

# Taxi Service Commendation Scheme recognises quality taxi drivers and taxi service management teams (with photos)

The prize presentation ceremony for the Taxi Service Commendation Scheme 2022, jointly organised by the Committee on Taxi Service Quality (CTSQ) and the Transport Department (TD), was held at the Hong Kong Convention and Exhibition Centre today (July 14).

Among a total of 483 nominated taxi drivers for the Scheme, 20 drivers were selected as Quality Taxi Drivers by an assessment panel, which comprised non-trade members of the CTSQ and representatives of the relevant government departments, in recognition of the drivers' service excellence and endeavour to provide quality taxi services to passengers. Among these taxi drivers, the Most Popular Taxi Driver award was presented to the taxi driver with the highest votes in the public online voting, while the Good Driver, Good Service awards were presented to two taxi drivers providing exceptional services to passengers during the ride.

Meanwhile, in recognition of the efforts to improve taxi service quality proactively, and manage taxi fleets and drivers in an effective manner to provide quality taxi services to passengers, the assessment panel also selected one Quality Taxi Service Management Team with reference to the management on taxi service quality, the application of advanced technology in enhancing the efficiency and quality of taxi service, and their social responsibility in the past two years.

Speaking at the prize presentation ceremony, the CTSQ Chairman and Commissioner for Transport, Miss Rosanna Law, said she was pleased to observe the continued rise in the participation rate of the Scheme by taxi drivers and the general public, which indicated that the public is in support of appreciating taxi drivers and management teams providing quality services. She encouraged taxi drivers and passengers to continue to promote good conduct and performance of the trade.

The TD has been concerned with the quality of taxi drivers, including their health and driving attitude. The TD will continue to hold safety seminars and the Safe Driving and Health Campaign to disseminate safe driving messages and health tips. Moreover, the TD proposed introducing a Taxi-Driver-Offence Points System with a view to strengthening the deterrent effect against malpractices of taxi drivers and enhancing the taxi trade's general image and service quality.

A list of the award winners of the Taxi Service Commendation Scheme 2022 is provided in the Annex.

