

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

MTR Railway Service Performance

Purpose

This paper provides information on railway service performance, contingency arrangements for railway incidents and maintenance regime for the period between 1 January and 31 May 2012.

Railway Service Performance

2. Carrying more than 4 million passengers on average each weekday (i.e. Monday to Friday), the MTR Corporation Limited (MTRCL) is dedicated to operating a safe, reliable and efficient railway service for the people of Hong Kong.

3. From 1 January to 31 May 2012, out of the more than 733,000 train trips operated in the heavy rail network (comprising the Kwun Tong Line, Tsuen Wan Line, Island Line, Tsueng Kwan O Line, East Rail Line, West Rail Line, Ma On Shan Line, Tung Chung Line, Disneyland Resort Line and Airport Express), the number of delays of 8 minutes or more totalled 82. The figures categorised according to the cause of delay are as follows:

	1 January to 31 May 2012
Equipment failure	48
Human factor	5
Passenger behaviour and external factor	29
Total	82

4. It can be noted that among the 82 delays in the heavy rail network, 78 delays were between 8 and 30 minutes; 3 were between 31 and 60 minutes; and there was one delay that exceeded one hour, which was the West Rail Line incident causing 93 minute delay and suspension of train service between Nam Cheong Station and Tsuen Wan West Station on 3 May 2012. Investigation showed that the incident was caused by a piece of composite synthetic gap filler which came loose from installations on the tunnel ceiling and came into contact with the

pantograph of the passing train. This led to a short-circuiting which triggered the safety device of the overhead line's fail-safe system, turning off the power supply in that section of the line. Details of the incident are set out in Annex I.

5. A summary of incidents in the MTR heavy rail network causing a delay of 8 minutes or more is set out in Annex II.

6. On the Light Rail network, 41 delays of 8 minutes or more were recorded. During the same period, more than 437,000 trips were operated. The figures categorised according to the cause of delay are as follows:

	1 January to 31 May 2012
Equipment failure	11
Human factor	2
Passenger behaviour and external factor	28
Total	41

7. Among the 41 delays of 8 minutes or more in Light Rail, 39 were between 8 and 30 minutes, one was 31 minutes and one was 54 minutes. The 54 minute delay was caused by a truck jumping the red light at Castle Peak Road and subsequently colliding with a Light Rail vehicle at the junction of Tin Ha Road and Castle Peak Road on 3 April 2012.

8. A summary of incidents in the Light Rail causing a delay of 8 minutes or more is set out in Annex III.

Contingency Arrangements for Railway Incidents

9. MTRCL understands that passengers experiencing a delay will be inconvenienced. As such, in the event of a train service delay, the Corporation undertakes to minimise any delay caused to passengers through restoring normal train service as quickly as possible and before that, providing passengers with the necessary information to help them continue their journeys.

10. When a train service suspension occurs, MTRCL will in the first instance need to ascertain the situation and make assessment on the

impact to train service. It will then deploy extra manpower and arrange shuttle bus service as necessary.

11. MTRCL hopes members of the public will understand that the arrangement for the contingency services could take some time to put in place after the occurrence of an incident. MTRCL will keep passengers informed of the situation and developments through public announcements which will advise them to first consider taking alternative MTR routes or other public transport.

12. To provide more assistance to passengers, a 60-member Customer Service Rapid Response Unit was set up in 2011 for deployment to MTR stations experiencing serious delays in train service with the specific purpose of providing assistance to passengers. Separately, under the “Listening • Responding” programme launched in March 2012, MTRCL will employ additional 500 staff to perform duties at stations and provide assistance to passengers.

13. To supplement the other information channels currently available at stations such as public announcements, notices, giant signage and digital displays, and to enhance the delivery of train service information to passengers during major disruptions, a new smartphone app “Traffic News” will be launched in the third quarter of 2012. The app aims to facilitate passengers to better plan their onward journeys by providing up-to-date train service information during serious disruptions of 20 minutes or more, typhoon signal No.8 or above hoisted by the Hong Kong Observatory, and festive days when overnight train service is available.

Stringent Maintenance Regime

14. Safety is the top priority in MTR operations. Indeed, MTRCL would never compromise safety in its day to day railway operations.

15. The MTR train operations system is designed to be fail-safe, and built-in protections are in place in every system which will bring train operations to an automatic halt whenever any irregularity is detected to facilitate the required inspections. Train service will only resume after the systems and equipment are inspected and confirmed to be functioning normally. Hence, passengers may be inconvenienced by train service delays.

16. To ensure a high quality performance and the good condition of train service systems and equipment, MTRCL has in place a stringent maintenance regime as well as a comprehensive programme to upgrade and renew assets. Preventive and corrective maintenance works are carried out in different areas including civil engineering structures, railway tracks, signalling system, power supply system, overhead lines, passenger trains, engineering trains and buses. These maintenance works include inspection, maintenance, cleaning and asset replacement, and are carried out according to an established regular maintenance schedule. Each year, more than \$4 billion is invested into maintaining and upgrading railway systems and assets to keep them in tip-top condition.

Conclusion

17. MTRCL will continue to adopt a proactive approach to seek improvements to minimise the occurrence of delays and the inconvenience caused. New railway technology and engineering developments will be explored as they become available in the market. By continually looking for ways to improve its performance, MTRCL strives to maintain its position as one of the best performing railways in the world.

MTR Corporation
June 2012

West Rail Line Service Disruption on 3 May 2012

The Incident

At about 7:49 am on 3 May 2012, when a Hung Hom-bound West Rail Line train (HUH015) was departing from Mei Foo Station, the power supply system tripped open, cutting off power supply to the train in that section.

2. The power failure also brought the following train (HUH016) to a stop inside the tunnel about 75 metres from Mei Foo Station. Based on the preliminary assessment of the Operations Control Centre (OCC) and engineering staff that it would take some time to resume the power supply, the OCC decided to arrange for passengers on the two trains to be detrained.

3. About 900 passengers in HUH015 alighted at Mei Foo Station platform. While another 900 passengers in HUH016 were guided by station staff to leave the train compartments in an orderly and safe manner and walked along the evacuation walkway next to the tracks for about 75 metres towards Mei Foo Station. After about 20 minutes, all passengers arrived safely at Mei Foo Station platform.

4. At 7:52 am, the OCC informed the Transport Department, and subsequently issued Service Disruption notifications (Amber and Red Alerts) in response to latest developments, notifying the Transport Department as well as other public transport operators requesting them to strengthen their services along the affected section.

5. During the incident, train service was suspended between Nam Cheong and Tsuen Wan West stations. West Rail Line service was maintained in two loops:

- (i) between Tuen Mun and Tsuen Wan West stations at about 10 minute intervals; and
- (ii) between Nam Cheong and Hung Hom stations at about 10 minute intervals.

6. Emergency buses (e-buses) were arranged to carry passengers between Nam Cheong and Tsuen Wan West stations, via Mei Foo Station. Passengers were also advised to take other modes of public transport to their destinations.

7. Maintenance engineers completed an initial inspection at about 9 am and confirmed that the associated overhead line equipment was functioning properly. The incident train was subsequently removed from the running line. Train service gradually resumed at 9:43 am after relevant procedures were conducted to confirm the track was clear and the equipment was in normal condition.

Cause of Power Failure

8. After the close of passenger service that night, maintenance staff conducted a detailed inspection of the incident train and confirmed that it was functioning normally.

9. Findings show that the incident was caused by a piece of gap filler which came loose from installations on the tunnel ceiling, coming into contact with the pantograph of the passing train HUH015.

10. This caused a short-circuiting that triggered the safety device of the overhead line's fail-safe system to turn off power supply in that section of the line.

11. The gap filler is made of composite synthetic materials which are elastic in nature. It is used to fill up expansion joints between concrete cross beams in the tunnel and adjacent steel ducts enclosing utility equipment.

Technical Improvement Measures

12. At present, maintenance staff conduct detailed inspection of the overhead line equipment along the West Rail Line once every three months. Engineering vehicles with lift platform are used to reach the tunnel ceiling to conduct inspection of the overhead line and the ceiling. In addition, foot inspection patrols are conducted twice a week. With regard to the incident location, MTRCL conducted a detailed inspection on 26 April 2012, and a patrol was carried out before traffic started on 3 May, and no abnormality was noted.

13. On the night following the incident, MTRCL started a line-wide inspection of similar installations along the West Rail Line and confirmed that there were no similar loosened composite synthetic materials. As a precautionary measure, maintenance staff removed all potentially loose synthetic composite materials in similar structures at Mei Foo Station.

14. To prevent the recurrence of similar events, MTRCL decided to install metallic supports in composite synthetic materials of similar structures to prevent the gap filler from coming off. Relevant work will be completed by the end of June 2012.

Contingency Arrangements

15. MTRCL has established contingency plans to handle train service delays and serious disruptions. In the course of this incident, the following measures were implemented by MTRCL:

Information Dissemination

16. Upon acknowledging that it would take some time to recover power supply, a Service Disruption notification (Red Alert) was sent to other public transport operators requesting them to offer assistance by strengthening their services in the affected area.

17. The media was informed and updated on developments so that they could disseminate news about the service suspension and interim service arrangements to members of the public who had not yet left home to assist them in making alternative transport arrangements.

18. At Nam Cheong, Mei Foo and Tsuen Wan West stations where train service was disrupted, giant maps showing alternative transport information were displayed by MTRCL. Signs were also displayed from concourse ceilings and at street level to mark routes to free MTR shuttle bus pick-up points.

19. Public announcements were made by MTRCL in trains and at stations to inform passengers of the service suspension, interim train service arrangements and provision of e-buses as well as to advise them to take other modes of public transport.

Deployment of E-buses

20. During the incident, e-buses were arranged by MTRCL to run between Nam Cheong and Tsuen Wan West stations with an intermediate stop at Mei Foo Station to serve affected passengers. The location of pick-up and drop-off points were agreed in conjunction with the relevant Government departments after a joint review in late 2010.

21. The free shuttle buses operated for over 2 hours, with the last bus departed from Tsuen Wan West Station at 10:45 am. During the incident, a total of 150 e-buses were deployed, operating 155 trips to serve about 8,300 passengers.

Crowd Control at Stations

22. During the incident, MTRCL implemented crowd management measures at a number of stations such as Nam Cheong, Mei Foo, Tsuen Wan West and Kam Sheung Road, taking into account the individual circumstances and situation at each station.

23. The Manpower Back-up mechanism was activated, with an extra 80 staff including members of the Customer Service Rapid Response Unit (CSRRU) deployed to Nam Cheong, Mei Foo, Tsuen Wan West and Kam Sheung Road stations to provide assistance to passengers.

24. At Nam Cheong, Mei Foo and Tsuen Wan West stations, CSRRU staff took charge of setting up the free shuttle bus pick-up and drop-off points, and managing the arrival and departure of buses.

25. At the same time, exit gates at the affected stations were set to allow passengers to exit with no Octopus fares being deducted and Single Journey Tickets were returned to users so they could obtain a refund. Public announcements were also made at the concerned stations to advise passengers of the arrangement.

Areas of Improvement in Incident Handling

26. MTRCL takes every train service disruption seriously. Other than conducting a technical investigation to determine the cause and to prevent recurrence, the Corporation has also reviewed the contingency arrangements deployed on the 3 May incident to identify areas for improvement.

27. MTRCL notes that some passengers mentioned they could not clearly hear the public announcements made by Train Captains of individual West Rail Line trains to provide information on the service disruption. On review, in case of similar occurrences in the future, the OCC will disseminate information regarding the service delay through the centralized public announcement system to passengers on trains as far as possible.

28. In addition, MTRCL will launch a new smartphone app “Traffic News” in the third quarter of 2012. This will assist passengers to better plan their journeys by providing up-to-date information of serious service disruptions of over 20 minutes directly to their smartphones.

29. Regarding crowd control at Tsuen Wan West Station, as both Exit A and Exit E can lead to the Public Transport Interchange where e-bus pick-up/drop-off points were located, some passengers commented that it was not easy to identify where to join the queue at the Public Transport Interchange. On review, passengers will be guided to only use Exit A at Tsuen Wan West Station to reach the e-bus pick-up/drop-off points at the Public Transport Interchange to improve the queuing order in the future. Public announcements and signage at the station will be changed accordingly to guide passengers to the waiting location of e-bus.

Conclusion

30. MTRCL understands the public concern over the West Rail Line service disruption on 3 May 2012 and apologises for the inconvenience caused to passengers and would like to thank them for their patience and tolerance.

31. MTRCL will strive for continuous improvement to minimise any inconvenience to passengers in the event of service disruption, and continue to provide a safe, reliable and efficient railway service for the people of Hong Kong.

MTR Corporation
June 2012

Record of Train Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Heavy Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation/Remedial Action Taken	Delay (min.)
3-Jan-12	8:10 AM	Tsuen Wan Line	Trains on Tsuen Wan Line towards Central were delayed because three passenger alarms were operated on three trains due to sick passengers on trains within a short period of time.	Assistance was provided to the sick passengers.	11
5-Jan-12	12:38 AM	Tsuen Wan Line	The last Central-bound train was delayed at Lai King Station as it failed to pick up interchanging passengers. The train had to set back to pick up the passengers.	Station staff operated the Emergency Stop Switch to stop the departing train. The train was set back to facilitate boarding by interchanging passengers.	9
8-Jan-12	12:32 PM	East Rail Line	A Hung Hom-bound train was delayed because the Train Captain opened the train doors without ensuring that the train had berthed at the correct stopping mark. The last compartment of the train was not stopped at the platform.	The Train Captain immediately realised the irregularity and closed the train doors. He informed the Operations Control Centre and obtained authorisation to move the train forward to the correct stopping position before re-opening the doors for passengers to board and alight.	9
10-Jan-12	8:40 AM	Tsuen Wan Line	Central-bound trains were delayed because three passenger alarms were operated on three trains for sick passengers within a short period of time. The delay was extended because the train doors of one of the trains failed to close as a foreign object was jammed in the door guide rail.	Assistance was provided to the sick passengers. Trains resumed normal service after the foreign object jammed in the door guide rail of a train was removed.	13
10-Jan-12	4:54 PM	East Rail Line	A Hung Hom-bound train was delayed and subsequently withdrawn from service upon arrival at Kowloon Tong Station because the train doors failed to open.	Investigations found a faulty component of the Static Inverter, which was immediately replaced.	9
14-Jan-12	7:32 PM	Kwun Tong Line	A Yau Ma Tei-bound train was delayed between Ngau Tau Kok Station and Kowloon Bay Station, and subsequently withdrawn from service upon arrival at Kowloon Tong Station because its trainborne signalling computer failed. The delay was extended because the fault reoccurred when the train arrived at Lok Fu Station.	Investigations found faulty electronic cards of the trainborne signalling computer, which were immediately replaced.	23
16-Jan-12	4:49 PM	Tseung Kwan O Line	A Po Lam-bound train was withdrawn from service at North Point Station because the train could not proceed forward.	Investigations revealed that the train controller key failed to start the train intermittently. The controller key was subsequently replaced.	19
19-Jan-12	6:28 PM	Tung Chung Line	A Tung Chung-bound train was withdrawn from service upon arrival at Tung Chung Station because the brake could not be released.	Investigations found a faulty component of brake equipment, which was immediately replaced.	11

Record of Train Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Heavy Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation/Remedial Action Taken	Delay (min.)
21-Jan-12	1:07 PM	Tsuen Wan Line	A Central-bound train was delayed at Tsuen Wan Station because a male passenger's fingers were nipped by a pair of Automatic Platform Gates when he was blocking the train doors and Automatic Platform Gates from closing.	Station staff isolated and opened the Automatic Platform Gates to release the male passenger's fingers.	8
21-Jan-12	1:13 PM	East Rail Line	A Lok Ma Chau-bound train was delayed at Hung Hom Station because a points failed.	Investigations found a faulty component of the points, which was immediately replaced.	8
23-Jan-12	3:10 PM	Kwun Tong Line	A Tiu Keng Leng-bound train was delayed at Kwun Tong Station because a foreign object was jammed in the guide rail of a pair of train doors. The delay was extended when the train arrived at Yau Tong Station because another object was found jammed in the guide rail of the pair of doors.	The objects were immediately removed.	8
26-Jan-12	6:08 AM	Tung Chung Line	A Hong Kong-bound train was delayed at Lai King Station because a points failed.	Investigations found no irregularities. Nonetheless, the points machine was replaced during non-traffic hours.	13
28-Jan-12	1:38 PM	Kwun Tong Line	A train towards Yau Ma Tei was withdrawn from service at Choi Hung Station because its trainborne signalling computer failed.	Investigations found a faulty component of the antenna of signalling system, which was immediately replaced.	9
30-Jan-12	8:29 AM	Tsuen Wan Line	A Tsuen Wan-bound train was delayed at Cheung Sha Wan Station and subsequently withdrawn from service upon arrival at Tsuen Wan Station because of a traction system fault.	Investigations found a faulty component of the traction motor, which was immediately replaced.	11
31-Jan-12	8:05 PM	East Rail Line	A Hung Hom-bound train was withdrawn from service at Fo Tan Station because a passenger jumped from the platform onto the track. The Train Captain immediately pressed the Emergency Stop Push Button and station staff operated the Platform Emergency Plunger to stop the train.	Fire Services was summoned. Normal service resumed after the site was cleared.	26
1-Feb-12	1:48 PM	East Rail Line	A Hung Hom-bound train was blocked by the preceding Through Train and delayed to enter Hung Hom Station because a points failed.	Investigations found a faulty component of the points, which was immediately replaced.	8
2-Feb-12	5:46 PM	Disneyland Resort Line	A Disneyland Resort-bound train was delayed at Sunny Bay Station because track check was required to be conducted to search for a stray dog at trackside.	Normal service resumed after the search.	10
3-Feb-12	9:23 AM	Tsuen Wan Line	A Central-bound train was delayed between Mong Kok Station and Yau Ma Tei Station because a track circuit failed.	Investigations found faulty components of the track circuit, which were immediately replaced.	15

Record of Train Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Heavy Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation/Remedial Action Taken	Delay (min.)
4-Feb-12	9:22 AM	Airport Express	An AsiaWorld-Expo-bound train was delayed at Tsing Yi Station and subsequently withdrawn from service upon arrival at Airport Station because some train doors failed to open for platform duties.	Investigations found a faulty electrical wire of door equipment, which was immediately replaced.	15
11-Feb-12	11:22 AM	East Rail Line	A Hung Hom-bound train was delayed at Fo Tan Station because a passenger alarm was operated by passenger due to a passenger dispute.	The case was classified as 'Common Assault' by Police.	9
15-Feb-12	8:04 AM	East Rail Line	A Hung Hom-bound train was delayed at Tai Wo Station because a passenger's jacket was jammed between the car body and a pair of doors, preventing the doors from opening.	Station staff provided assistance to release the jacket and opened the doors.	8
15-Feb-12	2:24 PM	Tung Chung Line	A Hong Kong-bound train was delayed at Nam Cheong Station and subsequently withdrawn from service upon arrival at Olympic Station because it failed to release its brakes.	Investigations found a faulty component of the brake equipment, which was immediately replaced.	10
19-Feb-12	6:58 AM	East Rail Line	A Hung Hom-bound train was delayed at Lok Ma Chau Station and subsequently withdrawn from service upon arrival at Fo Tan Station because it failed to operate in Automatic Mode.	Investigations found a faulty component of the trainborne signalling equipment, which was immediately replaced.	9
22-Feb-12	8:26 AM	Tsuen Wan Line	A Central-bound train was delayed at Sham Shui Po Station because a passenger's bag was nipped by a pair of train doors. The delay was extended because two passenger alarms were operated for two sick passengers on two other trains and a door blocking case by passengers on yet another train occurred within a short period of time.	Normal service resumed after assistance was provided to the concerned passengers.	16
26-Feb-12	12:42 PM	Tseung Kwan O Line	A Tiu Keng Leng-bound train was withdrawn from service at LOHAS Park Station because the train could not proceed forward.	Investigations revealed that the train controller key failed to start the train intermittently. The controller key was subsequently replaced.	10
26-Feb-12	8:47 PM	Kwun Tong Line	A Tiu Keng Leng-bound train was delayed at Kowloon Tong Station because a passenger alarm was operated for a sick passenger when the train was departing. Another passenger inside the train was injured when the train came to a sudden halt.	The train was set back to the station and assistance was provided to the affected passengers. Two passengers were conveyed to hospital for medical treatment.	8

Record of Train Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Heavy Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation/Remedial Action Taken	Delay (min.)
27-Feb-12	8:17 AM	Tsuen Wan Line	A Tsuen Wan-bound train was delayed between Admiralty Station and Tsim Sha Tsui Station because a track circuit failed.	Investigations found a faulty component of the track circuit, which was replaced during non-traffic hours.	22
27-Feb-12	9:02 AM	Tseung Kwan O Line	A North Point-bound train was delayed at Quarry Bay Station because a passenger alarm was operated for a sick passenger. The delay was extended because another passenger's bag was trapped between the car body and platform screen doors at Tseung Kwan O Station.	The train was set back to the platform for the bag to be released.	10
28-Feb-12	6:21 PM	Tsuen Wan Line	A Tsuen Wan-bound train was delayed at Jordan Station because a pair of doors were blocked from closing by a female passenger's jacket. The delay was extended because a passenger rushed to enter the train compartment of another Tsuen Wan-bound train and activated the Edge/Gap Hazard Detection alarm when the train was closing the doors at Kwai Hing Station.	Normal service resumed after assistance was provided to the passengers.	8
28-Feb-12	6:42 PM	Tseung Kwan O Line	A Po Lam-bound train was delayed because the right-hand side door leaf of a platform screen door did not sit properly on the bottom guide rail.	Investigations during non-traffic hours revealed that the mounting screws of the bottom guide rail were detached. The screws were subsequently refixed.	10
29-Feb-12	8:27 AM	Kwun Tong Line	A Yau Ma Tei-bound train was delayed at Wong Tai Sin Station because a pair of train doors were blocked from closing by passengers. The delay was extended because of another door blocking case and a sick passenger case happened within a short period of time.	Normal service resumed after assistance was provided to the passengers.	8
2-Mar-12	6:50 PM	Tsuen Wan Line	A Tsuen Wan-bound train was delayed at Yau Ma Tei Station because the Edge/Gap Hazard Detection alarm for a platform screen door was activated by passengers.	Station staff confirmed that the platform condition was normal after checking.	8
5-Mar-12	4:32 PM	Ma On Shan Line	A Tai Wai-bound train was withdrawn from service at Sha Tin Wai Station because a pair of train doors failed to close after platform duties.	Station staff found a foreign object jammed in the train door guide rail. It was subsequently removed.	9
6-Mar-12	7:05 AM	Disneyland Resort Line	A Sunny Bay-bound train was delayed at Disneyland Resort Station because the trainborne signalling computer failed.	Investigations found a faulty electronic card of the trainborne signalling computer, which was immediately replaced.	8
10-Mar-12	9:59 PM	Tseung Kwan O Line	A North Point-bound train was delayed between Hang Hau Station and Tseung Kwan O Station and subsequently withdrawn from service upon its arrival at Tseung Kwan O Station because it was tripped to stop.	Investigations found the door latch of an emergency door was not fixed properly. It was immediately fixed.	12

Record of Train Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Heavy Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation/Remedial Action Taken	Delay (min.)
14-Mar-12	6:53 PM	East Rail Line	A Lo Wu-bound train was delayed between Mong Kok East Station and Kowloon Tong Station because a drunken passenger trespassed onto the track and walked towards Kowloon Tong Station.	The man was located at trackside and escorted to return to the platform.	24
16-Mar-12	8:52 AM	East Rail Line	A Lok Ma Chau-bound train was delayed at Mong Kok East Station because a passenger alarm was operated for a sick passenger when the train was departing.	Assistance was immediately provided to the sick passenger, who was conveyed to hospital for medical treatment.	8
16-Mar-12	12:23 PM	East Rail Line	A Hung Hom-bound train was withdrawn at Lok Ma Chau Station because all train doors closed suddenly during platform duties.	Investigations revealed that the Train Captain unintentionally pressed the Door Close Push Button. The Train Captain was reminded to operate train doors according to the established procedure.	9
16-Mar-12	3:20 PM	Tung Chung Line	A Tung Chung-bound train was withdrawn from service at Sunny Bay Station because bad smell emitted from the train underframe.	Investigations found faulty components of the brake equipment, which were immediately replaced.	8
19-Mar-12	8:48 AM	East Rail Line	A Hung Hom-bound train was delayed at Lok Ma Chau Station because a track circuit failed.	Investigations found an iron strip at the junction of the track circuits. The iron strip was immediately removed.	20
20-Mar-12	3:50 PM	Tsuen Wan Line	A Tsuen Wan-bound train was delayed at Mong Kok Station because a points failed.	Investigations found a faulty component of the points, which was replaced during non-traffic hours.	19
20-Mar-12	4:23 PM	East Rail Line	First-class passengers were carried to Kowloon Tong Station and delayed because the door of the first-class compartment of a Hung Hom-bound train failed to open for platform duties when the train arrived at Tai Wai Station.	Investigations found a faulty component of the door equipment, which was immediately replaced.	12
22-Mar-12	3:27 PM	Island Line	A Sheung Wan-bound train was withdrawn from service at Causeway Bay Station because a pair of doors failed to close after platform duties.	Investigations found an object jammed in the train door guide rail. It was immediately removed.	12
22-Mar-12	7:18 PM	Island Line	A Chai Wan-bound train was withdrawn from service at Sheung Wan Station because it failed in automatic turnaround operation.	Investigations found faulty components of the brake equipment, which were immediately replaced.	9
26-Mar-12	6:07 AM	Tung Chung Line	A Hong Kong-bound train was delayed at Lai King Station because a points failed.	Investigations found no irregularities. The fault was self-rectified.	15

Record of Train Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Heavy Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation/Remedial Action Taken	Delay (min.)
26-Mar-12	7:12 AM	East Rail Line	A Hung Hom-bound train was delayed at Lo Wu Station and subsequently withdrawn from service upon arrival at Tai Wai Station because the air pressure in the brake pipe dropped continuously.	Investigations found faulty components of the trainborne signalling computer, which were immediately replaced.	17
29-Mar-12	9:23 PM	West Rail Line	A Hung Hom-bound train was delayed at Tsuen Wan West Station and subsequently withdrawn from service upon arrival at Mei Foo Station because there was a fault on its traction supply system.	Investigations found a faulty component of the trainborne traction supply equipment, which was immediately replaced.	19
2-Apr-12	3:03 PM	East Rail Line	A Hung Hom-bound train was delayed at Fanling Station because two children were found trespassing onto the track and walking towards Tai Wo Station.	Normal train service resumed after completion of track inspection and confirmed no trespasser on track.	24
3-Apr-12	10:27 AM	East Rail Line	A Hung Hom-bound train was delayed to enter Hung Hom Station because a track circuit failed.	Investigations found an iron strip at the junction of track circuits, which was immediately removed.	12
3-Apr-12	11:06 AM	East Rail Line	A Lo Wu-bound train was delayed at University Station and subsequently withdrawn from service upon arrival at Tai Po Market Station because a passenger alarm was operated for a passenger who put a bottle of drainage cleaning liquid in his back pocket and some liquid accidentally spilled out onto the clothes of other passengers, on a seat and on the floor inside the train compartment.	Police assistance was summoned and the case was classified as a breach of the MTR By-laws.	14
5-Apr-12	6:06 AM	Kwun Tong Line	A depot-outbound train was delayed to enter Ngau Tau Kok Station because two points failed.	The points machines were adjusted during non-traffic hours to clear the fault.	16
7-Apr-12	9:24 AM	Kwun Tong Line	A Tiu Keng Leng-bound train was blocked by a spare train dispatched from depot and was delayed to enter Ngau Tau Kok Station.	Investigations found a faulty points machine which was replaced during non-traffic hours.	15
7-Apr-12	10:38 PM	Disneyland Resort Line	A Disneyland Resort-bound train was delayed at Sunny Bay Station and subsequently withdrawn from service upon arrival at Disneyland Resort Station because a piece of plastic sheet was found entangled on the pantograph of a train car.	The plastic sheet was removed during non-traffic hours.	9
12-Apr-12	8:53 AM	Island Line	A Chai Wan-bound train was withdrawn from service at Wan Chai Station because it failed to release its brakes.	Investigations found faulty components of the brake equipment, which were immediately replaced.	16

Record of Train Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Heavy Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation/Remedial Action Taken	Delay (min.)
14-Apr-12	8:44 PM	Kwun Tong Line	A Tiu Keng Leng-bound train was delayed at Kowloon Tong Station and subsequently withdrawn from service upon arrival at Choi Hung Station because the direct current circuit breakers tripped, de-energizing the traction current supplies in the section between Prince Edward Station and Kowloon Tong Station.	Investigations found a burnt metallic balloon at trackside, which was immediately removed.	15
16-Apr-12	12:46 PM	East Rail Line	A Lok Ma Chau-bound train was withdrawn from service at Hung Hom Station because the train became immobilised after platform duties.	Investigations found a faulty component of the trainborne traction equipment, which was immediately replaced.	14
16-Apr-12	10:33 PM	West Rail Line	A Tuen Mun-bound train was delayed at East Tsim Sha Tsui Station because a points failed.	Investigations found a faulty points relay, which was replaced during non-traffic hours.	16
19-Apr-12	12:42 AM	Tsuen Wan Line	The last Central-bound train was blocked and delayed at Lai Chi Kok Station by the preceding maintenance train which sustained a fault on its trainborne traction supply system.	Investigations found faulty relays of the trainborne traction supply system, which were immediately replaced.	35
19-Apr-12	6:04 PM	East Rail Line	A Lo Wu-bound train was withdrawn from service at University Station because a passenger jumped onto the track to attempt suicide. The Train Captain immediately pressed the Emergency Stop Push Button and station staff operated the Platform Emergency Plunger.	The passenger sustained head injuries and was conveyed to hospital. Shuttle buses were operated between Sha Tin and Tai Po Market stations during the affected period. Police classified the case as 'Attempted Suicide'.	38
21-Apr-12	6:22 PM	Kwun Tong Line	A Tiu Keng Leng-bound train was delayed at Kowloon Bay Station because a passenger alarm was operated for a sick passenger. The delay was extended because another passenger alarm was operated by a passenger for unknown reasons when the train arrived at Yau Tong Station.	Normal service resumed after assistance was provided to the sick passenger.	9
25-Apr-12	1:45 PM	Disneyland Resort Line	A Disneyland Resort-bound train was delayed at Sunny Bay Station because the signalling computer failed.	Investigations revealed that the signalling computer halted during the incident. The fault was cleared after the computer was reset.	11
29-Apr-12	7:58 AM	West Rail Line	Hung Hom-bound trains were delayed at Tsuen Wan West Station because two axle counter blocks failed.	Investigations revealed that electronic cards of the axle counter blocks were damaged by lightning during thunderstorm. They were replaced during non-traffic hours.	9
29-Apr-12	11:28 AM	West Rail Line	Hung Hom-bound trains running between Tin Shui Wai Station and Kam Sheung Road Station were delayed because traction current supplies in the section were de-energised.	Investigations found a mis-aligned trainborne antenna which was re-adjusted.	11

Record of Train Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Heavy Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation/Remedial Action Taken	Delay (min.)
2-May-12	10:30 PM	Airport Express	AsiaWorld-Expo-bound trains were delayed at Nam Cheong Station because a metallic road traffic sign board was found on the track, which caused damage to trainborne underframe equipment and glass panels of the platform screen doors at stations.	Track inspection was immediately conducted. It was confirmed that the track condition was normal. Normal service resumed after the metallic foreign object was removed.	9
3-May-12	7:43 AM	West Rail Line	Train service between Nam Cheong Station and Tsuen Wan West Station was suspended after the overhead line's fail safe device was tripped, stopping power supply in the section adjacent to Mei Foo Station.	Investigations revealed that a piece of gap filler which came loose from installations on the tunnel ceiling, came into contact with the pantograph of the passing train. This caused a short-circuiting that triggered the safety device of the overhead line to turn off power supply in that section. Normal service resumed after the incident train was removed from the running line.	93
3-May-12	8:39 AM	Tung Chung Line	Passengers for Sunny Bay Station were over-carried to Tung Chung Station and delayed because a Tung Chung-bound train did not open train doors for platform duties when it arrived at Sunny Bay Station.	Investigations found the Train Captain did not follow the door opening procedures properly during platform duty.	16
3-May-12	11:58 AM	Airport Express	A Hong Kong-bound train was delayed at Nam Cheong Station because a man was found loitering at Olympic Station Emergency Platform. Station staff immediately descended onto the track to conduct a search but the man could not be located.	Normal service resumed after it was confirmed that the man was not there and the track condition was normal.	16
7-May-12	8:03 PM	Tsuen Wan Line	A Tsuen Wan-bound train was delayed at Tsuen Wan Station because the signalling computer failed to set routes.	The fault was cleared after the computer was re-booted.	8
12-May-12	4:31 PM	East Rail Line	A Hung Hom-bound train was withdrawn from service at Tai Po Market Station because the train doors failed to open for platform duties.	Investigations found a faulty component of the door equipment, which was immediately replaced.	9
14-May-12	2:04 PM	Disneyland Resort Line	A Sunny Bay-bound train was withdrawn from service at Sunny Bay Station because the left-hand side windscreen was damaged by an external object when the train was on its way to Sunny Bay Station.	The case was reported to the Police.	10
16-May-12	12:46 AM	Tsuen Wan Line	A Tsuen Wan-bound train was blocked and delayed by the preceding maintenance train which broke down on its way.	Investigations found a faulty trainborne signalling cable, which was immediately replaced.	9
16-May-12	7:22 PM	East Rail Line	A Hung Hom-bound train was withdrawn from service at Racecourse Station because of a fault on a pair of the train doors.	Investigations found a faulty component of the door equipment, which was immediately replaced.	10

Record of Train Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Heavy Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation/Remedial Action Taken	Delay (min.)
17-May-12	7:56 AM	Disneyland Resort Line	A Disneyland Resort-bound train was delayed at Sunny Bay Station because the signalling transmission system failed.	Investigations revealed that the network equipment halted. The fault was cleared after the signalling network was re-booted.	10
18-May-12	10:37 AM	Tung Chung Line	A Hong Kong-bound train was withdrawn from service at Tsing Yi Station because the driving cab door failed to open during thunderstorm.	Investigations confirmed that all door equipment was functioning normally. It was believed that the incident was caused by a significant difference in air pressure during thunderstorm.	12
19-May-12	6:30 AM	Island Line	A Sheung Wan-bound train was blocked and delayed at Heng Fa Chuen Station by a maintenance train which was stalled on its way to Chai Wan Depot.	Investigations found a faulty component of the trainborne traction equipment, which was immediately replaced.	13
22-May-12	10:40 AM	Tung Chung Line	A Hong Kong-bound train was delayed at Siu Ho Wan because smouldering was found emitting from a cable trough at the trackside.	Investigations found a fault of the power supply cable, which was replaced during non-traffic hours.	8
22-May-12	9:55 PM	Tung Chung Line	A Tung Chung-bound train was withdrawn from service at Kowloon Station because there was a fault on a pair of train doors.	Investigations found faulty components of the door equipment, which were immediately replaced.	8
23-May-12	6:46 PM	Kwun Tong Line	A Tiu Keng Leng-bound train was withdrawn from service at Kowloon Bay Station because it failed to release its brakes.	Investigations found a faulty electronic card of the brake equipment, which was immediately replaced.	16
23-May-12	8:47 PM	West Rail Line	Trains in Tsuen Wan West Station Control Area were delayed because the axle counter blocks failed.	Investigations found faulty electronic cards of the axle counter equipment, which were immediately replaced.	27
24-May-12	11:09 PM	Tung Chung Line	A Tung Chung-bound train was delayed near Lai Chi Kok Traction Substation and subsequently withdrawn from service upon arrival at Sunny Bay Station because its trainborne signalling computer failed.	Investigations found a faulty antenna, which was immediately replaced.	19
25-May-12	6:30 PM	Disneyland Resort Line	A Disneyland Resort-bound train was delayed at Disneyland Resort Station because it overran the station stopping mark during a driving practice by a station staff.	Investigations found the stopping mark overran under manual driving, which require trainborne signalling computer reset.	10
29-May-12	11:45 PM	Airport Express	A Hong Kong-bound train was delayed near Tai Ho Wan and subsequently withdrawn from service upon arrival at Sunny Bay Station Emergency Platform because it failed to detect its location.	Investigations found a faulty antenna, which was immediately replaced.	35

Record of Railway Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Light Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation /Remedial Action Taken	Delay (min.)
1-Jan-12	7:53 AM	Light Rail	Passengers were over-carried to Affluence Stop because the Train Captain did not open train doors when the Light Rail vehicle arrived at Tuen Mun Hospital Stop.	Investigation found the Train Captain did not follow the procedures properly to open the train doors.	8
2-Jan-12	10:50 PM	Light Rail	A Light Rail vehicle was blocked and delayed by a road traffic accident at the junction of Ma Miu Road and Castle Peak Road.	Normal working resumed at 11:14 p.m. when the site was cleared.	21
4-Jan-12	3:55 PM	Light Rail	A Light Rail vehicle was delayed at the junction of Wu Chui Road because its pantograph dropped after being hit by a foreign object which fell from height and entangled on the overhead line wires.	The following Light Rail vehicle was used as an assisting vehicle to couple and push the stranded vehicle away from the site.	9
5-Jan-12	4:43 PM	Light Rail	A Light Rail vehicle was blocked and delayed by a road traffic accident at the junction of Tin King Road and Siu Lung Court.	Normal working resumed after the site was cleared.	17
5-Jan-12	5:01 PM	Light Rail	A Light Rail vehicle was withdrawn from service at Tai Tong Road Stop because all train doors failed to open.	Investigation found a faulty platform sensor, which was immediately replaced.	16
7-Jan-12	6:23 PM	Light Rail	A Light Rail vehicle was withdrawn from service because a pedestrian dashed out from the right-hand side of the walkway and was hit by the vehicle.	The pedestrian sustained head injury and was conveyed to hospital for medical treatment.	24
15-Jan-12	2:58 PM	Light Rail	A Light Rail vehicle was delayed on its way from On Ting Stop to Town Centre Stop because a point indicator failed.	Normal working of the points resumed after lubricant was applied to the points.	8
17-Jan-12	9:27 AM	Light Rail	A Light Rail vehicle was delayed at the junction of Ping Ha Road and Kiu Wong Street because a cyclist dashed out from the left-hand side of the junction and was hit by the Light Rail vehicle.	The cyclist sustained no apparent injury. Normal working resumed after the site was cleared.	13
21-Jan-12	4:55 PM	Light Rail	A Light Rail vehicle was blocked and delayed by a road traffic accident at the junction of Ming Kum Road, Tin King Road and Tsing Tin Road.	Normal service resumed after the site was cleared.	19
25-Jan-12	8:35 AM	Light Rail	A Light Rail vehicle was withdrawn from service at Town Centre Stop because it failed to release brakes after platform duties.	Investigation found a faulty component of the trainborne traction equipment, which was immediately replaced.	19
29-Jan-12	6:31 PM	Light Rail	A Light Rail vehicle was withdrawn from service at Ping Shan Stop because the Door Closed indication remained brightened after platform duties.	Investigations found a foreign object jammed in the door guide rail, which was immediately removed.	11

Record of Railway Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Light Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation /Remedial Action Taken	Delay (min.)
4-Feb-12	8:21 AM	Light Rail	A Light Rail vehicle was delayed at the junction of On Lok Road and Castle Peak Road because it was hit from behind by a private car when the Light Rail vehicle was waiting for traffic signals at the junction.	There was no report of passenger injuries. Normal service resumed after the site was cleared.	8
5-Feb-12	12:11 PM	Light Rail	A Light Rail vehicle was blocked and delayed by a medium goods vehicle which broke down at the junction of Castle Peak Road and Ng Lau Road.	Normal service resumed after the site was cleared.	13
6-Feb-12	8:15 AM	Light Rail	A Light Rail vehicle was blocked and delayed by a road traffic accident at the junction of Tin Shing Road, Tin Pak Road and Tin Wu Road.	Normal service resumed after the site was cleared.	9
8-Feb-12	12:36 AM	Light Rail	Light Rail service between Kin On Stop and Tuen Mun Stop / Ho Tin Stop was suspended because a private car hit an overhead line pole and over-turned at the junction of Pui To Road, Tsing Wun Road and Ming Kum Road, causing traction current supplies to trip. Some overhead line equipment were damaged.	There was no report of injuries. Normal service resumed after emergency maintenance work was completed.	26
9-Feb-12	11:33 AM	Light Rail	A Light Rail vehicle was withdrawn from service at Tin Wing Stop because it sustained no forward movement.	Investigations found a faulty component of the trainborne auxiliary equipment, which was immediately replaced.	10
14-Feb-12	6:33 AM	Light Rail	Passengers were over-carried from Affluence Stop to Tuen Mun Hospital Stop.	The Train Captain forgot to open train doors when the Light Rail vehicle arrived at Affluence Stop.	8
14-Feb-12	10:29 AM	Light Rail	A Light Rail vehicle was delayed at the junction of On Lok Road and Castle Peak Road and subsequently withdrawn from service upon arrival at Tai Tong Road Stop because it sustained no forward movement.	Investigations found a faulty electrical wire of the trainborne auxiliary equipment, which was immediately replaced.	11
18-Feb-12	9:01 AM	Light Rail	A Light Rail vehicle was blocked and delayed between Town Centre Stop and Yau Oi Stop because a foreign object was found entangled on the overhead line wires.	Normal service resumed after the foreign object was removed.	11
20-Feb-12	8:06 AM	Light Rail	A Light Rail vehicle was delayed at the junction of Ma Miu Road and Castle Peak Road and subsequently withdrawn from service upon arrival at Shui Pin Wai Stop because a boy hit the car body at the pedestrian crossing and sustained injury to his forehead.	Assistance was immediately provided to the boy who was conveyed to hospital for medical treatment.	19
25-Feb-12	2:05 PM	Light Rail	A Light Rail vehicle was delayed at the junction of Tai Fong Street and Tai Hing Carpark ingress because a passenger collapsed inside the vehicle after she was bumped by another passenger.	Assistance was immediately provided to the passenger who was conveyed to hospital for medical treatment.	11

Record of Railway Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Light Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation /Remedial Action Taken	Delay (min.)
29-Feb-12	5:41 AM	Light Rail	A Light Rail vehicle was delayed at the junction of Pui To Road, Tsing Wun Road and Ming Kum Road because a points failed.	Investigations found a foreign object jammed in the right-hand side sliding chair of the points. It was immediately removed.	10
2-Mar-12	1:16 PM	Light Rail	A Light Rail vehicle was delayed at the junction of Hang Mei Tsuen and Tong Fong Tsuen and subsequently withdrawn upon arrival at Hang Mei Tsuen Stop because a points failed.	Investigations found a broken bolt jammed in the points. The jammed bolt was immediately removed.	17
3-Mar-12	8:14 PM	Light Rail	A Light Rail vehicle was withdrawn from service at Siu Hong Stop because it sustained a fault on its static inverter.	Investigations found a faulty component of the traction supplies equipment, which was immediately replaced.	10
6-Mar-12	10:05 AM	Light Rail	A Light Rail vehicle was blocked and delayed at On Ting Stop because a man jumped from a nearby commercial complex onto the track.	The man was removed by Fire Services and sent to hospital.	14
17-Mar-12	4:29 PM	Light Rail	A Light Rail vehicle was blocked and delayed by a road traffic accident at the junction of Castle Peak Road and Hung Shui Kiu Main Street.	Normal service resumed after the site was cleared.	16
20-Mar-12	1:32 PM	Light Rail	A Light Rail vehicle was delayed because Bay Management System failed, causing failure of automatic route setting.	Investigations revealed that a track circuit cable was loosened, which was immediately fixed.	8
20-Mar-12	8:52 PM	Light Rail	A Light Rail vehicle was blocked and delayed by a road traffic accident at the junction of Tin Shing Road, Tin Pak Road and Tin Wu Road.	Normal service resumed after the site was cleared.	9
3-Apr-12	11:48 AM	Light Rail	Light Rail service between Tuen Mun and Tin Shui Wai / Yuen Long areas was suspended because a dump truck jumped the red light at Castle Peak Road and collided with a Light Rail vehicle at the junction of Tin Ha Road and Castle Peak Road.	Normal service resumed after the site was cleared. Shuttle buses were operated by MTRCL to transport affected passengers during service disruption.	54
6-Apr-12	6:23 PM	Light Rail	A Light Rail vehicle was withdrawn from service at Tin Tsz Stop because the trainborne traction system failed and the Light Rail vehicle failed to release its brakes.	Investigations found a faulty component of the trainborne traction equipment, which was immediately replaced.	9
16-Apr-12	10:44 AM	Light Rail	A Light Rail vehicle was delayed on its way between Town Centre Stop and Tuen Mun Stop because a passenger alarm was operated for a passenger who fell inside the train compartment.	Assistance was immediately provided to the passenger who was conveyed to hospital for medical treatment.	12
16-Apr-12	4:17 PM	Light Rail	Light Rail service between San Hui Stop and Siu Hong Stop was suspended because the overhead line traction current supply system was struck by lightning during thunderstorm.	Normal service resumed after the damaged components of the overhead line traction current supply equipment was replaced.	18
17-Apr-12	1:26 PM	Light Rail	A Light Rail vehicle was delayed at Hong Lok Road Stop because a passenger alarm was operated for a passenger who collapsed inside the train compartment.	Ambulance service was summoned and the passenger was conveyed to hospital for medical treatment.	15

Record of Railway Service Delays of 8 Minutes or More from 1 January to 31 May 2012 (Light Rail)

Incident Date	Incident Time	Railway Line Affected	The Incident	Findings of Investigation /Remedial Action Taken	Delay (min.)
20-Apr-12	5:35 PM	Light Rail	A Light Rail vehicle was delayed at Goodview Garden Stop because a leaf covered the B-side Falling Object Detection sensor and caused a false alarm.	Normal service resumed after the leaf was removed.	15
27-Apr-12	10:27 PM	Light Rail	Light Rail service in Tuen Mun area was suspended because a taxi took an illegal left turn at the junction of Wu Chui Road and Lung Mun Road, and hit a depot-bound Light Rail vehicle.	Normal service resumed after the site was cleared.	16
29-Apr-12	5:58 AM	Light Rail	Light Rail service in Tuen Mun area was suspended because a pedestrian did not follow the traffic light signal from the south-end pedestrian crossing and was hit by a Light Rail vehicle.	Assistance was immediately provided to the pedestrian who was conveyed to hospital for medical treatment. Normal service resumed after the site was cleared.	31
2-May-12	7:22 AM	Light Rail	A Light Rail vehicle was delayed at Tai Hing (North) Stop because a passenger, who was previously declined from taking the Light Rail with his bicycle, laid on the tracks to express his dissatisfaction.	Police assistance was summoned. Normal service resumed after the man was assisted away from the tracks.	17
4-May-12	5:20 AM	Light Rail	The first Light Rail vehicle departed Tin Shui Wai Stop late because its leading car sustained a fault on its trainborne traction supply system.	Investigations found a faulty component of the trainborne traction supply equipment, which was immediately replaced.	18
26-May-12	10:48 AM	Light Rail	A Light Rail vehicle was withdrawn from service because a cyclist jumped the red light and took a left turn at the junction of Castle Peak Road and Ng Lau Road. The cyclist was not hit by the Light Rail vehicle but sustained a minor injury when he jumped off the bicycle.	The person was conveyed to hospital for medical treatment. Normal service resumed after the site was cleared.	11
27-May-12	6:16 AM	Light Rail	A Light Rail vehicle was blocked and delayed by a wounded stray dog at the junction of Castle Peak Road near Fuk Hang Tsuen Road.	Normal service resumed after the site was cleared.	8
29-May-12	3:03 PM	Light Rail	A Light Rail vehicle was delayed and subsequently withdrawn from service upon arrival at Hung Shui Kiu Stop because all train doors failed to open for platform duties.	Investigations found a faulty component of the door equipment, which was immediately replaced.	13