

**Legislative Council Panel on Transport
Subcommittee on Matters Relating to Railways**

**Notification of Railway Incidents
when there is service disruption**

At the meeting of the Subcommittee on Matters Relating to Railways (Subcommittee) on 16 January 2009 during which the item on the MTR Kwun Tong Line service disruption was discussed, Members requested the Administration to provide a paper on the notification of railway incidents when there is service disruption. This paper provides the relevant information.

2. We have all along put in place an alert system for incidents which applies to all public transport operators including the MTR Corporation Limited (MTRCL). Under this system, MTRCL (as well as other public transport operators) issues an “Amber Alert” as an early warning in respect of an incident which could lead to a serious disruption of service; and a “Red Alert” is issued as a signal to indicate that a serious disruption has continued or is expected to continue for over 20 minutes, and emergency transport support services from other operators are required.

3. To facilitate relevant operators and agencies to gear up resources to assist affected passengers, MTRCL is required since 2004, to notify the Transport Department (TD) within 8 minutes on any service disruption incident that has occurred for 8 minutes or is expected to last for 8 minutes or more. Train service disruption incidents refer to those incidents that lead to a stoppage of service at a railway station or a stop (in respect of Light Rail), or on a section of a railway line, or an extension in end-to-end journey time on a railway line of 8 minutes or more.

4. Upon receiving notification, TD would liaise closely with MTRCL and provide assistance as necessary. The early notification has enabled preparatory work for emergency/support services to start at the earliest available opportunity. Apart from notifying TD, MTRCL is also required to disseminate at the same time the service disruption messages to passengers on the affected train and in the stations within 8 minutes.

5. The notification system has been working well. During the discussion of the MTR Kwun Tong Line incident at the meeting of the Subcommittee on 16 December 2008, Members expressed that MTRCL

should further enhance the existing system with regard to notifying the media. We have followed up with MTRCL. MTRCL has agreed that in addition to the existing circumstances for notification to the media, it will also notify the media of those incidents that are related to train operation and are of public concern and which has resulted in or could potentially result in injuries or deaths. This has already been reported to the Subcommittee in January 2009.

**Transport and Housing Bureau
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