking spaces, etc.) to improve operational efficiency and thus user satisfaction. The TD will continue to promote “HKeMobility” through different channels.

Yours sincerely,



(Sam SZE)

for Secretary for Transport and Housing

c.c.:

Commissioner for Transport (Attn.: Mr Clarence CHENG)