

Taxi Service Commendation Scheme recognises quality service and promotes hospitality (with photos/video)

The Committee on Taxi Service Quality (CTSQ) and the Transport Department (TD) today (August 28) jointly held the Taxi Service Commendation Scheme Prize Presentation Ceremony 2023 to compliment quality taxi drivers and taxi service management teams.

Speaking at the Prize Presentation Ceremony, the Commissioner for Transport and Chairman of the CTSQ, Ms Angela Lee, was pleased to note the sustained increase in participation of taxi drivers, the trade and the public in the Commendation Scheme, showing the public's recognition of drivers and management teams providing quality services. She encouraged drivers and management teams to continue to strive for excellence and act in concert with all sectors of society to tell the good stories of taxi services.

Ms Lee said that the Government had introduced a series of initiatives to enhance the overall quality of taxi services and promote the healthy development of the taxi industry in the long run, including the taxi fleet regime. The Government hopes that the taxi fleets will set a good example for other trade members by playing an exemplary and leading role in the trade, thereby boosting passengers' confidence in taxi services, and gradually improving the development prospects for the trade. The trade also acted in congruence with the Government's Hospitality Campaign which encouraged drivers to "Go the Extra Mile", and took the initiative to take forward measures to enhance the trade's image, she added.

Under the Commendation Scheme, among a total of 497 nominated taxi drivers, 20 were selected as Quality Taxi Drivers by an assessment panel comprising non-trade members of the CTSQ and representatives of relevant government departments, in recognition of their endeavours to provide quality services to passengers. Among them, the Most Popular Taxi Driver was presented to the one with the highest number of votes in the public voting, while the Good Driver, Good Service awards were presented to two drivers providing exceptional services during the ride.

In addition, in recognition of proactive efforts to improve service quality and effective management of its fleet and drivers, the assessment panel selected one Quality Taxi Service Management Team based on the management of taxi service quality, the application of advanced technology in enhancing the efficiency and quality of taxi service, and the social responsibility of taxi service management teams over the past two years.

The list of awardees is set out in the Annex.

