

Legislative Council Panel on Transport
Subcommittee on matters relating to railways

Performance of Ma On Shan Rail after commissioning

Purpose

This paper informs Members about the performance of Ma On Shan (MOS) Rail after its commissioning on 21 December 2004, and the progress of noise monitoring of MOS Rail.

Performance

2. MOS Rail has attracted an average daily patronage of 80 000 to 90 000 passenger trips since opening and achieved a single-day record of 125 000 passenger trips on 24 December 2004. All MOS Rail stations are operating smoothly and MOS Rail passengers are now generally accustomed to the interchange arrangement with East Rail at Tai Wai Station. Both Tai Wai Station and East Rail have enough capacity to handle the additional passengers resulting from the commissioning of MOS Rail. Even during the morning peak hours, most MOS Rail passengers can board the first East Rail train that arrives.

3. MOS Rail operates more than 500 trains a day. The train service delivery and punctuality rates for January 2005 were 99.92% and 99.74% respectively. These rates are above KCRC's performance requirements as laid down in the service agreement with the Government.

Improvement measures

4. Over the past two months, passengers have made a number of suggestions on MOS Rail services. As for Members' request for follow-up actions on the noise monitoring of MOS Rail, an update on the subject is detailed in paragraphs 14 to 17.

5. To familiarise passengers with the operation of MOS Rail and the interchange arrangement at Tai Wai Station, KCRC has employed 130 temporary service ambassadors and, during the first week of operation, set up information

counters at the concourse of all MOS Rail stations to provide assistance to passengers. A Passenger Information Centre and a MOS Rail hotline was also set up at Tai Wai Station to answer enquiries.

6. KCRC has been responsive to passengers' views and has added almost 300 signs at different MOS Rail stations, to provide clearer directions and more information about MOS Rail services and facilities. The additional signs include:

- additional exit directories inside all MOS Rail stations, and additional pedestrian and vehicular signs outside all stations;
- additional platform directional signs and interchange instruction boards at Tai Wai Station; and
- first and last train timetables at the entrances to the subways leading to Tai Shui Hang and Heng On stations.

7. In addition, KCRC will carry out a comprehensive review of the signage at all MOS Rail stations in the second quarter this year, taking into account the views of passengers, residents, and shops inside and outside the stations with an aim to meeting their needs as far as possible.

8. Other improvement measures include:

- installation of one additional ticket gate at City One Station and Wu Kai Sha Station, and three additional gates at Ma On Shan Station to ease passenger flow and provide greater convenience to the travelling public;
- installation of an additional Octopus add value machine at Ma On Shan Station and moving the ticket vending machines at the entrance to Sunshine City Plaza 50cms closer to the side panel to provide a wider passage for passengers;
- installation of air-conditioning systems in the toilets of all MOS Rail stations; and
- indicating the stopping positions of trains on the Wu Kai Sha-bound platform at Tai Wai Station to enable passengers to queue at appropriate spots.

Marketing programmes

9. KCRC has introduced a variety of marketing initiatives for MOS Rail passengers, including a Second Trip Discount of 20%. The Corporation has also reached agreement with green minibus operators of 12 routes (803, 803A, 803K, 804, 807B, 807K, 808, 808P, 810, 810K, 809A and 809K) to provide \$0.5 to \$1 interchange discounts for MOS Rail passengers.

10. The Corporation has decided to respond positively to the public request for a monthly pass on MOS Rail. It is now collecting data on MOS Rail passengers' travelling patterns and will analyse the information before introducing the scheme.

Service delays

11. To ensure passenger safety and a quick service recovery during railway incidents, KCRC has drawn up comprehensive contingency procedures to deal with different types of incidents. All frontline staff are well trained and experienced, and are able to respond to incidents appropriately and speedily.

12. Up to the end of January 2005, there were three MOS Rail incidents leading to an extension of journey time of eight minutes or more. Details are as follows:

- On 3 January, a defective computer card inside an axle counter located south of Tai Wai Station led to an eight-minute service delay on certain sections of MOS Rail. Services returned to normal after replacement of the card.
- On 5 January, MOS Rail services were affected as a result of the failure of a component inside a trackside axle counter head located south of Tai Wai Station. KCRC replaced the whole axle counter head that day and requested the supplier to follow up on the matter.
- On 29 January, a problem with the power supply installation to the point machines at Wu Kai Sha Station affected the train frequency on the section between Heng On Station and Wu Kai Sha Station. KCRC deployed feeder buses to run between the two stations. The Corporation and the signalling system

supplier are now carrying out a detailed investigation into the incident to prevent recurrence.

13. None of these incidents affected passenger safety and in each case the impact on services was limited to certain sections of the network. In order to ensure a speedy recovery of services, KCRC has stationed both signalling and rolling stock colleagues at Tai Wai and Wu Kai Sha stations to rectify any fault as soon as possible.

Noise mitigation measures

14. To ensure that the noise levels of MOS Rail comply with the Noise Control Ordinance, the Corporation has adopted a host of noise mitigation measures for both the train cars and the tracks to minimise the noise at source. These include: putting noise absorbing lining under the car, beneath the walkways along the tracks and on the inside of the parapets, adding “skirts” to train vehicles, and installing floating slab track and rubber bearings. Additional measures were implemented for sections of MOS Rail that lie close to residential blocks. These included adding noise absorbers, and extending the walkways and the parapets.

15. In accordance with the requirements of the Environmental Permit granted by the Environmental Protection Department (EPD), the Corporation has conducted noise monitoring at noise sensitive areas on a regular basis since the commissioning of MOS Rail. Results indicated that the noise levels are within the statutory limits.

16. In response to the concerns raised by some residents of Iris Garden, Shatin Park, the Corporation has also conducted monitoring of noise level since the commissioning of MOS Rail. The level registered by the Corporation is 56dB(A), which is within the statutory requirements of 60dB(A).

17. The Corporation will inspect the track and wheels regularly and make improvements to the contact surface when necessary, and will continue to monitor the noise levels, ensuring that the railway will consistently comply with the statutory limits. EPD will also closely monitor the MOS Rail about this.

Train light

18. The Corporation has noted that at a few very specific locations light from trains will cause disturbance to some residential units because of their close proximity to the railway. This is despite the noise levels at these locations fall within statutory limits. The Corporation will install additional 2-metre high visual barriers at the following locations to improve the situation:

- the parapet of the southbound viaduct over Sha Tin Wai Road for a distance of about 100 metres; and
- the parapet of the southbound viaduct over Sha Tin Road for a distance of about 90 metres.

19. The works will commence in May 2005 and are expected to be completed in June/July 2005. They will be carried out during non-traffic hours to avoid any impact on passenger service. KCRC will take necessary measures to minimise the impact of the works on residents.

Conclusion

20. KCRC will continue to closely monitor and regularly review the performance, patronage and noise levels of MOS Rail to ensure the provision of safe and reliable services that the public finds satisfactory.

Kowloon-Canton Railway Corporation
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