



維修高桅照明裝置是我們的職責之一。  
Repairing high mast lighting is one of our responsibilities.

# 效率 EFFICIENCY

“ 高效率的運輸及道路網絡是本港現代化高質素生活的標誌。我們的職責是確保交通燈系統 24 小時不停暢順運作，使數以百萬計的駕車人士和乘客，無論何時何地都享受到安全愉快的行程。

An efficient transport and road network is the hallmark of our modern and quality life in Hong Kong. Our role is to ensure that the traffic light systems work unfailingly round the clock, so that the millions of motorists and commuters can enjoy a safe and enjoyable trip anywhere, anytime. ”



Panasonic

(前頁圖片) 高效率的道路網絡和交通系統是經濟增長的要素。

(Picture overleaf)

An efficient road network and transport system is a key to economic growth.

去年運輸、保安及中央工程部的工作重點是透過雙向溝通(如工作研討會)，以及運用先進的資訊科技改良24小時故障聯絡中心的運作，以加強與各個層面客戶的關係。

現時24小時電腦化故障聯絡中心使用CTI技術，讓客戶透過一個參考號碼報告故障或追查故障修理的進度。該中心的運作完全以客戶為本。客戶現時不但可以取得有關該部工作的資訊及協助，而且可以取得有關機電工程營運基金的其他資料。該部亦改善了客戶管理系統，讓有各種需求的客戶得以透過單一聯絡人，享用真正的一站式安排服務。

年內的主要成就包括順利完成地理資訊系統，該系統可即時在電子地圖上指示公路照明的位置，以便迅速處理故障。該部亦為路政署完成安裝防止水浸的預先警報系統，該系統由遍佈全港90個主要行人及行車隧道內的遙距監察系統組成。在消防服務方面，該部成功製造了模擬火警裝置，使消防員得以借助模擬火警現場進行救火演習。

在資訊科技方面，去年該部開始負責為懲教署維修多媒體學習中心。此外，該部亦開始了多項新工作，



「和客戶保持緊密聯繫是提供優質服務的不二法門，並無他途。」

— 運輸、保安及中央工程經理(左起)何漢英及李銓

“Staying close to our customers is the key to delivering quality services. There is no other alternative.”

— (From left) Lewis Ho and Stephen Lee, Transport, Security and Central Services Manager

例如維修昂船洲污水處理廠的電子系統，以及對交通燈號交匯處進行改裝，以便進行九廣東鐵、西鐵和輕鐵工程。該部亦為新啟用的香港電影資料館提供音響工程服務。

展望來年，隨著客戶擴充辦事處大樓及設施，該部的業務將有增長機會。例如，警務處正計劃擴充辦事處大樓。此外，該部的建設工程合約數有所上升，可見客戶對該部的信心日益增加。這不但有助增加收入，而且可增進與客戶的長遠關係。

2001年8月開始的第三階段開放市場計劃會影響該部的部分客戶。但是，經過過去數年在改善服務和客戶關係管理方面的精心部署，該部預期來年業務仍屬穩定。

地理資訊系統可即時在電子地圖上展示公路照明的位置，以便迅速處理故障。

Geographic Information System (GIS) which provides instant location of highway lighting on an electronic map for speedy fault handling.

A major focus for the Transport, Security and Central Services Division in the year under review was to strengthen its relationship with clients at all levels, using a combination of face-to-face communications such as working level seminars, and the upgrading of its 24-hour fault call centre using advanced IT technologies.

The 24-hour computerised fault call centre now uses CTI technologies to enable clients to report faults or track fault repair progress with the use of a reference number. A total focus on customers is the key to the operation of the centre. Clients can now obtain information and assistance, not only with regard to the division's work, but also for any other information related to EMSTF as required. The division has also enhanced its client management system, so that clients can enjoy true one-stop shop arrangement services with a single point of contact whatever their requirements may be.

Key achievements in the year include the successful completion of the Geographic Information System (GIS) which provides instant location of highway lighting on an electronic map for speedy fault handling. It also completed the installation of an advance warning system for flood prevention for the Highways Department. The system consists of remote monitored systems in 90 major subways and vehicular underpasses throughout Hong Kong. For the Fire Services, the division successfully constructed mock-up fire rigs so that fire fighters can conduct drills with the aid of simulated fire scenarios.

In the IT arena last year, the division took on the maintenance of Multi-media Learning Centres for the Correctional Services Department. It also took up a variety of new assignments such as the maintenance of electronic systems at Stonecutters' Island Sewage Treatment Works and the modification of traffic signal junctions for the implementation of the KCR-East Rail, West Rail and Light Rail projects. The division also provides sound engineering services at the newly opened Hong Kong Film Archive.



全港交通燈的維修是我們的主要服務範圍之一。  
*Maintenance of traffic lights throughout the territory is a major area of our service.*

Looking ahead, there are opportunities for growth as clients expand their premises and facilities. For example, the Police plan to extend their office complexes. There have also been signs of increasing client confidence in the division as seen in the increase in capital works awarded to the division. This not only contributed to revenue growth, but also enhanced long-term client relationships.

Phase three of the "untying" process which begins in August 2001 will affect some of this division's clients. However, with the careful and thorough preparation in service improvements and customer relationship management made in the past few years, the division looks forward to a steady year ahead.

我們的24小時故障聯絡中心，為客戶提供日以繼夜的熱線服務。  
*Our 24-hour fault call centre provides round-the-clock hotline service to customers.*

