

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

Service Performance of MTR Corporation Limited

Purpose

This paper reports to the Subcommittee on the service performance of MTR Corporation Limited (“MTRCL”) and some related matters.

Operational Performance

2. Carrying more than 5 million passengers on average each weekday (i.e. Monday to Friday), the MTRCL is dedicated to operating a safe, reliable and efficient railway service for the people of Hong Kong.

Heavy rail

3. From 1 January to 31 May 2013, out of the more than 753,400 train trips operated in the heavy rail network¹, there were 47 delays of 8 minutes or more attributable to equipment fault or human factor while 28 were due to passenger behaviour or external factor. These represent a 11% and 3% reduction when compared respectively with the 53 and 29 delays in the same period in 2012. The figures also represent an average of one delay per 2,563,000 million train-car km operated in the period due to equipment fault or human factor. The delays categorised according to cause are as follows:

	1 January to 31 May 2012	1 January to 31 May 2013
Equipment fault	48	40
Human factor	5	7
Passenger behaviour or external factor	29	28
Subtotal	82	75

4. Of the total number of 75 delays in the heavy rail network, 73

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.

were between 8 and 30 minutes; one was between 31 and 60 minutes; and one exceeded 60 minutes. Details of the last two incidents are set out at Annex A.

5. As announced in April 2013, following a five-yearly review on the Fare Adjustment Mechanism conducted pursuant to the Operating Agreement², a service performance arrangement, amongst other things, has been introduced whereby MTRCL will offer fare concession from proceeds of the fine thus imposed on serious service disruptions of 31 minutes or above through the “10% Same Day Second Trip Discount” scheme. To enable the Transport Department (“TD”) to monitor the service performance arrangement, MTRCL will provide related data on service delays to TD.

Light Rail

6. On the Light Rail network, 10 delays of 8 minutes or more due to equipment fault or human factor and 18 delays due to passenger behaviour or external factor were recorded from 1 January to 31 May 2013. One incident of delay is pending investigation to determine cause. During the same period, more than 434,900 trips were operated. The delay figures show a 23% and 36% reduction when compared respectively with the 13 and 28 delays of 8 minutes or more recorded in the same period in 2012. The figures represent an average of one delay per 395,000 Light Rail-car km operated in the period due to equipment fault or human factor. The delays categorised according to cause are as follows:

	1 January to 31 May 2012	1 January to 31 May 2013
Equipment fault	11	9
Human factor	2	1
Passenger behaviour or external factor	28	18
To be determined	0	1
Subtotal	41	29

7. Of the delays in Light Rail, 28 were between 8 and 30 minutes, and one exceeded 60 minutes.

8. As to the incident pending investigation outcome, on 17 May

² The Operating Agreement was entered into 2007 between the Government and MTRCL to regulate the operation and safety management of railway.

2013, two sets of wheels on the first car and the first set of wheels on the second car of a Yuen Long-bound couple set Light Rail Vehicle (LRV) on Route 761P came off the rail when it was making a left turn enroute from Hang Mei Tsuen Stop to Tong Fong Tsuen Stop. Details of the incident, MTRCL's findings and the new measures implemented to enhance safety were provided in a paper (CB(1)1072/12-13(07)) submitted to the Subcommittee, and deliberated at the Subcommittee meeting on 24 May 2013. As of the issuance of this paper, the Police's investigation into the incident is still on-going.

Use of mobile phones by MTR train captains on duty

9. The provision of a safe and reliable railway service has always been the top priority. There are clear guidelines on the use of mobile phones by train captains. Essentially, train captains may use mobile phones only under two situations: (a) communication with the Operations Control Centre or other relevant MTRCL staff; and (b) emergency. The training for train captains also reinforces the same and reminds them of the safety requirements when operating trains.

10. Besides, MTRCL has in place a system to monitor train captains' performance. Supervisors go on board the trains from time to time for inspection or spot check purposes. They will also observe the conduct and performances of train captains from the platform. If train captains are found not in compliance with the guidelines on the use of mobile phones, MTRCL will follow up the case in accordance with established procedures and may issue warnings or take disciplinary actions as appropriate.

11. To address public concern, MTRCL has reminded its train captains of the guidelines on the proper use of mobile phones and the importance to stay vigilant at all times when operating trains by re-issuing the guidelines as well as reinforcing this message during face-to-face briefings by supervisors. At the same time, MTRCL has also enhanced its inspection and monitoring on train captains' performance.

Closer Engagement with the Community and Government Departments

12. In addition to offering a safe, reliable and efficient railway network, MTRCL is committed to enhancing its service through a process of engagement with the community it serves. In this regard, MTRCL has regularly held open meetings and communications with its passengers

such as through the “MTR Opinion Zone” in MTR stations, regular customer surveys, as well as live phone-in radio programmes.

13. Acknowledging that listening is important and response is even more crucial, MTRCL launched the \$1 billion Listening • Responding Programme in March 2012 which directly responds to customer requests in areas they have specified they would like MTRCL to do more in. The initiatives implemented and to be implemented under the Listening • Responding Programme in 2012 and 2013 are set out in Annex B.

14. With a view to enhancing customer service to a higher standard in all service areas, MTRCL has further set up the Academy of Excellent Service to strengthen training for its staff. Through collaboration and benchmarking with other companies and institutions, the Academy aims to help staff enhance their service standard and performance.

15. Since the launch of the Listening • Responding Programme, MTRCL has received much positive feedback from passengers. A survey conducted at the end of 2012 shows up to 80% of the 500 interviewees found trains and platforms less crowded, and up to 90% of passengers interviewed were satisfied with the waiting time for trains. Noting that the Listening • Responding Programme is an important commitment to MTR passengers and local community, MTRCL will continue to listen and respond.

16. With a view to striving for continued improvement to the railway service, MTRCL will work closely with TD on arrangements for measuring customer satisfaction and setting Customer Service Pledges. Separately, MTRCL will also engage the locals and the Government more closely on changes to Light Rail and MTR bus/feeder bus services.

17. As a related matter, new MTR stations were opened over the past few years. There is also construction of a number of new railway projects. Liaison between MTRCL and Government departments has been strengthened to ensure a smooth and effective day-to-day communication will be maintained after expansion of the railway network, and to maintain close communication on adjustment of train service due to railway projects or engineering works.

Railway Safety

18. Safety always comes first. MTRCL has always striven to provide a safe, reliable and efficient railway service. In accordance with

the Mass Transit Railway Regulations, MTRCL should report to the Electrical and Mechanical Services Department (“EMSD”) any incident that occurred at any part of the entire railway premises which has a direct bearing on the safe operation of the railway. EMSD, as the regulator of railway safety, also closely monitors MTRCL’s operation to ensure safety. In this connection, MTRCL will continue to work closely with EMSD on MTRCL’s asset and safety management to ensure railway safety.

19. Of the incidents reportable to EMSD from January to May 2013, it is noted that more than 90% of the cases were attributable to passenger/public behaviour and external factors. The majority of incidents involve passengers falling on escalators, train door nipping and passengers stepping into platform gaps. A series of safety campaigns will be organised in the second half of the year to address these concerns, offering passengers tips to ensure their own safety and that of their travel companions when taking the MTR.

20. For a more effective response to emergency and contingency, MTRCL will strengthen liaison with TD and the Police in case there are stranded passengers at stations beyond the station operating hours due to inclement weather or emergency, such as during the strike of Severe Typhoon Vicente in July 2012.

21. To further foster a friendly travelling environment, MTRCL launched the Courtesy Campaign 2013 in April to promote considerate passenger behaviour with focus on encouraging passengers to give priority to the use of seats, lifts and wide-gates to those in need, such as senior citizens, persons with disabilities and pregnant women.

22. Information on major safety and courtesy campaigns held in the first five months of 2013 is set out in Annex C.

MTR Corporation Limited
June 2013

**Details of the two incidents in heavy rail network
lasting more than 30 minutes**

Delay between 31 and 60 minutes

At 7:15 pm on 16 March 2013, train service between Shatin and Tai Po Market stations on the East Rail Line was suspended after a female passenger jumped onto the track at University Station. During the incident, train service between Hung Hom and Fo Tan stations was maintained at a 6-minute headway, and that between Tai Po Market Station and Lo Wu / Lok Ma Chau stations ran at a frequency of 8 and 15 minutes respectively. Shuttle bus service was arranged between Shatin and Tai Po Market stations with stops at Fo Tan and University stations. Train service resumed at 7:59 pm after the site was cleared. The case was classified as “suicide” by the Police.

Delay exceeding 60 minutes

2. In the morning of 24 January 2013, smoke was emitted from one set of platform screen doors (“PSDs”) at the front end of Platform 3 at North Point Station due to faulty insulation in the PSDs’ supporting frame. The station was closed at 10:33 am as a precautionary measure to facilitate handling by Fire Services personnel.

3. During the incident, train service on the Tseung Kwan O Line was temporarily suspended between Tiu Keng Leng and North Point stations while service between Tiu Keng Leng and Po Lam/LOHAS Park stations operated at reduced intervals of 5 minutes and 10 minutes respectively. Service was maintained on the Island Line but trains did not stop at North Point Station.

4. To facilitate the early resumption of normal train service, all PSD equipment on Platform 3 was switched off for further inspection and rectification works after train service hours. Service on the Island Line resumed at 1:00 pm while that for the Tseung Kwan O Line resumed at 1:22 pm.

5. During the incident, public announcements were made to all MTR stations and trains to inform passengers of the incident and suggest that they travel across the harbour using Kwun Tong Line and Tsuen Wan Line or other transport modes. Additional staff were deployed to assist

passengers at concerned stations to provide updated information on train service and alternative road transportation means. MTRCL also requested other transportation providers to strengthen their services.

6. After the incident, fleet check on the overall insulation of PSDs on the Tseung Kwan O Line was completed and no irregularity was found. As an enhancement measure, the frequency of insulation test for PSDs of Tseung Kwan O Line has been increased from an annual basis to every three months to closely monitor their condition.

**Summary of the Listening • Responding Service Enhancements in
2012 and 2013**

1) Train Enhancements

Additional Train Services	More than 1,200 train trips per week (62,000 additional trips a year) on the busiest MTR lines have been added in 2012 to ease crowding and reduce waiting time for passengers. From 20 April 2013: <ul style="list-style-type: none">• 4 extra train services per hour were provided on the East Rail Line on Saturdays between 11:00 am and 2:00 pm;• More couple-set Light Rail vehicles are being deployed on Routes 505, 610, 614P and 615P during weekends.
----------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

2) Making MTR Travel more Comfortable and Pleasant

New Customer Service Centres	15 stations will have newly designed Customer Service Centres which are more user-friendly, with 8 already in place.
Public Toilets	Public toilets will be provided at all 10 interchange stations. Works are proceeding on schedule for the installation of toilets at these major interchange stations including Admiralty, Mong Kok and Prince Edward by 2015.
Inflatable Train Door Seals	Works are proceeding to fit 90 older model MTR trains with inflatable door seals to lower in-cabin noise levels.

3) Catering to the Needs of Senior Citizens and Persons with Disabilities



External Lifts	To enhance barrier-free access, a new lift will be opened at Shek Kip Mei Station in 2013. 9 more external lifts will be installed at Tsim Sha Tsui, Lai Chi Kok, Lai King, Prince Edward, Admiralty, Shau Kei Wan, Sai Wan Ho, Yau Ma Tei and Fortress Hill stations by 2016.
Wide Gates	52 additional wide gates will be installed in 30 stations for easier access. As a result, 59 stations will have more than one wide gate by 2013.
Platform Seats	A total of 231 seats have been added to the platforms and interchange passageways at 50 stations in 2012. More seats will be provided in stations for the comfort and convenience of passengers.


4) Enhancing Communication

Smartphone Apps	Smartphone apps and website content will be enhanced to provide more timely and useful information to passengers.
Free Wi-Fi	Free 15-minute Wi-Fi hotspots will soon be available at all MTR stations.
Enhanced Signage	New and enhanced signage will be installed in stations. A new LCD information display system for platforms is being developed.



Major Safety Campaigns of MTRCL held in 2013 (as at May 2013)

Courtesy Campaign




Launch date	Programme/ initiative	Promotion channels	
From 25 April 2013	MTR Courtesy Campaign 2013	<ul style="list-style-type: none"> • Encourage passengers to give priority to the use of seats, lifts and wide gates to those in need, such as senior citizens, persons with disabilities and pregnant women • A lively and humourous music video by Hip Hop artist MastaMic raps the do's and don'ts of good MTR passenger behaviour. The video is aired on trains and in station concourses as well as through various social media channels and the MTR website • Smiley®World appear as bold yellow exclamation marks on posters and stickers bearing Chinese characters saying “Courtesy makes everyone happy” • During the campaign period, MTR staff wearing special event T-shirts reward passengers displaying courteous behaviour with special memo pads 	 




Launch date	Programme/ initiative	Promotion channels	
From 29 April 2013	“MTR on the Go” mobile game app	<ul style="list-style-type: none"> An engaging app to enhance understanding of good passenger behaviour on the MTR network as well as the important duties MTR station staff should perform to keep passengers’ journeys smooth at all times. 	

Campaigns for the Elderly


Launch date	Programme/ initiative	Promotion channels	
Ongoing from November 2011	Elderly Kit	<ul style="list-style-type: none"> Distribution of an education kit to elderly centres in Hong Kong upon request 	
Ongoing	Elderly talks	<ul style="list-style-type: none"> A total of 4 safety talks for the elderly were held in the first five months of 2013 	
Ongoing from February 2011	Elderly Ambassador Programme	<ul style="list-style-type: none"> For a period of 4 weeks, 12 Elderly Ambassadors provide assistance, promote safety and remind elderly passengers of the proper ways to use the MTR at 6 stations 	

Campaigns for Children

Launch date	Programme/ initiative	Promotion channels	
Ongoing since April 2009	Budding Station Master programme	<ul style="list-style-type: none"> Primary school students invited to play the role of MTR Shift Station Masters help ensure passenger safety and proper passenger behaviour 5 activities were held in the first five months of 2013 	
Ongoing since April 2009	“Safe Journey on the MTR”	<ul style="list-style-type: none"> Distribution of an education kit entitled “Safe Journey on the MTR” to all primary schools in Hong Kong 	
Ongoing since January 2011	MTR Safety Game	<ul style="list-style-type: none"> Launch of an on-line game to promote safe and courteous behaviour in the MTR 	

Launch date	Programme/ initiative	Promotion channels	
Ongoing	School talks	<ul style="list-style-type: none"> A total of 3 safety talks for kindergartens and primary schools were held in the first five months of 2013 	
February 2013	MTR X Hong Kong Repertory Theatre: Master of Railway Safety School Tour 2012-13	<ul style="list-style-type: none"> Interactive drama to promote railway safety Sponsorship of free stage performances by the Hong Kong Repertory Theatre for 20,000 primary school students in a tour to 50 schools in 2011-2012 The programme is being brought back by popular demand in the 2012-2013 school year, reaching out to another 50,000 primary school students In addition, the original drama has been adapted into story-telling format for HK Rep artists to tour 50 kindergartens in 2013, 20 more than originally planned due to strong response 	 

Light Rail Safety Campaigns

Launch date	Programme/ initiative	Promotion channels	
Ongoing since August 2010	LR Road Safety Campaign - Model Pedestrian and Road Users	<ul style="list-style-type: none"> A joint bi-monthly campaign with the Police which rewards pedestrians and other road users, including cyclists, who demonstrate good behaviour to promote road safety awareness at Light Rail track crossings 	
From 2 May 2013	Priority Seats on Light Rail vehicles	<ul style="list-style-type: none"> A pilot scheme featuring specially-designed Smiley®World Priority Seats on four Light Rail vehicles was launched to encourage and remind passengers to offer their seats to those in need, including senior citizens, persons with disabilities and pregnant women The Priority Seats will gradually be added to other Light Rail vehicles as part of the Corporation's continuing effort to promote courtesy among passengers throughout the MTR network 	