Press Release

IPCC visited Traffic Kowloon West Operational Base to understand how the police have been leveraging technology to help enhance traffic enforcement and reduce complaints

(HONG KONG – 2 December 2022) An Independent Police Complaints Council (IPCC) delegation of 11 Council Members and 13 Secretariat staff members, led by IPCC Chairman Ms Priscilla WONG Pui-sze, SBS, JP, visited the Traffic Kowloon West Operational Base. During the visit, the delegation learned how the police have been adopting technologies to support traffic enforcement and help reduce related complaints. Members also met with frontline traffic police officers to understand the challenges they faced while performing their daily duties.

Over the past five years, traffic-related complaints accounted for nearly 20% of the overall complaint cases per annum. Over 90% of the allegations were minor in nature such as Neglect of Duty, Misconduct or Impoliteness. In light of the observations on these complaints, the IPCC put forward a total of 14 Service Quality Improvement Initiatives (SQIIs) on traffic-related law enforcement and traffic accident investigation and encouraged the force to expand the use of technology to improve the level of service to the community.

During this event, representatives from the Traffic Branch Headquarters briefed the IPCC delegation on ways the force's strategy on making use of technology help improve the accuracy and efficiency of enforcement actions and reduce conflicts with members of the public. For instance, the Mobile Video Team and e-Ticketing have been put in place to effectively curb illegal parking, lower the rate of disputed tickets and reduce related complaints. The "In Vehicle Average Speed Tracker" introduced this year further strengthens the force's capability in combating traffic offences, while the WeChat mini-programme "Project PROVE" rolled out during the year allows members of the public to report non-emergency traffic-related offences online.

警民權益　同樣重視　監察投訴　獨立公平

IPCC Members also took part in the demonstrations of "Pre-screening Breath Test" used by the force to combat drink driving and "Rapid Oral Fluid Test" (ROFT) which identifies drivers who are under the influence of drugs. The increased efficiency and higher precision of ROFT compared to the previous testing methods further enhance the reliability of the evidence gathered and the effectiveness of enforcement actions.

After the sharing session with frontline police officers regarding their daily enforcement duties, three IPCC Members also put on traffic police uniforms to experience first-hand the challenges officers face on a day-to-day basis working outdoors.

IPCC Chairman, Ms Priscilla WONG stated, "Our densely populated city enjoys the support of a very well-developed network of transport infrastructure. The complexity of the road conditions, however, often poses challenges to the daily traffic enforcement by the police. While taking enforcement actions, frontline police officers often need to communicate with members of the public. If members of the public do not understand police procedures, or if either party loses patience, conflicts may arise and thereby leading to complaints. In view of this, the IPCC put forward a total of 14 traffic-related SQIIs. The Council is pleased to see that the police take an active role to follow up on these SQIIs, and to keep pace with the times by employing different technologies to enhance the effectiveness of law enforcement and to ensure the safety of citizens. Whilst we will continue recommending pragmatic SQIIs to the police, the Council will do our utmost to uphold the fact-and-evidence-based principle in complaint handling so as to ensure the integrity of the two-tier complaints system."

警民權益　同樣重視　監察投訴　獨立公平

With Photos:
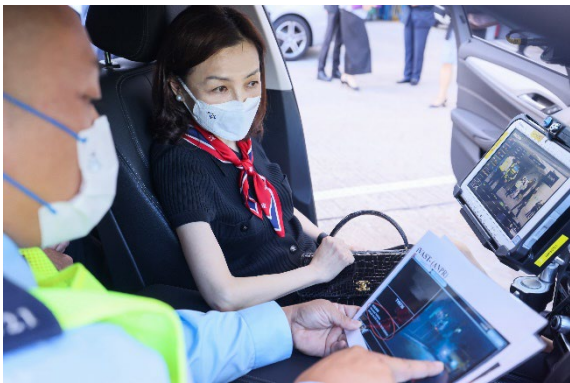
Ms Priscilla WONG Pui-sze (IPCC Chairman) and Members,
accompanied by Ms Rebecca LAM Hiu-tong (Director of Management Services) and
other police representatives, visited the Traffic Kowloon West Operational Base.

###

警民權益　同樣重視　監察投訴　獨立公平