

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

Supplementary Information Provided by MTR Corporation Limited

Purpose

This paper provides supplementary information to the Subcommittee on the numbers of service delays of the heavy rail network of MTR Corporation Limited (“MTRCL”) categorised by cause and delay range, the numbers of cases of indecent assaults in MTR, and the latest progress of the review on the Mass Transit Railway By-laws.

Numbers of Service Delays of the Heavy Rail Network

2. The numbers of service delays of the heavy rail network¹ in 2013 categorised by cause and delay range are as follows:

Cause	Delay Range						Total
	8-30 minutes	31-60 minutes	61-120 minutes	121-180 minutes	181-240 minutes	241 minutes or more	
Equipment fault	95	2	0	1	0	1	99
Human factor	17	0	0	0	0	0	17
Passenger behaviour or external factor	53	4	0	0	0	0	57
Total	165	6	0	1	0	1	173

3. MTRCL has all along been providing the Subcommittee with information on service delays that last for 8 minutes or more. The Government and MTRCL together completed the review on the Fare Adjustment Mechanism in early 2013. The service performance arrangement has been introduced. Under the arrangement, MTRCL will pay proceeds for service disruptions of 31 minutes or above resulting from equipment failure or human factor, which are returned to passengers through the “10% Same Day Second Trip Discount” scheme. The above categorisation by cause and delay range has all along been adopted by the Government and MTRCL as statistical classification. It also facilitates the Government to assess if MTRCL needs to be fined for each case of service delay that lasts for 31 minutes or above. The fines imposed for service delays under the service performance arrangement are as

¹ Comprising the Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, East Rail Line, West Rail Line, Ma On Shan Line, Tung Chung Line, Disneyland Resort Line and Airport Express.

follows:

Train service delay	Fine for each incident (maximum of \$15 million per incident)
31 minutes or more but less than or equal to 1 hour	\$1 million
More than 1 hour but less than or equal to 2 hours	\$2 million
More than 2 hours but less than or equal to 3 hours	\$3 million
More than 3 hours but less than or equal to 4 hours	\$5 million
Each additional hour (or part thereof) exceeding 4 hours	\$2.5 million

“Exemption events” (i.e. events outside MTRCL’s control, such as those caused by passenger behaviour and bad weather) are excluded under the arrangement.

Numbers of Cases of Indecent Assaults in MTR

4. According to the information provided by the Police, the numbers of cases of indecent assaults in the Railway Police District in 2012 and 2013 and the gender of the victims are as follows:

Year	Number of Reported Cases	Gender of the Victims	
		Female	Male
2012	197	195	2
2013	195	191	4

Latest Progress of the Review on the Mass Transit Railway By-laws

5. The review on the Mass Transit Railway By-laws (Cap. 556B) and the Mass Transit Railway (North-west Railway) Bylaw (Cap. 556H) was discussed at the meetings of the Legislative Council Panel on Transport Subcommittee on Matters Relating to Railways in January 2009 and June 2010. After several rounds of discussion at the time, no clear view was formed on how the two sets of by-laws should be amended. MTRCL subsequently reviewed the matter and considered that the two sets of by-laws by and large adequately facilitate proper and efficient railway services. Therefore, MTRCL has no plan for the time being to pursue the proposed amendments.