



Paper for Improving Taxi service

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Author like travelling in Hong Kong and overseas and use taxi services regularly. Also when author bought many bulky products from shops, need taxi or courier vans to transport shopping to home. Author gives some perspectives to improve taxi services and help taxi drivers livelihood.

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ABSTRACT / CONTENT

HK taxi business affected by MTR, not much business. Govt plans to increase web booking taxi car numbers, intending to let passengers easy to call taxi, increase taxi business. However, passengers still need time to book and wait for taxi to come. May be very long or short time, no guarantee eg like Uber, booked a car, wait for long time to come. Passengers must go directly to nearby MTR stations for sure. Unless no MTR stations nearby, eg in remote areas, no buses, or late night after 12am no more buses, then they will book taxi, not necessary book web book taxi, can phone many taxi pool companies. Some taxi drivers very rude manners and impolite. Can charge you luggage fee \$6 with each piece of your hand-carry inside taxi cabin. Hand-carry can be put inside taxi will not be very big size. Occupy same size as one or two passengers sitting inside taxi. Why charge luggage fee? Unreasonable. My experience. Hence drive away more passengers using taxi.

It happened to me like this. At hotel, booked a big company Grab for taxi, tell it the destination. On board the taxi, driven off, then taxi driver show he is not aware of the destination, dropped me some where I do not know, I still paid, got off, figure how to get back to hotel, seek estate pml nearby to help calling a taxi, decline to help, same in HK. PSMA, HAD, Land Tribunal, Tourism Board, Govt Trade Promotion Dept, can issue instructions to estate pml more help public to call taxi. Pml never help public. Only help own estate residents. Pml not help stranded tourists or lost road tourist in the streets. Bad service to tourists, affect Hong Kong tourism income

Online booking taxi waste time

Web booking takes time, may not book a tax easily after spending 15 min standing on the street using mobile phone online booking. Futile. Nuisance. My experience. Then next time reject use web booking Taxi. Not much help to increase more web booking taxi licenses to help taxi businesses. Govt issuing more web booking taxis cannot help taxi drivers more business.

Web booking taxi is to add another taxi pool company, inconvenient same as using taxi pool phone number to call taxi in the street. Taxi pool phone number may be engaged. Or using a hotline, require long time to push the right buttons to get to the right situation to book a taxi eg, Ask you many questions, your location, what size of taxi, your name, phone number etc. Not quickly can call a taxi. Hotel ok use hotel reception counter phone or devices to call a taxi. Taxi drivers know your location, come quick. In addition, Some countries widely use hotels as Taxi getting place, can try. Many hotels in a city or country, passenger can go to any hotel nearby to get taxi. Govt can go in this direction than assign many taxi stands on road. Passengers not know where are the taxi stands, search to walk some distances around for taxi stand. Can wait for long time at taxi stand but no taxi come. But passenger look up in the street, can spot a hotel easily on the street and go there to get a taxi. More chance to get taxi at hotel, as travelers must use taxi, in and out of hotel. Will not wait too long. Also comfortable there to wait for taxi at hotel than standing in busy and noisy streets. Hence more use of hotels to call taxi. Ask hotel to lend its reception counter phone to street passengers to call a taxi, even much effective to passengers on the street to use mobile phones to call a taxi pool or online book a taxi. Spent 15 minutes futile to call a taxi, must walk to nearby MTR in a few minutes next time. MTR no traffic congestions, speed fast, MTR stations everywhere to suit passenger destinations, fare much cheaper. People taking taxi



must attend urgent appointment, cannot use long time to call taxi, and encounter traffic congestions to delay their appointments. Particularly, futile in one time to call a taxi, will give up call taxi in the street next time. Hence customers become less and less. My experience. Now with many courier vehicles on the streets, go up to the vehicle, they accept your impromptu order and drive u to destination immediately. Further hit taxi business.

Further option to help taxi drivers

Use the sample of immigration port at Lou Hu method, tender out for a taxi company , running a fix destination schedule with departing time, at a fixed fee, time of arrival to destination is guaranteed. Passenger can buy a ticket, then tour and eat at Lou Hu, until the departure time come, then on board the scheduled taxi. The taxi driver must be familiar with the route to the fixed destination, will not drop passengers somewhere unknown and ask u to pay and get off taxi.

Govt run a taxi company with fixed destination, taxi driver must know the route, this trouble will not happen. Also take the sort of taxi to remote fixed destination beside secure arrival at right time and place, can ask the driver to drop u to MTR station near the destination, take MTR to your exact place u want to do.

I think China has wise men to think out this sort of Taxi company applicable at any Immigration exit, airport, ship pier terminal. Suitable to apply in HK. Help taxi drivers livelihood. Also the taxi company won tender need not buy many cars for all destinations, buy enough cars in the pool standby, assign car to where passenger book the route. Govt tender out, must get the lowest taxi company, fees must be cheaper than take street taxi. Government also earn taxi company licence fee and corporate tax from the taxi company and employee income tax from drivers. Yesterday, I saw this, hence triggering security law also exist in mainland, why have wise people? Mainland must select officials based on abilities and good character, not on same political vision. Hence conclude it is the security law people in hk messy hk to bad ruling and bad economy by political appointments no based on abilities and good character.

REFERENCES

1. Author's Blog.