



100th Anniversary
1919-2019
We Are CILT

NEWSLETTER

CILT Centenary Dinner 2019

Last November guests from around the world gathered at the Savoy Hotel, London, to celebrate the centenary of the Chartered Institute of Logistics and Transport. However, celebrations were not just limited to London, with members from across the world joining via Facebook live and hosting their own events.

In Hong Kong, a CILT Centenary Dinner 2019 was hosted at the Chinese General Chamber of Commerce on the Institute's establishment date, 3 November. We were honoured to have Mr Frank Chan, JP, Secretary for Transport and Housing as our Guest of Honour. Though the event was organised in a smaller scale due to the public order event in recent months, the evening was an enjoyable gathering among guests including past Presidents and Chairmen, Ms Mable Chan, Commissioner for Transport and executives of transport and logistics companies, chairmen/presidents of other professional bodies.



“Founded in 1919, the Institute started its mission to improve the industry practices and share the talents for the logistics and transport sector. A century from then, the Institute has contributed to the phenomenal transformation in logistics and transport across the globe.”

Mr Frank Chan delivered the Opening Remarks at the beginning of the Dinner



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The 2018-2020 CILTHK Council

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The Chartered Institute of Logistics and Transport CILT Centenary Dinner 2019

Dr Dorothy Chan, Honorary Fellow, has been serving the Institute in different capacities both locally and internationally in past decades. Currently, she is the WiLAT Global Chairperson, other key positions were International President in 2013-2014 and Chairlady and Honorary Secretary of CILTHK in 1989-1990 and 1978-1983 respectively. We were happy to hear her stories at the Dinner that evening.



The Institute would like to express our gratitude to all CILT past presidents and chairmen for their leadership in delivering an outstanding global institute and we are ready for the next 100 years.



Riding on this special occasion, Ms Carmen Li, FCILT, was conferred with the honour of the CILTHK President Award 2019. Ms Li is the General Manager – High Speed Rail & Intercity of MTR. She has extensive knowledge and experience in rail passenger transportation. She began her service at CILTHK's Publication Committee in 2014-2016. In the past few years, she has been actively involving in WiLAT's work and is the Vice Chairperson of ROW of WiLAT HK since 2016 and in 2018, she was elected as the Global Vice Chair of WiLAT Steering Committee.

We would like to express our gratitude to the sponsorships extended to us by Airport Authority Hong Kong, MTR Corporation Limited, Citybus Limited & New World First Bus Services Limited and Ir Dr Paul Tsui, FCILT.



To record these memorable moments in the Institute history, please visit:

CILT Centenary Dinner 2019 photos and video: https://www.flickr.com/photos/cilt_hong_kong/albums/72157711777060073

CILT Centenary Film: <https://www.facebook.com/ciltinternational/videos/510922806156618/>

CILT Life Issue 05: <https://mailchi.mp/017dcd66af9c/cilt-life-issue-2643169>



Dato' Ts Abd Radzak Abd Malek, FCILT CILT International President (2020-2021)

Dato' Ts Abd Radzak Abd Malek succeeded Sir Peter Hendy becoming the International President on 1 January 2020. A long serving member of CILT Malaysia and a veteran of the logistics industry, Dato' Radzak will focus on a policy of 'everyone matters', working to build influence with governments and state organisations, whilst ensuring CILT remains open and inclusive, 'ready to listen, and to understand difference, ready to engage locally, as well as globally'.

Speaking about his objectives whilst in office, Dato' Radzak observed that the 'Institute stands on the verge of a new era. In previous decades, the rapid globalisation of the world economy has changed the nature of our industry. Over one third of all goods produced in the world are now traded across borders, and many services from banking and finance, to education and training have become international endeavours'. He also touched on the responsibilities of our Institute and our industry, particularly in light of the challenges posed by changing political and economic orthodoxies, and a changing climate. "I can say with all confidence that the movement of goods and people is of great societal benefit, and a key part of the development and security of all nations. As such, we the members of CILT, have a responsibility, and a privileged role to play in the future of our planet and our species. Sustainability, and the green agenda is not a phase, and we must be prepared to play our part creating a greener future for all".

The provision of accessible and high quality education is a key mission of the Institute, and Dato' Radzak will seek to build on the Institute's educational programming, and look to the use of new technologies to ensure students and industry professionals alike 'have access to the knowledge they need in the format they need'.

In the spirit of Stronger Together, Dato' Radzak will seek to widen CILT activities in all countries with established CILT offices, and strengthen CILT in other affiliated member countries. He has pledged to expand the work of our Regional Forums, and encourage 'better understanding of the cultures, opportunities and challenges of different countries'. Dato' Radzak aims to bring to bear the collective ingenuity of our membership, encouraging all members to share their ideas on how to 'improve our offering to members, to potential members, and to business'. Further to this point he observes how 'ideas such as the International Business Forum, and collaborations with other organisations can only strengthen us', and that he hopes to hear 'many great proposals from all parts of the Institute in the coming months'.

In view of the increasing interconnected nature of the world, Dato' Radzak will also spearhead the drive to a more connected Institute,

one that uses digital communication to bring us closer together, and give all members a voice. He will seek 'to build on the success of publications such as WILAT's *We Impact*, *We Inspire*, and improve our written offering'.

Speaking about the appointment, Dr Dorothy Chan, former CILT International President backed Dato' Radzak to succeed. "I give my full support to Dato' Radzak's appointment as CILT International President. He has been a strong leader for CILT Malaysia, which is growing fast, and through his commitment and vision will, I am sure, lead CILT to even greater things. He is a strong supporter of the interests of our Next Generation Forum, and under his Presidency CILT Malaysia was among the first to form a WILAT Chapter. Since then he has given unwavering support to WILAT activities, which fully demonstrates his commitment to equality in our industry. He is a respected member of CILT and a good friend of mine".

These sentiments were further echoed by Trevor Hall, Managing Director of Road Safety Support, UK who said "I really do wish you well in your new position and look forward to engaging with you over the next two years and offer any support I can".

In a letter of support, Mr Voravuth Mala, Acting Governor of the State Railway of Thailand recognised Dato' Radzak's long service to the industry and pointed to a prosperous future for CILT with Dato' Radzak at the helm. "Everything you have done and accomplished has led to this point and you truly deserve it....I wish you the best of luck in your new post".

Dato Ts Radzak also received a congratulatory notes from Minister of Transport Malaysia, YB Anthony Loke Siew Fook... "The CILT has made an excellent choice based on expertise, experience and talent. You made Malaysia proud of your achievement. Best wishes for your continuing success in the future..."

Dato' Radzak also received support for his appointment from Tan Sri Dato' Academician (Dr) Ts Ahmad Zaidee, President of the Malaysia Board of Technologists, who wrote, "I am confident that, with your experience as CILT Malaysia President, we can realise much of the potential and possibilities for deepening our cooperation in all areas for the mutual benefits of our two organisations".

Please click <https://www.youtube.com/watch?v=kAC2XcohKD4> to view the First Presidential Address by Dato' Ts Abd Radzak Abd Malek



The Chartered Institute of Logistics and Transport CILTHK Annual General Meeting 2019



The Institute's Annual General Meeting 2019 was smoothly convened on Thursday, 19 September 2019 at "The Salisbury" – YMCA of Hong Kong. Though affected by the continuous public order event started in June 2019, the AGM was attended by 43 members and guests. All resolutions on the agenda were adopted.

Dr Venus Lun, President (2018-2020), reported:

- 16 CPD activities were organised including 3 events co-organised with other professional bodies
- 5 submissions have been tendered to Government
- Total membership number was 1,889 in which 265 were successful new/upgrade applications
- Financially, the Institute remains healthy
- A series of centenary celebration activities would be organised for members amongst which a Centenary Dinner would be hosted on 3 November 2019.

Welcome New CMILTs

Our warm welcome to all the newly elected members and our sincere congratulations to those who have successfully become Chartered Fellow (FCILT) and Chartered Member (CMILT). Some recently elected members were invited in receiving their membership certificate at the AGM.

CILTHK Scholarships 2018/2019

An awardee for each academic level – Master / Bachelor / Sub-degree, was selected and was offered a bursary of HK\$4,000.00.

- Sub-degree level student: Miss Chan Wing-kwan, Debbie (陳詠君) of HKU SPACE Community College (Higher Diploma in Logistics and Transport)
- Bachelor degree student: Miss Poon Wai-size (潘慧思) of The Hang Seng University of Hong Kong (BBA (Hons) in Supply Chain Management)
- Master degree student: Mr Zhang Ziliang (張子亮) of The University of Hong Kong (MSc (Eng) in Transportation Engineering)

CILTHK Kerry Logistics Scholarship 2018/2019

Kerry Warehouse (HK) Limited sponsors the titled scholarship for the third year since 2016/2017. Participating students were required to attend a technical visit at Kerry Cargo Centre in Kwai Chung and then to prepare a presentation on the topic – **How does the development of the Greater Bay Area affect the Integrated Logistics sector in Hong Kong?**

Miss Chow Chi-shan,
CMILT (right)



Dr Liu Kam-pui David,
CMILT (right)



Mr Yam Ka-ming Andres,
CMILT (right)



Miss Chan Wing-kwan Debbie
(right) was presented with the
Scholarship by Dr Venus Lun
(left)



Miss Poon Wai-size (right)
received her Scholarship



Mr Zhang Ziliang (right) was
presented with the Scholarship





The Chartered Institute of Logistics and Transport CILTHK Annual General Meeting 2019

Three scholarship awards were awarded to:

- Master degree student: Miss Lou Chongyang (樓重陽) of The Hong Kong Polytechnic University (MSc in Industrial Logistics Systems)
- 1st Bachelor degree student: Miss Hong Vickie Wee-ki (方瑋琪) of The Hong Kong University of Science and Technology (Dual Degree Program in Technology and Management)
- 2nd Bachelor degree student: Miss Lam Nga-kwan Charlie (林雅君) of The Hang Seng University of Hong Kong (BBA (Hons) in Supply Chain Management)

The CILTHK Kerry Logistics Scholarship 2018/2019 were presented by Dr Venus Lun, President of CILTHK and Ms Daphne Chan, Deputy General Manager – Fashion & Lifestyle of Kerry Logistics (HK) Limited to winning students.



(from left to right)
Ms Daphne
Chan, Miss Hong
Vickie Wee-ki, Dr
Venus Lun



(from left to right)
Ms Daphne
Chan, Miss Lam
Nga-kwan
Charlie, Dr
Venus Lun

CILTHK Logistics & Transport Student Final Year Project Award 2019

The objective of the award is to encourage research and writing by students. A total of 13 nominations were received. The Award was granted to Miss Thitaporn Kornubrabhan, graduate of BEng in Industrial Engineering and Technology Management of The University of Hong Kong. Her winning project title was “A Smart Integrated Solution for Future Retail Store”.

Special Resolutions passed at the AGM

– Adjustment of the Annual Subscription and Election Fees for Membership effect from 1 October 2019

Annual subscription is the main source of income of the Institute. To achieve the financial sustainability of the Institute, a policy was discussed and approved by the Council that the Annual Subscription and Election Fees for membership should be reviewed once every 2 years; whereas adjustment should make reference to the year's CPI and the financial position of the Institute. In view of the accumulated 9.09% inflation rate since the last review of Annual Subscriptions and Election Fees in 2016, the below new fee schedule was passed by the special resolution at the AGM with a support from 100% of the attending Institute Members.

	New rates wef 1-Oct-2019
Fee Schedules – Individual Membership	
Application Fee	HK\$150
Administration Fee for Appeal	HK\$300
Election Fee for Direct Entry/Upgrade	
- Affiliate Member (A) [incl. Graduate Member]	HK\$560
- Member (MILT)	HK\$650
- Chartered Member (CMILT)	HK\$1,120
- Chartered Fellow (FCILT)	HK\$1,700
Annual Subscription Fee	
- Affiliate Member (A) [incl. Graduate Member]	HK\$560
- Member (MILT)	HK\$650
- Chartered Member (CMILT)	HK\$1,120
- Chartered Fellow (FCILT)	HK\$1,700
Fee Schedules – Organisation Membership	
Application Fee	HK\$150
Entrance Fee (one-time fee)	HK\$6,800
Annual Subscription Fee	HK\$6,800
Application Fee for Changing Title Ownership	HK\$1,000

Last, but not least, the Institute would like to express our appreciations to both Mr David Beaves, Mr Alex Ngai and Mr Ronald Lee for their support in providing legal and accounting services respectively on an honorary basis. Ronald H.T. Lee & Co has been re-appointed as the Honorary Auditor for the financial year ended 31 December 2019.

To celebrate the 100th Anniversary of the Chartered Institute of Logistics and Transport (CILT), all members and guests were invited to join taking a short video of Goodwill Message for CILT Centenary after the closing of the Annual General Meeting. The Hong Kong video has been re-produced by combining with videos taken by CILT China, CILT Taiwan and CILT Macao.

The full CILTHK Annual report 2018/2019 is downloadable at IS Disk area through logging into the Institute website at www.cilt.org.hk; and Goodwill Message video taken at the meeting can be viewed by clicking the flash bar (CILT Centenary Dinner 2019) on the home page of the Institute website.



The Chartered Institute of Logistics and Transport International Symposium on Road Congestion Charging (ISRCC)



Mr Chan Fan, Frank, Secretary for Transport and Housing (6th from the left), took picture with Ir Prof SC Wong, Chairman of the organising committee (7th from the left), Dr Venus Lun, President of CILTHK (5th from the right) and other representatives of the four co-organisers

The International Symposium on Road Congestion Charging (ISRCC), held on 3 December 2019 at the Sheraton Hotel, Hong Kong, was jointly organised by four professional institutions in Hong Kong: the Hong Kong Institution of Engineers – Logistics and Transportation Division, Intelligent Transportation Systems Hong Kong, the Chartered Institute of Logistics and Transport in Hong Kong, and the Chartered Institution of Highways and Transportation (Hong Kong region).

The organisers were honoured to invite Mr Chan Fan, Frank, JP, Secretary for Transport and Housing of the HKSAR Government, to deliver an opening speech as officiating guest. In this one-day Symposium, twelve renowned overseas and local experts were invited to share their knowledge and experiences how road congestion been dealt with in other countries. The experts' sharing was conducted in below four sessions:

- (1) Smart Mobility and Congestion Charging
- (2) Planning and Implementation of Congestion Charging Schemes
- (3) Congestion Charging Technologies I
- (4) Congestion Charging Technologies II

Dated back in the 1980s, Hong Kong was the first city in the world to undertake a technical feasibility study on the implementation of electronic road pricing (ERP). Recently, the Hong Kong SAR Government initiated the Electronic Road Pricing Pilot Scheme in the Central Core District (Concepts and Preliminary Ideas) after the

opening of the Central-Wan Chai Bypass. Though members of the public still expressed concerns about its implementation, numerous successful overseas experiences suggest ERP is a possible alternative for road management and able to deal with traffic congestion effectively. During the Symposium, experts shared their views on how ERP can be implemented in a challenging environment and further explore its solution for the way forward. The Symposium attracted over 160 participants, comprising local scholars and professionals, government officials and members of the public.





The Chartered Institute of Logistics and Transport

The 24th International Conference of Hong Kong Society for Transportation Studies

TRANSPORT AND SMART CITIES, 14-16 December 2019, Hong Kong

The 24th International Conference of Hong Kong Society for Transportation Studies (HKSTS) was successfully held from 14 to 16 December 2019 at the Mira Hong Kong. The conference was jointly organised by the HKSTS and Department of Architecture and Civil Engineering (ACE) of the City University Hong Kong. The HKSTS conference was co-chaired by Dr Andy Chow and Prof S.M. Lo from the ACE Department. The conference was sponsored by Croucher Foundation, Autotoll Limited, Huawei Technologies Company Limited, PTV Asia-Pacific Pte Limited, and Volvo Bus Hong Kong Limited. Eastern Asia Society for Transportation Studies, the Chartered Institute of Logistics and Transport in Hong Kong, and the Hong Kong Institution of Engineers - Logistics and Transportation Division were the non-financial sponsors of the conference. The conference was honored to have Prof Richard Yuen (Head of ACE, CityU) and Prof S.C. Wong (President of HKSTS, HKU) to deliver the welcome speeches.



Opening address by Professor S.C. WONG, President of HKSTS



Opening address by Professor Richard YUEN, Head of Architecture and Civil Engineering, City University of Hong Kong



Professor Ludovic LECLERCQ, University of Lyon, IFSTTAR, France. "Large-scale traffic simulation: recent advances based on the macroscopic fundamental diagram"



Professor Kaan OZBAY, New York University, U.S.A. "Data-Driven Pro-active Transportation Safety in the Era of Connected & Autonomous Vehicles"



Professor Wei H. LIN, The University of Arizona, U.S.A. "Interaction between individual drivers and traffic control: past initiatives and new opportunities"



Professor Raymond KWAN, University of Leeds, U.K. "Simultaneous scheduling of train units and crews"



Board members of the HKSTS



Prof. Yu-Chiun CHIOU, National Chiao Tung University, Taiwan. "Travel behaviour analytics based on cellular data"



Mr Fan CHAN, JP, Secretary for Transport and Housing, Hong Kong Special Administrative Region

This year, we are very honoured to have The Honourable Mr Frank Fan Chan, JP, Secretary for Transport and Housing of the Hong Kong SAR Government, delivered a Keynote Address on "Smart City Roadmap for Hong Kong".

To foster excellence in transportation research and practice of students, the HKSTS Outstanding Student Paper Award has been established. The winning paper is "Solving the Green Bike Repositioning Problem with Broken Bikes using an Enhanced Artificial Bee Colony Algorithm" by Ms Yue Wang from The University of Hong Kong. The first runner-up paper this year is "Zonal-based Route Design on Flexible Transit under Volume and Spatial Stochasticity" by Mr Enoch Lee from The Hong Kong University of Science and Technology.



Professor S.C. WONG (right) presented the HKSTS Outstanding Student Paper Award to the winner, Ms Yue WANG

The 25th International Conference of the Hong Kong Society for Transportation Studies to be held on 12 – 14 December 2020 will be jointly organised by HKSTS and The University of Hong Kong. More information on the conference can be found at the HKSTS website at: <http://www.hksts.org/conf.htm>.



The Chartered Institute of Logistics and Transport

Submission on the 2020-2021 Budget

The President attended the Budget 2020-2021 Consultation Session called by the Financial Secretary's Office on 26 November 2019; afterwards, the Institute submitted the below views and suggestions for the Government's consideration.

1. Smart mobility

We fully support the recent development an all-in-one "HKeMobility" mobile application. Nevertheless, we need to caution that the application should be user friendly and efficient. A common platform to be provided for use by applications for different purposes may be a first step out. The Government should make better use of the big data available in the transport sector for smart planning of transport services, adjustments of services to meet real-time demand, meeting emergency transport needs, etc. Taking note of the aging population, the Government should also consider allowing small mobility devices, such as electric trolleys, for use by the elderlies, in addition to the use of wheelchairs.

2. Smart logistics

The Government should set up logistics platform to facilitate global information flow, money flow and physical product flow to strengthen Hong Kong's role as an international logistics hub. Technology adoption (particularly in AI, IoT and blockchain) should be promoted to contribute to the trade digitisation and improve the visibility across the supply chain.

In regard to the above two items (Smart mobility and Smart logistics), the Government is recommended to set aside a sizeable fund (whereas the switching cost from 4G or from wifi to 5G is not small) to help organisations / companies to move onto the new 5G platform ASAP to ride on the above initiatives.

3. Clean mobility

We support the initiatives proposed by the Government in promoting pedestrianisation, various electric vehicles schemes as well as the Pilot Green Transport Funds, etc. We consider more should be done on (1) provision of covered walkways / canopies to better walking comfort, and (2) exploring the feasibility of promoting cycling at promenade in urban areas, particularly the hire-bike system, etc. We support the move by the Government to purchase environmental friendly vessels for the outlying islands ferry services and consider that this model may be expanded to cover bus operations in the urban areas through, say, the purchase of e-bus or other environmentally friendly buses.

4. Strategic planning

Design year for the Comprehensive Transport Study 3 was 2016. We note that there were different studies on various issues but there is lack of a comprehensive study which considers changes in different parameters, including social, economic, environmental and infrastructural changes, etc. The availability of big data would help much in pursuing a new comprehensive transport study.

5. Congestion control measures

The increase in the number of private cars has resulted in serious traffic congestion particularly in busy downtown areas. We are in support of the ERP Pilot Scheme and other measures in combating traffic congestion. One point of concern is enforcement of traffic offences. We consider more resources should be allocated to increase manpower

resources as well as intelligent means and equipment on enforcement.

6. Public transport operation efficiency

We support means to rationalise public transport services. More resources should be allocated to provide bus-bus interchanges such as those in Tuen Mun Highways. We suggest interchange concessions for different companies and different modes should be introduced. Besides, more bus priority measures should be introduced to improve operation efficiency and attractiveness of travelling by bus.

7. Balanced public transport development

We are in support of the development of new railway lines. Nevertheless, we also suggest that consideration be given to ensure the viability of the other mass carrier, i.e. franchised buses, to avoid over reliance on a single mode and lack of alternative transport services in case of emergency.

8. Viable public transport operation

The Government forecast is that there would be an overall manpower shortfall of about 170,000 in 2027. Labour shortage is a serious problem in the transport industry affecting the operation and viability of the trade. The Government should pay more focus to identify means to solve the problem, including (1) relaxing the entry requirements without sacrificing the safety and quality concerns, and (2) identify other means to reduce the manpower requirements, such as automatic buses. The Government should also aid the transport trade to secure lands and facilities for parking, maintenance / repairs, refuelling and charging facilities, etc.

9. Talent pool

We fully support the initiatives by the Human Resources Planning Commission to build the talent pool in the transport and logistics sectors. The Government should also coordinate with professional institutions to provide innovative training scheme for enterprises (particularly SMEs) to upgrade manpower to meet the challenges of the digitalisation era.

10. Fuel costs

Fuel costs are key components for public and freight transport operators. We support the Government to promote the uses of energy efficient vehicles, e.g., tax incentive for vehicle replacement, installation of electric vehicle charging-enabling infrastructure.

11. Land for facilities

The Government should allocate land for transport and logistics operators for business operations. Short-term measure to alleviate operations' financial burden; longer term, the Government should make financial investments in building Logistics Parks in the Greater Bay Area for the exclusive use of Hong Kong industry players. Complementing the initiative will be the creation of "green channels" to connect the Logistics Parks to the HKIA and KTCT with China-Hong Kong co-location customs clearance.

12. Operating environments

To maintain a balanced operating environment, the Government should set up a multi-stakeholder exchange forum to rationalise the respective roles of public transport modes to improve the public transport ecosystem of Hong Kong.



The Chartered Institute of Logistics and Transport

Submission on the 2020-2021 Budget

13. Greater Bay Area (GBA)

The Government should provide resources to support the following GBA related activities:

- Organise events for SMEs in Hong Kong and GBA to explore market opportunities,
- Develop and adopt innovative technologies for logistics and transport operations, and
- Posit Hong Kong as logistics hub within and beyond GBA.

14. Relief measures

Relief measures consist of short-term and long-term:

- Short term: Funding support for sustaining SME's existing operations to alleviate their financial burden in current difficult business environment.
- Long term: The Government should relax operating restrictions to provide more flexible to transport and logistics service providers to run their businesses.

We hope that our above views would be given due consideration.

For full copy of the submission, please visit the Institute website at NEWS/POSITION PAPERS page on www.cilt.org.hk.

Transport Policy Committee

Submission on the 2025 Air Quality Objectives Review

In response to the invitation from the Environment Bureau / Environmental Protection Department ("EB/EPD"), the Institute tendered our views and comments on the findings of the AQOs review working group, in particular those proposed new measures relating to road and marine transportation to the Secretary for the Environment in the below submission on 11 October 2019.

General

The CILTHK is in general support of measures proposed to improve air quality, in particular the concentration of PM10, PM2.5, NO2, SO2, and O3. We note that the measures are divided into short-, medium- and long-terms and classified those considered to be not practicable, short of air quality benefits or not suitable to be considered under the current scope of the review as "others". The focus of the current review is mainly on the air quality improvements in 2025, i.e. short-term measures, and the scope for tightening the AQOs. We note also that EB/EPD estimated that the implementation of the committed and new measures will bring about continuous reduction in the concentration of PM10, PM2.5, NO2, and SO2, but a slight increase in the projected O3 concentration due to high regional background concentrations.

Though we are in support of the proposed short-term measures, we fail to see the determination of the government in putting efforts to improve our air quality. We note that :

- The proposed measures are basically high-sounding principles and concepts without concrete implementation plans.
- The measures mostly follow that advocated in the past without any new ideas to stimulate more initiatives in bringing air quality improvement.
- Of the 14 short-term measures proposed under road transportation, the only one measure that is mentioned as having quantifiable emission reduction results is to "enhance district-based publicity on bus route rationalisation". Publicity alone without complementary action plans and incentives would not be able to bring about bus route rationalisation.
- Some measures can be considered for implementation in phases. However, they are either put under the long-term measures or under "others" without giving thoughts on their potential benefits to air

quality if they are to be put forward for implementation, even on a partial basis.

- The measures have not taken into account latest development in the transport scene. We note that the Transport and Housing Bureau (THB) is pushing hard with the electric road pricing pilot scheme. They also plan to introduce free flow tolling system upon the commissioning of the Tseung Kwan O - Lam Tin Tunnel in late 2021. These measures would have effect on air quality improvement locally.

Specific

We have the following specific comments and observations with particular reference to the short-term improvement measures in road and marine transportation :

- While we note that the road harbour crossing rationalisation scheme is held in abeyance for the time being, the THB is planning to introduce free flow tolling system in Tseung Kwan O - Lam Tin tunnel upon its commissioning in 2021, with an aim to expand it to other government tunnel. Such measures would have air quality benefits and should not be left under the "others" category.
- The effect of maintaining an information database of vehicle tailpipe emission system on air quality improvement without any followed up measures is doubtful. Phased implementation in particular for commercial vehicles can be considered in the short-, medium- and long-terms with an aim to impose more stringent vehicle exhaust test and hence more attention on vehicle maintenance.
- The one major difficulty in introducing a "bicycle-friendly" environment is the provision of ancillary facilities such as cycling track network, bicycle parking spaces, park-and-ride facilities at public transport interchanges, etc. In view of the limited land resources in Hong Kong, early action has to be taken in the town planning stage to include these facilities wherever appropriate.
- We agree that the use of urban planning and design solutions together with transport management would help improve air ventilation. Early action has to be taken to revise the town planning standards to that effect.
- The public should be encouraged to use public transport systems as far as practicable. In order to achieve this, the public transport



The Chartered Institute of Logistics and Transport Transport Policy Committee

Submission on the 2025 Air Quality Objectives Review

system has to be attractive.

- We support bus route rationalisation but more focused actions and new complementary ideas or incentive schemes would be needed to facilitate implementation. More large-scale bus-bus interchange schemes such as those in Tuen Mun Highways and toll plazas should be introduced.
- The emission from local ferries has adverse impact on our air quality. More action should be taken to improve the environmental performance of local vessels.
- We support the provision of low-emission transport modes to the residents of NDAs. For the north-western part of Hong Kong, expansion of the light rail transit system with better grade separation would be an option worthy of pursuing.
- Mobile application to facilitate the choice of the most time-saving, economical and low-emission transportation modes is a must.
- There is a need to manage vehicle growth. However, we fail to see measures proposed to achieve this aim.
- Illegal parking needs to be enforced. Technology should be deployed to help in the enforcement actions.
- There are measures under the "others" category which we consider should be considered further in view of their environmental benefits :

- Promotion of hybrid private cars

- Review the policy on replacement of franchised buses

We note that the government has spent tremendous efforts in an attempt to improve the air quality in Hong Kong. While we appreciate some improvements in the local environment, there are still much to be done. The CILTHK is in support of progressively tightening the air quality standards to achieve environmental improvement as a whole in Hong Kong. While we support most of the measures proposed by the AQOs review working group, we suggest more concrete implementation plans to be worked out. More incentives or subsidies should be given to the public transport operators to catch up with the upgrading of environmental improvement of vehicles/vessels in an early and practicable manner. In addition, more work should be done on the town planning, design and standard side to take note of the air ventilation system in development areas, to give priority to public transport users, to provide adequate facilities for the competing users, etc.

For full copy of the submission, please visit the Institute website at [NEWS/POSITION PAPERS](http://www.cilt.org.hk) page on www.cilt.org.hk.



Hong Kong International Airport (HKIA) has a global network covering over 220 destinations worldwide, including 50 in the Mainland. It is one of the busiest aviation hubs in the world, handling 71.5 million passenger trips and moving 4.8 million tonnes of cargo and air mail in 2019. HKIA is committed to sustainable growth and development, and aspires to be the finest in the world.



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The Chartered Institute of Logistics and Transport Professional & Marketing Activities Committee

CILTHK Seminar: Sino-Europe Freight Trains and Hong Kong 中歐鐵路班列與香港, 9 July 2019

Since the national strategy of China 'One Belt One Road' launched in late 2013, Sino-Europe Freight Trains cross over mainland China and continental Europe has become an important platform. The Sino-Europe Freight Train system has increased to 1,000 trains a year and becomes an alternative, faster freight routing on the Eurasian landmass in just a decade. Mr Y.K. Chan, Visiting Professor of Beijing Jiaotong University & Managing Director of UniShip International Ltd. shared how Sino-Europe Freight Trains works; its pros and cons and the opportunity for Hong Kong in the seminar. As one of the few surviving professionals in the world that operated container freight service via The Transiberian Railway in the 1980s, Mr Chan also shared different interesting stories of the Russian railway with the participants



(fr left to right) Mr Ken Chan, PMAC Member; Mr Peter Ng, FCILT; Mr Sam Chow, Council Member; Mr Y.K. Chan, the Speaker; Mr KY Leung, Council Member and Mr Alex Wong, PMAC member (Chair of the Seminar)

CILTHK Workshop: Liability in Logistics, 20 July 2019

Liability in logistics can be complicated; the multiple intermediaries, duplicated documentation and multi-jurisdictional nature of international trade often means that establishing who is responsible for claims is not straightforward. Again, Ms Joanne Waters, Senior Registered Foreign Lawyer (England & Wales), Hong Kong and Ms Nicola Tune, Registered Foreign Lawyer (England & Wales), Hong Kong of INCE & Co addressed some of the most common scenarios in logistics which give rise to issues of liability and consider the types of questions that need to be answered in order to establish where liability lies. Joanne and Nicola conducted the workshop by working through 3 case studies drawn from their experience on real-life cases with audiences. The topics for the case studies included dangerous goods, cold chain logistics and cargo damage and delay.



(fr left to right)
Mr Eric Wong,
Council
Member; Ms
Joanne Waters
and Ms Nicola
Tune (the
speakers)





The Chartered Institute of Logistics and Transport Professional & Marketing Activities Committee

CILTHK Seminar: Minimising Lost from Car Accident by Applying Big Data Analytics to Your Vehicle Network, 10 September 2019

In 2018, car collisions costed around \$518 billion globally, roughly translating into 1-2% of each country's GDP according to the World Health Organisation (WHO). Minimising the lost from car accidents becomes a valuable topic among the world. Mr Antonio Wong is a Hong Kong pioneer to promote the service of Driving Safety Solutions to different big corporations since 2015. Antonio explained how could the solutions help the management easily identify the dangerous driving behaviours from the drivers and take necessary precautions and also elaborated how it helped finding the potential transportation black spots for government and road users through Artificial Intelligence (AI), Big Data Analytics and the implementation of Internet of Vehicles (IoV). Antonio shared different cases of the Driving Safety Solutions and introduced its opportunities and challenges. Participants found the seminar very interesting and inspiring.



Mr Sam Chow, Council Member (left) presented the souvenir to Mr Antonio Wong (middle); Ir Dannies Ho (Chair of the Seminar) (right)

Seminar: Special Cargo Handling - Human Remains Delivery & Cargo, 19 October 2019

Suffering the loss of a loved one is one of the most sadness and difficult things we may face especially when unfortunate incident happened overseas. Following the last seminar about Human Remains Delivery Shipment in 2017, Mr Alan Leung, FCILT, Founder & Managing Director of A&G Logistics Ltd., whose company has handled over 1,500 cases of human remains shipments from Hong Kong to worldwide in the past two decades, a second seminar was organised. Sharing through this seminar, Alan illustrated more specifically on the overall operations from receiving order, arranging documentation, handling the remains till the delivery of the remains from mortuary to the board of aircraft. The below questions were discussed:

- What is Human Remains Shipment?
- Do human remains need airline ticket for shipment?
- What is mix load? Any unwritten rules for airlines handle the human remains delivery?
- What is the Hong Kong law on human remains shipment?
- Any restriction imposed on the human remains if the deceased person is not citizen of the country?



(fr left to right) Mr John Yu, LPC Vice Chairman (Chair of the Seminar), Mr Alan Leung, Ms Chole Yung and Mr Yin Chow

- Any import/export restriction on the human remains if the deceased carried infectious diseases, e.g. HIV?

Two guest speakers, Ms Chole Yung, make-up artist and Mr Yin Chow, owner of a transportation company, joined the seminar in sharing their works in relation to the handling human remains.



The Chartered Institute of Logistics and Transport Professional & Marketing Activities Committee

Seminar: Following a Maritime Casualty – Adjusting Averages, 21 November 2019

The 'Hong Kong Maritime Week 2019' (HKMW 2019) organised by the Hong Kong Maritime Port Board was held on 17-23 November 2019 aimed to promote Hong Kong as a renowned international maritime centre. This seminar was one of the supporting events for the HKMW 2019 which had attracted over 40 members and friends from local and overseas to enroll. Numerous issues and questions would be arisen from a major casualty occurred during a common maritime adventure; but each set of circumstances are different. In the seminar, Mr Raymond T.C. Wong focused on the General Average per York-Antwerp Rules and Salvage under Lloyd's Open Form, explained handling of various types of claims with emphasis on the collection/provision of security from/by Concerned in Cargo under multi-bills of lading and Containers. Furthermore, Mr Wong briefly introduced the profession of average adjusting and its history in Hong Kong.



Mr Sam Chow, Council Member (left); Mr Raymond T.C. Wong (the speaker) (middle); Ir Dannies Ho, Vice Chairman of PMAC (Chair of the Seminar)

Seminar: Quick Technical Fixes for the Pain Points of HK's SME Logistics Services Providers, 16 December 2019

The digital age for the logistics sector has come. It is important for the logistics service providers to upgrade their knowledge on the application of innovative technology and go hand-in-hand to remain competitive in the increasingly challenging business environment. The main challenge to SME is always insufficiency of business scale and resources. The seminar focused on the subject of 'How to address the related pain points to improve competitiveness in the HK environment' which was worth exploring, particularly for the interest of the SME's. A panel of distinguished speakers included:

- Mr Felix Wong, Co-Founder of Acquaintance Enterprise Ltd. (LOGFLOWS);
- Mr Kelvin Wong, CEO of Sensestek Solutions Ltd., and
- Mr Hugo Chan, Founder & Managing Director of X Group,

shared updates of the latest technology in the logistics sector covering hardware, software and methodology for expanding the business. The sharing led fruitful discussion with the participants.



(fr left to right) Mr Eric Wong, Council Member (Chair of the Seminar); Mr Felix Wong, Mr Kelvin Wong and Mr Hugo Chan (the speakers); Ir Dannies Ho, PMAC Vice Chairman and Mr Alex Chan, FCILT



The Chartered Institute of Logistics and Transport WiLAT Hong Kong

GBA Series - New Era Transport, 8 August 2019

Ms Isabel Fan, Regional Director, Hong Kong, Macau and Taiwan of Tesla has kindly hosted a WiLAT visit on at their Hong Kong Service Center on 8th August. Isabel introduced the concept and development of Electric Vehicle (EV); and hurdles of wider adoption under the current legislation in Hong Kong and China. Self-driving capability was discussed. More than 30 WiLAT/CILT members attended the visit and appreciated the candid discussion with the Tesla team.

Following the afternoon visit was a dinner talk by Ms Rosana Wong, Executive Director of Yau Lee Group. Rosana has devoted her passion and resources to build and introduce Autonomous Vehicle (AV) for use in Hong Kong. A brief recap of



AV evolution and its development outlook was given. Rosana previewed her visionary project of building a smart city for a population of one million. With her experience in construction, a project plan has been drawn to put the development in action. Driverless vehicles for airport operations was also mentioned.



GBA Finance Talk, 18 September 2019

Ms Vivien Webb, Managing Director and Head of Sales for Private Wealth Management Asia for Hong Kong and China markets in Morgan Stanley has kindly hosted a WiLAT talk at CILTHK office on 18th September. Vivien introduced the leadership in diversity within financial industry and wealth management in the Greater Bay Area between Hong Kong and China. The blueprint and talent development in Greater Bay Area was also mentioned. More than 20 WiLAT / CILT members attended the talk and appreciated the candid discussion with Vivien.





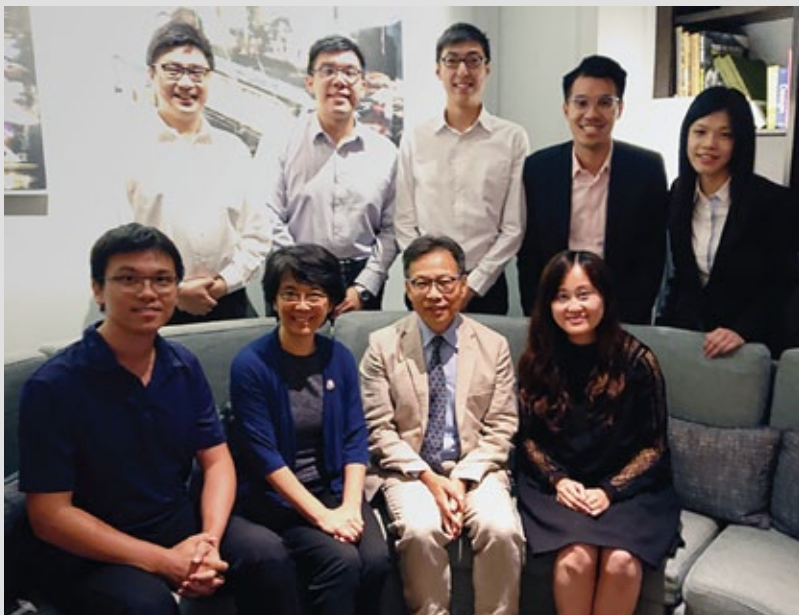
The Chartered Institute of Logistics and Transport Young Professionals Committee

YPC Visit to Hong Kong West Kowloon Station of High Speed Rail, 13 Jul 2019

The Hong Kong West Kowloon Station, the world's largest underground railway station, provided great learning opportunities for our young members. On 13 July 2019, over 20 participants joined our great visit to the Hong Kong West Kowloon Station. Representatives from MTR Corporation led touring around the station, and shared the challenges in providing the best operations and customer experience to the passengers. Participants understood more on the complicated operations at immigration and customs flow, which are the most significant part of the success of the Hong Kong West Kowloon Station. Besides the operation inside the stations, the participants reached to the Sky Corridor and enjoyed the stunning views of the Victoria Harbour – station can be more than a transport facility, but a tourist spot.



YPC Dinner with Leaders – Dr Hung Wing-Tat, 1 Aug 2019



We are honoured to invite Dr Hung Wing-tat, Chairman of Hong Kong Taxi Council as our guest of honour for the YPC Dinner with Leaders on 1 August 2019. Dr Hung is an expert on transport operations, planning and infrastructure development, and recently focused on taxi operations. In the dining section, he shared lots of his views and suggestions on taxi operations, for example, how to adopt the use of technologies like Mobile App to enhance the customer experience, how different type of business models could work to improve the taxi industries, etc. Young members discussed a lot with Dr Hung on the future of taxi operations in Hong Kong from which gained a lot from Dr Hung in the dinner.



The Chartered Institute of Logistics and Transport Membership Committee

Members' Profiles



William CHUNG Chak Man, FCILT

William is the Managing Director of Citybus Limited and New World First Bus Services Limited and a Director of the New World First Ferry Services Limited. He has over 36 years' experience in the transport industry and had worked in the Government Land Transport Agency, Television Broadcast Limited and Kowloon-Canton Railway Corporation. He holds a Professional Diploma in Business Studies (Transport) from the Hong Kong Polytechnic and a MBA degree from the University of South Australia. Besides being a Chartered Fellow of CILTHK, William has been a Council Member of the CILTHK since 2016. He is also a member of the Working Group on Strategic Engagement of Road Safety Council and a member of the Accessible Transport and Travel Committee of the Hong Kong Society for Rehabilitation.



Ir Charles SO Hung Tak, FCILT

Charles is a Chartered Engineer with over 30 years of experiences in traffic and transport planning and transport system development. Currently he is the Transport Advisor of Project Management Department of Sun Hung Kai Real Estate Agency Limited. Prior to that, Charles was the Executive Director of AECOM Asia Company Ltd. overseeing the Traffic & Transport Planning Division in Hong Kong and South East Asia. He graduated with a BSc in Civil Engineering at University of Southampton, UK and obtained his Master degree in Transportation at University of British Columbia, Canada. Charles has been serving different committees and professional bodies over the years. He is the current President of Intelligent Transportation Systems Hong Kong (ITS-HK); Chairman of Smart Mobility Committee of Smart City Consortium (SCC) and Honorary Secretary of Logistics & Transportation Division of Hong Kong Institution of Engineers (HKIE). He is also a member of Departmental Advisory Committee of Electrical Engineering Department of The Hong Kong Polytechnic University, the Appeal Tribunal Panel (Buildings) and Review Panel under the Land (Miscellaneous Provisions) Ordinance.

CILTHK free email service will be CLOSED



The Institute's website (www.cilt.org.hk) is undergoing a revamp exercise and the brand new website will be launched later this year. The change will also cause the closure of our free email service to members as we noticed our email service is no longer delivering the sort of experience that CILTHK members need since personal email has been provided by almost all members for communication use with us. Upon the closure of our email service, your account (xxx@cilt.org.hk) is no longer accessible and its contents will be deleted. You won't be able to send or receive emails with it. Any forwarding that was set up will no longer work.

Things you need to do

- Provide an alternative email address to CILTHK if you haven't done so ;
- Migrate and/or Back-up any emails/information saved in your CILTHK email account ASAP (CILTHK shall not be able to help in retrieving any deleted emails once the email account is removed).

The Institute will give two months' time for members to migrate and/or back-up their emails and contacts and send advanced notices to all members about the date of closing of the email service and when the new CILTHK website is launched through emails, CILTHK website and other necessary means.

We are sorry for any inconvenience caused by cancelling this service.



The Chartered Institute of Logistics and Transport

Membership Committee

New & upgrade members (updated as of 7 January 2020)			
New Organisation Member	The Hong Kong School of Motoring Limited		
New FCILTs	LAI Xueqiang SO Hung-tak, Charles	LAM Tin-fuk Frederick	NG Chi-to, Daniel
Upgrade to FCILT	CHUNG Chak-man, William		
New CMILTs	CHAN Ho-yee CHOW Ka-ching Bernard FUNG Sin-yee LEUNG Chun-him LI Kin-yip NG Man-ki TAM Tsz-yeung WOO Wai-kin YIU Wai-lung Justin	CHENG Hung-fai Anfield CHUNG Kwong-chi KWONG Wing-kai LEUNG Ka-lok, Kelvin LIU Kam-pui SUEN Yiu-tat TSANG Kee-man YAM Ka-ming	CHEUNG Ka-wai Eddie FU Ting-hong LIM Bin-hua LEUNG Man-ling NG Ho-chuen TAM Tsun-ki WONG Siu-fai, Patrick YEUNG Wai-lok
Upgrade to CMILTs	CHAN Chin-hung, Joe WONG Kwan-ming, Donny	KUNG Wing-yi	LAU Cheuk-yin
New MILTs	CHAN Chun-pong	CHAN Tsz-ki	
New Affiliates	CHAN Hoi-yee KWAN Ming-wai, Julia LEUNG Chun-wai WONG Eric	CHEUNG Ka-hoo, John LAM Lok-son NG King-hong WONG Kwong-fai, Jacky	CHING Chun-hin LEE Siu-tin Stanneth NG Sze-yuen, Gary
New Graduate Members	CHAN Kit-shing LIU Zuohuang Zack	CHANG Man-yu TANG Shing-pok	LAM Siu-ming
Upgrade to Graduate Members	CHIANG Man-wai	WONG Chik-ho	YEUNG Hiu-yiu
New Student Members	Al Eichinger CHAN Chun-yin CHAN Lok-hang CHAN Sze-mei CHAN Yung-wa CHEN Hei-long CHEN Jiakun CHENG Chi-chiu CHENG Wai-ying CHEUNG Suet-ying CHIU Tsz-wai CHOY Chuen-pun	CHAN Cheuk-lam CHAN Ka-hin CHAN Pak-lam CHAN Wan-ka CHAU Pang CHEN Cho-ting CHEN Yang CHENG Tsz-kei CHEUNG Ching-chi CHEUNG Wai-yu CHONG Wai-kwong, David CHU Tsz-ki	CHAN Cheuk-ying CHAN Kam-fung CHAN Sau-nam CHAN Yik-fung CHAU Tsz-chun CHEN Donglei CHEN Yibing CHENG Wai-hong CHEUNG Kin-yi CHIU Ho-tin CHOW Chi-fung, Vincent CHU Wai-cheung



The Chartered Institute of Logistics and Transport

Membership Committee

CHU Wing-man	CHU Wing-sing	CHUANG Brian	CHUN Ka-lee
CHUNG Chi-yim	CHUNG Kwan-wa	CHUNG Yan-yan	DENG Shi-yu
DING Peisi	DING Tsz-ki	DING Yu, Carol	FENG Kaifeng
FONG Sze-lam	FONG Sze-wan	FOOK Sum-yin	FUNG Hoi-yui
GUAN Weijie	HO Anson	HO Ka-chun	HO Keely
HO Kiu-kwan	HOE Tae-young, Harry	HON Hiu-yi	HU Lingyi
HUI Yiu-pui, Jason	IP Man-kit, Marco	JI Meichen	JIANG Kaixuan
KIU Hei-man	KO Chun-kit	KOO Chun	KWAN Yu-hei
KWOK Chun-ting	KWOK Hiu-kin	KWONG Chi-him	LAI Cheuk-yiu, Nicole
LAI Chung-hon	LAI Kin-yee	LAI Sin-ki	LAM Hin-lung
LAM Hoi-fung	LAM Ka-lap	LAM Ka-wing, Caroline	LAM Kit-yi
LAM Sum-wei, Vivian	LAM Wa-chun	LAM Wai-sum	LAU Choi-ling
LAU Hei-yeung	LAU Hiu-yan	LAU Ka-ching, Crystal	LAU Ming-kit
LAU Wing-lam	LAW Hoi-tung	LAW Ho-yeung	LAW Man Him
LEE Chun-hin	LEE Hon-wan	LEE Ming-wai	LEE Pui-ting, Erica
LEE Tak-yin	LEI Shu-yu	LEONG Sin-ying	LEUNG Cheuk-yan, Elisha
LEUNG Chun-kit	LEUNG Hei-man	LEUNG Kwan-ho, Thomas	LEUNG Wai-choi
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LI Sze-yin	LI Tsz-wing	LI Wai-lok	LI Wenyu
LI Yu-ching	LIN Crystal	LO Hiu-ying, Ginny	LO Hoi-yi
LO Lok-yi	LO Tsz-him	LO Yuet-hong	LOK Wai-cheong
LU Jia-jian	LU Qiuyu	LU Zhijian	LUI Siu-chung
LUI Tsz-yan	LUK Ching-yung	LUK Ka-ho	MA Sa
MA Wing-sze, Cecilia	MA Yui-kei	MAK Cheuk-ying	MAK Hou-yin
MAK Junhin, Justin	MAK Li-hon	MAK Nga-kiu, Nicole	MAN Ho-yin
MAN Ka-yi	MAN Tsz-wai	MAO Guanglin	MENG Chenyang
NG Cheuk-ye	NG Chi-hin	NG Kwai-yi, Jennifer	NG Pak-yi
NG Tsz-wang	NG Yau	NGAI Yin-shan	NGAN Kwan-yui
NING Xing	PAN Shujin	PAN Ying-qi	PANG Chun-ho
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SO Hoi-yan	SO Man-rui	SOONG Givonne	SRAN Lovepreet Singh
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TAM Hei-lam	TAM Kwok-chau	TAM Lok-hei	TAM Lok-yiu
TAM Tsz-ho	TANG Bruce	TANG Chi-yan	TANG Chung-shing
TANG Ming-lai	TANG Oi-ying	TANG Sheung	TANG Tsz-kin, Kenneth
TANG Ying-wai	TAO Chun-wai	TING Siu-yin	TJIORG Wing-sze
TO Sin-ye, Simmie	TONG Wing-hang	TONG Wing-man	TONG Yuen-ye
TSANG Cheuk-lung	TSANG Tsz-man, Cheryl	TSE Yi-lam	TSE Yun-hang
TSUI Tsz-lam	WANG SY, Joyce	WANG Tong	WEI Guochun, Crystal
WONG Chon-in	WONG Hei-yiu	WONG Hiu-wai	WONG Hoi
WONG Ho-man	WONG Ka-chun	WONG Lai-ping	WONG Lap, Rick
WONG Lok-yan	WONG Man-nga	WONG Pui-shan	WONG Sze-ping
WONG Tai-wa	WONG Tsz-tung	WONG Tsz-wing	WONG Tsz-yan
WONG Wing-shan	WONG Yiu-hei	WONG Yuen-yau	WONG Yuet, Jade
WONG Yui-hin	WOO Ka-mei	WOO Ka-ye, Kelly	WOO Kok-fai



The Chartered Institute of Logistics and Transport Membership Committee

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WU Tsz-kwan	WU Xinxin	WU Yuet-man, Anastasia	XU Yuping
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YIP Kong-nam	YIP Sin-ching	YIP Yan-ho	YIU Tsz-ki
YIU Wai-chi, Joyce	YU Chak-fung	YU Lai-hung	YU Wing-yan, Amy
YUEN Sze-nga	YUEN Wing-yan, Ivy	YUNG Wai-man	ZHANG Hao
ZHANG Zhong-xian	ZHENG Junming	ZHONG Shuming	ZHOU Vivian
ZHOU Yang	ZHU Mengdie	ZHU Wen-tao	

CPD Activities

To avoid the contraction of the vicious Coronavirus among members, please be advised ALL CILTHK events scheduled in Feb-2020 are CANCELLED. New schedules will be advised later. For any enquiry, please contact the CILTHK Office at 2866-6336.

21 Feb 2020	Joint Laboratory on Future Cities ("JLFC") Symposium on Future Cities 2020
12 Mar 2020	Asia Pacific Rail 2020 – The Future of Rail in Asia
13 Jun 2020	International Association of Maritime Economists (IAME) 2020



We Serve Passengers with Heart

Carrying an average of 12.7 million* passengers worldwide every weekday, the MTR operations now reach into other cities in mainland China and overseas, connecting and growing the communities with caring service.

* figure in 2018

