

**Legislative Council Panel on Transport
Supplementary Information Note**

**Performance Requirements
of the MTR Corporation Limited**

Introduction

This note sets out the Administration's response to a Member's suggestion regarding the Performance Requirements of the MTR Corporation Limited (MTRCL) and provides the Panel with supplementary information on the subject.

Background

2. When the Panel discussed LC Paper No. CB(1)872/01-02(05) "Review of incidents related to the Airport Railway" at the meeting on 25 January 2002, a Member suggested that the Administration should consider setting an additional Performance Requirement on train services disruption under the Operating Agreement between the Government and MTRCL.

3. The Administration has thoroughly examined and discussed the proposal with MTRCL. The results are set out in the ensuing paragraphs.

Performance Requirements of MTRCL

4. Under the Operating Agreement, MTRCL is required to meet a number of Performance Requirements covering :-

- (a) train service delivery;
- (b) passenger journeys on time;
- (c) train punctuality;
- (d) add value machine availability;
- (e) ticket issuing machine reliability;
- (f) ticket gate reliability;
- (g) escalator reliability; and
- (h) passenger lift reliability.

5. The Performance Requirements and MTRCL's actual performance are reviewed by the Commissioner for Transport each year. Among the requirements, train service delivery, passenger journeys on time and train punctuality are considered to be appropriate standards for measuring train service levels of MTRCL. In particular, train service delivery, a measure of actual train trips run by MTRCL against train trips scheduled, already serves the purpose of an indication on train breakdowns.

6. Past records show that the service reliability of MTR Lines and the Airport Express Line (AEL) has been maintained at very high standards. The train service delivery, passenger journeys on time and train punctuality of the MTR Lines and the AEL in the last two years were all well over 99% :

	Train service delivery	Passenger journey on time	Train punctuality
<u>MTR Lines</u>			
2000	99.9%	99.9%	99.4%
2001	99.8%	99.9%	99.3%
<u>AEL</u>			
2000	99.9%	99.8%	99.9%
2001	99.8%	99.8%	99.9%

Service Disruption as an additional Performance Requirement

7. As we understand it, there is no precedent in the railway regulatory regimes of other places for using hours of service breakdown as a performance indicator. MTRCL is a member of the Community of Metros (CoMET), an organization comprising ten leading metros around the world. CoMET does not adopt the number of hours of service breakdown to measure the performance of railway systems. Separately, NOVA, another international organization of urban railways to which the Kowloon-Canton Railway Corporation is a member, does not adopt hours of service breakdown as an indicator for comparing the performance of railways.

8. As a matter of fact, there are practical difficulties to set a target for service disruptions or breakdowns at least for the following reasons :-

- (a) the nature and extent of service disruptions are highly variable;
- (b) the duration of service breakdown is difficult to define as partial service can usually be maintained and alternatives are provided to passengers; and
- (c) some of the incidents are affected by factors beyond the control of the Corporation, such as police operations and passengers falling onto rail track.

Monitoring of MTRCL's Performance

9. The Transport Department monitors MTRCL's service disruptions through immediate reporting by the Corporation on serious incidents. Contingency arrangements are in place to coordinate public transport service arrangements for the displaced passenger demand in the case of railway service breakdown. MTRCL submits quarterly reports on service disruptions to the Transport Department. MTRCL's performance is also reflected in a quarterly leaflet, copies of which are sent by the Corporation to Panel Members for information.

10. Following the Panel meeting on 25 January 2002, MTRCL has taken measures to improve maintenance works and enhance the reliability of the Airport Railway :-

- (a) all cable ties used in the overhead line system have been replaced with stainless steel types to enhance the strength of fixing and durability. This measure has also been applied to the new Tseung Kwan O Line;
- (b) the capacity of all lightning arrestors in the Airport Railway will be upgraded by May 2002 from 10 kA to 20 kA to enhance the lightning withstand capacity; and
- (c) in addition to the normal non-traffic hour maintenance, traffic hour inspection, a monthly visual inspection specifically applied to the open section of the Airport Railway with an objective to ensure the integrity of the system, was introduced in early 2002.

Conclusion

11. The current Performance Requirements are useful indicators of MTRCL's train service standards. Given the difficulties explained in paragraph 8 above and the lack of international precedents, the Administration considers that it is inappropriate to add a Performance Requirement on train service disruptions. MTRCL would continue to look into ways to further improve the reliability of services whereas the Government would continue to monitor the provision of rail services closely.

---- Ends ----

Transport Bureau
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