

Public invited to vote in Taxi Service Commendation Scheme 2021

The Transport Department (TD) said today (October 22) that the Taxi Service Commendation Scheme 2021 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 17.

The public nomination of this year's Scheme has received an enthusiastic response. Over 1 100 nominations of "Quality Taxi Drivers" were received, among which 70 were shortlisted for public voting. Twenty 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.

A "Good Driver, Good Service" award has also been introduced to this year's Scheme to commend taxi drivers providing exceptional services to passengers during the rides. The three taxi service management teams obtaining the highest score from the professional assessment panel will be given "Quality Taxi Service Management Team" awards.

Public participation is encouraged. After the public voting ends, the assessment panel will evaluate and select the winners of the various awards for taxi-winning drivers and taxi service management teams. It is expected that the award presentation ceremony will be held in the first quarter of next year. Details will be announced in due course.

The TD and the Committee on Taxi Service Quality 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.