



## 穿梭小巴GPS定位 Shuttle Bus GPS Tracker



港島團  
HKI Team

### 團隊背景 Background of the Team

小組名稱 Team name	成立日期 Date of formation
港島團 HKI Team	2012年8月 August 2012
所屬部門 Composition	促進員 Team facilitator
物業管理部 - 香港島 Property Management - HK Island	關鑰恆 Alex KWAN
隊長 Team leader	小組成員 Team members
周沛麟 Thomas CHOW	梁文禮、黎寶如、謝振浩、 李秋生、盧翰熙、鄧郎 Joseph LEUNG, Karen LAI, Nissan TSE, Vincent LI, Mackay LO, Ronnie TANG

### 背景

新昌管理轄下的明珠台設有穿梭小巴服務，接載業戶及訪客往返物業與中環。但礙於交通情況，小巴有時候未必能按時到達車站。為實踐優質客戶服務的承諾，屋苑物業服務處制定了解決方案，讓業戶即時知道小巴位置，減少造成不便。此方案不但提升了物業的形象，同時亦鞏固公司「優質承諾」的核心價值。

### Background

Synergis provides a round-trip shuttle bus service to residents and visitors of Pearl Gardens between the property and Central. However, the buses sometimes fail to arrive on schedule due to traffic conditions. Committed to offering quality services to clients, the Property Services Office has worked out a solution which provides real time bus location details to residents and reduces inconvenience that may arise. This effort has helped lifting up the property image as well as enhancing the company's core value of commitment to quality.

### 問題原因/主因分析和驗證

- 業戶經常致電物業服務處查詢小巴位置。
- 物業服務處職員需致電小巴司機確認位置。此舉除影響服務效率，亦有機會影響駕駛安全。
- 小巴有時因交通影響，未能按時到達車站，但職員缺乏渠道通知各業戶。

### Causes / Root Causes Analysis and Validation

- Property Services Office received frequent enquiries from residents on the shuttle bus location.
- Our staff had to call the driver to confirm the location each time. This hindered our services efficiency and might also affect driving safety.
- In cases where the shuttle bus could not meet the schedule due to traffic, the driver did not have a proper channel to inform the residents.

### 解決方案

- 設置有GPS功能之電話於小巴之內。
- 在電話安裝相關軟件，並設定發送即時位置資訊到指定網頁。
- 開設物業網頁。
- 將位置資訊鋪設於網頁之內，供各業戶查詢。

### Solutions

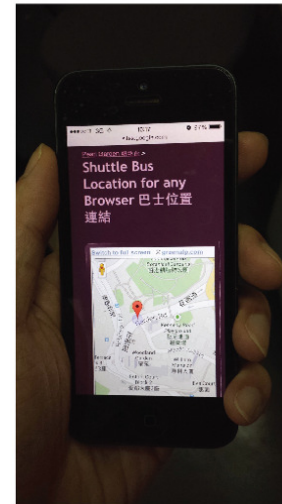
- Equip the shuttle bus with a phone featuring GPS function.
- Install a relevant app to the phone and set auto-sending of real time location information to a specific website.
- Setup a property webpage.
- Embed the location information into the webpage.

### 成果及效益

- 業戶可於網頁內即時得知小巴位置、營運時間表及車站資料，方便乘搭。
- 解決方案成本極低，只涉及一部電話及GPS月費，不會增加物業財務負擔。
- 設立網頁及衛星定位令客戶感受到新昌管理與時並進，不斷提升服務的決心。
- 穿梭小巴用戶對新服務非常滿意，提案並獲法團讚許。

### Achievement & Benefit

- Residents can get the shuttle bus location information, service hours and bus stop details for better travel planning.
- It was a low cost solution which involves only a mobile phone and a GPS monthly plan.
- The hi-tech solution showed Synergis' commitment of continuous service improvement.
- Both shuttle bus users and the Management Committee members of the Incorporated Owners showed appreciation towards this new service.



智能電話的GPS功能即時發送小巴位置資訊到指定網頁。

Real time location of shuttle bus information is shown on website by means of GPS function.



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