

## 2024 Sun Ferry Passengers Liaison Group (Central-Cheung Chau ferry route)

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

The Sun Ferry Passengers Liaison Group (Central-Cheung Chau ferry route) was successfully held on 14 March 2024. 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
<b>I. Pier Facilities</b>			
1	Request to improve the sensitivity of the Octopus gate machines at the piers	- Sun Ferry agreed that there is a need to upgrade the Octopus system, however, it would be a huge project which involved the cost of software and hardware replacement.	- Sun Ferry will study and follow up on the upgrading of the Octopus system.
2	Suggest introducing new payment methods for freight and pet tickets (e.g. Octopus)	- Sun Ferry agreed that electronic payment is a market trend, so QR code payment was introduced in December 2023. It takes time to update the existing ticketing system.	- Sun Ferry had introduced Octopus as new payment method for purchasing freight and pet tickets in early May 2024.
3	Suggest posting notices with the names of new fast ferries with designated pet areas	- Sun Ferry will consider providing pier notices to list the names of new fast ferries with designated pet areas.	- Sun Ferry will start posting relevant notices at piers by April 2024.
4	Suggest announcing the sailing time of new fast ferries with designated pet areas via different channels i. "Instant Seat Availability" section of the pier display panel and Sun Ferry's mobile app ii. Updating pier notice posted on a stand manually	- Vessel deployment will be affected by various factors and may change in a short period of time, in order to ensure the accuracy of information, it is operationally difficult to announce the name of deployed vessels of all sailings in advance. If passengers want to know the schedule of the fast ferries with designated pet areas, they can check with the pier staff 20 minutes before the departure of that sailing. Subject to the actual conditions, there may be last-minute changes on the vessel deployment, and then those pre-announced vessel information may mislead passengers who have arrived at piers with their pets. i. Under normal circumstance, Sun Ferry can confirm the vessel deployment about 20 minutes before the scheduled sailing and simultaneously activate the "Instant Seat Availability" function. Since changing the information display mode involves system design modification, thus Sun Ferry takes time to study with relevant technical departments on the provision of additional information via mobile app. ii. For posting notice on stand at piers, related updates can only be made about 20 minutes before the sailing.	i. Sun Ferry will study the feasibility of announcing the deployed vessel name at "Instant Seat Availability" section ii. Sun Ferry will study the feasibility of posting relevant pier notice on a stand with manual updates.
<b>II. Ticketing Arrangement</b>			
1	Suggest providing diversified student discounts (e.g. Student Multi-ride Ticket, 30% off discounts for students)	- Sun Ferry will further discuss the provision of ticketing products when reviewing the new ferry licence.	- Sun Ferry will study the feasibility of introducing new ticketing products for students.
2	Suggest modifying the fare adjustment mechanism of upgrading to deluxe class of ordinary ferries or fast ferries for Monthly Ticket holders to be only charged at weekday-fare rate	- Sun Ferry will further discuss the provision of ticketing products when reviewing the new ferry licence.	- Sun Ferry will study the feasibility of modifying the fare adjustment mechanism of Monthly Ticket.
3	Suggest extending the valid period of Multi-ride Ticket from 30 days to 60 days	- Sun Ferry will further discuss the provision of ticketing products when reviewing the new ferry licence.	- Sun Ferry will study the feasibility of extending the valid period of Multi-ride Ticket.
4	Suggest providing a ticket discount for 18:20 C-CC sailing, in order to encourage passengers of 18:30 C-CC sailing to switch to 18:20 C-CC sailing	- Staff members at Central Pier No.5 have been reminding passengers who arrived at pier to take the 18:20 C-CC sailing and to avoid waiting at pier for taking the 18:30 C-CC sailing.	- Sun Ferry will study the feasibility of providing ticket discounts for 18:20 C-CC sailing and will monitor the passenger demands of 18:30 C-CC sailing.
5	Suggest reducing the freight fare of bicycle	- Currently, the freight fare of bicycle is set in accordance with the requirements of the ferry license. Sun Ferry will further discuss the freight fare of bicycle when reviewing the new ferry licence.	- Sun Ferry will study the feasibility of reducing the freight fare of bicycle.
<b>III. Cabin Order</b>			
1	Suggest instructing passengers of 17:40 CC-C sailing to leave the cabin soon after the vessel arrived at the pier	- Sun Ferry has reminded crewmembers to instruct passengers to leave the vessel soon after vessel arrival to avoid affecting the vessel operation during the peak period.	- Sun Ferry will continue to monitor the order of passengers embarkation and disembarkation.

2	Suggest educating passengers to place luggage on the luggage racks to avoid blocking the passageway	<ul style="list-style-type: none"> <li>- The ratio of crewmembers to passengers is relatively low, and some passengers carrying luggage or baby strollers will insist on placing their belongings next to their seats. Currently, crewmembers are required to be on duty at designated locations before vessel departure, but they will remind passengers not to block the passageway whenever feasible.</li> <li>- As new fast ferries are equipped with more luggage areas, it would be more convenient for passengers.</li> <li>- Currently, Sun Ferry has arranged onboard announcements and notices with reminder messages. By not providing excessive onboard announcements, Sun Ferry will consider strengthening the announcement before sailing departure. Cooperation of passengers is needed to keep the passageway clear.</li> </ul>	<ul style="list-style-type: none"> <li>- Sun Ferry will continue to remind crewmembers to enhance the patrols and remind passengers to place luggage on luggage racks or in luggage areas, to keep passageways clear.</li> <li>- In mid-April 2024, Sun Ferry had updated the onboard announcements and announcement near the boarding path at the waiting concourse to remind passengers carrying luggage or baby strollers to use the luggage racks.</li> </ul>
<b>IV. Sailing Schedule/Vessel Deployment</b>			
1	Request to review the existing sailing arrangements <ul style="list-style-type: none"> <li>i. Ferry schedule failed to meet the passengers' demand</li> <li>ii. Insufficient midnight and early morning sailings</li> </ul>	<ul style="list-style-type: none"> <li>- Sun Ferry will continue to collect the passengers' opinions in order to understand the travel needs.</li> <li>- Existing resources allocations are arranged in accordance with the ferry licence, provision of additional sailings or modification of the existing sailing schedules will put pressure on the operational cost.</li> </ul>	<ul style="list-style-type: none"> <li>- Sun Ferry will continue to closely monitor the change in passengers' demand and provide appropriate sailing arrangements whenever feasible.</li> </ul>
2	Concerns about the vessel allocation after the introduction of new vessels <ul style="list-style-type: none"> <li>i. Deployment arrangement of "Xin Ming Zhu 8"</li> <li>ii. Speed of "Xin Ming Zhu 2"</li> <li>iii. Phased out arrangement of "New Ferry 2"</li> <li>iv. Sailing schedule of new vessels</li> <li>v. Arrival schedule of other new vessels</li> <li>vi. Fare arrangement of ordinary-ferry sailing in the future</li> <li>vii. Ferry schedule adjustment plan after completion of the New Vessel Scheme</li> </ul>	<ul style="list-style-type: none"> <li>i. New fast ferry "Xin Ming Zhu 8" was expected to be deployed for Outlying Islands ferry routes from the week of 18 March 2024.</li> <li>ii. Actual journey time will be affected by various factors such as speed restriction within the harbour, sea traffic, weather (<i>e.g. foggy weather</i>), number of passengers and sea conditions, while the vessel design and condition of the berthing slot will affect the vessel berthing time. Sun Ferry is concerned about the speed of "Xin Ming Zhu 2". It takes time for crew training and adjustment of vessel berthing at piers when deploying a new vessel for plying between Central and Cheung Chau. According to recent records, the journey time of sailings operated by "Xin Ming Zhu 2" has improved significantly.</li> <li>iii. Currently, "New Ferry 2" is still a fast ferry of Sun Ferry's vessel fleet. Sun Ferry will deploy the vessel according to the actual passengers' demands and arrange "New Ferry 2" as a standby vessel.</li> <li>iv. Currently, Sun Ferry has deployed "Xin Ming Zhu 2" for sailings with higher passenger demands during peak periods (<i>e.g. 06:30 CC-C and 18:20 C-CC sailing</i>).</li> <li>v. New vessels will be replaced on a "one-for-one" basis. As it takes time for vessel construction, the project is expected to be completed within 2 to 3 years. At present, there is no exact time schedule for the arrival of all new vessels. After the completion of the first phase of the replacement, fast ferries and ordinary ferries (freight services available) will still coexist.</li> <li>vi. The New Vessel Scheme includes the provision of new vessels with 1000 seats. There are no exact details about new fare arrangements.</li> <li>vii. It takes time to complete the New Vessel Scheme, Sun Ferry will further discuss ferry schedule adjustment when reviewing the new ferry licence.</li> </ul>	<ul style="list-style-type: none"> <li>- Starting from 18 March 2024, "Xin Ming Zhu 8" has been deployed for C-MW ferry route.</li> <li>- Sun Ferry will continue to monitor the overall operation of new vessels.</li> </ul>
<b>V. Vessel Facilities</b>			
1	Request to improve the excessively strong air-conditioning of fast ferries	<ul style="list-style-type: none"> <li>- Automatic constant temperature air conditioning systems are being used on Sun Ferry's Outlying Island ferry services vessels whose cabin temperature is preset at around 23°C.</li> <li>- The cabin temperature of the vessel would be affected by various factors such as the weather, cabin design, seat location, personal clothing and physical health.</li> <li>- Centralised ventilation systems are installed on our new vessel with a constant temperature at around 23°C. As the temperature sensor is being installed at the stern of the vessel, outdoor fresh air will be drawn into the cabin, the outdoor temperature will affect the temperature to be displayed on the thermometer. When the outdoor temperature is low, a temperature lower than 23°C will be displayed on the thermometer. Sun Ferry has reported the comments on the thermometer design to the shipbuilding company.</li> <li>- As the design of the air conditioning system of new vessels is better than existing vessels and the cabin temperature setting can be adjusted effectively, Sun Ferry will adjust the temperature in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>- Sun Ferry will remind crewmembers to be aware of the impact of weather and cabin temperature on the comfort of the cabin environment, and to ensure the ventilation system is functioning properly.</li> </ul>

2	Request to reduce the occurrence of cockroaches onboard	- Sun Ferry has been arranging pest control by a professional cleaning company regularly apart from the daily cleaning works conducted by crewmembers. However, vessels are berthed at piers overnight, and the environmental sanitation of the piers and nearby places will also affect the hygiene of the cabins. As cabins are not completely confined areas, cockroaches may enter the cabins from nearby places at night. Sun Ferry has placed pesticide at piers to enhance the sanitary conditions of the berthing slots.	- Sun Ferry will continue to monitor the hygiene conditions of the vessels. Cooperation of passengers is needed in keeping a clean cabin.
3	Concern about the provision of pet areas in existing fast ferries	- Due to the limited space of the existing fast ferries, it is not possible to install an independent ventilation system as new fast ferries. In consideration of passengers with allergies, Sun Ferry will not consider adding pet areas in existing fast ferries.	-
4	Concerns about the operational arrangement of pet areas after the introduction of new vessels i. Can 12 pets be accommodated in the pet areas of one fast ferry? ii. Will pet areas be provided in other coming new vessels? iii. Any contingency arrangements if there are disputes between pets onboard? iv. Any provision of cleaning supplies for pet defecation?	i. There are 12 seats in pet areas on each new vessel. Staff members will evaluate the number of pet tickets that can be sold based on the actual condition of the sailing ( <i>e.g. cats and dogs might not be suitable to stay in the same area, the size of dogs</i> ). Due to the relatively small and confined cabin of fast ferries, in consideration of the needs of different passengers, the number of pets allowed onboard should be limited according to the actual condition of the sailing. ii. All new vessels are equipped with designated pet areas. iii. There are pet areas at the bow and stern of the lower deck cabin of the new vessel. If there are disputes between pets, crewmembers will try to separate the pets (and their owners) to stay in two different pet areas. If the problem persist, crewmembers will handle it according to the actual situation. Sun Ferry will try not to arrange pets to stay in non-pet areas. iv. Currently, Sun Ferry is preparing cleaning supplies for pet owners when needed.	- Sun Ferry provides pet areas in confined fast ferries for the first time, it takes time to collect passengers' feedback in order to optimize the arrangement.
5	Request to use large-size trash bins for new vessels	- Sun Ferry agreed that the size of trash bins on new vessels is small and had asked for the replacement. However, new trash bins have not yet been received.	- Sun Ferry will replace new trash bins soon after receipt of goods.
<b>VI. Pier Operation</b>			
1	Concerns about the arrangement of Special Passage for Cheung Chau Bun Festival 2024 i. Distribution arrangement of boarding tickets for Monthly Ticket Holders ii. Suggest providing Special Passage for fast-ferry sailings to facilitate Monthly Ticket holders	- Sun Ferry has not yet held the Bun Festival 2024 meeting, passengers are welcome to provide suggestions on the arrangements of Special Passage.	- Starting from early April 2024, Sun Ferry has successively communicated with the Transport Department about the arrangement of Bun Festival 2024. - Sun Ferry had announced detailed information about the ferry arrangement of Bun Festival in late April 2024.
2	Suggest allowing carriage of bicycles on fast ferries	- Due to the limited space of the existing fast ferries, passengers may not be willing to pack up the foldable bicycles, and unstable to park bicycles on an operating vessel, in consideration of passengers' safety, Sun Ferry cannot allow passengers to carry bicycles on the existing fast ferries. For new fast ferries, Sun Ferry needs to consider whether it is appropriate to carry bicycles on fast ferries carefully.	- Currently, Sun Ferry is expected to optimize the arrangements of carriage of "Foldable Bicycles" in 2024. Details will be announced in due course.
3	Suggest allowing carriage of parrots onboard	- Birds (even they are stored in cages) have the possibility of spreading Avian Influenza through the air, thus, Sun Ferry's "Notes to Passengers" states that "Please do not bring any bird (including but not limited to parrots) or live poultry onboard". - In accordance with Public Health (Animals and Birds) Ordinance, "Bird" means poultry and all other birds. - Different ferry operators may be concerned about different vessel operational factors, thus, the company guidelines for passengers will be different. - Sun Ferry has always supported the pet inclusivity. However, due to the large number of patronage and diverse types of passengers, and the introduction of new confined fast ferries in the future, Sun Ferry must consider the arrangement of carriage of pets carefully.	- Currently, Sun Ferry is expected to optimize the arrangements of carriage of "Birds" in 2024. Details will be announced in due course.
4	Suggest allowing carriage of sick pets onboard fast ferries for medical treatment outside the islands	- Sun Ferry understands the urgent need of passengers to carry their pets travelling between Island and Central, thus, discretionary arrangements are offered for passengers in need to balance the needs of different people. - During late-night and early morning periods with no provision of ordinary-ferry sailings, if passengers need to take fast-ferry sailing with their pets to Central for emergency medical treatment, passengers can fill in an application form at the pier before taking the designated fast-ferry sailings and hand in the treatment receipt afterwards. Related guidelines have been provided to the pier supervisor.	- Sun Ferry will gradually introduce new fast ferries with designated pet areas which may be deployed during midnight as well. The situation is expected to be improved.

		- During periods when ordinary-ferry sailings are still available, if passengers need to carry a critically ill pet to Central for emergency medical treatment, passengers can raise the request to our pier supervisors who will further consult the management. However, Sun Ferry will also consider the departure time of the coming ordinary-ferry sailing and the actual condition. Passengers must return the treatment receipt afterwards.	
<b>VII. Staff Performance</b>			
1	Request to improve the service attitude of pier staff (e.g. <i>Providing instructions loudly</i> )	- Sun Ferry has been conducting inspections on service quality. Service Quality is the first priority task in 2024.	- Sun Ferry will strengthen the training on service quality.
2	Request to improve the grooming of crewmembers (e.g. <i>Not fastening uniform buttons, using headphones during working hours, not wearing name badges</i> )	<ul style="list-style-type: none"> <li>- Sun Ferry will remind crewmembers to wear uniforms properly and not to use headphones unless for working purposes.</li> <li>- According to company guidelines, wearing name badges is currently a standard of wearing uniform of frontline staff members. However, with the job nature of sailors onboard and ropemen at piers, they may need to wear lifejackets to pull and unmoor ropes, which the lifejackets or ropes will loosen the name badges. In consideration of the occupational safety and the inconvenience caused, the concerned staff members will remove the name badges while working.</li> </ul>	<ul style="list-style-type: none"> <li>- Sun Ferry will remind staff members to wear uniforms properly during working hours.</li> <li>- After internal discussion, for the sake of staff members' safety, starting from 10 April 2024, Sun Ferry will no longer require all crewmembers and ropemen at piers to wear name badges, but will continue to display name cards on the on-duty staff board in cabins.</li> </ul>
<b>VIII. Others</b>			
1	Suggest resuming the sale of hot food on vessels	- Sun Ferry had tried but failed to apply for the relevant licence from the Food and Environmental Hygiene Department in the early years.	
2	Concern about the progress of New Cheung Chau Pier	- Sun Ferry has been communicating with the government, however, there is no further information at this stage.	- Sun Ferry will continue to follow up with the government on the arrangement of the new pier.
3	Concern about the relationship between Sun Ferry and the Move Hub Limited advertising agency	- The Move Hub Limited is the outsourced exclusive advertising agency of Sun Ferry.	

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 welcomed 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](mailto:ferry_ideas@sferry.com.hk)