

**Legislative Council Panel on Transport
Subcommittee on matters relating to railways
Supplementary Information Note**

**Performance Requirement and
Provision of Emergency Transport Services for Airport Railway
of the MTR Corporation Limited**

Purpose

When the Subcommittee discussed the Airport Railway (AR) service disruption on 27 July 2003 at the meeting of 29 September 2003, 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 MTR Corporation Limited (MTRCL). Another Member requested the Administration to provide information on the provision of emergency transport services for the Airport Express Line (AEL) or Tung Chung Line (TCL) stations during service disruptions. This paper sets out the result of our review and provides the supplementary information as requested.

Additional Performance Requirement on Train Service Disruption

2. Under the Operating Agreement signed between MTRCL and the Government, MTRCL is required to meet a number of performance requirements. The performance requirements and MTRCL's actual performance are reviewed by the Commissioner for Transport each year. Amongst them, there are three requirements which measure train service levels and performance of MTRCL:

- (a) train service delivery which measures actual train trips run by MTRCL against train trips scheduled;
- (b) train punctuality which is a measure of punctual train trips against actual train trips in a month; and
- (c) passenger journeys on time which is a measure of on-time passenger journeys against actual passenger journeys in a month.

These three requirements are also commonly adopted by other railway operators in the world for performance monitoring.

3. We have reviewed if it is appropriate to add a requirement on train

service disruption. As far as we understand, there is no comparable precedent in the railway regulatory regimes of other places for using hours of service disruption as a performance indicator. The two international organizations of railways, namely the Community of Metros and NOVA, of which MTRCL and Kowloon-Canton Railway Corporation are members of each respectively, do not adopt hours of service disruption as a criterion for comparing the performance of their member railways.

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

- (a) the high variability of the nature and extent of service disruptions; and
- (b) the difficulty in defining the duration of service disruption as partial service can usually be maintained and alternatives are provided to passengers.

5. In the light of the explanations in paragraphs 2-4 above, it is inappropriate to introduce an additional performance requirement on train service disruption.

6. Past records show that the service reliability of MTR Lines and the AEL has been maintained at very high standard. The train service delivery, passenger journeys on time and train punctuality of the MTR Lines and the AEL in the past three years were all well over 99%. In fact, the performance of MTR, in terms of both service and safety, is among the best when compared with other metro railways in major cities such as New York, London, Paris and Tokyo.

7. The current performance requirements under the Operating Agreement are useful indicators to measure MTRCL's train service standards. The record in para. 6 above shows that these requirements have been serving their purposes well. MTRCL would strive to further improve the reliability of train service while the Government would continue to closely monitor the service levels of railways.

Emergency Transport Services for Airport Railway (AR)

8. The Transport Department (TD) monitors MTRCL's service disruptions through reporting by the Corporation within 8 minutes on any service disruption incident that has occurred for 8 minutes or is expected to occur for 8 minutes or more. Contingency arrangements are in place to coordinate public

transport service arrangements for affected passengers in the case of railway service breakdown. Emergency transport services are mainly provided through arrangement of relief bus services by the Corporation and diversion and strengthening of existing public transport services as directed by TD.

(I) Relief bus services provided by MTRCL

9. When a serious service disruption occurs on AEL or TCL service, MTRCL will call out the emergency bus service as a supplementary measure as follows:

(a) Disruption on AEL

- For any disruption of AEL that is unlikely to be recovered in 20 minutes, MTR Operations Control Centre (OCC) will notify the Public Omnibus Operators Association (POOA) to arrange emergency bus services to operate in the affected sections.
- Lead time is anticipated in the process of mobilizing emergency buses through POOA. MTR OCC will utilize MTR Airport Express Shuttle buses (AES) in the first instance to fill the lead time required before the arrival of POOA buses.

(b) Disruption on TCL

- For any disruption on the TCL which takes place along the section between Lai King station and Hong Kong station, OCC will notify POOA to arrange emergency bus services when train service in that section is unlikely to resume within two hours. This criterion follows the existing arrangement for other Urban Lines. If the disruption takes place along the section between Lai King station and Tung Chung station, OCC will notify POOA to arrange emergency bus services when train service in the section is unlikely to resume within one hour. An enhanced response criterion is adopted for this section because of the greater difficulty and expense for passengers to cross the Lantau Link by other means when disruption on TCL occurs.

10. The planned provision of POOA buses is given at Annex A.

(II) Diversion and strengthening of existing bus services

11. TD has made arrangements with Citybus Limited (CTB) and Long Win Bus Co. Ltd. (LW) to strengthen and divert their franchised bus services to provide relief service when AEL or TCL service is seriously disrupted. Upon

receiving MTRCL's alert of a possible long period of service suspension, the Emergency Transport Co-ordination Centre (ETCC) of TD will direct CTB and LW to strengthen and divert franchised bus services to observe the stations concerned on their journeys to the Airport or Tung Chung depending on the location and extent of the service disruption. Details of the planned service diversion and strengthening are set out at Annex B.

12. Upon receiving a request from ETCC of TD, CTB and LW are able to divert their services within 30 minutes. The spare carrying capacity of these diverted bus services ranges from 400 to 850 passengers and from 500 to 1,100 passengers per hour during peak and off-peak periods respectively. Other franchised buses and green minibuses at AR stations will also be strengthened as and when necessary.

Advice Sought

13. Members are requested to note the content of the paper.

Environment, Transport and Works Bureau
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Annex A

Planned Provision of POOA Buses during Disruptions on AR

Time after receipt of notification (see note below)	Total number of buses to call at designated stations
30 mins – 45 mins	10
1 hr - 1½ hrs	40
2 hrs - 2½ hrs	100

Note

- The lower time limits apply to Hong Kong station, Kowloon station, Olympic station, Nam Cheong station, Lai King station and Tsing Yi station.
- The upper time limits apply to Tung Chung station and Airport station due to the extra journey time required for POOA buses to reach these locations.

Annex B

Diversion and Strengthening of Franchised Bus Services at AR Stations

AR Station	Strengthened or Diverted Franchised Bus Service	Origin	Destination	Remarks
Hong Kong station	Diverted routes CTB Route A11 Route A12 Route E11	North Point Ferry Siu Sai Wan Causeway Bay	Chek Lap Kok “ “	For AEL service disruption. For AEL service disruption. For TCL service disruption.
Kowloon station	Diverted routes CTB Route A22 Route E23	Lam Tin Choi Hung	Chek Lap Kok “	For AEL service disruption. For TCL service disruption.
Olympic station	Diverted route CTB Route A21 Strengthened route CTB Route E21	Hung Hom Tai Kok Tsui	Chek Lap Kok “	For AEL service disruption. For TCL service disruption.
Nam Cheong station	Diverted route CTB Route A21 Strengthened route CTB Route E21	Hung Hom Tai Kok Tsui	Chek Lap Kok “	For AEL service disruption. For TCL service disruption.
Lai King station	*	-	-	-
Tsing Yi station	Diverted routes LW Route E31 Route E32	Tsuen Wan Kwai Fong	Tung Chung Chek Lap Kok	For TCL service disruption. For AEL service disruption.
Tung Chung station	Strengthened routes CTB Route S1 Route E11 Route E21 Route E22 Route E22A Route E23 LW Route S1 Route E32 Route E33	Tung Chung Causeway Bay Tai Kok Tsui Lam Tin Tseung Kwan O Choi Hung Tung Chung Kwai Fong Tuen Mun	Chek Lap Kok “ “ “ “ “ “ “ “ “	For AEL service disruption. “ “ “ “ “ “ “ “ “

AR Station	Strengthened or Diverted Franchised Bus Service	Origin	Destination	Remarks
	Route E34	Tin Shui Wai	“	“
	Route E41	Tai Po	“	“
	Route E42	Sha Tin	“	“
Airport station	Strengthened routes			
	CTB Route S1	Tung Chung	Chek Lap Kok	For AEL service disruption.
	Route E11	Causeway Bay	“	“
	Route E21	Tai Kok Tsui	“	“
	Route E22	Lam Tin	“	“
	Route E22A	Tseung Kwan O	“	“
	Route E23	Choi Hung	“	“
	Route A11	North Point Ferry	“	“
	Route A12	Siu Sai Wan	“	“
	Route A21	Hung Hom KCR	“	“
	Route A22	Lam Tin	“	“
	LW Route S1	Tung Chung	“	“
	Route E32	Kwai Fong	“	“
	Route E33	Tuen Mun	“	“
	Route E34	Tin Shui Wai	“	“
	Route E41	Tai Po	“	“
	Route E42	Sha Tin	“	“
	Route A31	Tsuen Wan	“	“
	Route A33	Tuen Mun	“	“
	Route A41	Sha Tin	“	“
	Route A43	Fan Ling	“	“

* The Lai King station is far away from the service area of the existing franchised airport bus services thus diversion of such services is not recommended. Passengers are recommended to take MTR Tsuen Wan Line from Lai King station to Kwai Fong station and interchange with LW routes A31 (Tsuen Wan – Chek Lap Kok) and E32 (Kwai Fong – Chep Lap Kok) which will be strengthened.