

Public invited to vote in Taxi Service Commendation Scheme 2023

The Transport Department (TD) said today (March 28) that the Taxi Service Commendation Scheme 2023 will be open for public voting starting April 1, 2024. Members of the public are welcome to cast their votes online for the awards "Quality Taxi Drivers" and "Good Driver, Good Service" through the website at www.ctsq.org.hk/voting or by scanning the QR code printed on the promotion materials (see Annex) of the scheme. The voting period will end on June 14.

The public nomination of this year's Scheme has received an enthusiastic response. Over 1 200 nominations of "Quality Taxi Drivers" and "Good Driver, Good Service" awards were received, among which 70 nominees for the "Quality Taxi Drivers" award and six nominees for the "Good Driver, Good Service" award were shortlisted for public voting. Twenty nominees of the "Quality Taxi Drivers" award and two nominees of the "Good Driver, Good Service" award obtaining the highest combined scores from the public voting and a professional assessment panel will be given the awards, while the driver obtaining the highest score from the public voting will be named the "Most Popular Taxi Driver". Also, the taxi service management team obtaining the highest score from the professional assessment panel will be given the "Quality Taxi Service Management Team" award.

Members of the public are encouraged to vote. After the end of the public voting, the assessment panel will evaluate and select the winners of the various awards for taxi drivers and taxi service management teams. The award presentation ceremony is expected to take place in the third quarter of this year.

The TD and the Committee on Taxi Service Quality jointly launched the Taxi Service Commendation Scheme with an aim of promoting quality services and enhancing the image of the taxi industry. The assessment panel will evaluate the nominated taxi drivers with reference to their driving records, conduct, in-service training records, the commended behaviours and passengers' satisfaction with the services they provided. As for the nominated taxi service management teams, the assessment panel will appraise 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.