

**First Meeting of the
EEC Subgroup on Business Facilitation**

***Agenda Item 1.2 : Implementation of recommendations from
Departmental Business Study for
Transport Department***

The departmental business study for Transport Department (TD) covered four business areas of the department :

- ☐ First registration of vehicles;
- ☐ Regulation of public transport
- ☐ Road traffic management and control; and
- ☐ Management of transport infrastructure and services.

The study was completed in September 2003 with recommendations on eight broad items.

Progress

2. The following table summarizes the implementation progress of the recommendations –

<i>Recommendation</i>	<i>Progress as at 31 March 2004</i>
Streamlining of the First Registration Process	<p>Same day processing and issuing of First Registration documents is available upon special request. TD will consult vehicle distributors in finalizing its plan for further extending the service.</p> <p>TD will discuss with relevant parties and departments on implementing other detailed recommendations in the development of the Vehicles and Drivers Licensing Integrated Data IV System.</p>

<i>Recommendation</i>	<i>Progress as at 31 March 2004</i>
Improving communication with trade and among departments for vehicle registration	One-stop-shop vehicle type approval service was introduced in 2003. TD is working closely with Environmental Protection Department and Electrical and Mechanical Services Department on the long term arrangement with a view to further simplifying the application procedures.
Streamlining the information flow between TD and public transport operators	TD has started accepting electronic information on route development plan from franchised bus operators. In 2003, some operators also started providing additional computer terminals at TD offices for direct access to part of their database. TD will pursue with other franchised bus operators for similar arrangement.
Improving co-ordination with trade and among departments in implementing traffic management schemes	At present, a Liaison Meeting between TD and Highways Department is conducted on a quarterly basis.
Rationalising the handling of complaints related to traffic matters	The Integrated Call Centre has issued a publicity pamphlet to promote itself as the preferred channel of complaints.
Enhancing the effectiveness and efficiency in setting up of pedestrianisation scheme	<p>Standards for pedestrian schemes have been enhanced and incorporated into the Transport Planning & Design Manual. Updates will be made to the standards in response to feedback and comments of users on a regular basis.</p> <p>At the same time, TD will explore the opportunities of private sector participation during the detailed planning and design stages.</p>

<i>Recommendation</i>	<i>Progress as at 31 March 2004</i>
Improving the communications with contractors on contract requirements and work performance on managing transport infrastructure and services	Regular meetings have been scheduled with public transport interchange contractors since November 2003. Feedback is given on contractor's performance in the regular meetings.
Adopting performance-based contracts for managing transport infrastructure and services	Changes have been made in the new contract for management, operation and maintenance of parking meters commencing September 2003. Performance indicators have been introduced. TD will review their effectiveness and explore the feasibility of extending the practice to other contracts.

Transport Department
Commerce and Industry Branch,
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