



LEGISLATIVE
COUNCIL
FUNCTIONAL
CONSTITUENCY
TOURISM

Hon. Wayne Yiu Si-Wing

Working Report 2012 - 2013



Foreword

Dear friends and fellow colleagues,

With much sincerity, let me thank you all for your long-term and unfailing support. As the LegCo session 2012-13 has come to an end, I would like to review the work I have done in the past year and present my report. Through sharing the achievements of my efforts, let us mutually encourage each other and perform even better as we look into the future.

It is an indisputable fact that the nearly 1,700 travel agencies compete fiercely and can barely survive by making minimal profits. In addition, the turning of product suppliers to direct sales, along with increasing costs in manpower and rental costs, have made operation within the tourism industry even more difficult. The lack of government plans for the industry of Hong Kong over the years has given inadequate support for tourist attractions, hotels, parking and other facilities, whereas the confusing immigration clearance arrangements also impacted much on the travelers' impression towards Hong Kong. The global airports are gradually increasing their parking charges and persistent high oil prices have affected airlines' business. Secret operations of unlicensed guesthouses and the government's tightened regulations on standard hotels have crippled the rights of hotels and guesthouses. All such issues have proven that the tourism industry is facing varying degrees of challenge.

Despite multiple obstacles, the Hong Kong tourism industry has done relatively well in 2012 and achieved growth in various businesses. For instance, the record of visitors to Hong Kong reached a new high of 48.42 million and represented a growth of 16% compared to the 2011 figure,

stamp duty collected from outbound tours increased by 5.4%, the Hong Kong International Airport marked new records in both passenger capacity and flight frequency by attaining annual growth of 4.7% and 5.3% respectively, and the annual average hotel occupancy rate was up to 89%. All such

achievements have indicated that there is still much room for tourism to develop.

To solve the aforementioned hurdles, our fellow members need to unite, build consensus, and urge the government to take measures for practical solutions. As the representative of tourism in Hong Kong, I hold the duty to safeguard the rights and interests of our industry; as the communication channel, I speak in the LegCo on behalf of our fellow members. Over the past year, I voiced out requests of the tourism industry through participating in committees, communicating with government departments, following up complaints from fellow members, raising inquiries, speaking in debates, and attending media interviews as well as many other occasions. Details and timetable are listed in this report for the reference of our fellow members.

Please provide me your precious comments. I shall as usual live up to the trust of the industry and serve our fellow colleagues wholeheartedly.

Hon. Wayne Yiu Si-Wing

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Panels and Subcommittees that I Have Joined

2012 – 2013 Duties and Attendance		Percentage	Attendance
Council Meeting		100%	35/35
Standing committees			
Finance-Committee		83%	39/47
And Establishment Subcommittee		100%	9/9
House Committees			
Subcommittee on Minimum Wage Ordinance (Amendment of Schedule 3) Notice 2012 and Employment Ordinance (Amendment of Ninth Schedule) Notice 2012		100%	2/2
Subcommittee on Personal Data (Privacy) (Amendment) Ordinance 2012 (Commencement) Notice		100%	1/1
Subcommittee on Trade Descriptions (Powers Not Exercisable by Communications Authority) Notice and Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance 2012 (Commencement) Notice		100%	1/1
Subcommittee on Business Registration Ordinance (Amendment of Schedule 2) Order 2013		100%	1/1
Subcommittee on Three Proposed Resolutions under Section 5(3)(b) of the Public Bus Services Ordinance (Cap. 230)		100%	1/1
Subcommittee on Frontier Closed Area (Amendment) Order 2013 and Frontier Closed Area (Permission to Enter) (Amendment) Notice 2013		100%	1/1
Subcommittee on Competition Ordinance (Commencement) Notice 2012		0%	0/0
Panels			
Panel on Administration of Justice and Legal Services		100%	10/10
Panel on Constitutional Affairs		100%	10/10
Panel on Economic Development		100%	10/10
Panel on Home Affairs		100%	10/10
Joint Subcommittee to Monitor the Implementation of the West Kowloon Cultural District Project (Subcommittee under Panel on Home Affairs)		86%	6/7
Panel on Information Technology and Broadcasting		92%	12/13
Panel on Security		100%	12/12
Bills Committees			
Stamp Duty (Amendment) Bill 2012		83%	10/12
Betting Duty (Amendment) Bill 2013		100%	4/4
Hong Kong Arts Development Council (Amendment) Bill 2013		100%	2/2
Inland Revenue (Amendment) Bill 2013		100%	6/6

Push the Government to Formulate Plans for Tourism Development

Strongly Requested the Government to Set Long-term Tourism Plans

- 25 Nov 2012 - Raised the idea of “Formulating a Good Plan for Tourism Development” in the proposal submitted to the Chief Executive for his policy address.
- 17 Jan 2013 - At the “Q&A session” for the policy address delivered by the Chief Executive, raised questions on the inadequate planning for tourism.
- 31 Jan 2013 - Stated in the “Motion of Thanks” for the policy address that there is an expectation the Government will expeditiously formulate a timetable for various tourism development projects.
- 22 May 2013 - In the session of “Questions on Council Meeting”, urged the government to seriously look at Hong Kong's overall tourism planning. In particular, comprehensive considerations need to be given on the aspects of catering, accommodation, transportation, entertainment, travel, and shopping.

Advocated Tourism Development in Lantau Island

- 13 Jan 2013 - Feature Article in Ta Kung Pao, “YIU Si-wing Suggests Turning Lantau into a Tourist Island”
- 6 Feb 2013 - Raised amendments for the motion of “Developing a New North Lantau” and was approved.
- 15 Mar 2013 - Met with Mr Allen HA Wing-on, Chairman of Lantau Development Alliance, and discussed the feasibility of Lantau development.
- 15 Mar 2013 - Met with Professor Anthony CHEUNG Ping-leung, Secretary for Transport and Housing, and expressed opinions on developing Lantau Island.
- 31 Mar 2013 - Ta Kung Pao reported, “YIU Si-wing Urges Development of Tourism in Lantau”
- 4 Jul 2013 - Mr Jack SO Chak-kwong, Convenor of Working Group on Convention and Exhibition Industries and Tourism, announced the future targets of Lantau and hotel development.

Urged the Government to Improve Supporting Facilities for the Cruise Terminal

- 9 Jan 2013 - Raised an oral question on whether there would be sufficient parking spaces for coaches in the city area after the resumption of coach parking area at the Kai Tak Development Area.
- 10 Jan 2013 - Wen Wei Po reported, “YIU Si-wing Appealed for More Parking Spaces for Coaches”
- 22 Apr 2013 - At the meeting of Panel on Economic Development, urged the Government to expedite the development of transport facilities at the Cruise Terminal and provide timely report to the Tourism Commission on the follow-up and consolidation of the transportation plan.
- 13 May 2013 - Attended an interview by Oriental Daily, “Insufficient Ferry Connection at Kai Tak Cruise Terminal”, A13
- 13 May 2013 - Attended an interview by The Sun, “Cruise Terminal Falls into a ‘Lonely Island’”, A06
- 3 June 2013 - Attended an interview by Headline Daily, “Operation of Cruise Terminal Only Cares About Faraway Areas – Huge Let Down for Kowloon East Merchants”, P30

Concerned About Prolonged Queuing Time for Immigration Process

- 23 April 2013 - Received complaints from fellow members on the prolonged queuing time for tourists during immigration process
- 15 May 2013 - Raised written questions to the Secretary for Security about details on tourists queuing time for immigration process.
- 22 May 2013 - Arranged to meet with Mr John LEE Ka-Chiu, Under Secretary for Security, and raised a series of proposals, which included: set up “E-Channel” for mainland tourist groups, implement a quota-controlled appointment system for immigration clearance of tour groups and open dedicated channels for business travelers with special needs.
- 30 Jul 2013 - Arranged to meet with the Under Secretary of Security and Director of Immigration to learn about the progress of opening “e-Channels” for tourists, including those from the mainland.

Safeguard Rights and Interests of Tourism Industry

Concerned About the Drafted Regulations for Establishing the Travel Industry Authority (TIA)

Comments were gathered from a number of tourist associations and friends in the industry on views and comments towards release of consultation draft for the new regulations.

- 4 Jun 2013 - Arranged to meet with Mr Philip YUNG, Commissioner for Tourism, and raised the proposal on future governance of TIA. The following opinions were stated:
 1. Agreed to raise the entry barrier for newly-established travel agencies. Requirements for existing travel agencies shall remain unchanged;
 2. Opposed to the charging of \$800,000 deposit from all travel agents that run business on mainland inbound tours; and
 3. Proposed a lower rate of increase on registration fee for mainland inbound tours.
- 22 Jul 2013 - Suggested at a meeting of Panel on Economic Development that the new regulations on deposit charging should not be made compulsory to all travel agencies running mainland inbound tours. Rather, deposits should be demanded from those agencies that infringed the rules and regulations. The proposal gain support from some members.

Concerned About the Incidents of “Rowdy Tourists”

- 3 May 2013 - Appeared at the programme of “Saturday Accountability” with Mr Joseph TUNG Yao-chung, Executive Director of TIC, and discussed problems such as “Rowdy Tourists”.
- 4 May 2013 - Report from the RTHK, “YIU Si-wing Stated Rising Trend in Vexatious and Unreasonable Complaints from Tourists”.
- 26 Jul 2013 - Raised a request to Mr LI Lei, Vice Director General, Department of Policy and Legal Affairs of The China National Tourism Administration, and demanded that serious emphasis must be placed on civilized tourism among mainland tourists and prevention misbehaviours of rowdy tourists.

■ Urged the Government to Formulate Supportive Measures for Small and Medium-sized Travel Agencies

- 23 May 2013 – Amendments to motion on “Maintaining a Business-Friendly Environment in Hong Kong” was adopted, which recommended that the Government provides the following measures to help small and medium-sized travel agencies:
- To subsidize small and medium enterprises, so as to motivate the relevant enterprises to make use of information technology;
- To increase expenditure on subsidizing the training of practitioners in industries, so as to raise the professional standards of industries;
- To regularly co-ordinate industries of the same kind to jointly organize external promotional activities, and appropriately subsidize such activities;
- To reduce or waive licence fees for business (including travel agencies) that face operational difficulties.

■ Proposed Opening Up of Eligibility for Granting Visa to Vietnamese Tourist Groups

- Nov 2012 – Members of the tourism industry stated that the government only authorizes certain travel agencies to run visa application business for Vietnamese tour groups. They hope the eligibility to apply visa for Vietnamese tours can gradually be open for other agencies.
- Nov 2012 – Arranged to meet with the Secretary for Security with Mr Michael Wu, Chairman of the Travel Industry Council of Hong Kong (TIC), and Mr Joseph TUNG Yao-chung, Executive Director of the TIC and attained positive responses.
- Jan 2013 – Wrote a letter again to the Security Bureau and requested for efficient processing on applications from members of the tourism industry.

■ Concerned About Impacts of Establishing Independent Insurance Authority (IIA) on Travel Insurance

- 23 Feb 2013 – Exchanged views with insurance professionals on the establishment of IIA and its impacts and relevance on travel agencies offering insurance services
- 22 Mar 2013 – Discussed with the TIC and The Hong Kong Federation of Insurers on means to protect travel agencies and reduce risks related to sales of travel insurance policies following the establishment of IIA.

■ Demanded Standardization of Safety Guidance for Study Tours

- 2 Apr 2013 – Received a letter from a concern group for study tours, which illuminated the hidden concerns on safety issues for study tours.
- 9 Apr 2013 – Met with the concern group for study tour, explored the potential risks in organizing study tours and listened to views of fellow members.
- 14 Jun 2013 – Arranged to meet with Secretary for Education and hoped to standardize the guidance for study tours based on recommendations from the Education Bureau and TIC.
- 26 Jun 2013 – Submitted a written question on Council

Meeting to the Education Bureau and urged the formulation of comprehensive guidelines for study tours.

Concerned and Provided Solutions for Problems in the Industry

■ Combat Unlicensed Guesthouses

- 23 Jan 2013 – Interviewed by the School of Journalism and Communication, The Chinese University of Hong Kong, on issues of unlicensed guesthouses
- 29 Jan 2013 – Together with representatives from the TIC and Mr Michael LI Hon-shing, Executive Director of The Federation of Hong Kong Hotel Owners, arranged to meet with Ms Pamela TAN KAM Mi-wah, Director of Home Affairs, and exchanged views on the licensing issues for guesthouses.
- 5 Feb 2013 – Arranged with Mr LAU Kung-shing, Chairman of the Tourist Guest Houses Federation of Hong Kong Limited, to meet with Ms Pamela TAN KAM Mi-wah, Director of Home Affairs, and expressed complaints received from fellow members about unlicensed guesthouses.
- 8 Apr 2013 – Accepted an interview from Ming Pao, “Prosecution and Conviction of Unlicensed Guesthouses Increased by Two-folds”, A01
- 2 May 2013 – Accepted an interview from Oriental Daily, “The Searchlight: Low Conviction Resulted from Insufficient Manpower for Inspection”, A10
- 19 Jun 2013 – Raised oral questions on resource management in guesthouses and suggested strengthening law enforcement on unlicensed guesthouses.
- 5 Jul 2013 – Arranged to meet with Under Secretary for Home Affairs to follow up on the licensing and management issues of guesthouses. The Home Affairs Department stated that the Office of The Licensing Authority is responsible for executing the "Regulations" and performing patrols on suspected unlicensed guesthouses. In 2012, the frequency of inspections was 1.5 times more than that of 2010. As the number of prosecution in 2012 rose to 128 from 38 in 2010, the total number of conviction also increased to 110 from 44 in 2010.

■ Merging Fuel Surcharge with Air Fare

- Apr 2013 – Consumers and fellow members lodged in complaints and requested solutions for the unfair charging and refund due to separate quotations of air fare and fuel surcharge.
- 26 Jun 2013 – Together with representatives from the tourism industry and the TIC, met with Ms Gilly WONG Fung-han, Chief Executive of the Consumer Council, and reflected the mutual concern among consumers and the industry on the issue of airfare charging. It was hoped that the Council could seriously look into the issue.

■ Concerned About the Working Environment of Airport Staff

- 12 May 2013 – A tourist complained through newspapers and revealed the poor behavior demonstrated by the airport staff in the waiting room. Such incidents could affect reputation of the Hong Kong International Airport.

- 13 May 2013 - Received telephone complaints from airport staff, which reflected a lack of resting facilities for them.
- 15 May 2013 – A letter was sent to the Airport Authority to inquire about the complaints. The response reflected that the situation had been improved.
- 3 July 2013 – A written question was raised on Council Meeting to the Airport Authority demanding improvement of staff resting environment in order to raise impression of the Hong Kong International Airport in the global stance.

■ Concerned About the Hot Air Balloon Crash in Egypt

- 13 Mar 2013 – Attended the “News Magazine” at Now News with Hon CHAN Kin-bor, and discussed about travel insurance issues.
- 16 Mar 2013 - Attended the “Saturday Forum” at Commercial Radio 1 with Mr Jimmy POON Wing-fai, Chairman of General Insurance Council, The Hong Kong Federation of Insurers, and explored details of travel insurance related to that particular incident.

■ Concerned About the Coach Parking Problems in To Kwa Wan

- May 2013 – Complaints were received from district council and LegCo members on illegal parking of Coaches and chaotic arrangements of tour groups, which seriously affected the residents in the district.
- 31 May 2013 - Together with Dr Hon Helena WONG Pik-wan, Mr Ricky TSE, Chairman of the Hong Kong Inbound Tour Operators Association and members of the district council, conducted a site-visit in To Kwa Wan and explored the conditions of illegal coach parking, insufficient parking spaces and loose arrangements of tour groups in the area.
- 26 Jun 2013 – the TIC issued a circular to remind members that in order not to cause inconvenience to road users and nearby residents, they should as far as possible avoid causing traffic congestion while waiting for passengers.

■ Proposed Exemption of Stamp Duty from Buyers of Redeveloped Hotel Properties

- 27 Oct 2012 – Per announcement of the Financial Secretary, double stamp duty was implemented in order to curb the over-heated property market
- Dec 2012 – Letters and visits were received from our colleagues in the hotel industry, who strongly requested the government to exempt stamp duty from the acquisition of properties for hotel development
- 18 Jan 2013 – Joined the Bills Committee on “Stamp Duty (Amendment) Bill 2012” and requested the government to relax the exemption rules for property redevelopment
- 7 & 17 Jun 2013 – Under the pressure of the Bills Committee, the Government agreed to relax the rules on collecting tax. Details would be released in due course.

■ Urged for Combating the Problem of “Black Taxis”

- Nov 2012 – The media reported that “Black Taxis” were running in the tourist districts and crippled the tourism image of Hong Kong
- 15 Nov 2012 – With Dr Elizabeth QUAT, arranged to meet with representatives from the Security Bureau, Transport and Housing Bureau, Tourism Commission and Tourism Development Council

to discuss means to combat “black taxis”. The government agreed to tighten law enforcement in order to achieve the desired outcome.

■ Disturbance from Hawkers in Nearby Areas of Hotels

- 8 Jan 2013 – Complaints were received from a hotel regarding the wastes and merchandise that blocked the entrances and influenced access of hotel guests.
- 15 Jan 2013 – A letter was sent to the Food and Environmental Hygiene Department to reflect the condition and seek more stringent law execution.
- 5 Feb 2013 – A reply from the Food and Environmental Hygiene Department stated that more stringent law execution would be in force. Continuous follow-up visits were performed with members of the district council on the areas nearby.

■ Coordinated With Development of West Kowloon Cultural District in Creating Temporary Parking Spaces

- 9 May 2013 – Received complaints from travel agents about the unavailability of coach parking spaces at the site where the “WKCD – ‘Mobile M+; Inflation!’” was displayed. Active interventions were given to solve the problem with the passenger pick-up / drop-off arrangements.
- 10 May 2013 – A reply was received from the office of the West Kowloon Cultural District. Proactive arrangements were made to solve the problems with passenger pick-up / drop-off for tours.

■ Temporary Tents for Hotels

- Nov 2012 – Arranged to meet with the Secretary for Development with Mr Michael LI Hon-shing of The Federation of Hong Kong Hotel Owners, and explored the legality of the temporary tents erected by the hotels as well as the reasonable means to handle such tents in hotel malls.
- Subsequent follow-up with the Development Bureau was done on the implementation progress.

■ Combated “White Cars”

- 26 Oct 2012 – Received a letter from China Hong Kong and Macau Boundary Crossing Bus Association, which requested the government to severely combat the “White Cars” business activities that the run illegally across the Hong Kong border.
- 7 Nov 2012 – Reflected the situation of “White Cars” in Shenzhen and Hong Kong to the Under Secretary for Security at the Panel on Security. A letter was sent to the Security Bureau on the same day to request speeding up of the progress in combating the cross-border operation of unlicensed “White Cars”.
- 17 Jan 2013 – Arranged to meet the Under Secretary of the Security Bureau with Hon Frankie YICK Chi-ming of the Transport Sector to follow up the combating of cross-border unlicensed operation of “White Cars”. Positive response was gained.

Listened and Represented the Voice of the Industry



Attended the "2013 Hong Kong Tourism Overview" Organized by the Hong Kong Tourism Board



Invited Members of the Hong Kong Outbound Tour Operators' Association to the LegCo Guest Day Lunch



Invited Members of the Hong Kong Japanese Tour Operators Association to the LegCo Guest Day Lunch



With Representatives of the Tourism Industry at the LegCo Chamber



Reflected Demands from Fellow Members to Mr Philip YUNG Wai-hung, Commissioner for Tourism



Attended the 55th Anniversary Dinner of The Hong Kong Association of Travel Agents



Invited Members of the International Chinese Tourist Association to the LegCo Guest Day Lunch



Invited Members of the Society of IATA Passenger Agents to the LegCo Guest Day Lunch



Visited LegCo with Members of the Travel Industry Personnel Association



With Fellow Colleagues and Friends at the LegCo Chamber



Attended the 34th Annual General Meeting cum 18th Governors' Election of the Hong Kong Taiwan Tourist Operators Association



At the Symposium on the Establishment of TIA, hosted by the Hong Kong Association of China Travel Organizers



Worked with Fellow Members in Organizing the Briefing on "Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance 2012"

Concerns About Democratic Politics



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Speech on motions in Council Meeting

- | | | | |
|----------|---|---------|---|
| 17.10.12 | Legislating for the regulation of working hours | 27.3.13 | Improving property management and operation of owners' corporations |
| 17.10.12 | Follow-up work relating to the 1 October maritime disaster. | 17.4.13 | Speech on the Second Reading of Appropriation Bill 2013/14 (Budget Debate) |
| 31.10.12 | Raising the minimum wage level to \$33 or above per hour | 22.5.13 | Maintaining a business-friendly environment in Hong Kong |
| 14.11.12 | Alleviating poverty | 29.5.13 | Enhancing the overall sustainable competitiveness of Hong Kong |
| 21.11.12 | Building an inclusive society for all | 5.6.13 | Enacting legislation on the right to collective bargaining |
| 5.12.12 | Supporting the development of the securities industry | 19.6.13 | Maintaining and enhancing Hong Kong's position as an international financial centre |
| 12.12.12 | Vote of no confidence in the Chief Executive | 19.6.13 | Building a safe city |
| 19.12.12 | Small and Medium Enterprises Financing Guarantee Scheme | 26.6.13 | Concern about the expenditure of the West Kowloon Cultural District project |
| 9.1.13 | Speech on Motion under Article 73(9) of the Basic Law | 10.7.13 | Promoting the waste recycling industry to create employment opportunities |
| 9.1.13 | Comprehensively reviewing the Mandatory Provident Fund Scheme | 17.7.13 | Following up the matter on Mr SNOWDEN's disclosure of the United States Government's hacking into the computer systems in Hong Kong |
| 23.1.13 | Assisting the middle class | | |
| 30.1.13 | Motion of Thanks | | |
| 6.2.13 | Developing a new North Lantau | | |
| 20.3.13 | Promoting Hong Kong's economic restructuring | | |

(Please visit my website for details)

Question in Council Meeting

- | | | |
|----------|--------------------|---|
| 24.10.12 | Follow up Question | Ancillary transport facilities for the new cruise terminal |
| 7.11.12 | Follow up Question | Provision of evening out-patient services |
| 14.11.12 | Follow up Question | Assistance provided for victims of disasters |
| 28.11.12 | Follow up Question | Measures to protect employment opportunities of local workers in local airline market |
| 5.12.12 | Follow up Question | Promoting respect for the elderly and fostering a sense of worthiness among them |
| 9.1.13 | Follow up Question | Provision of convention and exhibition facilities |
| 9.1.13 | Oral Question | Parking spaces for coaches |
| 20.2.13 | Follow up Question | Prevention of abuse of public rental housing resources |
| 20.3.13 | Follow up Question | Regulation of travel agents and tourist guides |
| 15.5.13 | Written Question | Time taken for visitors entering Hong Kong to go through immigration clearance |
| 22.5.13 | Follow up Question | Measures to promote economic development |
| 5.6.13 | Follow up Question | Assisting small and medium enterprises in using information technology |
| 19.6.13 | Oral Question | Regulation of accommodation for tourists |
| 19.6.13 | Follow up Question | The allegations that the computer systems in Hong Kong have been hacked |
| 26.6.13 | Follow up Question | Ancillary facilities for the Kai Tak Cruise Terminal |
| 3.7.13 | Written Question | Standards and guidelines for organizing students' study tours |
| 10.7.13 | Written Question | Rest facilities for employees working at the Hong Kong International Airport |
| 10.7.13 | Follow up Question | Improvement to the facilities in typhoon shelters |
| 17.7.13 | Written Question | Phase-out of incandescent light bulbs |
| 17.7.13 | Follow up Question | Establishment of a Bruce Lee memorial hall |

Tourism Planning and Support

5 Jul 2013, Ming Pao, A 0 9

YIU Si-wing believed that the serious hotel shortage in recent years and the “seasonal price” of hotel rooms have both impacted the visitors’ desire to visit Hong Kong. He estimated an increase of hotel rooms by 10,000 in this year and next, which will stay level with the annual 6% growth of overnight tourists. Based on the proposal of the Economic Development Commission in doubling current hotel room supply, YIU believed that the government needs to consider supportive facilities for the increased visitor loads, for instance, parking spaces, clearance arrangements, tourist attractions, etc. In case tourism is to be developed in nearby areas of Kai Tak, providing good transportation facilities would be crucial.

8 May 2013, The Sun, A 1 0

“More and more areas are packed with coaches. This is definitely a clear sign that the Government has to do something and handle the tourist loads as soon as possible!” Hon YIU Si-wing, LegCo Member (Tourism) pointed out that as the annual tourist volume increases, people’s complaints increase, too. The dissatisfaction has proven that the government did not prepare sufficiently in handling tourist loads. “If resources aren’t sufficient, how can there be enough supply? It is just like trying to cover 10 boiling pots with 9 lids!” YIU believed that with the limited space and narrow roads, merely increasing tourist attractions and developing hotels can hardly accommodate the needs. He believed that the government has to plan carefully according to the visitor flow and capacity. In the long run, the tourist areas need to be set apart from the urban area. “The Lantau Island is an excellent example where great potential lies for development”, said YIU.

5 May 2013, Ta Kung Pao, A 0 6

YIU Si-wing said that despite there were not a lot of tour groups registered for the Hong Kong packages before the Golden Week in May, the overall number of mainland tour groups still increased. He believed it is because there were a lot of short-haul travelers from the Pearl River Delta who decided to come to Hong Kong in the last minute. In order to cope with a temporary increase of visitors, YIU suggested the Government to increase manpower at the checkpoints in the future, whereas theme parks should also consider allocating more resources.

12 Apr 2013, Oriental Daily, A 0 8

YIU Si-wing believed that for Hong Kong to develop more new tourist spots, the government has to bring improvements on a massive scale and help the SAR to stay competitive among its neighbours. He said, “The Government of Singapore has planned well in developing Santosa and giving it comprehensive transportation and commercial support. While our neighbours such as Hengqin, Qianhai and Nansha are undergoing plans and constructions, the development of Lantau Island is still not progressing at all. I hate to say this, but it is a waste to leave the land untouched. If our government does not work harder, we will soon lose our position and importance.”

YIU also mentioned the Lantau Island possesses advantages in becoming a resort island, simply because the airport, Disneyland, Ngong Ping Skyrail, AsiaWorld-Expo and hotels are all developed in Lantau. What it needs is large-scale shopping malls and transportation facilities. He urged the Government to set up a high-level, inter-departmental committee to coordinate plans and development works in Lantau.

12 Apr 2013, Headline Daily, P 2 6

YIU Si-wing also criticized that the Government lacks coordination and communication in developing tourism, and there would be no measures to bridge the gap should a large influx of mainland tourists occurs. Hence, the urban area would

be overloaded, rents for shops would rise, and the living costs would also increase sharply, followed by various livelihood issues and dilemmas. YIU believed that the Government should set up an inter-departmental working group to develop tourism and implement plans for developing a resort area in Lantau North.

31 Mar 2013, Ta Kung Pao, A 16

Hon YIU Si-wing, LegCo Member (Tourism) believed that tourist attractions in Hong Kong are close to saturation. To satisfy the needs of the increasing visitor volume year after year, the government must develop new tourist attractions YIU Si-wing stated that the Lantau Island possesses a good foundation for tourism development, such as Airport Expo, Skypier passenger docks, airports, Tai O, Disney, Po Lin Monastery Buddha, etc. He recommended the Government to link up existing tourist attractions and further enhance the development of Lantau, such as building large shopping malls, open Skypier for public use, built non-business hotels. Lantau can be transformed into a resort island to meet the food, shelter, and transportation needs while alleviating the overcrowded situation in the urban area.

31 Mar 2013, Wen Wei Po, A 1 4

YIU Si-wing urged the government to be more proactive and to have foresight in understanding and attending to the needs of tourism development. He mentioned the Lantau North development proposal raised by Mr CHAN Hang-pan, member of DAB. YIU also anticipated an increase of employment opportunities within the Lantau region with the completion of Hong Kong-Zhuhai-Macao Bridge. Hence, the government should strengthen the development of regional tourism and attract young people to move into the area. By doing so, not only the housing demands can be met, the employment needs of the younger generations can also be fulfilled. He added that if Hong Kong does not work on improving its attractiveness upon the completion of Hong Kong-Zhuhai-Macao Bridge, the bridge will become a tool that takes tourists away to other regions in the Pearl River Delta.

8 Mar 2013, Hong Kong Economic Journal, A 0 6

YIU Si-wing believed that despite Hong Kong has plenty of beautiful geological parks like Sai Kung, the supports to the rural areas remain extremely poor. Many tourist attractions fail to provide signs, introduction, and are lack of parking spaces for coaches. YIU recommended that the Government should increase the facilities at tourist attractions in the suburbs and promote local eco-tourism. Meanwhile, too many efforts of the Hong Kong Tourism were spent on mainland visitors and fellow members are in general lack of motivations to attract long-haul visitors. The Government must draft a long-term tourism plan in order to balance tourist source.

5 Mar 2013, Ta Kung Pao, A 1 9

Hon YIU Si-wing, LegCo Member (Tourism) said the biggest problem for tourism is that most tourists are accommodated in urban areas. Lantau Island possesses many advantages but lacks comprehensive plans. Hence, the government should investigate and sketch blueprints for the development of Lantau as soon as possible Despite Lantau is very suitable for development, the government has not integrated or managed existing tourist spots in the area. Among all the tourist facilities that are not fully utilized, the Skypier had a shocking low utilization of 20 – 30%. With the Hong Kong-Zhuhai-Macao Bridge coming to completion in 2016, the government will need to explore means to develop new tourist areas, or the crowded condition in the urban area will worsen. It would be necessary to expeditiously develop the blueprints to address hardware and software supports that will soon be saturated.

The Standard, 2013/2/14, P4

“In the long term, there should be more attractions in order to disperse the visitors. For example, we can improve facilities in the islands to attract visitors.

19 Sept 2012, Ta Kung Pao, A 14

YIU Si-wing noted that tourism is one of the four pillar industries in Hong Kong. However, because of the lack of overall planning, there have been more and more problems in Hong Kong's tourism industry in the recent years, especially among small and medium travel agencies that struggle to survive. YIU hoped that the Government will expeditiously formulate long-term tourism development plans and introduced policies that support the development of tourism. To improve the existing facilities, and add new tourist attractions, including: develop the Kai Tak Cruise Terminal into the regional hub for cruises in Asia, study the practicality of integrating the West Kowloon Cultural District with tourism, as well as turning Lantau into a tourist resort Island. YIU also urged the Hong Kong and mainland governments to implement CEPA agreements and expand local travel agencies' rooms for development in China. Practical measures are required to effectively provide comprehensive and all-rounded solutions to cover minor details.

Rowdy Tourists

5 May 2013, Ming Pao, A15

YIU Si-wing stated that the majority of visitors from mainland have realized in the recent years that there are means for them to "Redress Grievances", including the Consumer Council, TIC, the police and even the media. "Previously there were unfortunate incidents of Jane and Yong (tour guides for mainland visitors groups who abused their members). Reports by the local media have given pressure to the travel agencies, for they would often worry if there are complaints from the tourists." YIU also said that some fellow members believed that the escalation of incident actually helped the industry, for it would allow the public to understand that it is not always the fault of the industry whenever there are complaints.

3 May 2013, Hong Kong Economic Journal, A 14

YIU Si-wing agreed that Hong Kong and mainland tourism authorities can release the list and details of problematic travel agencies. By knowing this, visitors may register the tour groups with ease and confidence. Otherwise, travel agencies in Hong Kong could in the long run face the risk of becoming the place for some mainland tourists to come and seek monetary compensations for unreasonable requests.

Travel Industry Authority (TIA)

23 July 2013, Ta Kung Pao, A 06

YIU Si-wing worried that the \$800,000 deposit could give pressure to small travel agencies and put them into jeopardy. He criticized that the government proposal is strangling the small and medium-sized travel agencies and would eventually allow large-scale agencies to monopolize the business. He suggested the government not to take deposits from travel agencies when they first established and only charge deposit as a penalty should some travel agencies infringed the rules he worried that some travel agencies may need to close down if the government insist to charge the \$800,000 deposit from them.

16 Jul 2013, Hong Kong Daily News, A 07

YIU Si-wing pointed out that the structure of the new TIA has a low ratio of representatives from the tourism industry. Among the whole list of members, over 60% of them were from non-tourism backgrounds. He believed that the Authority should increase its number of representatives to 26 from the existing 22; with 10 from the travel agencies instead of 6 in the current structure.

5 May 2013, Hong Kong Daily News, A 06

To target the previous problems triggered by the guides of the "Zero-charge"

tour groups who made inappropriate arrangements and forced tourists to buy from designated shops, the government proposed to establish the TIA. Currently the government is consulting the tourism industry on the proposal of increasing the start-up capital for travel agencies to \$ 800,000. YIU Si-wing worried that the arrangement is unfair to small-sized travel agencies and would eventually allow monopolization of large-scale agencies in the market. He suggested that a transitional period should be given to allow progressive phase-out of those travel agencies that could not operate due to other causes. The proposed policy on the \$800,000 start-up capital can be considered only on newly-established travel agencies.

Combat Unlicensed Guesthouses

2 May 2013, Oriental Daily, A 10

YIU Si-wing suggested that the Government should combat unlicensed guesthouses by allocating more manpower in patrolling and inspections perform more online search for information of unlicensed guesthouses and issue warning letters to intermediary websites or discussion forum that infringed the laws. In worst situations, blocking the involved websites can be considered in order to prevent further circulation of promotional information on the unlicensed guesthouses.

8 Apr 2013, Ming Pao, A 01

Hon YIU Si-wing, LegCo Member (Tourism) said that as unlicensed guesthouses usually keep incomplete data on their guests, they would not be able to contact or trace the involved guests in the event of an incident. He pointed out that some unlicensed guesthouses were operated through the alliance of Hong Kong citizens and mainlanders. In addition, some licensed guesthouses would refer their guests to unlicensed guesthouses in cases of room shortage, which has led to a rampant growth of unlicensed guesthouses in Hong Kong.

Kai Tak Cruise Terminal

23 Jul 2013, Ming Pao, A 09

YIU Si-wing followed the progress of visa-free arrangement for mainland residents to go Japan and South Korea via the Kai Tak Cruise Terminal. He urged the government to speed up and take the initiative to discuss and implement the arrangements with the mainland authorities. Mr Philip YUNG Wai-hung, replied that the request from the tourist industry has been passed on and was in progress. However, as the concerned mainland authorities were still preparing for the necessary assessment procedures, the earliest update would therefore be in September, when the LegCo resumes its progress.

Multiple-entry Permits for Parallel Goods Traders

31 Mar 2013, Wen Wei Po, A 14

The recent heated social topic on the parallel goods traders should not be "politicized." YIU Si-wing pointed out that everyone knows that such traders are not in Hong Kong for tours, and the problems they induced have brought frustrations to local residents. However, as real tourists do visit Hong Kong for sightseeing, consumption, and spending, people should be able to clearly distinct them from the parallel goods traders and avoid misunderstandings and negative attitudes on mainland tourists. Most importantly, it is important not to overlook the benefits brought to Hong Kong by the tourist industry.

7 Mar 2013, Hong Kong Daily News, A 01

YIU Si-wing said that parallel-imported milk powder is just a single issue. Hence, there should be other measures other than tightening the Multiple-entry Permits in combating the situation. If the Government hastily cancels the policy, it would be difficult to recover in the future. Furthermore, the problem on milk powder supply has improved. It would be unreasonable and imprudent for the government to tighten its immigration policy before considering any other alternatives.

The Standard, 2013/2/14, P4

YIU opposed limiting the number of visitors with administrative measures, saying this will have a prolonged impact on the economy. "Once you stop visitors from coming, it will be hard to get them back."

2 Oct 2012, Hong Kong Economic Journal, A 09

It has been a decade since the Individual Visit Scheme was implemented in 2003. YIU Si-wing saw it necessary to review the mechanism. He agreed to the proposal of suspending the Multiple-entry Permits for non-permanent residents in Shenzhen, as some of them would take the opportunity to come to Hong Kong on a daily basis for selling parallel goods or engaging in illegal work market. However, YIU believed that the Multiple-entry Permits should continue to be granted to tourists from big cities like Beijing and Shanghai, for the higher costs to come to Hong Kong would result in lower frequency of visits. Meanwhile, tourists from this group are often those who have greater spending power.

19 Sep 2012, Ta Kung Pao, A 1 4

YIU Si-wing pointed out that the mainland is a huge market. As the Individual Visit Scheme has been implemented in the past 10 years, it is time to do a comprehensive summary on the pros and cons of policy and illustrate problems through data and justifications. For example, analysis can be done on the income status on the 49 cities with the Individual Visit Scheme. Data collected can be used as references for gradually opening up the "Multiple-entry Permits" to other cities. YIU believed that although objectivity must be exercised when looking at the "Individual Visit Scheme", time and careful consideration are definitely required in considering the open-up of more cities for the Scheme. He proposed the SAR Government to discuss with relevant mainland authorities and further widen the Individual Visit Scheme by phases and regions. It is important decisions are not made in a too simplified way and policy measures must be refined and considered carefully.

Travel Insurance

17 Mar 2013, Wen Wei Po, A20

Following the accident in Egypt, staff of travel agencies need to further explain and emphasize contents of the policy to the customers. Visitors participating in optional activities must be reminded the importance of purchasing appropriate travel insurance policies. YIU Si-wing intended to seriously investigate the relevant issue with the Outbound Committee affiliated with TIC.

17 Mar 2013, Hong Kong Daily News, A06

Staff at the travel agencies have all along reminded tour group members to purchase travel insurance, and they would also recommend types of travel insurance distributed through them and explained the points-to-note. Following the accident in Egypt, YIU Si-wing believed that staff would need to further explain and emphasize contents of the policy. Visitors participating in optional activities must be reminded the importance of purchasing appropriate travel insurance policies.

Optional Activities

2 Mar 2013, Oriental Daily, A 0 4

YIU Si-wing also agreed to conducting a review on optional activities. He said that the Outbound Committee of the TIC also discussed the issue of optional activities in the past. However, the discussion mainly focused on the charges and details of the optional activities. Following this catastrophic accident, the industry should conduct a further review and place more emphasis on the risks of those optional, optional activities, especially high risk ones like hot air ballooning and bungee jumping. Details of the policy coverage must also be given to tourists.

Others

16 Feb 2013, Ta Kung Pao, A 01

Hon YIU Si-wing, LegCo Member (Tourism) believed that that event of WorldCom holiday was just an individual incident. However, he still hoped that TIC can strengthen the checking and reviewing mechanisms. Likewise, travel agencies in Hong Kong must also evaluate the tourist flow and effective reception of guests. He stated that there is an increasing trend for tour groups to dissolve soon after arriving Hong Kong or be taken in small groups by individual tour guides in Hong Kong. The WorldCom incident has illustrated the need for the TIC and the Travel Agents Registry to strengthen communication and carry out inspections to identify unlicensed travel agents and tour guides in order to further protect tourists.

i Money, 26 Jan 2013, D006 - 017

After watching the first two chapters of the TV series "Inbound Troubles", YIU Si-wing found the roles played by the characters projected an exaggerative, demonized, and negative image on tour guides. "We do not deny that some tour guides previously demonstrated misdemeanors. However, the drama exaggerated the situation, and it did not just affect the image of the industry, but also influenced overseas tourists' impression towards Hong Kong." Based on his concerns, YIU decided to file a written complaint to the Communications Authority.

29 Jan 2013, Hong Kong Economic Times, A 1 6

The "Competition Ordinance", after much discussion, was passed at the last LegCo in June 2012. The clauses that involved the Competition Commission came into effect from the 18th of this month YIU Si-wing of the tourism section said that the current small and medium enterprises are in general unclear about the regulations. He hoped the government would take into account the situation and perform remedial measures accordingly.

1 Dec 2012, Sing Tao Daily, A 2 4

To strengthen protection for consumers, the government is studying the "Trade Descriptions Amendment Ordinance", to be implemented next year..... YIU Si-wing supported the induction of "Letter of Undertaking", as merchants can have sufficient time to adapt to the new rules during initial implementation. They can also demand the government to timely review effectiveness of the Ordinance.

Interviews and Meetings with Stakeholders



Appeared in "Saturday Accountability" at RTHK



Attended the "Young Politian" organized by RTHK



Meeting with The Hon Gregory SO Kam-leung, Secretary for Commerce and Economic Development



At an Interview by the Now News at "New Magazine" on Issues Related to Travel Insurance



At an Interview by the China News on Issues Related to the Monitoring of Tourist Industry



Attended an Interview by the RTHK at "LegCo Review"



Attended an Interview by the Phoenix Hong Kong Channel at "News Deconstructor"



Met with Mr Roy TAM Hoi-bong, President of Green Sense

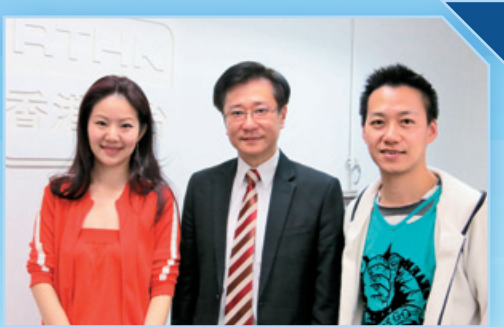
Interviews and Meetings with Stakeholders



Attended "Breakfast with Heung Shu Fai" at Metro Radio



Attended "Saturday Forum" at Commercial Radio



Attended an Interview at RTHK with Ms Sharon CHEUNG



Accepted Interview by Ms Kennie CHAN Ka-yan of TVB



Interviewed by Students of the School of Journalism and Communication, The Chinese University of Hong Kong, on issues regarding unlicensed guesthouses



As the LegCo member on duty, carried out a site-visit at the Central Kowloon Route and Gascoigne Road Bridge and examined the air and noise pollution problems in Yau Ma Tei.

Closing Remarks

The future of Hong Kong is facing more pressure in aspects such as politics, economy, and people's livelihood. Hence, operation of the tourist industry will become increasingly difficult. The Government of HKSAR has a responsibility to create an excellent business environment and develop supportive policies for tourism.

"Contribution from you and me brings momentum to tourism!" As the representative of the tourism industry, I shall exert sturdy efforts in defending the interests of our fellow colleagues. Should you require any assistance and or would like to lodge a complaint, please feel free to contact me anytime.