



22. 智能運輸系統

在 2002 年，本署在實施各項智能運輸系統方面取得良好進展。我們會運用先進資訊及電訊科技改善本港運輸系統的運作及管理。年內我們執行的工作包括：

- 推廣智能運輸系統策略；
- 為實施運輸資訊系統進行招標工作；
- **開始建造行車時間顯示系統；**
- 更換香港仔隧道的交通控制及監察系統；
- 就規劃及設計九號幹線、深港西部通道、后海灣幹線及其他主要道路工程計劃的交通控制及監察系統提供專業意見；
- 在主要道路網及通往邊境通道的道路上裝設閉路電視攝影機；
- 就實施大埔及北區區域交通控制系統及閉路電視監察系統批出有關合約；
- 完成港島區域交通控制系統及閉路電視監察系統更換工程的設計工作；
- 完成交通控制中心的設計工作；
- 將餘下 650 幅輔助交通設備圖數碼化；以及
- 批出有關供應及安裝電子響號交通燈的合約，以便為視障人士提供更佳服務。



智能運輸系統策略展覽。
Exhibition on Intelligent Transport Systems Strategy.

行車時間顯示系統

- 計劃啟用日期為 2003 年初。
- 設計目的是告知駕駛人士經三條海底隧道往九龍的預計行車時間。
- 將會在通往三條海底隧道的進路上，在主要交通分流點之前安裝數碼資料顯示器。
- 駕駛人士可根據最新行車時間選擇打算行駛的路線。

22. Intelligent Transport Systems

In 2002, we have been progressing well with the implementation of various Intelligent Transport Systems. Advanced information and telecommunication technologies will be employed to enhance the operation and management of our transport system. During the year, we have

- promoted the Intelligent Transport Systems Strategy;
- invited tenders for the implementation of the Transport Information System;
- **commenced construction of the Journey Time Indication System;**
- replaced the traffic control and surveillance system of the Aberdeen Tunnel;
- provided professional input for the planning and design of traffic control and surveillance systems for Route 9, Shenzhen Western Corridor, Deep Bay Link and other major road projects;
- installed CCTV cameras on the Strategic Road Network and roads leading to the boundary crossings;
- awarded the contracts for the implementation of the Area Traffic Control (ATC) System and Closed Circuit Television (CCTV) System for the Tai Po and North Districts;
- completed the design for the renewal of the Hong Kong ATC and CCTV Systems;
- completed the design for the Traffic Control Centre;
- digitised the remaining 650 traffic aids drawings; and
- awarded a contract for the supply and installation of electronic audible traffic signals, to provide a better service to the visually impaired.

Journey Time Indication System

- The scheduled first commissioning date is early 2003.
- Designed to advise motorists of the estimated journey time for travelling to Kowloon via the three cross-harbour tunnels.
- Digital displays will be installed ahead of critical traffic diversion points on the approach roads leading to the three cross-harbour tunnels.
- Motorists can make an informed choice on the route to be taken based on the latest journey time.

23. 運輸事故管理

運輸署設有一隊專責人員負責處理交通及運輸事故。在發生緊急事故時，該隊人員會就交通改道及/或提供替代公共交通服務與其他各方進行協調，以及向駕駛人士、公共交通乘客、公共交通營辦商及收費道路營辦商發放資訊。我們在2002年完成的工作包括：

- 平均每月處理約 142 宗交通及運輸事故；
- 年內啟動緊急事故交通協調中心共 85 次，以應付嚴重道路 / 鐵路事故、自然災害、重要節日、特別活動及地鐵將軍澳支綫啟用；
- 就颱風襲港、往 / 來大嶼山及赤鱸角陸路幹線因事故封閉及地鐵將軍澳支綫鐵路事故舉行 3 次緊急事故演習；
- 透過在主要的巴士總站及渡輪碼頭設置電子顯示屏，增強向巴士及渡輪乘客發布有關緊急事故的資訊；
- 透過設立直接電話線，改善與香港商業電台及香港電台的溝通渠道；以及
- 就交通及運輸緊急事故及特別事項，更新 / 制訂應變計劃。



每有重大交通事故發生，本署的緊急事故交通協調中心便會啟動。
Activation of the Emergency Transport Coordination Centre in the event of major transport incidents.

23. Transport Incident Management

Traffic and transport incidents are dealt with by a dedicated team. The team coordinates with other parties on traffic diversion and/or provision of relief public transport services, and disseminates information to motorists, public transport passengers, public transport operators and toll road operators during emergencies. Tasks completed in 2002 included the following :

- handled on average about 142 traffic and transport incidents per month;
- activated the emergency transport coordination centre 85 times during the year to handle serious road / rail incidents, natural disasters, major festivals, special events and opening of Tseung Kwan O MTR Line;
- organised three emergency communication exercises on handling typhoon situations, closed land link to / from Lantau Island and Chek Lap Kok scenario and rail incident on Tseung Kwan O MTR Line;
- improved information dissemination to bus and ferry passengers through LED display panels put up at major bus termini and ferry piers;
- improved communication channels with the Hong Kong Commercial Broadcasting Co. Ltd. and Radio Television Hong Kong through direct telephone lines; and
- updated / developed contingency plans for traffic and transport emergencies and special events.



本署的管理層。
TD's senior management.

24. 資源管理

透過本署員工群策群力，我們在年內能推行各項新措施，提高服務效率，並同時達到節省資源的目標。我們在2002年所推行的措施如下：

- 精簡程序及廢除多餘的工序；
- 實施電子處理假期申請系統，以節省用於假期申請的時間及資源；
- 簡化牌照申請表格，推行5款新的表格，取代以往的11款舊表格；
- 重整發牌工作的業務流程；
- 把沙田及港島兩區的駕駛考試排期事務處合併；
- 把駕駛考試程序電腦化；
- 把調查及翻譯工作進一步外判；
- 招聘非公務員合約僱員，並定期檢討他們的聘用條件，以追隨勞工市場趨勢；以及
- 定期進行資源效益會議，以探討如何在本署各個工作範疇達致節省資源。

24. Resource Management

Through our colleagues' concerted and dedicated efforts, we were able to deliver new initiatives and increase efficiency in our service while at the same time, achieve savings in resources. In 2002, we have undertaken the following initiatives :

- streamlined procedures and scrapped non value-added work steps;
- implemented the Electronic Leave Application and Processing System (ELAPS) to save time and resources in leave applications;
- simplified licensing application forms by launching five new forms to replace 11 previous forms;
- conducted a business process re-engineering study on licensing operations;
- amalgamated the Sha Tin Driving Test Appointment Office with the Hong Kong Appointment Office;
- computerised the driving test procedures;
- further out-sourced survey and translation work;
- continued to recruit non-civil service contract staff and regularly reviewed their employment packages to peg at the labour market trend; and
- conducted regular Efficiency Meetings to examine how to achieve efficiency savings in various responsibility areas.



有效訓練能讓員工發揮潛能。
Effective training brings out the best in colleagues.

25. 人力資源管理

要確保我們能夠讓同事發揮潛能、各展所長，有效的人力資源管理十分重要。人力資源管理的目標是建立一種較公平、開放、靈活及關懷員工的文化，令員工熱衷工作和盡力支持部門達成使命。為達致這個目標，在2002年內，我們採取了下列措施：

- 繼續為工程師及運輸主任職系設立評核委員會，並將評核委員會的制度擴展至汽車檢驗主任及技術主任(土木工程)，以便劃一評級標準；
- 繼續推行學長計劃，透過分享推廣學習精神；
- 進行第四次員工意見調查，並增設內聯網版以提高靈活性，以及制訂各分部的行動計劃；

25. Human Resource Management

Human Resource Management plays a significant role in ensuring that we bring out the best in our colleagues. It aims to establish a fairer, more open, flexible and caring culture so that staff will be motivated to give of their best to support the department's missions. To achieve this we have during the year 2002 :

- continued to run Assessment Panels for the Engineer and TO Grades and extended it to MVE and Technical Officer (Civil) grades to align rating standards;
- continued the mentor scheme to foster the spirit of learning through sharing;
- conducted the 4th Staff Perception Survey with the added flexibility of an intranet version, and formulated divisional action plans;