

2023 Sun Ferry Passengers Liaison Group (Central-Mui Wo ferry route)

Held Successfully with Collective Intelligence Contributes to the Betterment of Ferry Service

The Sun Ferry Passengers Liaison Group (Central-Mui Wo ferry route) was successfully held on 16 March 2023. Attendees shared their concerns actively with constructive opinions provided while the Sun Ferry management thanked the attendees for the valuable comments and promised to follow up promptly. The following are the recaps of the meeting and Sun Ferry's post-meeting action plans.

Item	Attendees' Concerns	Sun Ferry's on-the-spot replies	Sun Ferry's post-meeting action plans
I. Pier Facilities			
1	Provision of new fare payment methods	- Apart from paying in cash, passengers can purchase Monthly Tickets and Multi-ride Tickets via Sun Ferry mobile app, while Multi-ride Ticket can be purchased by Octopus at the self-service devices at Mui Wo pier.	- Sun Ferry will introduce new fare payment method allowing passengers to pay by QR code within 2023. Details will be announced in due course.
II. Pier Operation			
1	Request carriage of pets on fast-ferry ferries	- According Sun Ferry's "Notes to Passenger", no pet is allowed onboard the deluxe class of ordinary ferries or fast ferries. However, Sun Ferry will provide the discretionary arrangement to passengers with pets that need medical treatment will be granted with to board fast-ferry sailings when ordinary-ferry sailings are not available during late-night and early morning periods while T&Cs apply.	- Sun Ferry will remind pier staff members to pay attention and provide assistance to passengers in need.
III. Cabin Order			
1	Request to stop passengers without valid ferry vouchers from entering deluxe cabins of ordinary ferries	- Currently, passengers are required to present their ferry vouchers to our crewmembers who will station near the door of deluxe-class cabin for verification before boarding deluxe-class cabin. Relevant notice had been posted at the entrance of the deluxe-class cabin reminding passengers to sit according to the cabin class they bought.	- Sun Ferry will review and modify the process of ticket verification when boarding deluxe-class cabin of double-deck ordinary ferries, such as allowing passengers to keep the ferry vouchers after presenting to crewmembers to facilitate our crewmembers to carry out inspection during the voyage.
2	Request to maintain the cabin order, such as asking crewmembers to hold notice reminding passengers not to run onboard and set up the quiet zone	- Sun Ferry does provide onboard announcements and videos reminding passengers to reduce noise level. Also, crewmembers are instructed to remind passengers not to misbehave whenever feasible.	- Sun Ferry will conduct a trial of arranging crewmembers to hold notices in both Chinese and English to remind passengers not to run and reduce the noise level by end of April 2023. Meanwhile a review of the suitable area to set up the quiet zone will be conducted as well. - Passengers are welcomed to approach our crewmembers when in need and our crewmembers will provide assistance whenever feasible.

IV. Sailing Schedule/Vessel Deployment			
1	<p>Request to review the existing sailing arrangements</p> <p>i. The vessel 17:20 C-MW sailing occupied the berthing slot at Central Pier No.6 and affects the disembarkation of 16:50 MW-C sailing</p> <p>ii. Deployment of 231-seater fast ferries for 16:10 MW-C sailing on Saturdays</p> <p>iii. Berthing arrangement of 08:05 MW-C sailing at Central Pier No.5 causes delay to passengers who need to take interchanged bus services</p> <p>iv. Request to adjust the 08:05 MW-C sailing to depart 5 minutes earlier</p>	<p>i. Sailing Schedules were set in the tender document of Central-Mui Wo ferry licence. Sun Ferry had followed the requirements to submit the tender and was awarded the ferry licence.</p> <p>ii. Sun Ferry takes various factors, such as manpower allocation, annual docking and emergency maintenance of vessels into consideration when deploy vessel, as well as in accordance to the passenger demand.</p> <p>iii. Due to the ad hoc operation needs and limited availability of berthing slots at the Central Piers during morning peak period, Sun Ferry may need to assign the vessel of MW-C sailing to berth and disembark at Central Pier No.5.</p> <p>iv. Sailing schedules are set and arranged in accordance to the ferry licence that endorsed by the Transportation Department. Thus, provision of additional sailings or modification of the existing sailing schedules will have profound impact on the whole sailing schedule which not only requires the endorsement and confirmation by the Transport Department, but also need to take several factors such as availability of vessel, passenger demand and the impacts imposed on the fares into account. At the same time, any amendment of one sailing will cause interlocking impacts on the entire schedule.</p>	<p>i. According to the records, the 16:50 MW-C fast-ferry sailing usually berthed at Central Pier No. 6 at around 17:25. Sun Ferry will remind crewmembers and pier staff members to enhance the communication and coordination of the vessel berthing arrangement.</p> <p>ii. Sun Ferry will closely monitor the change of passengers' demand of 16:10 MW-C sailing and provide appropriate sailing arrangement whenever feasible.</p> <p>iii. Sun Ferry will closely monitor the berthing arrangement to minimise the impacts on passengers</p> <p>iv. Sun Ferry has no plan to change the departure time of the 08:05 MW-C sailing to 08:00, but will reflect the opinion to the Transport Department in due course.</p>
V. Ticketing Arrangement			
1	Suggestion on the air-conditioners of 231-seater fast ferries to avoid cool air blowing directly to the passengers	<ul style="list-style-type: none"> Recently, Sun Ferry had replaced several onboard air-conditioners of which the cooling performance is higher. Due to the limitation of the existing air-conditioning system, it is infeasible to allow the air-conditioning blowing to all areas of the vessels. Technically, the suggestion of installing adjustable air vents will only cause the cool air blowing to another seating area in the cabin. 	<ul style="list-style-type: none"> Sun Ferry will study the effective way to improve the ventilation of cabin.
2	Request to reduce the odor of paint after vessel refurbishment	<ul style="list-style-type: none"> Normally, Sun Ferry detains the vessel for a period of time for the vessel inspection and for the odor to dissipate after annual docking. 	<ul style="list-style-type: none"> Sun Ferry will liaise with the paint suppliers on how to reduce the odor of paint and continue to monitor the refurbishment condition to provide the comfortable cabin environment.
3	The door lock indicator of toilet compartments on fast ferries are not obvious	<ul style="list-style-type: none"> Sun Ferry will review how to make improvement. 	<ul style="list-style-type: none"> Sun ferry had previously replaced the better quality high quality door locks with red and white indicators of toiler compartments on fast ferries. Due to environmental concerns, Sun Ferry will not replace the door locks for the time being but will post notices on the toilet doors reminding passengers to pay attention to the status indicators that is expected to be completed within April 2023.
4	Request to lower the water level of toilet in washroom on fast ferries	<ul style="list-style-type: none"> Due to the limitation of the toilet system's original design, the water level cannot be adjusted. 	<ul style="list-style-type: none"> Sun Ferry will study the feasibility of adjusting the water pressure of the toilet to reduce splashing.
VI. Others			
1	New vessel scheme	<ul style="list-style-type: none"> Sun Ferry will procure 13 new vessels between 2023 and 2025, including 300-seater, 400-seater 500-seater and 1,000-seater ferries. First two new vessels are expected to be received and complete the tests by the end of this year. If the tests go well, they can be gradually put into service starting from 2024. Freight storage areas and pet zones will be assigned onboard with strengthened ventilation system. The 1,000-seater ferries still contain open-deck areas at the stern on the top deck, and will be mainly deployed for plying between Central and Cheung Chau. Sun Ferry will study the transitional arrangements for the replacement of the vessels in accordance to the vessel conditions and passenger demand of the ferry routes. 	<ul style="list-style-type: none"> Sun Ferry will continue to follow up the construction of new vessels.

Sun Ferry management would like to extend heartfelt gratitude to attendees for their precious time in participating in the Passenger Liaison Group and comments contributing to the betterment of the ferry services. Passengers are welcome to provide valuable opinions to Sun Ferry via Customer Service Hotline: 2131 8181, Customer Service Hotfax: 2131 8877 and email: ferry_ideas@sferry.com.hk.