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機電傳聲

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給客戶的信
Letter to Customers



跨部門合作 優勢盡顯
Inter-departmental
Synergy at Its Best



整裝待發 迎接超級郵輪
Gearing Up for
Super Cruise Liners



旅途更輕鬆
Making Light of the Journey



廣深港高速紐帶
On the Fast Track to Guangzhou



遠離細菌病毒
Keeping Germs and Virus at Bay



The Electrical and Mechanical Services Trading Fund was established by Ordinance in 1996. All along the years, we have been striving to become the most preferred quality E & M service provider for Government departments and public bodies. To meet the on-going development of the Trading Fund and to enhance our services to the community, we have recently revamped our Vision, Mission and Values. Internally, we aim at continuous advancement in application of technology, maintaining a competent workforce and cultivating a harmonious work environment. In turn, we could reframe a coherent attitude among our colleagues such that they could provide caring and customer focused services with integrity and commitment.

Customer satisfaction level is a very important indicator of how good we are serving you. We therefore conduct a Customer Opinion Survey every two years. Here, I would like to thank you for your enthusiastic participation in

our survey conducted earlier this year. The response rate was at a record high of 50% and the overall customer satisfaction score was at the same level as our previous survey in year 2008. We are glad that through this survey, we have received many valuable feedbacks from you and your colleagues. Each and every suggestion received would be carefully studied and would be translated into appropriate measures for improvement actions. We might not fully meet some of your suggestions by tomorrow. But I would assure you that we should be very close to, if not already have reached, your expectation within a short period of time.

Meanwhile, whenever you think that we could in any way help you to better deliver your services to the public, just call me or our designated Client Manager. We are always ready to give you our prompt and full support.

機電工程營運基金根據有關條例於1996年成立。多年來，我們不斷努力，務求成為政府部門和公營機構的首選機電工程服務機構。為了配合營運基金的持續發展，以及加強對社會大眾的服務，我們最近修訂了營運基金的抱負、使命和信念。對內而言，我們的目標是不斷提升科技應用、維持卓越的員工隊伍、締造和諧的工作環境。與此同時，我們同事之間也會貫徹我們的服務宗旨，以忠誠信諾、勇於承擔的精神，為客戶提供關懷備至、以客為本的服務。

客戶滿意度是衡量能否真正為您提供優質服務的重要指標。因此，我們每兩年便進行一次客戶滿意度調查。今年較早前進行的客戶滿意度調查，回應率創50%新高，而整體客戶滿意度得分，與2008年上次調查相若。我謹此多謝大家的積極回應和參與，也很高興通過這次調查，得悉大家對我們服務的寶貴意見。我們會仔細研究每項建議，作出適切的具體改善措施。雖然我們未必可以在明天就完成所有的改善工作，但我可以保證我們會在短期內達至或者貼近您的期望。

在這期間，如您有任何認為營運基金能幫助您加強對市民大眾服務的建議，歡迎聯絡本人或有關的客戶經理。我們隨時準備為您提供快捷全面的支援！

吳啟明太平紳士
機電工程署副署長 / 營運服務
NG Kai-ming, Helius, JP
Deputy Director/Trading Services, EMSD



跨部門合作優勢盡顯 Inter-departmental Synergy at Its Best

由運輸署與機電工程營運基金共同研發的「新一代無線交通監控系統」，在「2009公務員優質服務獎勵計劃」中贏得部門合作獎季軍。「新一代無線交通監控系統」在大型活動舉行時，可以彌補固定閉路電視不足之處，對交通流量監控和管理方面大派用場。運輸署助理署長曾景文，對我們的服務稱許有加：

「機電工程營運基金的服務十分靈活。每當有服務需求，營運基金馬上將系統迅速安裝，即時透過無線網絡，傳送高清晰的路面影像。多年來，機電工程營運基金的服務，完全符合我們24小時隨時出動和進行監察的要求。印象最深刻的，是營運基金同事，盡心盡力地為我們監察奧運會和東亞運動會火炬傳送的實況。」

「部門合作獎是對我們跟營運基金共同努力的肯定。我們衷心感謝他們在任何時候、任何情況下對服務的支持和承諾。」



The Transport Department and EMSTF's joint effort in developing the Contemporary Wireless Traffic Surveillance System has won the Second Runner-up of the Partnership Award in the Civil Service Outstanding Service Award Scheme 2009. The system plays a pivotal role in traffic monitoring and management of major events at locations not covered by permanently installed CCTVs. Mr. TSANG King-man, Assistant Commissioner for Transport, shares his view on our service:

“EMSTF provides a highly flexible service. Once there is a service need, EMSTF will set up the system quickly to deliver high-resolution video images of what's happening on the ground in real time via a

wireless network. Over the past years, EMSTF has fully met our 24/7 response requirements. We are especially impressed by the dedication of our EMSTF colleagues, who help us monitor the situation during Torch Relays in both the Olympic and East Asian Games.

“The Partnership Award is a recognition of our dedicated cooperation with EMSTF. We are grateful for their commitment to supporting this service at all times, under any condition.”

“機電工程營運基金的服務十分靈活
EMSTF provides a highly flexible service”

運輸署助理署長曾景文
Mr. Tsang King-man
Assistant Commissioner for Transport



如欲了解更多有關「新一代無線交通監控系統」的資料，請瀏覽

To learn more about the wireless traffic surveillance system, please visit

<http://emstf.ccco.hksarg/voicelink/issue22/>

整裝待發 迎接超級郵輪 Gearing Up for Super Cruise Liners

世界級知名豪華郵輪，日後將紛紛來到香港，停泊在即將建於啟德發展區的全新世界級郵輪碼頭。這將會是啟德發展區的地標之一。

嶄新的科技應用，以及依時完成工程，是這項工程的成功關鍵。

我們十分榮幸獲旅遊事務署委託，並於2010年5月簽訂為期6年總值約4,580萬元的服務水平協議，為碼頭前沿區設施及郵輪碼頭大樓內的電子及電訊設備，提供技術顧問及工程管理服务。

有關服務涵蓋乘客舷梯、碼頭前沿區照明系統、岸上污水收集系統、岸上供水設施、郵輪航班顯示屏系統、X光行李探測器，以及閉路電視系統等。部份設施，例如連接停泊郵輪與碼頭大樓的乘客舷梯，將採用最先進的科技，使項目更具挑戰性。

啟德郵輪碼頭的土地平整工程和建造郵輪碼頭大樓及附屬設施的工程已經展開。首個泊位將於2013年年中啓用，而第二個泊位將於2014年完成。



啟德郵輪碼頭發展的郵輪碼頭大樓及附屬設施
Cruise Terminal Building and Ancillary Facilities for
the Kai Tak Cruise Terminal Development

(照片來源：香港特別行政區政府 旅遊事務署)
(Source: Tourism Commission, HKSARG)



畫家筆下的啟德郵輪碼頭
Artist impression of the Kai Tak Cruise Terminal

(照片來源：香港特別行政區政府 旅遊事務署)
(Source: Tourism Commission, HKSARG)

The world's renowned cruise ships will berth at the future newly built world-class cruise terminal which will be one of the prominent landmarks at the Kai Tak development area.

Application of the latest technology and timely completion of works will be crucial to the success of the project.

We are proud of being entrusted by the Tourism Commission, and have signed a 6-year Service Level Agreement (SLA) with them in May 2010 at a value of about \$45.8 million for providing project consultancy and management services for the apron facilities, and electronic and communication installations inside the cruise terminal building.

These would include gangways, apron lighting, on-shore sewage collection and fresh water supply systems, shipping schedule indicator systems, baggage X-ray scanners and closed-circuit television systems. Some of the facilities such as the passenger gangways connecting the berthing cruise vessels with the terminal building, will employ state-of-the-art technologies, making the project particularly challenging.

The site formation and construction works for the cruise terminal building and ancillary facilities have commenced. The first berth will be opened for service around mid-2013, while the second berth will be completed in 2014.

旅途更輕鬆 Making Light of the Journey

駕車時遇上塞車，坐困車中，不知何時才可到達目的地，這是所有駕駛人士常有的苦況。由機電工程營運基金為運輸署設計的「行車時間顯示系統」，就能舒緩駕駛人士的不便，使旅程更輕鬆。

「行車時間顯示系統」為駕駛人士提供由3條海底隧道往九龍的估計行車時間。透過安裝在道路旁的交通監察器及影像偵察器取得有關路段的交通數據，並配合使用交通模型運算法則以及專業地理信息系統，從而演算出過海的估計行車時間。

有見「行車時間顯示系統」推出得相當成功，運輸署再度委託機電工程營運基金負責「行車時間顯示系統」的擴建工程，改造現有的3個行車時間顯示器，以及在港島和九龍新建7個行車時間顯示器，為駕駛人士提供更多的過海行車時間資訊。

憑藉卓越的安全、健康和環保措施，「行車時間顯示系統」擴建工程獲得「2009公德地盤嘉許計劃」工務工程-新建工程類別的優異獎。在我們的工程策劃部監督下，有關承辦商付出很多努力，致力保障工作人員的安全，減少工程對市民的滋擾及對環境的影響。



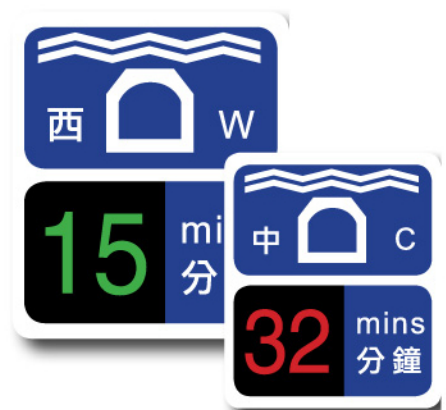
新建立在窩打老道南行近九龍醫院的行車時間顯示器
The Journey Time Indication System newly installed at the south bound section of Waterloo Road near Kowloon Hospital.

Every motorist has had the unpleasant experience of being stuck in a traffic jam, not knowing how long it would take to reach the destination. The Journey Time Indication System (JTIS) engineered by EMSTF for the Transport Department (TD) will go some way towards easing motorists' frustration.

JTIS was developed to give drivers an idea how long it will take to reach the toll plaza of the three cross-harbour tunnels. Cross-harbour journey times are computed using traffic modelling algorithms and a specialised geographic information system, using data provided by roadside sensors and image processing detectors.

Riding on the success of launching the JTIS project, EMSTF was again entrusted with the JTIS expansion project to renovate the existing three Journey Time Indicators (JTI) and erect seven new JTIs on Hong Kong Island and Kowloon to

provide motorists with cross-harbour journey time information. With outstanding safety, health and environmental practices, the JTIS expansion project has won the Merit Award in the Public Works – New Works Category of the Considerate Contractors Site Award Scheme (CCSAS) 2009. Supervised by our Project Division, the contractor of the project has put a lot of effort in enhancing the safety of the working staff, reducing disturbance to the public and minimising the environmental impact of the construction work.



廣深港高速紐帶 On the Fast Track to Guangzhou

廣深港高速鐵路（高鐵）工程已全面展開，進入施工階段。由機電工程營運基金成立的鐵路項目專責小組，亦正忙於覆核地鐵遞交的設計方案。

機電工程營運基金已獲路政署委託，以獨立顧問的身分為該項目的香港段提供設計覆核服務，範圍包括路軌、信號及控制系統、牽引動力系統、隧道通風系統、電子、建築和機電系統等。廣深港高速鐵路香港段全長約26公里，由西九龍總站伸延至皇崗邊界。

興建高鐵香港段工程的最大挑戰，是如何將時速高達200公里的列車，在操作上與內地地段相互協調；了解中港兩地不同的鐵路系統，並將之整合成為中國高速鐵路網絡的一部分。例如，兩地的信號系統和自動收費系統必須完全兼容；隧道通風系統雖然可以獨立設計，但跨境運作必須順利接合。營運基金還會覆核一般地鐵沒有的項目，如海關、出入境及檢疫設施系統等。

我們的專業工程師，在鐵路工程擁有豐富的實踐經驗，因此項目雖然龐大，人手方面也不會成問題；此外，我們還得到來自內地及海外高速鐵路專家的技術支援。預計設計覆核工作可於2011年8月完成。



廣深港高速鐵路將縮短由香港至深圳福田的行程時間
The XRL will shorten travel time from Hong Kong to Futian in Shenzhen



Work on the Guangzhou-Shenzhen-Hong Kong Express Rail Link (XRL) is going full steam ahead and a dedicated team set up by EMSTF has been busy reviewing design submissions from MTR Corporation.

EMSTF was appointed by the Highways Department as independent checker for reviewing designs of the permanent way, signalling and control systems, traction power, tunnel ventilation, electronics, building services and E&M systems for XRL, a 26 km long high-speed line between the West Kowloon Terminus and Huanggang.

A challenging aspect of this project is the compatibility and inter-operability of the Hong Kong Section with the Mainland for trains running at 200 kph. The project requires knowledge of two different

railway systems which will be integrated to become part of China's high-speed rail network. For instance, the Signaling System and Automatic Fare Collection System of Hong Kong need to be fully compatible with that of the Mainland. The tunnel ventilation system can be independently designed but need to be properly interfaced to enable seamless cross boundary operation. EMSTF will also review systems related to customs, immigration and quarantine facilities which is normally not required for metro.

Staffing up for this mega project is not a problem as we have competent engineers with solid railway experience. In addition, technical support from Mainland and overseas high speed railway experts has also been obtained. The scheme design review is due to be completed by August 2011.



遠離細菌病毒 Keeping Germs and Viruses at Bay

保持良好衛生對個人尚且十分重要，更何況是測試傳染性微生物和病毒的公共衛生實驗室？

在香港，所有對公眾健康具有潛在危險的病毒測試及實驗，例如 SARS、豬流感等，都在物理控制實驗室進行。所以，實驗室的屋宇設備和系統建設都必須保持最佳的衛生條件。這對保障公眾衛生與健康，尤其重要。

物理控制實驗室必須有良好的運作和維修保養，令病毒污染環境的風險減至最低。為此，我們兩位同事參與了2010年3月在澳洲舉行的「大型生物控制研討會」，以進一步了解這類設施的衛生和安全要求。研討會的重點，是探討生物防護裝備的設計和建造，包括工程標準、生物安全風險組別、通風控制、廢物處理、建設服務和氣體淨化等。

今次的研討會，對提升同事在操作與維修保養物理控制實驗室方面的水平，證明大有裨益，也令我們的實驗室維修隊伍增長了知識，方便進一步發展更安全有效的工作方法，對客戶以至公眾作出一點貢獻。

Good hygiene is important for everyone; how much more so for public health laboratories where experiments on infectious microorganisms and viruses are carried out?

In Hong Kong, experiments that are potentially hazardous to the community such as those on SARS and swine flu pathogens are carried out in physical containment (PC) laboratories where all building services and laboratory systems must be kept in top hygienic condition. This is particularly important to safeguarding public health and well being.

Good operation and maintenance is essential to PC laboratories if the risk of pathogen contamination of the environment is to be minimised. In this connection, two colleagues attended the Mega Biocontainment Workshop in Australia in March 2010 to understand the health and safety requirements of such facilities. The workshop, which focused on the design and construction of



位於瑪嘉烈醫院的醫管局傳染病中心
The Hospital Authority Infectious Disease Centre at Princess Margaret Hospital

bio-containment facilities, covered engineering standards, biosafety risk groups, ventilation control, waste treatment, building services system and gaseous decontamination.

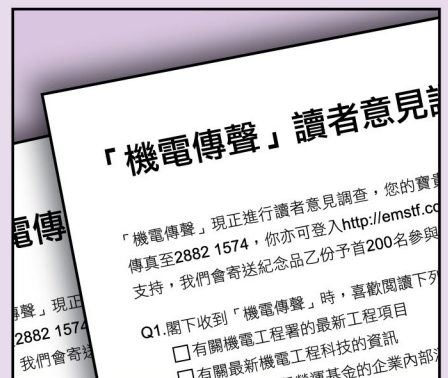
The training obtained from the workshop has proved very useful for staff to enhance their routine operation and maintenance of PC laboratories in Hong Kong, allowing the enrichment of the necessary knowledge for further development of our safe and sound practice that benefits both our clients and the general public.

幫助我們為您服務得更好！

「機電傳聲」現正進行讀者意見調查，您的寶貴意見對於我們非常重要！
煩請花幾分鐘時間完成夾附的問卷，傳真至2882 1574，你亦可登入
<http://emstf.cngo.hksarg/voicelink/issue22/> 填寫調查問卷。為答謝閣下的支持，
我們會寄送紀念品乙份予首200名參與調查並填妥聯絡資料的讀者，謝謝！

Help us to better serve you!

Your opinion is very important to our continuous improvement in VoiceLiNK!
We would appreciate if you could spare a few minutes to complete the questionnaire enclosed and fax it back to us on 2882 1574. Alternatively, you can give us your feedback online via
<http://emstf.cngo.hksarg/voicelink/issue22/>. As a token of appreciation, the first 200 respondents who send us this completed questionnaire with contact information will receive a souvenir by post.



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