

MoU on operation of automated dockless bicycle rental services signed between TD and operators (with photos)

The Transport Department (TD) today (September 28) announced the Code of Practice for Automated Dockless Bicycle Rental Services and signed the Memorandum of Understanding on the Operation of Automated Dockless Bicycle Rental Services (MoU) with four automated bicycle rental operators to promote self-regulatory and sustainable operation of automated dockless bicycle rental services (ADBRS). A number of District Councillors of Tai Po, Sha Tin and North Districts as well as Transport Advisory Committee member and former member of the Hong Kong Olympic cycling team Mr Hung Chung-yam also attended the ceremony to witness the signing of the MoU.

Speaking at the signing ceremony, the Commissioner for Transport, Ms Mable Chan, said that promoting green commuting has always been one of the focuses in the transport policy in Hong Kong. Hence, the Government endeavours to foster a bicycle-friendly environment in new towns and new development areas by developing the cycling network and improving the existing cycling facilities, so as to promote cycling as a green mode for short-distance commuting.

Ms Chan noted that the TD is aware of the wide use of ADBRS by members of the public and the highest utilisation of it in new towns had reached almost 10,000 per day. However, it has also caused problems including illegal parking and obstruction.

Drawing reference from different regulatory practices and experiences adopted in overseas cities, the TD formulated, on the basis of the existing legal framework, the Code of Practice for Automated Dockless Bicycle Rental Services, which places an emphasis on the use of information technology and self-discipline in the trade. This, coupled with the regulatory control exercised by relevant departments, will form a two-pronged approach so that the ADBRS operators would operate in a responsible, self-regulatory and sustainable manner.

After several discussions with the ADBRS operators and extensive consultations in districts, the Code was formulated and has proven practicable through the implementation of a pilot scheme. The code mainly covers the following five aspects:

1. Operators should not place bicycles in the urban areas due to road safety considerations and the lack of comprehensive cycle tracks and on-street cycle parking spaces in such areas;
2. They should proactively provide customers with appropriate assistance through mobile applications, including giving instructions on safety

- rules and advice against illegal parking and obstruction;
3. They should set up hotlines to handle enquiries and complaints effectively and make a performance pledge for processing enquiries and complaints;
 4. They should put in place an effective site patrolling mechanism; and
 5. They should provide operation data to the Government for monitoring and analysis purposes.

Ms Chan thanked the four ADBRS operators (namely HobaBike, Ketch'up Bike, LocoBike and ofo) for supporting the implementation of the Code. She appealed to the trade to continue co-operating with all government departments to promote a bicycle-friendly environment. The TD will also provide not less than 3 500 additional bicycle parking spaces at suitable locations to facilitate cycling by the public. The relevant government departments will continue to carry out enforcement actions and clearance operations against illegal parking black spots for bicycles.

The Code has been uploaded to the website of the TD for public viewing (www.td.gov.hk/mini_site/cic/en/safe-cycling/cycle-parking-tips.html). Meanwhile, the TD will enhance the cycle parking facilities and release the potential illegal parking black spots for bicycles at the website. The TD will also conduct publicity and education such as production of television and radio Announcements in the Public Interest to raise public awareness of proper parking of bicycles.

