

**Civil Service Outstanding Service Award Scheme 2019**  
**Civil Aviation Department**  
**Air Navigation Service Provider Teams**  
**(5-minute version)**

Screen Content:	Flight information display screens at the Hong Kong International Airport. Flights take off and land at the airport, illustrating the hustle and bustle at the airport. Air Traffic Control Officers busily manage air traffic at the control tower.
Voice Over:	The Hong Kong International Airport is one of the busiest airports in the world. Besides handling the huge volume of flights every day to ensure aviation safety, the Civil Aviation Department (CAD) has to gear up for unexpected challenges.
Key-on Caption:	Civil Aviation Department Air Navigation Service Provider Teams
Screen Content:	Shots of the CAD's department plaque, logo and office building.
Voice Over:	The CAD handles over 2,100 flight movements every day. Its service covers not only the Hong Kong International Airport but also the entire Hong Kong Flight Information Region.
Screen Content:	Graphics that show the location of the Hong Kong Flight Information Region on the map.
Key-on Caption:	Hong Kong Flight Information Region 276000 km <sup>2</sup> = 250 times of Hong Kong area
Wong Shan-ngar, Sarah:	The Hong Kong Flight Information Region spans the South China Sea, covering an area of 276,000 km <sup>2</sup> , which is approximately equivalent to 250 times the size of Hong Kong.
Screen Content:	Foreign visitors arrive at the Hong Kong International Airport. Flight information display screens at the Hong Kong International Airport. Air Traffic Control Officers use the new Air Traffic Management System.
Voice Over:	To cope with the ever-increasing demand, the CAD commissioned its Air Traffic Management System in end 2016. The new System increased the capacity for flight plan processing by five times, enabling the real-time monitoring of

	1,500 air or ground targets as well as simultaneous reception and integration of information gathered from different channels.
Name Card:	Wong Shan-ngar, Sarah Senior Safety & Quality Officer Civil Aviation Department
Wong Shan-ngar, Sarah:	The new Air Traffic Management System displays weather conditions on the radar monitor, such as gusty wind, heavy rains and even lightning. So whenever we notice such weather conditions, we can plan ahead to avoid these dangerous zones.
Screen Content:	Graphics of radar monitor displaying weather conditions such as gusty wind, heavy rain and lightning. Air Traffic Control Officers use the new Air Traffic Management System.
Wong Shan-ngar, Sarah:	Our colleagues find the new Air Traffic Management System very user-friendly as they can get all the information instantly in one integrated system without having to check from different sources. Most importantly, it helps enhance our air traffic control operation and working efficiency.
Screen Content:	HKO staff work at the Hong Kong Observatory.
Name Card:	Kok Mang-hin Scientific Officer Hong Kong Observatory
Kok Mang-hin:	In our collaboration with the CAD, we are impressed by the professionalism of CAD colleagues who strive to continuously upgrade their service quality in coping with adverse weather to ensure aviation safety. Knowing that the CAD has access to advanced weather information to facilitate their operation, as a citizen, I feel a lot more secure when taking a flight back to Hong Kong.
Screen Content:	CAD staff use the new Air Traffic Management System to support air traffic operation. Shots of radars, navigational aids and other communication equipment at CAD's different outstations.
Voice Over:	To ensure instant access to accurate information, facilities which support air traffic management including radars, navigational aids and other communication equipment are installed at different locations of Hong Kong. The radar station at Mount Parker in Quarry Bay is one of the CAD's 13

	outstations managed by the Air Traffic Engineering Services Division.
Screen Content:	Outlook of the Mount Parker radar station and the monitoring system inside the station.
Name Card:	Tsao Chi-wai, Felix Senior Electronics Engineer Civil Aviation Department
Tsao Chi-wai, Felix	Our radar signals provide important information to our Air Traffic Control Officers. Therefore, we have to be meticulous in examining every piece of wire and signal to ensure that information can be clearly conveyed via the devices to facilitate our Air Traffic Control Officers in making crucial judgements.
Screen Content:	Technical staff work at CAD's outstations.
Voice Over:	In September 2018, Super Typhoon Mangkhut struck Hong Kong. A week before the approach of the typhoon, CAD deployed technical staff to inspect the 13 outstations. On the other hand, CAD discussed with airlines and the Airport Authority Hong Kong to divert all aircraft from the airport before the typhoon struck, resulting in an empty apron at the Hong Kong International Airport.
Screen Content:	Mangkhut struck Hong Kong, damaging the fences at the outstations. Technical staff carry out inspections at the outstations. An empty apron with no aircrafts.
Key-on Caption:	All planes were evacuated from the airport Zero takeoffs and landings
Wong Shan-ngar, Sarah:	It did not mean that we were not engaged in any work even though there were no aircraft, as we still had to provide service to aircraft overflying Hong Kong. Before the typhoon signal no. 8 was issued, our Air Traffic Management Division coordinated with the Air Traffic Engineering Services Division in manpower deployment. We gathered some 100 frontline staff to stand ready for the upcoming challenge.
Screen Content:	Shots of Air Traffic Control Officers working.
Voice Over:	As Mangkhut gradually moved away from Hong Kong, our Air Traffic Management Division colleagues made use of the integrated forecast system to estimate the operating condition after service resumption. They then informed the Airport

	Authority Hong Kong and airlines to resume the takeoff and landing of flights. Meanwhile, the Air Traffic Engineering Services Division sent staff to the outstations to carry out inspection and perform necessary maintenance work.
Screen Content:	Air Traffic Control Officers manage flight landings and takeoffs at the control tower. Technical staff carry out inspection and repair work at the outstations.
Tsao Chi-wai, Felix:	Mangkhut left behind a trail of severe destruction, landslides and collapsed trees. Our colleagues had to walk all the way up the hills, carrying with them heavy instruments and spare parts for maintenance work. They overcame the difficulties and successfully completed the job.
Screen Content:	Photos of a big tree toppled by Mangkhut.
Voice Over:	Air traffic was resumed after the typhoon warning signal was cancelled. With flight number running from 0 to 1,280, everything was back to normal within one and half day. The CAD accomplished an almost impossible mission.
Screen Content:	Shots of planes parked at the apron. Shots of Air Traffic Control Officers working.
Wong Shan-ngar, Sarah:	Whenever there is a typhoon, our colleagues in the aviation industry always put safety as our top priority, then we pool all our energy to resume operation. The professionalism touches me greatly. I am confident that the air traffic management of Hong Kong is in capable hands and I am very proud to be part of this team.
Screen Content:	Shots of the daily operation at the Hong Kong International Airport. Technical staff work at the outstations.
Tsao Chi-wai, Felix:	As civil servants, whenever we encounter difficulties, we must come forward with courage to solve the problems. In all circumstances, we will strive to do our best to serve the public.
Key-on Caption:	Civil Service Bureau The Government of the Hong Kong Special Administrative Region ©2020