

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

**MTR Service Performance and Safety Campaigns**

**Purpose**

This paper reports to the Subcommittee on MTR service performance for the second half of year 2012 and safety campaigns organised by the MTR Corporation Limited (MTRCL) in 2012.

**Railway Service Performance**

2. Carrying more than 4.9 million passengers on average each weekday (i.e. Monday to Friday), MTRCL is committed to operating safe, reliable and efficient railway service for the people of Hong Kong.

3. From 1 July to 31 December 2012, out of the more than 909,000 train trips operated in the heavy rail network (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), there were 56 delays of 8 minutes or more attributable to equipment fault or human factor, while 22 were due to passenger behaviour or external factor. These represent a 33% and 15% reduction when compared respectively with the 83 and 26 delays of these two types during the same period in 2011. The figures also represent an average of one delay per 2,536,000 train-car km operated during the period due to equipment fault or human factor. The delays categorised according to cause are as follows:

|                                        | <b>1 July to<br/>31 December 2011</b> | <b>1 July to<br/>31 December 2012</b> |
|----------------------------------------|---------------------------------------|---------------------------------------|
| Equipment fault                        | 76                                    | 51                                    |
| Human factor                           | 7                                     | 5                                     |
| Passenger behaviour or external factor | 26                                    | 22                                    |
| <b>Total</b>                           | <b>109</b>                            | <b>78</b>                             |

4. Among the total of 78 delays in the heavy rail network, 73 were between 8 and 30 minutes; 3 were between 31 and 60 minutes; and 2 exceeded 60 minutes.

### Delays exceeding 60 minutes

5. For the two delays of more than 60 minutes, one occurred on the East Rail Line on 23 July 2012 during the strike of Severe Typhoon Vicente, and the other occurred on 3 October 2012 on the Island Line.

6. On 23 July at night, train service of the East Rail Line was suspended after 11:30 pm as Severe Typhoon Vicente brought down a number of trees which damaged the overhead lines. The Hong Kong Observatory issued the Hurricane Signal No. 10 after midnight on 24 July. As other public transport had already stopped service earlier in the night, stations along the East Rail Line remained open for passengers to take safe shelter. MTR staff provided water to the passengers and washroom facilities were open for use. MTR maintenance staff worked outdoors overnight under adverse weather conditions to remove the trees and to repair the damaged overhead lines, and train service was able to resume normal in the morning of 24 July.

7. After reviewing the service arrangements during the strike of Severe Typhoon Vicente, MTRCL has implemented a number of measures to strengthen assistance provided to passengers during typhoon. During typhoon, train service information will be made available on the MTR website. Station notices and announcements have been enhanced to provide passengers with more detailed information. In addition, a new smartphone app “Traffic News” has been launched to deliver updates on train service directly to passengers’ mobile devices. MTRCL also undertakes to provide passengers having to remain at stations during typhoon with snacks and water until it is safe for them to continue their journey. To prevent passengers from being disrupted under adverse weather, when Increasing Gale or Storm Signal 9 is issued, all MTR bus and rail services operating in open sections will be suspended, while limited train service will be maintained during service hours for the underground sections.

8. Another incident which lasted for more than 60 minutes happened in the morning of 3 October, when train operation between Admiralty and Sheung Wan stations on the Island Line was affected after a ventilation duct cover of the temporary Environmental Control System installed for the West Island Line project partially loosened and came into contact with two trains without passengers at Sheung Wan Station turnaround track. Investigation revealed that the incident was caused by weak weld joints in the vent duct framework which caused the cover to

partially loosen. As it took time to remove the duct cover, train service had to be adjusted on the Island Line. Trains operated between Admiralty and Chai Wan stations at about 3-minute intervals while service in the section between Sheung Wan and Admiralty stations was temporarily suspended. Passengers travelling to Central Station on the Island Line were advised to interchange to the Tsuen Wan Line at Admiralty Station to continue their journey. Free MTR shuttle buses were operated to provide service for affected passengers between Admiralty and Sheung Wan stations, with an alighting point at Central.

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

### Light Rail

10. As regards the Light Rail network, 12 delays of 8 minutes or more due to equipment fault or human factor, and 25 delays due to passenger behaviour or external factor were recorded from 1 July to 31 December 2012. During the same period, more than 525,400 trips were operated. The delay figures show a 29% and 4% reduction when compared respectively with the 17 and 26 delays of these two types recorded during the same period in 2011. The figures represent an average of one delay per 439,000 Light Rail-car km operated during the period due to equipment fault or human factor. The delays categorised according to cause are as follows:

|                                              | <b>1 July to<br/>31 December 2011</b> | <b>1 July to<br/>31 December 2012</b> |
|----------------------------------------------|---------------------------------------|---------------------------------------|
| Equipment fault                              | 16                                    | 11                                    |
| Human factor                                 | 1                                     | 1                                     |
| Passenger<br>behaviour or<br>external factor | 26                                    | 25                                    |
| Miscellaneous                                | 1*                                    | 0                                     |
| <b>Total</b>                                 | <b>44</b>                             | <b>37</b>                             |

\* On 13 August 2011, a Light Rail Train Captain felt unwell and could not continue his driving duty. The concerned Light Rail vehicle was delayed at Tin Shui Stop until he was replaced by another Train Captain.

11. Among the delays in the Light Rail network, 35 were between 8 and 30 minutes; and 2 exceeded 60 minutes. Of the latter two cases,

one was caused by a broken insulator on the overhead line near Kin On Stop on 9 July, affecting service on Light Rail Route 505 for over one and a half hours. Free shuttle buses were arranged to run between Tuen Mun and Leung King stops to serve affected passengers during the period.

12. The other serious delay on the Light Rail network occurred in the morning of 24 July during Severe Typhoon Vicente when fallen trees damaged the overhead lines, affecting the services of Light Rail routes 614, 705 and 706. Normal service resumed after MTR staff worked under adverse weather to remove the fallen trees and repair the overhead lines.

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

14. Regardless of whether train service disruptions are caused by equipment fault or external forces, such as a typhoon, MTRCL understands such delays cause inconvenience to passengers. MTRCL undertakes to keep passengers informed of the situation and developments through various channels including public announcements, station notices, mobile apps and the MTR website, etc. When appropriate, passengers will be advised to consider travelling to their destinations by taking alternative MTR routes or other public transport.

### **MTR Safety Campaigns**

15. MTRCL submitted a paper to the Subcommittee in March 2012 introducing the safety campaigns of various themes organised by MTRCL each year to enhance passenger awareness on the safe use of the MTR system and offer tips on how passengers can ensure their own safety as well as that of their travel companions when taking the MTR.

16. On reviewing incidents reportable to the Electrical and Mechanical Services Department from March to December 2012, it is noted that more than 90% of them are attributable to passenger/public behaviour and external factors. The majority of incidents involve passenger falls on escalators, train door nippings and passengers stepping into platform gaps, etc.

17. There are various themes for MTR safety campaigns including escalator and lift safety, train door safety, platform safety, as well as road safety at Light Rail junctions and walkways. At the same time, MTRCL

regularly collaborates with Government departments, non-profit-making organisations, schools and community groups to create synergy in the conveyance of safety messages.

18. Information on major safety campaigns held in 2012 is set out in Annex C.

## **Conclusion**

19. Safety is the top priority for railway services. 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.

20. 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.

21. Other than ensuring that the Corporation's railway system is designed, built and operated to stringent international safety standard, MTRCL will continue to promote safe and courteous behaviour on the MTR by organising safety campaigns.

**MTR Corporation Limited**  
**February 2013**

**Record of Train Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Heavy Rail)**

| Incident Date | Incident Time | Railway Line Affected  | The Incident                                                                                                                                                                                             | Findings of Investigation / Remedial Action Taken                                                                                   | Delay (min.) |
|---------------|---------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 1-Jul-12      | 2:20 PM       | Tung Chung Line        | A Hong Kong-bound train was delayed at Rambler Channel Bridge and subsequently withdrawn from service upon its arrival at Lai King Station because its trainborne signalling computer failed.            | Investigation revealed that the signalling computer halted during the incident. The fault was cleared after the computer was reset. | 19           |
| 3-Jul-12      | 8:30 AM       | Tseung Kwan O Line     | A North Point-bound train was withdrawn from service at Tseung Kwan O Station because a pair of train doors failed to open after arriving at station.                                                    | Investigation revealed that a cardboard was jammed in the train door guide rail, and it was immediately removed.                    | 12           |
| 5-Jul-12      | 8:57 AM       | Kwun Tong Line         | A Yau Ma Tei-bound train was withdrawn from service at Choi Hung Station because the train was unable to detect the status of train doors of one train car.                                              | Investigation found a faulty component of the door equipment, which was immediately replaced.                                       | 9            |
| 8-Jul-12      | 8:39 PM       | Kwun Tong Line         | A Tiu Keng Leng-bound train was delayed between Lam Tin Station and Tiu Keng Leng Station due to track circuit failure.                                                                                  | Investigation found a faulty electronic card of the track circuit, which was immediately replaced.                                  | 11           |
| 10-Jul-12     | 6:22 AM       | East Rail Line         | A Hung Hom-bound train was delayed between Lo Wu Station and Sheung Shui Station because a passenger trespassed onto the track.                                                                          | Service resumed after the man was assisted to return to the platform.                                                               | 9            |
| 11-Jul-12     | 8:22 AM       | Kwun Tong Line         | A Yau Ma Tei-bound train was delayed at Lok Fu Station because a passenger alarm was operated as a passenger lost his mobile phone in the train compartment.                                             | Assistance was immediately provided to the passenger to try to locate his mobile phone.                                             | 8            |
| 11-Jul-12     | 6:20 PM       | Tung Chung Line        | A Hong Kong-bound train was delayed at Hong Kong Station because a track circuit failed.                                                                                                                 | Investigation found a iron strip at the junction of track circuits, which was immediately removed.                                  | 9            |
| 18-Jul-12     | 12:09 PM      | Disneyland Resort Line | A Sunny Bay-bound train was delayed due to signal failure.                                                                                                                                               | Investigation found faulty relays of the axle counter circuit, which were immediately replaced.                                     | 17           |
| 18-Jul-12     | 12:25 PM      | Tsuen Wan Line         | A Central-bound train was delayed at Cheung Sha Wan Station and subsequently withdrawn from service upon its arrival at Sham Shui Po Station because the train lost its power for an on-board equipment. | Investigation found a faulty electrical cable, which was immediately replaced.                                                      | 10           |

### Record of Train Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Heavy Rail)

| Incident Date | Incident Time | Railway Line Affected  | The Incident                                                                                                                                                                                                                  | Findings of Investigation / Remedial Action Taken                                                                           | Delay (min.) |
|---------------|---------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------|
| 19-Jul-12     | 4:02 PM       | East Rail Line         | Trains between Hung Hom and Mong Kok East stations were delayed because a points failed.                                                                                                                                      | Investigation found a faulty component of the points, which was immediately replaced.                                       | 14           |
| 21-Jul-12     | 1:15 PM       | East Rail Line         | A Lo Wu-bound train was delayed at Kowloon Tong Station because a passenger alarm was operated for a sick passenger.                                                                                                          | Assistance was immediately provided to the sick passenger.                                                                  | 12           |
| 22-Jul-12     | 4:57 PM       | Tung Chung Line        | A Hong Kong-bound train was delayed at Rambler Channel Bridge because a Ship Impact Detection System alarm was activated.                                                                                                     | Investigation found no irregularity. Service resumed after the alarm was reset.                                             | 15           |
| 22-Jul-12     | 7:36 PM       | Kwun Tong Line         | A Yau Ma Tei-bound train was delayed at Prince Edward Station because of faulty trackside signalling equipment.                                                                                                               | Investigation found a faulty equipment, which was immediately replaced.                                                     | 11           |
| 23-Jul-12     | 8:19 AM       | Kwun Tong Line         | A Tiu Keng Leng-bound train was delayed at Yau Ma Tei Station because a passenger alarm was operated for a passenger dispute.                                                                                                 | The case was classified as "Common Assault" by Police.                                                                      | 10           |
| 23-Jul-12     | 6:41 PM       | East Rail Line         | A Hung Hom-bound train was delayed at Mong Kok East Station because a foreign plastic sheet was entangled in the pantograph of a train during Severe Typhoon Vicente.                                                         | Service resumed after the sheet was removed.                                                                                | 16           |
| 23-Jul-12     | 11:34 PM      | East Rail Line         | Train service between Hung Hom Station and Lo Wu and Lok Ma Chau stations was suspended because a number of trees fell on the overhead line wires, de-energising the traction current supplies during Severe Typhoon Vicente. | Train service resumed the next day after all fallen trees were removed and overhead line equipment were repaired overnight. | 176          |
| 24-Jul-12     | 5:08 AM       | Disneyland Resort Line | A Disneyland Resort-bound train was delayed at Sunny Bay Station because a tree fell on the overhead line during Severe Typhoon Vicente.                                                                                      | Normal train service resumed after the tree was removed.                                                                    | 18           |
| 25-Jul-12     | 3:12 PM       | Tseung Kwan O Line     | Trains between Tseung Kwan O Station and Po Lam Station were delayed due to points failure.                                                                                                                                   | The faulty points resumed normal after being reset.                                                                         | 39           |
| 28-Jul-12     | 1:29 PM       | East Rail Line         | A Lok Ma Chau-bound train was delayed at Sha Tin Station because a maintenance train was incorrectly routed to a siding for a train test, which resulted in trackside equipment and track circuit failure.                    | The case was caused by human error.                                                                                         | 9            |

### Record of Train Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Heavy Rail)

| Incident Date | Incident Time | Railway Line Affected | The Incident                                                                                                                                                                                           | Findings of Investigation / Remedial Action Taken                                                                                                            | Delay (min.) |
|---------------|---------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 30-Jul-12     | 9:11 PM       | West Rail Line        | A Tuen Mun-bound train was delayed at Tin Shui Wai Station due to failuer of axle counter blocks.                                                                                                      | Investigation found a faulty component of an electronic card of the axle counter, which was immediately replaced.                                            | 9            |
| 3-Aug-12      | 7:52 AM       | Kwun Tong Line        | A Yau Ma Tei-bound train was delayed at Prince Edward Station and subsequently withdrawn from service upon its arrival at Mong Kok Station because it could not receive the proper signals to proceed. | Investigation found faulty electronic cards of the signalling computer. The faulty electronic cards were immediately replaced.                               | 10           |
| 3-Aug-12      | 2:13 PM       | Kwun Tong Line        | A Yau Ma Tei-bound train was delayed at Kwun Tong Station because it was tripped to a safe stop at two car lengths past the stopping mark.                                                             | Investigation revealed that the train was not arranged to re-start its trainborne signalling computer after train regulations.                               | 12           |
| 4-Aug-12      | 9:53 PM       | Tseung Kwan O Line    | A Po Lam-bound train was withdrawn from service at Yau Tong Station because its trainborne signalling computer failed.                                                                                 | Investigation found faulty electronic cards of trainborne signalling computer, which were replaced.                                                          | 13           |
| 7-Aug-12      | 6:35 PM       | Island Line           | A Chai Wan-bound train was delayed at Wan Chai Station because a passenger's bag was nipped by a pair of train doors.                                                                                  | Investigation confirmed that the train doors were functioning normally. Station staff helped release the bag when the train arrived at Causeway Bay Station. | 8            |
| 8-Aug-12      | 11:57 PM      | Kwun Tong Line        | A Yau Ma Tei-bound train was blocked and delayed at Wong Tai Sin Station by a maintenance train which became immobilised on its way to Lok Fu Station.                                                 | Investigation found faulty battery cells on the maintenance train. The faulty battery cells were immediately replaced.                                       | 12           |
| 14-Aug-12     | 8:34 AM       | Tsuen Wan Line        | A Tsuen Wan-bound train was delayed at Admiralty Station because signalling computer failed to set routes for trains to proceed.                                                                       | Investigation found a faulty electronic card of the points. The faulty component was immediately replaced.                                                   | 20           |
| 15-Aug-12     | 7:42 PM       | East Rail Line        | A Lok Ma Chau-bound train was delayed at Sha Tin Station because two points failed to detect their positions.                                                                                          | Investigation found a faulty component, which was immediately replaced.                                                                                      | 15           |
| 17-Aug-12     | 12:39 AM      | Tsuen Wan Line        | A Tsuen Wan-bound train was blocked and delayed at Prince Edward Station by a maintenance train which sustained a fault on its trainborne signalling computer.                                         | Investigation found faulty electronic cards of trainborne signalling computer, which were immediately replaced.                                              | 8            |
| 19-Aug-12     | 8:01 PM       | Ma On Shan Line       | A Tai Wai-bound train was delayed at City One Station because a passenger operated the Platform Emergency Plunger when the train was entering the platform.                                            | Station staff confirmed that the track condition was normal. The plunger was immediately reset.                                                              | 11           |



### Record of Train Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Heavy Rail)

| Incident Date | Incident Time | Railway Line Affected | The Incident                                                                                                                                                                                                                                                                                | Findings of Investigation / Remedial Action Taken                                                                                                                                                                                                                                                                      | Delay (min.) |
|---------------|---------------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 22-Aug-12     | 10:35 AM      | West Rail Line        | Trains between Hung Hom Station and Tsuen Wan West Station were delayed because the signalling computer at Nam Cheong Station failed.                                                                                                                                                       | Investigation found a faulty power supply unit of the signalling computer, which was immediately replaced.                                                                                                                                                                                                             | 30           |
| 24-Aug-12     | 9:28 AM       | Island Line           | A Sheung Wan-bound train was delayed at Sheung Wan Station because a points failed.                                                                                                                                                                                                         | Investigation found faulty components of the points, which were immediately replaced.                                                                                                                                                                                                                                  | 10           |
| 25-Aug-12     | 10:53 PM      | Tseung Kwan O Line    | A Tiu Keng Leng-bound train was withdrawn from service at LOHAS Park Station because two track circuits failed.                                                                                                                                                                             | Investigation found a faulty component of a track circuit, which were immediately replaced.                                                                                                                                                                                                                            | 13           |
| 27-Aug-12     | 8:35 AM       | Tseung Kwan O Line    | A Po Lam-bound train was delayed at Tiu Keng Leng Station. When the train was departing, the passenger alarm was operated as a passenger's finger was nipped by the train doors.                                                                                                            | The Train Captain immediately stopped the train when the passenger alarm was pressed. As the train was already well beyond the platform, it was assessed that it would be faster for the train to proceed to Tseung Kwan O Station where staff was deployed to offer immediate assistance to the passenger on arrival. | 9            |
| 5-Sep-12      | 8:29 PM       | Island Line           | A Sheung Wan-bound train was delayed at Sheung Wan Station because a points failed.                                                                                                                                                                                                         | Investigation revealed that a component of the points, which was relocated in late 2011 for the West Island Line project, was damaged. The damaged component of the points was immediately replaced.                                                                                                                   | 13           |
| 7-Sep-12      | 6:40 AM       | West Rail Line        | A Tuen Mun-bound train was delayed at Mei Foo Station because it sustained wheel slip and overran the station stopping mark.                                                                                                                                                                | Investigation found lubricant oil stains on rail surface, which were immediately removed.                                                                                                                                                                                                                              | 15           |
| 8-Sep-12      | 9:20 PM       | Island Line           | A Chai Wan-bound train was blocked and delayed at Sheung Wan Station by the preceding test train which sustained no movement.                                                                                                                                                               | Investigation revealed that the Train Captain failed to follow the test procedures to re-start the test train.                                                                                                                                                                                                         | 9            |
| 12-Sep-12     | 7:52 AM       | East Rail Line        | A Lo Wu-bound train was blocked and delayed between Sheung Shui Station and Lo Wu Station by the preceding Mainland Through Train which was held before crossing the boundary because the overhead line traction system at Shenzhen was temporarily switched off for locating a trespasser. | Normal working resumed after the incident was handled by the Shenzhen authority.                                                                                                                                                                                                                                       | 14           |
| 14-Sep-12     | 3:07 PM       | Kwun Tong Line        | A Yau Ma Tei-bound train was delayed at Shek Kip Mei Station because two points failed.                                                                                                                                                                                                     | Investigation found a faulty component of the points, which was immediately replaced.                                                                                                                                                                                                                                  | 17           |

### Record of Train Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Heavy Rail)

| Incident Date | Incident Time | Railway Line Affected | The Incident                                                                                                                                                                                                                                                                                                                                 | Findings of Investigation / Remedial Action Taken                                                                                                                       | Delay (min.) |
|---------------|---------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 14-Sep-12     | 6:53 PM       | East Rail Line        | A Hung Hom-bound train was withdrawn from service at Tai Wai Station because it failed to move.                                                                                                                                                                                                                                              | Investigation found a faulty component of the brake equipment, which was immediately replaced.                                                                          | 40           |
| 20-Sep-12     | 8:16 PM       | Tung Chung Line       | A Tung Chung-bound train was withdrawn from service at Tsing Yi Station because the trainborne signalling computer failed.                                                                                                                                                                                                                   | Investigation found faulty electronic cards of the trainborne signalling computer, which were immediately replaced.                                                     | 28           |
| 24-Sep-12     | 9:25 PM       | Kwun Tong Line        | A Yau Ma Tei-bound train was delayed at Yau Tong Station because there was a false alarm on unauthorised opening of some platform screen doors. Station staff confirmed no irregularity.                                                                                                                                                     | Investigation found faulty components in the platform screen door relay equipment, which were replaced.                                                                 | 13           |
| 25-Sep-12     | 6:10 AM       | Kwun Tong Line        | A Yau Ma Tei-bound train was delayed at Wong Tai Sin Station because it could not receive the proper signals to proceed.                                                                                                                                                                                                                     | Investigation revealed that the incident was caused by the trainborne signalling antenna. The antenna was adjusted accordingly.                                         | 11           |
| 25-Sep-12     | 9:21 PM       | Kwun Tong Line        | A Yau Ma Tei-bound train was delayed at Tiu Keng Leng Station because no Train Captain was available.                                                                                                                                                                                                                                        | Investigation revealed that a Traffic Controller forgot to arrange a Train Captain to attend the train after train service regulation. This is regarded as human error. | 17           |
| 29-Sep-12     | 1:11 PM       | East Rail Line        | Trains were delayed by a Hung Hom-bound Mainland Through Train which was stalled at north of Tai Wai Station.                                                                                                                                                                                                                                | Normal working resumed after the fault was temporarily fixed to the Through Train.                                                                                      | 35           |
| 30-Sep-12     | 9:16 PM       | East Rail Line        | A Hung Hom-bound train was withdrawn from service at Tai Wo Station because the overhead line traction supply system was tripped by a sky lantern which was entangled on a pantograph of the train.                                                                                                                                          | Normal working resumed after the pantograph was isolated and the traction supply system was re-energised.                                                               | 15           |
| 3-Oct-12      | 8:15 AM       | Island Line           | Train service between Sheung Wan and Admiralty stations was suspended because the metal cover of a temporary emergency ventilation duct, which was part of the works for the West Island Line extension, protruded from the tunnel wall along a section of track where trains turn around at Sheung Wan Station terminus on the Island Line. | The metal cover was removed and the structure frame was secured. Normal service resumed after the area was inspected and confirmed to be safe for train operations.     | 127          |
| 4-Oct-12      | 3:43 PM       | West Rail Line        | A Hung Hom-bound train was delayed at Kam Sheung Road Station due to signalling failure.                                                                                                                                                                                                                                                     | Investigation found faulty electronic cards of the signalling system, which were immediately replaced.                                                                  | 16           |

**Record of Train Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Heavy Rail)**

| Incident Date | Incident Time | Railway Line Affected | The Incident                                                                                                                                               | Findings of Investigation / Remedial Action Taken                                                                     | Delay (min.) |
|---------------|---------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------------|
| 16-Oct-12     | 10:28 AM      | Tsuen Wan Line        | Trains were delayed because a points at Tsuen Wan Station failed.                                                                                          | Investigation found a damaged electric cable, which was replaced during non-traffic hours.                            | 16           |
| 18-Oct-12     | 11:46 PM      | Tung Chung Line       | A Tung Chung-bound train was delayed at Tung Chung Station because a track circuit failed.                                                                 | Investigation found a small iron strip on the rail, which was immediately removed.                                    | 8            |
| 20-Oct-12     | 10:01 AM      | Tseung Kwan O Line    | A Po Lam-bound train was delayed at North Point Station because the traction current supply was interrupted.                                               | Investigation found a faulty component of overhead line equipment, which was replaced during non-traffic hours.       | 13           |
| 21-Oct-12     | 3:52 PM       | Tseung Kwan O Line    | A North Point-bound train was withdrawn from service at Po Lam Station because the train could not proceed forward.                                        | Investigation found some suspectedly faulty components of the trainborne equipment, which were subsequently replaced. | 13           |
| 22-Oct-12     | 7:49 PM       | Tung Chung Line       | Trains were delayed at Tung Chung Station because of signalling control failure.                                                                           | Investigation found some faulty components of the signalling equipment at Tung Chung Station, which were replaced.    | 17           |
| 23-Oct-12     | 3:58 PM       | East Rail Line        | A Lo Wu-bound train was delayed at Sha Tin Station because some train doors failed to open. The train was withdrawn from service at Tai Po Market Station. | Investigation found a faulty component of the train door equipment, which was replaced.                               | 9            |
| 27-Oct-12     | 6:00 PM       | Tung Chung Line       | A Hong Kong-bound train was withdrawn from service at Tai Ho Wan Emergency Platform because the brake could not be released.                               | Investigation found a faulty component of the brake equipment, which was replaced.                                    | 30           |
| 30-Oct-12     | 11:14 AM      | West Rail Line        | A Hung Hom-bound train was withdrawn from service at Mei Foo Station because a pair of train doors failed to close.                                        | Investigation found a foreign object, which was immediately removed.                                                  | 9            |
| 1-Nov-12      | 8:35 AM       | Island Line           | A Sheung Wan-bound train was delayed at Heng Fa Chuen Station because the left-hand side door leaf of an automatic platform gate failed to close.          | Investigation found a loosened component of the automatic platform gate, which was fixed during non-traffic hours.    | 16           |
| 2-Nov-12      | 4:52 PM       | Airport Express       | A Hong Kong-bound train was delayed and subsequently withdrawn from service upon its arrival at Tsing Yi Station because the brake could not be released.  | Investigation found faulty components of the brake equipment, which were subsequently replaced.                       | 11           |
| 3-Nov-12      | 7:32 AM       | East Rail Line        | A Lok Ma Chau-bound train was withdrawn from service at Tai Wai Station because of a fault on a pair of train doors.                                       | Investigation found a faulty component of door equipment, which was replaced.                                         | 12           |

### Record of Train Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Heavy Rail)

| Incident Date | Incident Time | Railway Line Affected | The Incident                                                                                                                                                                 | Findings of Investigation / Remedial Action Taken                                                                          | Delay (min.) |
|---------------|---------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|--------------|
| 15-Nov-12     | 7:41 AM       | Tsuen Wan Line        | A Tsuen Wan-bound train was delayed because of a fault on the trackside signalling equipment.                                                                                | Investigation found a damaged electrical cable, which was immediately replaced.                                            | 17           |
| 19-Nov-12     | 4:55 PM       | Tung Chung Line       | A Hong Kong-bound train was withdrawn from service at Sunny Bay Station because the train doors of a car failed to open during platform duties.                              | Investigation found a faulty component of the door equipment, which was replaced.                                          | 9            |
| 21-Nov-12     | 1:03 PM       | East Rail Line        | A Hung Hom-bound train was blocked and delayed at Sheung Shui Station because a male passenger jumped and sat on the jumper cable between two train cars of a Through Train. | Normal service resumed after the man was assisted back to the platform. He was conveyed to hospital for medical treatment. | 10           |
| 21-Nov-12     | 5:47 PM       | Kwun Tong Line        | A Yau Ma Tei-bound train was withdrawn from service at Lok Fu Station because its brakes could not be released.                                                              | Investigation found a faulty component of the brake equipment, which was immediately replaced.                             | 11           |
| 25-Nov-12     | 9:39 AM       | Tsuen Wan Line        | A Central-bound train was delayed at Tsim Sha Tsui Station because it failed to detect its location.                                                                         | Investigation found a faulty component of the auxiliary trainborne equipment, which was immediately replaced.              | 10           |
| 30-Nov-12     | 7:14 PM       | Tsuen Wan Line        | A Tsuen Wan-bound train was withdrawn from service at Central Station because a pair of train doors failed to close after platform duties.                                   | Investigation found deformed rubber door seal, which was immediately replaced.                                             | 10           |
| 1-Dec-12      | 5:35 PM       | East Rail Line        | A Hung Hom-bound train was delayed between Kowloon Tong Station and Mong Kok East Station because the Train Captain saw two trespassers at trackside.                        | Station staff descended onto the track to conduct a search. Train service was resumed after confirmation of clear track.   | 8            |
| 1-Dec-12      | 5:58 PM       | Airport Express       | An AsiaWorld-Expo-bound train was delayed at AsiaWorld-Expo Station because of an intermittent signalling fault.                                                             | Investigation found a faulty electronic card of the track circuit, which was immediately replaced.                         | 13           |
| 2-Dec-12      | 7:07 PM       | Kwun Tong Line        | A Tiu Keng Leng-bound train was delayed at Kowloon Bay Station because two automatic platform gates failed to close completely.                                              | Normal service resumed after the door control units of the gates were reset.                                               | 8            |
| 3-Dec-12      | 7:06 AM       | Kwun Tong Line        | A Tiu Keng Leng-bound train was delayed because of an intermittent signalling fault.                                                                                         | Investigation found a faulty electronic card of the track circuit, which was immediately replaced.                         | 8            |
| 3-Dec-12      | 12:15 PM      | East Rail Line        | A Hung Hom-bound train was delayed between Lo Wu Station and Sheung Shui Station after the train was tripped to stop.                                                        | Investigation found a faulty miniature circuit breaker, which was immediately replaced.                                    | 17           |

### Record of Train Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Heavy Rail)

| Incident Date | Incident Time | Railway Line Affected | The Incident                                                                                                                                                                                                                                             | Findings of Investigation / Remedial Action Taken                                                                                                                                                                                             | Delay (min.) |
|---------------|---------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 3-Dec-12      | 11:10 PM      | Kwun Tong Line        | A Yau Ma Tei-bound train was delayed at Kowloon Tong Station and subsequently withdrawn from service upon its arrival at Shek Kip Mei Station because the fixed glass panel between two platform screen doors at Kowloon Tong Station was found damaged. | The damaged glass panel was removed and the space covered by a wooden panel. The panel was subsequently replaced.                                                                                                                             | 14           |
| 5-Dec-12      | 4:41 PM       | Tseung Kwan O Line    | Trains between Tiu Keng Leng Station and Po Lam Station were delayed due to signalling fault.                                                                                                                                                            | Investigation found that the signal in the area was set to stop after station staff inadvertently triggered unwanted commands at the local signalling workstation during fault handling. Train service resumed after the commands were reset. | 23           |
| 11-Dec-12     | 6:11 PM       | Tseung Kwan O Line    | A Po Lam-bound train was delayed at Yau Tong Station because a passenger alarm was operated for a sick passenger.                                                                                                                                        | Assistance was immediately provided to the sick passenger.                                                                                                                                                                                    | 9            |
| 15-Dec-12     | 6:30 PM       | East Rail Line        | A Lo Wu-bound train was withdrawn from service at Hung Hom Station because a pair of doors failed to close.                                                                                                                                              | Investigation found a faulty component of the doors, which was replaced.                                                                                                                                                                      | 10           |
| 19-Dec-12     | 6:46 PM       | Tsuen Wan Line        | A Central-bound train was delayed at Mong Kok Station because of a false alarm of the edge/gap hazard detection for a pair of platform screen doors.                                                                                                     | Investigation found a faulty component of the detection system, which was replaced.                                                                                                                                                           | 8            |
| 20-Dec-12     | 6:14 AM       | Airport Express       | A Hong Kong-bound train was delayed and subsequently withdrawn from service upon its arrival at Airport Station because it failed to detect its location.                                                                                                | Investigation found a faulty electric cable of the trainborne signalling computer, which was replaced.                                                                                                                                        | 14           |
| 21-Dec-12     | 6:43 PM       | Tung Chung Line       | A Hong Kong-bound train was delayed at Tsing Yi Station because some passengers charged a pair of platform screen doors, causing the door open indicator remained brightened although the platform screen doors had been completely closed.              | The fault was cleared after the doors were adjusted.                                                                                                                                                                                          | 10           |
| 25-Dec-12     | 6:52 PM       | East Rail Line        | A Lo Wu-bound train was withdrawn from service at Mong Kong East Station because a man jumped onto the track when it was entering the station.                                                                                                           | The man was certified dead on site by ambulancemen. Train service resumed after the site was cleared.                                                                                                                                         | 19           |
| 29-Dec-12     | 5:24 PM       | Tsuen Wan Line        | A Central-bound train was withdrawn from service at Sheung Wan Station because a pair of train doors failed to close completely after platform duties.                                                                                                   | Investigation found that a hand strap was jammed in the train door guide rail. It was immediately removed.                                                                                                                                    | 9            |

## Record of Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Light Rail)

| Incident Date | Incident Time | Railway Line Affected | The Incident                                                                                                                                                                            | Findings of Investigation / Remedial Action Taken                                                                                                                                                                            | Delay (min.) |
|---------------|---------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 4-Jul-12      | 1:21 PM       | Light Rail            | A Light Rail vehicle was delayed at the junction of Choy Yee Bridge, Ngan Wai and Affluence because a points failed.                                                                    | Investigation found a mechanical problem and lubricant was immediately applied to fix the problem.                                                                                                                           | 10           |
| 6-Jul-12      | 7:28 PM       | Light Rail            | A Light Rail vehicle was blocked and delayed by a heavy goods vehicle which broke down at the junction of Castle Peak Road and Chung Uk Tsuen.                                          | Normal service resumed after the site was cleared.                                                                                                                                                                           | 14           |
| 9-Jul-12      | 10:52 AM      | Light Rail            | Light Rail service on Route 505 between San Wai Stop and Tuen Mun Stop was suspended because an overhead line insulator was broken.                                                     | Normal service resumed after emergency maintenance work was conducted to replace the broken overhead line insulator. Free shuttle bus service was arranged between Tuen Mun and Leung King stops during the affected period. | 98           |
| 24-Jul-12     | 5:37 AM       | Light Rail            | Light Rail service on Route 614, 705 and 706 was suspended because a number of trees fell and were entangled on the overhead line wires during the strike of Severe Typhoon Vicente.    | Normal service resumed after all trees were removed.                                                                                                                                                                         | 264          |
| 25-Jul-12     | 11:49 AM      | Light Rail            | A Light Rail vehicle was delayed at the junction of Tin Cheung Road and Tin Shing Road because a private car jumped the red light and hit the left-hand side of the Light Rail vehicle. | Normal service resumed after the site was cleared.                                                                                                                                                                           | 9            |
| 25-Jul-12     | 4:58 PM       | Light Rail            | A Light Rail vehicle was withdrawn at Chung Uk Tsuen Stop because all its doors failed to open for platform duties.                                                                     | Investigation found a faulty component of the door equipment, which was immediately replaced.                                                                                                                                | 16           |
| 26-Jul-12     | 7:59 AM       | Light Rail            | A Light Rail vehicle was delayed at the junction of Tin Shui Road and Tin Wing Road because of a passenger dispute.                                                                     | Police was summoned to handle the case. Normal service resumed after the site was cleared.                                                                                                                                   | 30           |
| 26-Jul-12     | 9:19 PM       | Light Rail            | A Light Rail vehicle was delayed at Tin King Stop because a pedestrian dashed from the left-hand side of the walkway and was hit by the vehicle.                                        | The pedestrian was conveyed to hospital for medical treatment. Normal service resumed after the site was cleared.                                                                                                            | 17           |
| 29-Jul-12     | 4:20 PM       | Light Rail            | A Light Rail vehicle was delayed at Tin King Stop and subsequently withdrawn from service upon its arrival at San Wai Stop because the brake could not be released.                     | Investigation found a faulty component of the brake equipment, which was immediately replaced.                                                                                                                               | 10           |

### Record of Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Light Rail)

| Incident Date | Incident Time | Railway Line Affected | The Incident                                                                                                                                                                                                                                                                            | Findings of Investigation / Remedial Action Taken                                                                                         | Delay (min.) |
|---------------|---------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 8-Aug-12      | 3:37 PM       | Light Rail            | A Light Rail vehicle was delayed at Tai Tong Road Stop because a female pedestrian dashed out from the left-hand side of the pedestrian walkway. Train Captain had to apply the emergency brake to stop the vehicle. The pedestrian immediately left the site and could not be located. | Normal working resumed after the site was cleared.                                                                                        | 11           |
| 17-Aug-12     | 12:49 PM      | Light Rail            | A Light Rail vehicle was delayed at Tuen Mun Stop because a foreign plastic sheet was entangled on the overhead line wires.                                                                                                                                                             | Normal working resumed after the foreign object was removed.                                                                              | 11           |
| 20-Aug-12     | 11:18 AM      | Light Rail            | A Light Rail vehicle was delayed at Tin King Stop because a sick passenger collapsed inside the compartment.                                                                                                                                                                            | The sick passenger was assisted to leave the Light Rail vehicle and was sent to hospital for medical treatment.                           | 8            |
| 21-Aug-12     | 2:58 PM       | Light Rail            | A Light Rail vehicle was blocked and delayed by a road traffic accident at the junction of Tai Fong Street and Tai Hing Street.                                                                                                                                                         | Normal working resumed after the site was cleared.                                                                                        | 12           |
| 11-Sep-12     | 4:10 PM       | Light Rail            | A Light Rail vehicle was withdrawn from service upon its arrival at Ming Kum Stop because a snake was found on the car roof.                                                                                                                                                            | The snake was removed subsequently.                                                                                                       | 11           |
| 12-Sep-12     | 2:33 PM       | Light Rail            | A Light Rail vehicle was delayed between Siu Lun Stop and Goodview Garden Stop because it failed to move.                                                                                                                                                                               | Investigation found a faulty component of trainborne traction supply equipment, which was replaced.                                       | 18           |
| 24-Sep-12     | 8:26 AM       | Light Rail            | A Light Rail vehicle was withdrawn from service at Tuen Mun Ferry Pier Stop because it failed to move.                                                                                                                                                                                  | Investigation found a faulty component of trainborne traction supply equipment, which was subsequently replaced.                          | 15           |
| 1-Oct-12      | 3:11 AM       | Light Rail            | A Light Rail vehicle was withdrawn from service at the junction of Tin Shui Road and Tin Shui Estate Bus Terminus because a cyclist dashed out from the left-hand side of the junction and almost hit the Light Rail vehicle.                                                           | Train Captain immediately applied emergency brake to stop the train. The cyclist was not injured.                                         | 21           |
| 8-Oct-12      | 10:14 PM      | Light Rail            | A Light Rail vehicle was delayed at Tuen Mun Ferry Pier Stop because the trackside signalling equipment failed.                                                                                                                                                                         | Investigation found a faulty component of the trackside signalling equipment, which was replaced.                                         | 11           |
| 13-Oct-12     | 7:49 AM       | Light Rail            | A Light Rail vehicle was withdrawn from service at Shui Pin Wai Stop because a sick woman trespassed onto track at a location about 60 metres from the platform. Train Captain immediately applied emergency brake to stop the vehicle.                                                 | The woman sustained no apparent injury and was conveyed to hospital for medical check. Normal service resumed after the site was cleared. | 16           |

### Record of Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Light Rail)

| Incident Date | Incident Time | Railway Line Affected | The Incident                                                                                                                                                             | Findings of Investigation / Remedial Action Taken                                                                                                                                                                                        | Delay (min.) |
|---------------|---------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 13-Oct-12     | 2:26 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.                                                                                                                                                                                       | 19           |
| 14-Oct-12     | 6:20 PM       | Light Rail            | A Light Rail vehicle was delayed at Siu Lun Stop due to the handling of a collapsed passenger inside the train compartment.                                              | Ambulance service was summoned and the passenger was conveyed to hospital for medical treatment.                                                                                                                                         | 12           |
| 23-Oct-12     | 1:33 PM       | Light Rail            | A Light Rail vehicle was delayed at the junction of Castle Peak Road and Ng Lau Road because a New Territories taxi jumped the red light and hit the Light Rail vehicle. | The taxi driver was conveyed to hospital for medical treatment. Normal service resumed after the site was cleared.                                                                                                                       | 10           |
| 31-Oct-12     | 8:47 PM       | Light Rail            | A Light Rail vehicle was blocked and delayed at the junction of Castle Peak Road and Yung Yuen Road due to a road traffic incident.                                      | Normal service resumed after the site was cleared.                                                                                                                                                                                       | 12           |
| 3-Nov-12      | 4:09 PM       | Light Rail            | A Light Rail vehicle was delayed at the junction of Tin Shui Road and Tin Yan Road because a man trespassed onto the track.                                              | The man sustained no apparent injury and declined ambulance service. Normal working resumed after the site was cleared.                                                                                                                  | 10           |
| 4-Nov-12      | 3:37 PM       | Light Rail            | A Light Rail vehicle was delayed on its way to Hoh Fuk Tong Stop because it sustained no forward movement.                                                               | Investigation found a faulty component of the trainborne traction supply equipment, which was immediately replaced.                                                                                                                      | 17           |
| 11-Nov-12     | 1:14 AM       | Light Rail            | A Light Rail vehicle was withdrawn from service at Tin Shui Stop because a pedestrian dashed out from the left-hand side of the pedestrian walkway.                      | The Train Captain immediately applied the emergency brake to stop the vehicle. The pedestrian sustained minor injuries and was sent to hospital for medical treatment.                                                                   | 17           |
| 19-Nov-12     | 10:46 AM      | Light Rail            | A Light Rail vehicle was withdrawn from service at Hung Shui Kiu Stop because it could not proceed forward.                                                              | Investigation revealed that the Train Captain inadvertently dropped his water bottle onto the driving console. The water spilled and caused a short circuit of the trainborne equipment. The vehicle was repaired and resumed operation. | 8            |
| 19-Nov-12     | 3:55 PM       | Light Rail            | A Light Rail vehicle was withdrawn from service at Choy Yee Bridge Stop because of a fault on its doors.                                                                 | Investigation found a faulty electrical cable, which was immediately replaced.                                                                                                                                                           | 10           |
| 22-Nov-12     | 8:53 PM       | Light Rail            | A Light Rail vehicle was withdrawn from service at Chung Uk Tsuen Stop because of a fault on its traction supply system.                                                 | Investigation found a faulty component of the trainborne traction supply equipment, which was immediately replaced.                                                                                                                      | 8            |






### Record of Service Delays of 8 Minutes or More from 1 July to 31 December 2012 (Light Rail)



| Incident Date | Incident Time | Railway Line Affected | The Incident                                                                                                                                                                                         | Findings of Investigation / Remedial Action Taken                                                                   | Delay (min.) |
|---------------|---------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|--------------|
| 24-Nov-12     | 9:44 AM       | Light Rail            | A Light Rail vehicle was blocked and delayed by a road traffic accident at the junction of Wu Shan Road, Wu King Road and Hoi Wong Road.                                                             | Normal service resumed after the site was cleared.                                                                  | 9            |
| 24-Nov-12     | 4:42 PM       | Light Rail            | A Light Rail vehicle was delayed at the junction of Tuen Mun Heung Sze Wui Road and Yau Oi Road because there was a traffic incident.                                                                | Normal service resumed after the site was cleared.                                                                  | 8            |
| 27-Nov-12     | 3:55 PM       | Light Rail            | A Light Rail vehicle was withdrawn from service at Tin Wing Stop because it sustained no forward movement.                                                                                           | Investigation found a faulty component of the trainborne traction supply equipment, which was immediately replaced. | 22           |
| 5-Dec-12      | 4:31 PM       | Light Rail            | A Light Rail vehicle was withdrawn from service at the junction of Yau Oi Road near Oi Chi House because a light goods vehicle cut into the path of the Light Rail vehicle and hit its front bumper. | Normal service resumed after the site was cleared.                                                                  | 12           |
| 8-Dec-12      | 10:57 PM      | Light Rail            | A Light Rail vehicle was withdrawn from service at Tin Yuet Stop because of a passenger dispute.                                                                                                     | Police was summoned to handle the case. Normal service resumed after the site was cleared.                          | 20           |
| 24-Dec-12     | 2:47 PM       | Light Rail            | A Light Rail vehicle was delayed because a sick passenger collapsed inside the compartment.                                                                                                          | The passenger was conveyed to hospital for medical treatment. Normal service resumed afterwards.                    | 17           |
| 30-Dec-12     | 11:58 AM      | Light Rail            | A Light Rail vehicle was blocked and delayed by a road traffic accident at the junction of Fung Cheung Road and Castle Peak Road.                                                                    | Normal service resumed after the site was cleared.                                                                  | 13           |
| 30-Dec-12     | 12:07 PM      | Light Rail            | A Light Rail vehicle was blocked and delayed between Shan King (South) Stop and Shan King (North) Stop because a 2-metre long paper strip was entangled on the overhead line wires.                  | Normal service resumed after the paper strip was removed.                                                           | 16           |

**Major Safety Campaigns Organised by MTRCL in 2012**




**Escalator, Lift and Platform Safety Campaigns**

| Launch date   | Theme/slogan                                                           | Promotion channels                                                                                                                                                                                                                     |                                                                                      |
|---------------|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 20 April 2012 | “Mind the gap, step across carefully. You can make it a safe journey.” | <ul style="list-style-type: none"> <li>To promote “Mind the gap, step across carefully. You can make it a safe journey.” through posters for stations, light rail platforms and train door stickers featuring the new icons</li> </ul> |  |




| Launch date              | Theme/slogan                        | Promotion channels                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                          |
|--------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 16 July – 10 August 2012 | “Hold the handrail and stand still” | <ul style="list-style-type: none"> <li>• 130 Safety Ambassadors were deployed at 50 selected stations to remind passengers on escalator safety. Among them, 10 were Elderly Ambassadors</li> <li>• Two escalator safety mascots appeared in different stations with the Safety Ambassadors to promote escalator safety messages and remind passengers “Hold the handrail and stand still”</li> <li>• Safety messages were wrapped on the handrail of selected escalators at busy stations to remind passengers to hold the handrail at all times when using the escalators</li> <li>• Promotional posters, banners and stickers on escalators (ongoing)</li> </ul> |   |



| Launch date                   | Theme/slogan                                            | Promotion channels                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                      |
|-------------------------------|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 18 October – 10 November 2012 | Together with DJs – “Hold the handrail and stand still” | <ul style="list-style-type: none"> <li>Through newly designed posters, 10 popular disc jockeys from RTHK Radio 2 reminded passengers of escalator safety and helped promote safety tips such as “hold the handrail”, “stand still”, “don’t run”, and “look after senior citizens and young children”, etc.</li> </ul>                                                                                                                                                                                                                                                 |   |
| 7 November 2012               | Lift Priority User and Queuing Trial                    | <ul style="list-style-type: none"> <li>The “Lift Priority User and Queuing Trial” was launched at 20 selected MTR stations</li> <li>Lifts of relevant stations are clearly marked with prominent red stickers to remind passengers to give priority use of lifts to the elderly, persons with disabilities, passengers with baby prams and those carrying bulky objects. Red and blue lift queues are marked on the floor in front of the lifts. Those in need can line up in the red area, while other passengers are advised to line up in the blue area</li> </ul> |  |



## Campaigns for the Elderly

| Launch date                                       | Programme/initiative         | Promotion channels                                                                                                                                                                                                                                                                   |                                                                                       |
|---------------------------------------------------|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Since 18 November 2009                            | Elderly Kit                  | <ul style="list-style-type: none"> <li>Distribution of an educational kit to elderly centres in Hong Kong</li> </ul>                                                                                                                                                                 |    |
| January 2012                                      | Elderly Talks                | <ul style="list-style-type: none"> <li>A total of 12 safety talks for the elderly were held to promote MTR safety messages</li> </ul>                                                                                                                                                |                                                                                       |
| Trial since February 2011; launched on 3 May 2011 | Elderly Ambassador Programme | <ul style="list-style-type: none"> <li>For a period of 4 weeks, 12 Elderly Ambassadors provided assistance, promoted safety and reminded elderly passengers of the proper ways to use the MTR at 6 stations which have a high population of senior citizens living nearby</li> </ul> |   |
| 7 November 2012                                   | Elderly Programme            | <ul style="list-style-type: none"> <li>A full-day programme including a train ride on the West Rail Line and a visit to the Hong Kong Museum of History while promoting safety tips</li> </ul>                                                                                       |  |

## Campaigns for Children

| Launch date          | Programme/initiative             | Promotion channels                                                                                                                                                                                                                              |                                                                                      |
|----------------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Since 3 April 2009   | Budding Station Master Programme | <ul style="list-style-type: none"> <li>• Primary school students invited to play the role of MTR Shift Station Masters to help ensure passenger safety and promote proper passenger behaviour</li> <li>• 15 events were held in 2012</li> </ul> |   |
| Since April 2009     | “Safe Journey on the MTR”        | <ul style="list-style-type: none"> <li>• Distribution of an educational kit entitled “Safe Journey on the MTR” to all primary schools in Hong Kong</li> </ul>                                                                                   |   |
| Since 5 January 2011 | MTR Online Safety Game           | <ul style="list-style-type: none"> <li>• Launch of an online game to promote safe and courteous behaviour in the MTR</li> </ul>                                                                                                                 |  |

| Launch date               | Programme/initiative                                                            | Promotion channels                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                     |
|---------------------------|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| January 2012              | School Talks                                                                    | <ul style="list-style-type: none"> <li>A total of 10 safety talks for kindergartens and primary schools were held</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
| 2012 – 2013 academic year | MTR × Hong Kong Repertory Theatre: Master of Railway Safety School Tour 2012-13 | <ul style="list-style-type: none"> <li>Interactive and educational drama to promote railway safety</li> <li>Sponsorship of free stage performances by the Hong Kong Repertory Theatre for 20,000 primary school students in a tour to 50 schools in 2011-12</li> <li>Students invited to participate in a competition to create a multi-media submission on railway safety</li> <li>The programme is being brought back by popular demand in the 2012-13 school year, reaching out to another 20,000 primary school students</li> <li>A launch event for the school tour performances was held in August 2012 with six public summer performances at Sheung Wan Civic Centre – HKRep Black</li> </ul> |  |

| Launch date           | Programme/initiative                                            | Promotion channels                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                      |
|-----------------------|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|                       |                                                                 | <p>Box Theatre. Winners of the multi-media competition announced</p> <ul style="list-style-type: none"> <li>• The original drama is being adapted into story-telling format for HKRep artists to tour 30 kindergartens in 2013</li> <li>• A colourful picture book to teach youngsters about the importance of safety when taking the MTR is being produced for distribution to kindergartens and primary schools</li> </ul> |   |
| 17 – 18 November 2012 | MTR game booth at the Electrical and Mechanical Safety Carnival | <ul style="list-style-type: none"> <li>• Game booth on safe use of escalators and lifts</li> </ul>                                                                                                                                                                                                                                                                                                                           |  |



## Light Rail Safety Campaigns

| Launch date                     | Programme/initiative            | Promotion channels                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| From August to 26 November 2012 | Light Rail Road Safety Campaign | <ul style="list-style-type: none"> <li>• Light Rail Road Safety Drawing Competition for primary school students and Audio Clipping Design Competition for secondary and tertiary school students to promote Light Rail road safety messages to all road users; remind them to stop and observe road conditions when crossing roads that intersect with the Light Rail network</li> <li>• Deployment of more than 200 Platform Assistants in green-coloured uniforms with printed slogans at selected Light Rail stops to remind passengers of Light Rail road safety</li> <li>• Promoting by radio broadcastings and posters</li> <li>• 30 Elderly Road Safety members helped distribute safety handbooks to the passengers</li> <li>• Organised six visits to Tuen Mun Depot for the community</li> </ul> |

