

First Ferry Passenger Liaison Group (Central-Mui Wo route)

The following are the recaps of the meeting and First Ferry's post-meeting follow-up action plans.

Item	Attendees' Concerns	First Ferry's on-the-spot replies	First Ferry's post-meeting follow-up action plans
Sailing Schedule			
1	Request for a clear plan to cater the needs of increasing demands from new households in late 2018	<ul style="list-style-type: none"> - First Ferry has been closely monitoring the sales of new housing estates in Mui Wo and sought the assistance of the Transport Department, District Councilor and local groups to provide all available information on the residents in order to evaluate the potential change of demand on ferry services. - Due to the fact that age profile of new residents will affect their travel pattern and demand on ferry services, thus we are required to obtain comprehensive demographic information of new residents in order to devise an appropriate sailing arrangement. - In these few years, the overall average occupancy rate of the Central-Mui Wo ferry route was only around 30%. Although around 80% of occupancy rate for a few fast-ferry sailings were found, during the peak hours (between 06:30am and 08:30am of Central bound sailings and between 06:30pm and 08:00pm of Island bound sailings) on weekdays, the overall average occupancy rate was still less than 40%. And there was no significant difference of occupancy during holidays such like the past Golden Week and summer holidays, with only around 20%-30% average occupancy rate. For sporadic full sailings, First Ferry had provided additional ferry services whenever feasible. In general, there is still room for cater the increasing demand of new residents. 	<ul style="list-style-type: none"> - In response to attendees' suggestions, First Ferry will write to the Housing Authority within this month inquiring about the anticipated moving-in situation and background information of new residents, in order to obtain more accurate information for planning reference. - First Ferry will keep close contacts with District Councilors and local groups.
2	Request for provision of additional sailing (fast/ordinary ferry) during peak hours	<ul style="list-style-type: none"> - First Ferry understands passengers' appeal for additional sailings during peak hours, however, all available vessels and crewmembers have been deployed during peak hours and therefore there is no room for providing additional sailing regularly. - If there is an advanced notification of upsurge of demands on specific sailing, First Ferry will try to provide special arrangement when feasible. 	<ul style="list-style-type: none"> - First Ferry will continue to request schools and groups to provide advanced notification (such as via distributing leaflets to the groups at piers) if large groups would take specific sailings so as to allocate the resources for better arrangement.
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Onboard Facilities			
1	Request to shorten existing onboard announcements	<ul style="list-style-type: none"> - As a public transport operator, First Ferry is committed to providing ferry services to the public from all walks of life, including commuters, tourists and persons with disabilities, thus we are obliged to remind passengers about the regulations onboard the vessel through different channels, such as posting notices and broadcasting announcements. - The announcements have been reviewed regularly to reduce the impact on commuters. 	<ul style="list-style-type: none"> - In response to attendees' suggestions, First Ferry has adjusted the content of announcement and will release the new version within this month.
2	Request for provision of	<ul style="list-style-type: none"> - First Ferry concerns the safety of passengers and relevant safety information (including but not limited to the 	<ul style="list-style-type: none"> - Attendees' appeals for additional safety information

	additional safety instruction guidelines onboard	storage of lifejackets and evacuation route signs) has always been posted onboard according to the Marine Department's relevant ordinances.	that beyond the requirements of the Marine Department is well-noted. - First Ferry will design and prepare additional collaterals on onboard safety which expected to be posted on vessels by January 2018.
Cabin Environment			
1	Demand for improving the onboard hygienic condition	<ul style="list-style-type: none"> - First Ferry realised the unideal cabin environment in recent months and demanded the professional pest control company and crewmembers to increase the frequency of pest controls and extensive cleaning respectively. - As there was no obvious improvement from the abovementioned arrangements, First Ferry just changed the pest control company and took away some seats and facilities during pest control subject the request of the company for thorough cleaning. 	- First Ferry will keep monitoring the performance of the newly hired pest control company.
2	Onboard smoking problem	<ul style="list-style-type: none"> - First Ferry noticed the onboard smoking could not be resolved completely. As our crew is only conferred with the power to request smoking passengers to stop smoking, thus we have kept urging the Tobacco Control Office (“TCO”) who has prosecution authority to step up enforcement on-the-spot. - However, TCO claimed that they are short of manpower and difficult to increase the frequency of onboard patrols. 	<ul style="list-style-type: none"> - First Ferry will continue to press the TCO to bring prosecution onboard to combat smoking problem. - Crewmembers are reminded to carry out more patrols whenever feasible to request passengers to stop smoking.

In addition, First Ferry will take actions on other suggestions that raised by passengers during the meeting (such as providing seats with removable arm rests for mothers who carrying babies, providing USB chargers onboard, providing additional fans on ordinary ferries and distributing friendly reminders to tourists about proper onboard behaviours) whenever they are feasible to implement.