

# 中

環至半山自動扶梯系統（自動扶梯）於1993年啟用，全長超過800米，是世界最長的有蓋自動扶梯系統，每天服務逾85,000人次。自動扶梯最近更以其獨特創意，膺選美國有線電視新聞網（CNN）「世界七大最具型格的往來運輸工具」之一。

機電工程署由2014年9月開始，為自動扶梯引進全新的管理、操作和維修服務模式，市民使用該自動扶梯時如遇上任何問題，都可透過一站式服務迅速得到協助。設施管理公司現時在自動扶梯的現場控制室派駐人員24小時當值，為使用自動扶梯的市民即時提供協助。如有任何問題，控制室的工作人員會迅速有效地調動資源，讓問題快速得到解決。

這套新管理模式可讓我們善用資源，將非核心工作，例如自動扶梯的日常操作、維修保養、清潔和保安等外判予設施管理公司，從而專注於合約管理和監察工作。這與現時提升成本效益和運作效率的市場趨勢一致。

自動扶梯不僅是一種交通工具，更已成為香港的一個旅遊景點，故完善的設施管理服務對其高效操作至為重要。

Apart from serving as a mode of transport, the Escalator has also become a tourist attraction. Integrated facility management service is therefore vital to its efficient operation.



自動扶梯的LED顯示屏幕展示系統的操作情況，讓行人可以未雨綢繆。

An Escalator's LED display board shows the operation status of the system to enable pedestrians to plan their journey.

## 提升中環至半山自動扶梯系統服務

## Enhance Services for Central-Mid-Levels Escalator and Walkway System

Opened in 1993, Central-Mid-Levels Escalator and Walkway System (the Escalator) is the longest covered escalator system in the world, at over 800 metres, transporting over 85,000 users every day. It recently received the accolade of CNN as one of the "Seven of the world's coolest commutes" for its creativity.

Effective September 2014, a new mode of management, operation and maintenance services has been introduced for the Escalator to enable members of the public to receive one-stop, speedy assistance with any questions they have about the Escalator. The facility management company now operates the 24-hour control

room on-site, providing immediate assistance to Escalator users. Should any problems arise, staff at the control room will mobilise resources promptly and effectively to fix them.

Through the new management mode, we can put our resources to the best use by contracting all the non-core activities like daily operation, maintenance, cleaning and security services for the Escalator to a facility management company while we will focus on our contract administration and supervisory role. This is also in line with the market trend to improve cost and operation efficiency.

