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Panel on Transport

Subcommittee on Matters Relating to Railways
Meeting on 28 February 2014

**Background brief on the service suspension of
Tseung Kwan O Line and Kwun Tong Line on 16 December 2013,
and recent major incidents on East Rail Line and Light Rail**

Purpose

This paper provides background information on the service suspension of Tseung Kwan O Line and Kwun Tong Line on 16 December 2013, and recent major incidents on East Rail Line and Light Rail. It also summarizes the major views and concerns expressed by Members during previous discussions on heavy and light rail incidents.

Background

Heavy rail incidents

Service suspension of Tseung Kwan O Line and Kwun Tong Line on 16 December 2013

2. According to the Administration¹ and the MTR Corporation Limited ("MTRCL")², power supply disruptions intermittently occurred 3 times from 12:30 pm to 12:42 pm on 16 December 2013 between Hang Hau and Yau Tong Stations on Tseung Kwan O Line and between Tiu Keng Leng and Yau Tong Stations on Kwun Tong Line. Initial investigations by MTRCL found that a broken fastening wire in an overhead line support bracket near Tiu Keng Leng Station caused suspension of train services on Tseung Kwan O Line and part of Kwun Tong Line for nearly 5 hours (i.e. from 12:42 pm to 5:35 pm). MTRCL,

¹ Source: The Administration's paper on "2013 年 12 月 16 日港鐵將軍澳線及觀塘線架空電纜故障事故" in December 2013 [LC Paper No. CB(1)595/13-14(01)]

² Source: Press Release by MTRCL on 20 December 2013 (PR112/13)

as requested by the Administration, submitted a report of the incident within 3 workings days (i.e. on 19 December 2013). The Subcommittee on Matters Relating to Railways ("the Subcommittee") held a meeting on 20 December 2013 to discuss the preliminary report prepared by MTRCL.

East Rail incident on 9 February 2014

3. In accordance with press reports, on 9 February 2014, a faulty overhead power cable near University Station on East Rail Line caused train service disruption between Tai Po Market and Fo Tan Stations at around 11:25 am. Service between Fo Tan and Hung Hom Stations and that between Lo Wu and Tai Po Market Stations was maintained at 6-minute intervals, and every 15 minutes from Lok Ma Chau Station to Tai Po Market Station. Meanwhile, service between Tai Po Market and Fo Tan Stations, running on single track for both directions, was seriously affected and maintained at 20-minute intervals. Feeder buses were arranged between Tai Po Market and Shatin Stations and service was disrupted for 4 hours. About 10 minutes after the service resumed at around 3:30 pm, sparks were seen at the top of a cabin on a Hung Hom-bound train at Kowloon Tong Station on East Rail Line and passengers were evacuated while service was not disrupted. Some relevant newspaper cuttings are attached in **Appendix I**.

East Rail incident on 18 February 2014

4. According to press reports, train service on East Rail Line was disrupted at around 4:20 pm on 18 February 2014 because a faulty insulator in an overhead cable near Fanling Station triggered a short circuit. Trains ran at 15-minute intervals between Hung Hom and Tai Po Market Stations, every 20 minutes between Tai Po Market and Lo Wu Stations and every 30 minutes from Tai Po Market to Lok Ma Chau Stations. Normal train service was resumed at around 7:21 pm. Some relevant newspaper cuttings are attached in **Appendix II**.

East Rail incident on 20 February 2014

5. At around 7:00 am on 20 February 2014, sparks were seen at the top of a cabin of a train leaving Tai Wai Station on East Rail Line. About 400 passengers were evacuated at Kowloon Tong Station and the concerned train was driven to a depot for checking. The incident caused train service disruption on East Rail Line for about 6 minutes. Some newspaper cuttings are in **Appendix III**.

Light rail incidents

Light Rail incident on 17 May 2013

6. On 17 May 2013, more than 80 passengers were injured when a Light Rail train was derailed in Tin Shui Wai, Yuen Long. The Administration and MTRCL reported on the incident and the preliminary findings of the investigation conducted by MTRCL at the meeting held by the Subcommittee on 24 May 2013. Subsequently, the concerned Light Rail captain was charged with negligence and wilfully endangering safety under the Mass Transit Railway Ordinance (Cap. 556). The trial is scheduled to take place in April 2014.

Light Rail incident on 17 December 2013

7. According to press reports, smoke was seen billowing from the air-conditioning system on the top at the rear of the 2-carriage Light Rail train heading for Tin Wu Station in Tin Shui Wai at 8:50 am on 17 December 2013. The train carrying 160 passengers was taken to Tin Wu Station where passengers were evacuated. After the 160 passengers had been evacuated at Tin Wu Station, the burning train was taken to an emergency platform at Hung Tin Road, where fire crews took 15 minutes to put out the fire. No one was injured in the incident. Some relevant newspaper cuttings are attached in **Appendix IV**.

Light Rail incident on 22 January 2014

8. According to the press, Light Rail service across 8 stations in Yuen Long and Tin Shui Wai areas were disrupted at about 6:15 am on 22 January 2014. Because of the failure of overhead line equipment between Hang Mei Tsuen and Tong Fong Tsuen Stations, the circuit in the overhead lines tripped and smoke billowed from the roof of a 2-carriage Light Rail train, causing a suspension in the power supply. Affected passengers were transferred to shuttle buses and no one was injured. Light Rail train service was resumed at 8:30 am. Relevant newspaper cuttings are attached in **Appendix V**.

Major concerns raised by the Subcommittee

Heavy rail incidents

9. Members' major concerns on past heavy rail incidents and the recent service suspension of Tseung Kwan O Line and Kwun Tong Line happened on 16 December 2013 are summarized in the ensuing paragraphs.

Incident handling

10. The Subcommittee discussed MTRCL's incident handling at the

meetings on 16 December 2008, 4 December 2009, 4 November 2010, 18 March 2011, 28 June 2012 and 20 December 2013. Members were gravely concerned about the delayed notification to the Transport Department ("TD") and the contingency measures taken during the incident. In particular, members expressed dissatisfaction with the confusion in the dissemination of information to passengers regarding the service suspension and train service available, emergency bus arrangements, lack of crowd control at the emergency bus pick-up points, and the ad hoc changes made to the locations of those points.

11. Under the existing arrangements, MTRCL is required by TD to issue an Amber or Red Alert message to TD and other public transport operators in accordance with the seriousness of the railway incident. MTRCL is also required to notify TD within 8 minutes of any service disruption incident that has occurred for 8 minutes or is expected to last for 8 minutes or more. Besides, according to Mass Transit Railway Regulations, MTRCL should report to the Electrical and Mechanical Services Department any incident which has a direct bearing on the safe operation of the railway.

12. In case of a major incident, MTRCL will activate the Incident Control Post to deal with the incident together with Administration departments including the Fire Services Department, the Police and TD in accordance with established procedures of contingency plans so as to expedite safe evacuation of passengers. In case the power supply to MTRCL is affected, a backup system on board of the trains will be activated to supply electricity to major facilities on trains, including some of the lighting, ventilation and communication systems. Moreover, staff will be swiftly deployed to assist with passenger detrainment.

13. At the meeting on 4 November 2010, members of the Subcommittee passed the following motion:

"That, as quite a number of serious incidents and disruptions have occurred on the railway systems of MTRCL over the past several years and there has been no improvement in the measures it has adopted in response to these incidents and the way it has handled them; its performance in handling the recent incidents has been more than disappointing and has aroused concern about and dissatisfaction with its railway operations among members of the public; this Subcommittee demands that MTRCL withholds the bonus payments for this year to its Chief Executive Officer and other management staff concerned as a punishment."

Outsourcing of maintenance staff

14. When discussing railway incidents at the Subcommittee meetings on 16 December 2008, 4 December 2009, 18 March 2011 and 20 December 2013, members in general expressed concern that the railway incidents might be caused by MTRCL's outsourcing of maintenance service, which might adversely affect the standard of rail maintenance. MTRCL explained that contractor staff was responsible for regular visual inspections; dye penetration tests and small scale preventive maintenance work; and track cleaning. While tasks such as replacement of rails, ultrasonic testing and rail grinding were carried out by MTRCL's in-house staff. They also assured the Subcommittee members that outsourced and in-house maintenance works were subject to the same standards and requirements. At the Subcommittee meeting on 20 December 2013, members passed 2 motions urging MTRCL to review or cease the outsourcing arrangements so as to improve the maintenance quality and avoid recurrence of the similar incident.

15. In May 2013, MTRCL updated the Subcommittee on the information of their outsourcing maintenance staff. As at 2012, a total of 1 166 outsourcing maintenance staff were engaged in major maintenance contracts, accounting for about 20% of MTRCL's total maintenance and infrastructure manpower. Among the 322 outsourcing maintenance staff for civil maintenance, 4 were responsible for conducting visual and other non-destructive means for rail inspection. Indeed, rail inspection works were mainly conducted by around 190 staff directly employed by MTRCL. The numbers of outsourcing maintenance staff engaged in MTRCL's major maintenance contracts from 2010 to 2012 are attached in **Appendix VI**.

Penalty

16. At the Subcommittee meeting on 4 December 2009, members urged that the Administration should step up monitoring effort and impose a penalty system on MTRCL, such as issuing warning letters to or imposing fines on MTRCL in case of substandard performance. On 28 June 2012, the Subcommittee members expressed concerns on railway service performance. They suggested that MTRCL should introduce a mechanism for the offer of compensations to passengers affected in railway incidents, and the Administration should consider apportioning blame for railway incidents or introducing a penalizing mechanism.

17. The Administration completed the review of Fare Adjustment Mechanism ("FAM") of MTRCL in April 2013 and the new mechanism becomes effective from June 2013. Under the revised FAM, there is a service performance arrangement whereby a fine, ranging from \$1 million to \$15 million, will be imposed on MTRCL for serious service disruptions,

defined as disruptions of 31 minutes or above. The Administration agrees with the argument advanced by MTRCL that disruptions of a shorter duration should not be counted for this purpose in order not to put undue pressure on MTRCL's frontline staff who otherwise might be tempted or pressured into rushing their repair works to avoid the penalty, putting quality or safety at risk. It should also be noted that disruptions caused by factors outside MTRCL's control such as passengers' behaviour and bad weather, will not be counted either. The proposed arrangement is similar to some practices adopted overseas, such as in Singapore and Melbourne. Any fine imposed is credited to a fare concession account for fare concessions through the time-limited "10% Same Day Second Trip Discount" scheme.

18. At the Subcommittee meeting on 20 December 2013, members passed the following motion:

"That this Subcommittee urges the Government to consider expanding the scope of penalty imposed on MTRCL by including deductions of the remunerations and bonuses of its directors, as well as setting out the timetable for implementation of the said deductions."

Light rail incidents

19. Members have discussed Light Rail incident happened on 17 May 2013 at the Subcommittee meeting on 24 May 2013 and their major concerns are summarized in the ensuing paragraphs.

Causes of Light Rail incident

20. Some members raised concerns about the causes of the derailment incident. They asked if there existed any MTRCL's internal rules like punctual arrival at each stop that had prompted speeding in the incident. In response, MTRCL explained that they did not impose any penalties for Light Rail captains not arriving punctually at each stop. After the derailment incident, they had implemented safety enhancement measures, such as increased random speed checks along Light Rail network. Moreover, the stipulated speed limit for all rail junctions in Light Rail network was 15 kilometres per hour to ensure traffic safety.

Safety measures

21. Members generally expressed concerns over the effectiveness of the announced safety enhancement measures. Some members suggested that MTRCL should adopt an automatic braking system, similar to that of heavy rail, for Light Rail. A computer system should also be installed

inside all Light Rail vehicles to monitor the travelling speed, particularly at points of rail junctions. The Administration and MTRCL noted members' views and explained that application of the automatic braking system to Light Rail was not feasible. Unlike heavy rail, Light Rail was operated on the open road shared with other road users, instead of operated in a closed environment used only by the railway.

Penalty

22. Some members expressed concern on the penalty to be imposed on the concerned Light Rail captain and MTRCL as a result of the derailment incident. Also, they suggested that the salary of MTRCL's senior management staff should be deducted for failing to ensure the smooth operation of railway service.

Legislative Council questions

23. Hon CHEUNG Hok-ming, Hon WONG Sing-chi and Hon Mrs Sophie LEUNG LAU Yau-fun expressed concern over railway incidents and raised Council questions on 1, 8 June 2011 and 8 February 2012 respectively. The questions and the Administration's replies are attached in **Appendix VII** for members' reference.

Recent developments

24. The Administration is invited to report the follow-ups on the service suspension of Tseung Kwan O Line and Kwun Tong Line on 16 December 2013, and recent major incidents on East Rail Line and Light Rail at the Subcommittee meeting to be held on 28 February 2014.

Relevant papers

25. A list of relevant papers is in **Appendix VIII**.

大學站電纜爆炸 九龍塘車頂冒火

東鐵一日兩故障十萬人受阻



**港鐵列車故障停
不了！東鐵昨日內
發生兩宗事故，最
嚴重是大學站絕緣體疑**

**老化，令致電纜爆炸，全綫服
務受影響近四小時，接駁巴士
站大排人龍，惟至通車十分鐘
後，九龍塘站一列車車頂集電
弓又閃出火光，接連事故有逾
十萬人受影響，這是港鐵過去
三個月來第四宗嚴重事故。**

記者：朱震平 楊偉亨

東鐵五小時內兩宗故障，南行綫架空電纜爆炸，大學站服務受阻四句鐘，通行不久，九龍塘站又有故障。運輸署已要求港鐵公司就事件提交報告，港鐵向受影響市民致歉，指收車後會詳細檢查兩事故肇因。

往九龍列車暫停

昨上午十一時二十八分，一列由大埔墟往九龍列車駛入大學站時，有乘客聽到車頭突傳來一響爆炸聲，列車停駛，逾千乘客被疏散到月台，往後列車服務受阻，消防到場未見起火迹象，相信與電纜故障有關。

有目擊乘客稱，嗅到燒焦味及煙從前方

飄來，距車頭二十米遠有電纜垂下，大批東鐵職員跑到車頭方向，另四十名工程人員稍後乘工程車到場維修，由於架空電纜供電故障，九龍方向列車暫停服務，北行綫服務同樣受阻。

港鐵指來往紅磡至火炭、羅湖至大埔墟要六分鐘一班，落馬洲至大埔墟十五分鐘一班，同時大埔墟至火炭要單軌雙程行車，約二十分鐘一班。東鐵安排接駁巴士疏導乘客，其中大埔新達廣場巴士站，因通道狹窄，超過五百乘客逼爆，叫苦連天。

三女乘客不適

下午三時二十分，港鐵搶修完畢恢復通車，首班及次班由大埔開往紅磡列車「逼爆」，大批乘客湧入車廂，三名女乘客疑在

車廂等候約十五分鐘，因人多擠逼焗暈，當抵達大學站後，三人先後送院檢驗。

通車十分鐘後，東鐵一列列車又發生故障，一名姓李乘客稱在大圍登車，當列車進入獅隧管道已發現車頂有閃光，並有「嘍嘍」聲響發出，列車進入九龍塘站後，車頂集電弓仍冒出火光，職員疏散乘客離開轉車。

港鐵發言人表示，大學與火炭站間一個絕緣體損壞，導致電力故障。至於第二宗事故，車長發現列車訊號顯示供電系統故障，為安全起見，車上約二千名乘客轉乘另一列車，受阻約數分鐘。

今次為過去三個月第四宗嚴重事故，去年尾，將軍澳綫三列列車觸及下墜架空電纜，令全綫停駛五小時，是港鐵二十二年來最嚴重及封站最長事故。

學者質疑維修出問題

專家的話

對於再有東鐵列車疑組件故障影響服務，有工程師指出，大學站電纜絕緣體損毀，相信是支架老化引致電力系統故障，而九龍站電纜驚現火光，與電纜及列車接觸不良有關，認為港鐵應全面檢查列車組件。

理工大學機械工程學系工程師盧覺強表示，一般情況下，電纜電壓達二萬五千伏特，當集電弓金屬杆觸及電纜造成短

路，會啟動安全掣跳掣，令整個電纜網停電，不排除大學站電纜絕緣體損毀，電纜鬆脫與支架老化有關，又或港鐵維修檢查未發現問題：「因絕緣體部分陶瓷製，所以當看見有裂縫應立即更換。」

至於九龍塘站電纜乍現火光，盧估計列車集電弓與電纜接觸不良，產生「電弧」，集電弓金屬部分會閃出火花，但未致跳掣。他認為機件或出現氧化，同樣港鐵例行維修時或未發現問題。

議員促懲高層減薪扣花紅

港鐵事故頻頻，昨日兩宗，多名立法會議員認為情況不可接受，包括本身是苦主之一的范國威，他們促請當局檢討現時懲處機制，包括加強罰則，連港鐵高層亦應一同受罰，例如減薪或扣減花紅。

范國威疑維修外判所累

立法會交通事務委員會副主席范國威表示，昨由粉嶺乘東鐵列車到大圍出席春茗，事發後兩分鐘，列車駛至太和站停駛，車廂一直未有廣播，十二分鐘後才得悉大學站故障，他由友人駕車接送往大圍。

范國威狠批港鐵故障接二連三，不能接受，促請港鐵盡快交代事件，他形容港鐵服務水準下降，去年底將軍澳綫事故延誤五小時，今次亦超過三小時，質疑是因為港鐵

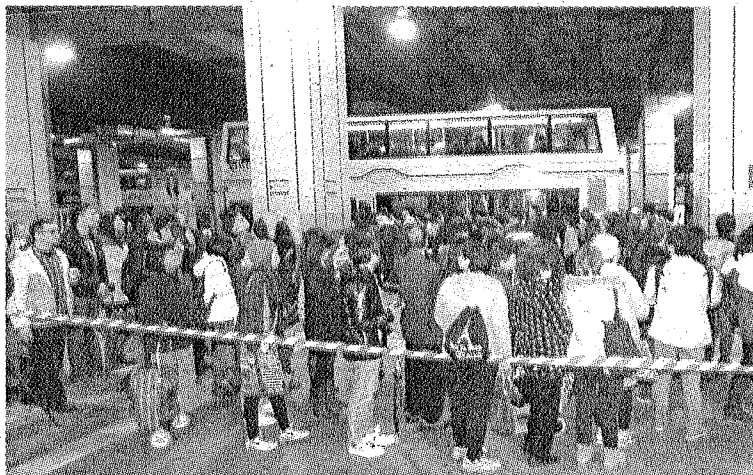
將維修服務外判所致。

范續稱，香港太過依賴鐵路運輸，一旦發生重大事故，影響將難以估計，促請當局檢討現時懲處機制，建議考慮收緊甚至加強罰則：「現時罰則之中，一小時大約一百萬元，數額其實不算太少，但對於港鐵這麼大企業來說，警告性未必足夠。」

另一成員王國興認為，現時罰款制度根本未能對症下藥：「無論出幾多事、罰幾多錢，都由『大水塘』付款了事，最後都由乘客負責」，他建議日後一旦再出事，港鐵高層亦應一同受罰，例如減薪或扣減花紅：「需要加強壓力逼使管理層作出改善。」王又指，港鐵近年不斷發生不同類型事故，除了懲處問題，各界亦很關注整套鐵路系統是否出了問題，要求包括機電工程署等部門認真跟進。

冒雨等接駁巴士 市民怨屢出事

■東鐵恢復全線通車後，南行開入大學站頭班車有一名女乘客因人多「迫量」。



■東鐵故障期間，乘客在大埔墟站排長龍等穿梭巴士。

香港文匯報訊（記者 杜法祖）「近期接二連三發生咁多意外事故，實在唔係幾好囉！」昨日天氣轉寒兼整個上午下着毛毛細雨，大批火車乘客要落車湧往輪候港鐵提供的接駁巴士，大都口出怨言，對港鐵近期接連出事大表不滿。

「上車之後站站停，每個站停差唔多10分鐘。」其中在粉嶺站上車的曾小姐，雖然昨天是周日也要上班，本來打算乘東鐵再轉港鐵到葵涌返工，但因東鐵電力故障影響行程受阻。曾小姐語帶埋怨地說：「去到大學站有廣播叫落車，話有接駁車出沙田。」她於是連忙下車往乘坐接駁巴士去沙田，再入閘乘東鐵繼續行程，「原本50分鐘便可返到公司，結果要花個半鐘……」令她大感不滿。

「無安排 好失望」

「無端端喺上水等成個鐘，無安排，好失望。」一名女士帶着一對子女由上水出九龍訪友，奈何遇上港鐵故障，已提早出門亦變成遲到。她表示在上水站等了1小時，至大埔墟要再轉搭接駁巴士，她怒氣沖沖地表示對港鐵安排十分不滿。

系統老化需檢視 張炳良早已提醒

香港文匯報訊（記者 杜法祖）理工大學機械工程學系工程師盧覺強估計，港鐵昨日事故是列車集電弓碰觸電纜造成短路，令絕緣體損壞影響行車。他懷疑事故可能與絕緣體老化有關。

3個月4電力事故

去年12月至今，港鐵已共發生4宗與電力故障有關的意外，最長一次停駛近5小時，最短亦逾1小時，影響人數最多達數十萬人。在上月港鐵連串事故發生後，運輸及房屋局局長張炳良已指出港鐵系統有可能出現老化，需要全面檢視。他表示已提醒港鐵注意是否系統有老化及需要提升。他又指，近年港鐵全年故障數字仍然偏低，但承認近期事故卻「有點頻密」。言猶在耳，港鐵昨日又出事故。

港鐵去年被罰或達2,550萬元

張炳良當日透露，根據「鐵路事故懲罰機制」，港鐵去年被罰款總額可能達2,550萬元。「鐵路事故懲罰機制」是以服務被延誤31分鐘或以上作判斷準則，延誤事故首31分鐘至4小時，罰款由100萬元至500萬元不等，之後每小時追加罰款250萬元，罰款額上限為1,500萬元。如事故因乘客行為引致、或惡劣天氣影響可豁免罰款。有關罰款會撥入「票價優惠賬戶」，補助乘客車資。港鐵僅去年或已遭罰款達2,500萬。

立法會交通事務委員會副主席范國威質疑現行「鐵路事故懲罰機制」的罰則，對每年賺大錢的港鐵而言可能警告力度不足，立法會應作出跟進。

'Aging' worries after MTR breakdown

Beatrice Siu

Concerns are mounting over the MTR system's aging parts after the train service between Tai Po Market and Fo Tan was disrupted for four hours, affecting thousands of commuters.

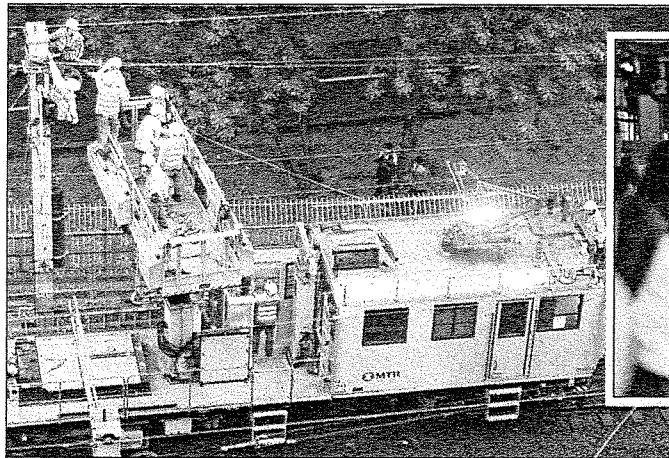
The MTR Corp, expected to be fined an estimated HK\$5 million under a penalty system, blamed the morning breakdown on a part with faulty insulation between University and Fo Tan stations.

Just 10 minutes after the service resumed at around 3.30pm, a passenger said he saw sparks at the top of a cabin on a Hung Hom-bound train. The train captain evacuated the passengers but service was not disrupted.

The electric malfunction occurred at around 11.25am. Witnesses said they heard something boom.

As emergency repairs to the power cable were under way on the Hung Hom-bound track, limited 20-minute service was provided between Fo Tan and Tai Po Market stations, with trains running both ways on a single track.

Service between Fo Tan and Hung Hom and Lo Wu and Tai Po Market was maintained at six-minute intervals, and every 15 minutes for Lok Ma Chau and Tai Po Market.



Workers make repairs on the tracks, leading to a growing crowd at the University station, though after service resumes flaring is spotted on top of a train car in Kowloon Tong station. SINGTAO

MTR deployed feeder buses which made 300 trips between Sha Tin and Tai Po Market, taking 21,000 passengers.

Commuters, however, complained that platforms and exits became so crowded. "The arrangement was so bad and it took more than 30 minutes going to Hung Hom, and another 20 minutes waiting for the train to move," a woman said.

Another passenger said: "It would have saved more time if the bus went directly to Sha Tin. People were all stuck at Fo Tan."

The MTR said it is investigating the two incidents, including the sparks seen at Kowloon station.

The passenger who saw the sparks said he "smelled something weird" as the train was going from Tai Wai and passed through the tunnel.

"As I got off at Kowloon Tong, I saw flaring at the top."

Lo Kok-keung of the Hong Kong Polytechnic University's Department of Mechanical Engineering said the damaged insulation could lead to a short circuit and cut down supply.

He said the East Rail Line has been running for a long time and believes the frequent breakdowns could be caused by aging parts. Most vulnerable, he added, are the parts exposed outdoors, including sensors detecting points where the train stops.

"Having more cabins also means having more parts, which increases its chances of aging," he said.

"Despite the MTR's check-ups, there could be more than 100,000 parts throughout the whole system. It is hard to detect the damaged parts."

Legislator Gary Fan Kwok-wai questioned if the penalty mechanism is an effective deterrent.

The Transport Department said it will demand a report from the company.

The latest incident came after the Tseung Kwan O Line had a copper cable broken on December 16, leading to a five-hour disruption of service.

The following day, smoke emerged from the air-conditioning system at the top of the cabin of a Light Rail train in Tin Shui Wai.

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東鐵壞車三小時

下班時間乘客鼓譟

港鐵又「出事」！使用的同一批次絕緣體在十天內兩度發生故障，東鐵粉嶺站附近一條架空電纜的絕緣體昨午損毀，導致跳電掣，列車停駛，連冷氣也關掉。港鐵派大批工程人員花三個小時搶修，粉嶺站一度單軌雙程行車，大埔墟站來往落馬洲及羅湖站列車服務嚴重受阻，最長要30分鐘才有一趟車，由於正值下班繁忙時間，故障令東鐵綫其餘各站「迫爆」，港鐵安排接駁巴士，乘客則狠批其經常壞車，港鐵行政總裁韋達誠就故障道歉，解釋本月9日出現故障後，已陸續更換有問題絕緣體，將於十天內全部更換完畢。

記者杜琪報道

東鐵綫粉嶺站附近昨午4時20分故障，有乘客表示車廂光管一閃後關掉，冷氣也停運，有人感侷促不適，幸當時車廂人不多。港鐵派出數十名工程人員趕往維修，又安排免費接駁巴士接載乘客，粉嶺站要單軌雙程行車，大埔墟站來往落馬洲及羅湖站的列車服務嚴重受阻，往羅湖要20分鐘一班車，至落馬洲則要30分鐘，由於市民陸續下班，東鐵綫其餘各站擠滿乘客。

港鐵至昨晚7時21分才恢復正常服務，韋達誠向乘客致歉，表示今次事故基於絕緣體品質有問題，與本月9日大學站故障相似；港鐵車務總監金澤培表示，問題絕緣體屬歐洲名牌，與港鐵合作多年，損毀的絕緣體2011年才開始使用，本預備使用20年，自上周發生故障後，港鐵開始更換同一批次絕緣體，預計10天內更換65個地點剩餘的絕緣體，又表示會聘專家檢討維修採購程序，也會向立法會交代事故，強調與維修無關。

10天內更換有問題絕緣體

港鐵委託理工大學設計一款電力絕緣測試儀器，證實替換的絕緣體沒有問題，才會安裝，理

大機械工程學系工程師盧覺強接受《成報》訪問則表示，測試儀器難查到絕緣體是否品質欠佳，「其實沒有必要檢查，因為第一有證書，新的話一檢查都是絕緣，使用後才知有瑕疵，瑕疵令使用效能一直降低，而且檢查費時，起碼10分鐘才檢查一塊」，他補充，一條有五、六塊絕緣體，而一個車站絕緣體極多。

港鐵事故頻仍，近三個月內便有超過十宗事故，其中本月9日早上11時25分，東鐵綫大學和火炭站之間有絕緣體損壞引致電力故障，東鐵綫服務延誤近四個小時，最嚴重的則是去年12月中，將軍澳綫架空電纜鬆脫，全綫癱瘓五個小時。

立法會交通事務委員會副主席范國威批評港鐵接連發生事故，令人失望和憤怒，又質疑港鐵把部分維修工作外判，欠缺妥善監管，以致出現問題，要求港鐵全面交代，「只是說2013年，港鐵被罰款千萬，都仍見到這些事故繼續出現，罰了之後又要靠第二程九折去回饋乘客，我相信阻嚇力真的不足，政府和立法會應研究兩個方向，一個是要加重罰則，除罰款外，港鐵董事局董事本身的酬金花紅，都應該要扣減」。

東鐵又壞絕緣體 困擾北上旅客

服務受阻3句鐘 港鐵委專家檢討採購程序

香港文匯報訊（記者 劉友光、鄧偉明）港鐵10日內接連發生2宗涉及架空電纜絕緣體損壞的事故，繼本月9日東鐵線大學站附近有電纜絕緣體故障影響數以萬計乘客後，東鐵線粉嶺站昨下班繁忙時段又再發生同類事故，導致列車服務受阻3小時，其間由大埔墟至羅湖及落馬洲的列車，只能分別維持每20分鐘至30分鐘一班，港鐵須在大埔墟站安排免費接駁巴士疏導乘客，有

趕往深圳的旅客行程受阻，亦有乘客因車廂沒冷氣而感不適，運輸署已要求港鐵就事故提交報告。港鐵就事件向市民致歉，指屬同一批次的絕緣體出現品質問題，已加緊更換，並會委任外地獨立專家檢討架空電纜維修及採購程序，確保不會出現長遠問題，亦會就事故向立法會提交報告。

更換65絕緣體 需時10日

港鐵車務總監金澤培表示，昨午發生電力絕緣體故障的位置在東鐵粉嶺站附近，導致一段高壓電纜啟動安全裝置（俗稱「跳掣」）中斷電力供應，事故與本月9日大學站的情況非常相似，在9日事故發生後，港鐵測試發現絕緣體有品質問題，已陸續將同一批次的絕緣體更換，目前餘下65個，預計需時10日，會調動所有資源加快更換，其間亦會派員監察尚未更換絕緣體的操作。

理大設計測試絕緣體裝置

金又指該批絕緣體是歐洲名牌產品，港鐵上世紀在90年代起採用，根據供應商資料有關絕緣體並不須更換，但港鐵為穩當起見，於使用20年後至2011年，已將絕緣體全部更換，而最近發生事故的2個絕緣體，均是於2011年安裝的。理工大學已在短時間內為港鐵設計一個測試裝置，確保絕緣體無問題才安裝。

熄燈斷冷氣 乘客不適

事發昨午4時20分，粉嶺站附近架空電纜突出現故障，一列北行往羅湖的列車駛經時電力一度中斷，據車上乘客李先生表示，當時車廂內的光管突「閃一閃」隨即關掉，車廂變得昏暗，隨後冷氣亦中斷，令車廂變得悶熱，雖然當時乘客不算多，但仍有人因此感到不適求助。

事發後由於部分路軌只能單線雙程行車，加上搶修需時，由大埔墟至羅湖站的列車只能維持每20分鐘一班，由大埔墟站至落馬洲的班次更需每30分鐘一班，大埔至紅磡則5分鐘一班。由於接近市民下班繁忙時段，港鐵馬上安排大量免費接駁巴士到大埔墟站疏導乘客，惟現場所見，在傍晚下班高峰時段候車市民仍大排長龍，當中不少更是趕往深圳的旅客或市民。多個港鐵車站在傍晚放工繁忙時間實施人流管制，金鐘港鐵站大堂逼滿人群，港鐵一度

封閉部分入閘機。經過3小時搶修至晚上7時21分，東鐵列車服務陸續恢復正常，期間運輸署的緊急交通事故協調中心有啟動。

本月9日，港鐵東鐵線一日之內亦曾發生2宗電力事故，當日上午一列南行列車駛至大學站時，因架空電纜絕緣體故障，車頂發出巨響及煙火需疏散乘客，事故導致東鐵大埔墟至火炭站需單軌雙程行車，服務至下午3時許才恢復正常，詎料僅約10分鐘後，再有另一列南行列車車頂冒出火花。運輸署當日亦已要求港鐵提交報告，有立法會議員指港鐵接連出事不能接受，認為須加強罰則。

鐵路小組疑港鐵未汲教訓

立法會鐵路事宜小組副主席陳恒鑰認為港鐵10日內發生兩次電纜故障不能接受，現時罰款機制的成效亦需作出檢討，港鐵能否在每次事故中都能汲取教訓成為疑問。面對近期頻密的故障事故，港鐵理應成立專家小組調查事件。

市民行程受阻 批屢出事價照加

乘客抱怨

一名受港鐵事故影響的內地旅行團的女團友表示，她們坐列車抵達大埔墟站時，由於港鐵的廣播及指示不清，不知道有接駁巴士提供，一度令他們感到徬徨無助，更令行程大失預算。而另一名趕往深圳的女子亦表示，本來只需半小的車程，如今「都唔知要等到幾

時」；有市民則直斥港鐵接連故障，但又年年加價。

不滿指示不清上錯車

亦有乘客批評港鐵指示不清導致上錯車，又表示曾在大埔墟站月台的列車等候超過20分鐘，列車仍未開出，所以選擇轉坐接駁巴士，令她比

平時遲了一小時才能回家，感到不開心。有剛放學的學生表示，等了15分鐘仍未能登上接駁巴士返上水，批評班次疏落，但她表示港鐵職員有向乘客講解情況，認為安排可接受。

登車後車廂突關燈

另有在羅湖站上車的乘客說，登車後車廂突然關燈，列車在約40分鐘後才開出，花了個多小時才抵達九龍塘。

■記者 杜法祖

MTR FAILED TO SCREEN FAULTY INSULATORS

Two delays in 10 days on the East Rail Line are blamed on equipment from 'famous European brand'. Independent review is promised

Jennifer Ngo and Ada Lee

The MTR Corporation has promised to replace a suspect batch of electrical insulators on the East Rail Line after a second fault in 10 days caused delays for three hours during the evening rush.

Yesterday's chaos prompted operations director Dr Jacob Kam Chak-pui to admit that the MTR had failed to screen a batch of insulators from a "famous European brand" that were installed in 2011 and are being blamed for the problems.

Services were hit from about 4pm after a faulty insulator in an overhead cable near Fanling station triggered a short circuit. Trains travelling in both directions between Tai Po Market and the Lo Wu and Lok Ma Chau sta-

tions were forced to share a track until the problem was fixed some three hours later.

Trains ran at 15-minute intervals between Hung Hom and Tai Po Market, every 20 minutes between Tai Po Market and Lo Wu and every 30 minutes from Tai Po Market to Lok Ma Chau.

"It's even worse than the diesel-fuel trains in the old days," said passenger Cheung Kuning, who was forced to wait for more than half an hour at Fanling for a train to Hung Hom.

"Of course I'm extremely dissatisfied with the MTR. Break-downs a few times in just a few months," said Cheung.

He complained that he had not even been told there was a problem until he reached the platform at Fanling.

MTR chief executive Jay Wal-

der apologised to passengers for the delay and admitted the cause of the delays was "very similar" to the one at University station on February 9.

He promised an independent external review. Meanwhile, the MTR will deploy 60 to 70 staff to replace all the insulators from the batch that are installed at 65 critical locations along the East Rail Line. This would take 10 days.

Insulators, usually made of porcelain, are needed to separate the cables above the train tracks from the steel columns support-

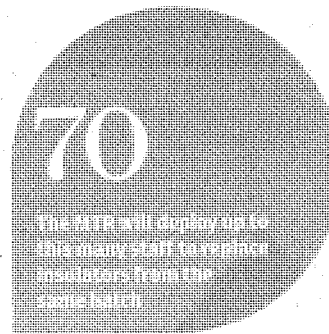
ing them, explained engineer Edmund Leung Kwong-ho.

Professor Lo Kok-keung, of Polytechnic University's department of mechanical engineering, said damaged insulators were a serious problem because they could cut power to the cables and halt the system.

He said insulators normally lasted longer than 10 years and it would be very rare for them to break within three years. He said the Fanling insulator may have been faulty when it was produced, but said such a scenario was unusual. He thought it unlikely that the whole system was installed with faulty insulators.

The two latest incidents on the East Rail Line were unrelated to interruptions on the Tseung Kwan O Line and the Light Rail in December and last month, said Walder. However, he agreed the frequency of incidents over the past 10 days was concerning and admitted the MTR could have provided better service.

Additional reporting by Shirley Zhao



港鐵有瑕疵絕緣體 內地生產

【本報記者吳百添報道】港鐵東鐵綫連日事故停不了，昨晨再發生列車頂冒火花事故。

港鐵昨晚終於證實，日前宣布更換「有瑕疵」的電纜絕緣體，生產商為英國公司，產地為中國，強調跟進期間不會再安裝其生產的絕緣體。

生產商為英公司 港鐵停購買

工會指港鐵近日連番發生事故，令前綫員工士氣大受影響，逾百名車輛維修組人員需銷假或超時工作，要求港鐵提高員工加班費至1.5倍，與其他交通工具看齊。

港鐵日前曾稱，質量有問題的絕緣體由歐洲名牌廠商生產，並於90年代已採用；但發言人昨晚回覆本報時證實，該批絕緣體的生產商為英國公司Allied Insulators Limited，但產地來自中國，自08年起購入

絕緣體作備用部件。

據Allied Insulators Limited的官方網頁資料顯示，公司設計、製造和提供絕緣體產品逾150年，在克羅地亞、俄羅斯、及中國的山東省淄博市和湖南省醴陵市，均設有廠房。

港鐵發言人指出，將與生產商跟進近日絕緣體損壞情況，其間暫停向生產商購買任何絕緣體，且在跟進工作完成前，不再安裝其生產的絕緣體。

港鐵上周五起更換同一批次絕緣體，截至昨日，共完成23個地點的絕緣體更換，冀於下周末前完成，並會在全綫進行絕緣體抽樣檢查和測試。

逾百維修員銷假 促增加班費

香港鐵路管理及專業人員工會主席黃源活表示，絕緣體一般可用20至30年，肇事絕緣體使用期不足3

年，相信事故與老化問題無關。他續指，港鐵近日連番發生事故，前綫員工士氣大受影響，其中逾百名車輛維修組人員，需銷假或超時工作，期望港鐵能增加員工加班費至1.5倍，與其他交通工具看齊；多個港鐵工會將於下周一約見運輸及房屋局局長張炳良，討論人手不足問題，建議政府設鐵路學院，吸引年輕人入行。

東鐵昨又故障 列車頂冒火花

立法會鐵路事宜小組主席田北辰認為，不應把問題歸咎於中國製零件，因英國公司有責任控制品質；立法會交通事務委員會副主席范國威則認為，港鐵日前並無透露絕緣體產自內地，令人質疑其企業誠信，促對方完善維修工作，必要時政府需考慮加強對港鐵事故的罰則。

另外，昨晨七時許，東鐵綫一列羅湖開往紅磡列車，在駛離大圍站時，職員發現列車車頂集電弓位置冒出火花，隨即安排列車回廠檢查，約400名乘客需在九龍塘站轉乘下班列車，服務受阻約6分鐘；港鐵回覆指暫未確定事故起因，需收車後再作調查。

港鐵證實： 劣質絕緣體內地製

港鐵在外界多方質詢及輿論壓力下，昨晚始公布供應有問題絕緣體的廠商名字及製造地點，證實為一家英國公司，在中國內地生產。港鐵除更換該公司有問題的六十五處絕緣體，並會將亦已使用該公司生產的另外六十三個絕緣體更換。有議員質疑港鐵為省錢而購入內地貨，促從速詳細交代。

據港鐵昨晚七時公布，懷疑有質量問題的絕緣體，是由二〇〇八年購置作備用部件，生產商為英國公司Allied Insulators Limited；生產地則在中國內地。港鐵會與生產商跟進近日損壞絕緣體情況，其間不向Allied Insulators Limited購買任何絕緣體，並且不會再安裝其生產的絕緣體，直至完成跟進。

港鐵指出，涉及近期兩宗事故的絕緣體，是用於直接聯繫供電予列車的高壓電纜和鞏固支柱，需要同時承受高拉力和高電壓差（一端連接二萬五千伏特，另一端則連接零伏特）。有關絕緣體設置

在六十五個地點。直至昨日已經更換二十三個，務求下星期完結前完成全部更換。

至於東鐵綫另外有六十三個地點，裝有同期購置於同一生產商絕緣體，用於不需要同時承受高拉力及高電壓差地點，雖損壞機會較低，亦不會嚴重影響車務運作，但港鐵亦決定全部更換，而所更換的新絕緣體，則全部使用其他供應商貨品。

轟港鐵隱瞞 議員促交代

Allied Insulators Limited生產及供應絕緣體已超過一百五十年，在業界中享有盛名，其生產的絕緣體產品，提供予英國和海外客戶群使用，除了在英國設置廠房外，亦在其他地區開設生產綫，其中在中國內地有兩間廠房。

立法會交通事務委員會副主席范國威表示，港鐵在公布廠商資料前，不少網民已爆出該間絕緣體

廠商資料，更指絕緣體在內地成都製造，只供應內地，但卻不知為何東鐵會使用。

范稱，港鐵並非主動公布訊息，只是被「爆料」後，才「硬住頭皮」承認，完全漠視市民知情權，更懷疑港鐵為「慳皮」，購入內地製絕緣體，要求港鐵詳細解釋。

立法會議員王國興則直指港鐵不斷隱瞞事件，是擔心被揭發有人失職，或採購上有利益關係，故港鐵必須盡快詳細交代事件。

昨晨又有事故 400人疏散

東鐵絕緣體事件仍未解決，昨晨七時再發生列車事故，一列由羅湖開往紅磡的南行列車，離開大圍站時，車頂集電弓與架空電纜之間出現電光，東鐵連忙安排列車在九龍塘站疏散四百名乘客，再開返車廠維修，事件影響東鐵服務六分鐘。本報記者

Insulators made in China, admits MTR

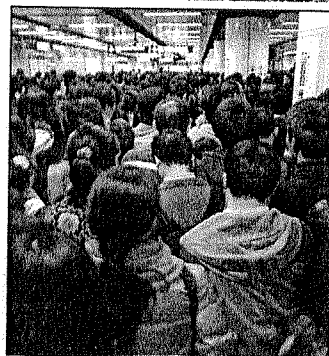
Qi Luo

The MTR yesterday admitted the insulators that caused two East Rail breakdowns in 10 days were made in China.

The railway earlier said a number of insulators from the same imported batch were found to be faulty and that it had decided to replace 63 of them in various parts of the network. So far, 23 have been replaced.

The admission came as angry commuters in Shenzhen openly asked the MTR to get out of the city following service delays on the Metro's Longhua Line, which it operates.

The MTR said the damaged insulators were imported through



European brand Allied Insulators but were manufactured in the mainland.

"The MTR is following up with the company and will not make further purchases till the follow-up is complete," it said.

The insulators that caused the breakdowns were used to directly connect the pillars and high-voltage cables that provide electricity to the trains.

Meanwhile, about 400 East Rail passengers were evacuated yesterday after sparks were seen coming from a train leaving the Tai Wai Station.

A spokeswoman said MTR staff saw the sparks and informed the operations control center.



The insulators are being replaced by the MTR, which encountered other service problems in Shenzhen, left.

"About 400 passengers were asked to get off at Kowloon Tong station and the train was driven to a depot for checking."

She said the reason for the sparks was unknown because checking could not start until the train services stopped at about midnight.

In Shenzhen, thousands of commuters were late for work over the past two days because of signal problems.

A spokeswoman for MTR's Shenzhen office said there was a signal problem at Children's Palace and trains passing through had to be guided manually.

"We had to limit trains to every three to four minutes instead of two and a half minutes at peak hours," she said.

A Weibo user said he had to wait for more than 30 minutes to get on a train.

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港鐵又出事 160客逃生

輕鐵變火車自焚燒通頂



繼油塘站爆電纜癱瘓將軍澳綫服務五分鐘後，港鐵昨又發生輕鐵列車頂冷氣機焚燒事故，一列雙卡列車停天湖站時，第二卡車頂冷氣機突然冒煙，一百六十名乘客即緊急疏散，車長則須冒險將列車駛到四個站外的洪水橋後備月台救火，沿途列車變「火車」終

告燒通頂。

本報突發組

天水圍一列輕鐵雙卡列車昨晨在天湖站「自焚」，車頂冷氣機嚴重燒毀。港鐵發言人表示，列車每日出車前必須檢查，每月則有一次全面檢查，最近一次月檢是本月四日，暫未知今次出事原因，已與消防處及機電署等多部門聯手展開調查。

車長冒險駛至後備月台

肇事輕鐵列車為七〇六綫雙卡列車，屬第三期輕鐵，澳洲製造，車齡十六年，行走天水圍循環綫，昨晨八時五十分，接載約一百六十名乘客往天水圍，停在天湖站往天水圍方向月台時，第二卡車頂冒煙，有乘客告知車長，車長查看證實，即時疏散一百六十名乘客落車，並通知車務控制中心報警。

現場消息稱，車長見車頂只有煙，沒有明火，於是將發生火警的第二卡集電弓收起，截斷電源，以免加劇火勢，然後冒險將列車駛往約四個車站外的洪水橋後備月台，當抵埗時，發現車頂已噴火冒出濃煙，即取滅火筒救火，但告無效。

大批消防員接報後五分鐘趕至，開兩條喉及

兩隊煙帽隊灌救，約二十分鐘將火撲熄，起火車頂冷氣機嚴重焚毀，車頂燒穿一個洞。消防新界西區長伍子元表示，起火車廂熏黑，散布燒焦的電綫和雜物，事件中無人受傷。稍後，肇事列車被拖回屯門車廠，等候有關部門人員作進一步檢驗，查明起火原因。

港鐵發言人稱，感謝通知車長的熱心乘客，避過一場大災難。對於被質疑該列車已發生火警冒煙，仍在路軌行駛，該發言人解釋稱，車長根據指引和程序，將肇事列車駛離正綫路軌，過程中有與車務控制中心聯絡和依從安排，做法恰當，亦令輕鐵列車服務未受影響。

對於載客行駛中輕鐵列車「自焚」，理工大學機械工程學系工程師盧覺強指出，交通工具的冷氣機火警，大致有兩個原因，一是冷氣機摩打過熱，這很普遍；二是冷氣機出現滲水，令電綫泄電出現短路起火，這較為罕見。

他稱，一般交通工具的冷氣機和組件都有防護裝置，防止滲水，因為摩打一旦過熱，或會令電綫或機器組件的絕緣體脫落，被水滲入，倘電綫濕水便出現短路而發生火警。

港鐵連續兩日發生嚴重事故 輕鐵冷氣機噴火嚇煞160客

港鐵事故停不了，繼將軍澳線管道爆電纜，昨晨又有載客輕鐵着火！一輛輕鐵駛至天水圍天湖站時，車頂冷氣口突然着火，更傳出輕微爆炸聲，約160名乘客惶恐逃離車廂，列車則駛到4個站外的緊急月台停車，以免影響其他列車運行，消防員到場將火救熄，事件幸無人受傷。港鐵表示起火原因待查。

本報記者 區天海

出事一列輕鐵屬706號天水圍循環線，為雙卡列車，第二卡車廂頂部冷氣裝置位置嚴重焚毀，天花抽風系統亦有燒毀痕跡，碎片散滿車廂地上。該列車為第三期列車，有16年車齡，屬澳洲製造。港鐵發言人表示，每天出車前均會檢查系統運作，另每月有詳細檢查，包括冷氣系統等，對上一次月檢在本月4日，並無發現有問題。

列車駛往緊急月台滅火

昨晨8時50分，該列車載着大約160名乘客，由銀座站開往天湖站途中，第二卡車廂的冷氣出風口，竟然噴出濃煙，車頂也冒煙起火，更傳出輕微爆炸聲。乘客發現大驚紛紛躲遠閃避，驚叫聲此起彼落，有人按動緊急掣通知司機。車長得知出事，馬上通報車務控制中心求助，並在駛入天湖站月台後，立即開啓車門疏散乘客。

待全部乘客離開車廂後，車長再根據控制中心指示，把尾卡的集電弓放下截去電力，僅由頭卡牽引，

之後將列車駛離正常路線的路軌，馳往相隔4個站外的洪天路緊急月台。然而在抵達緊急月台時，列車頂已火光熊熊，火勢頗為猛烈。有目擊者稱，車長當時曾以滅火筒試圖救火，惟不成功，更越燒越烈冒出滾滾白煙，要報警求援由消防員救火。

車頂焚毀起火原因待查

消防員接報後5分鐘迅速趕到，其時港鐵職員已截斷列車電源，消防員動用2喉及2煙帽隊灌救，於早上9時24分救熄火勢，無人受傷；列車頂部冷氣位置嚴重焚毀，碎片散滿地上，消防員事後攀梯上車頂，調查起火原因。列車其後已拖回車廠，由港鐵工程人員作進一步檢查。事件中輕鐵服務未受影響。

冷氣機過熱或短路起火

【本報訊】港鐵發言人表示，出事列車在天湖路站駛往洪水橋緊急月台途中，車頂只有冒煙；不過新界西消防區長伍子元表示，消防員抵達洪天路緊急月台時，發現輕鐵列車第二卡車頂，冷氣裝置位置冒煙及有明火。有學者指出，估計是列車的冷氣裝置肇禍。

理工大學機械工程學系工程師盧覺強表示，根據起火位置，估計是列車冷氣裝置故障，當火焰燒毀冷氣喉後，因滲出雪種，以致噴出黃色火焰。起火原因可能是冷氣機的電線，因滲水導致短路，也可能是摩打過熱致起火；但若是滲水致短路起火，情況甚為罕見，因冷氣機組件應有防護裝置防止滲水。

LIGHT-RAIL FIRE ADDS TO MTR'S TROUBLES

Blaze comes one day after five-hour shutdown on Tseung Kwan O line; bosses face questions over use of contractors for maintenance

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Ada Lee and Clifford Lo

The MTR suffered its second setback in 24 hours yesterday when one of its light-rail trains burst into flames, sparking the evacuation of 160 rush-hour passengers.

The incident, in Tin Shui Wai, came less than a day after a power failure halted services on the Tseung Kwan O MTR line for almost five hours, prompting concerns over the contracting out of maintenance work on the line.

No one was injured in yesterday's fire but fire crews and ambulances sped to the scene shortly before 9am after smoke was seen billowing from the air-conditioning system on the roof at the rear of the two-carriage train near Tin Wu.

The 160 passengers were evacuated at Tin Wu and the burning train was taken to an emergency platform at Hung Tin Road, where fire crews took 15 minutes to douse the flames.

The blaze followed Monday's major incident which closed down the Tseung Kwan O line for hours, leaving MTR employees and lawmakers questioning whether a policy of contracting out maintenance work was a

contributing factor.

Maintenance has been carried out by subcontractors since the line opened in 2002. One MTR worker said the quality of maintenance was so unsatisfactory that, earlier this year, 10 workers from other lines had to be redeployed to work on the track, which runs from Hong Kong Island to the eastern New Territories.

Monday's problems began when a 30-metre length of overhead cable came loose between Yau Tong and Tiu King Leng stations on a stretch of track shared by the Kwun Tong line.

A Kwun Tong line train bound for Yau Ma Tei was forced to stop in a tunnel, while another was stopped at Tiu King Leng station. The entire Tseung Kwan O line and the shared section of the Kwun Tong line were closed for most of the afternoon, causing travel chaos.

One employee, who asked not to be named, said the 10 workers only recently finished on the line.

"Some track works should have been done better and some mechanical parts should be in better condition," he said. "The 10 workers had just gone back to their own positions two months



Some track works [by contractors] should have been done better

MTR WORKER

ago, and [on Monday] the accident happened."

Wong Yuen-wood, chairman of the MTR Staff General Association, said the situation was especially worrying since the redeployment of the 10 staff could have led to a manpower shortage elsewhere and affected safety.

Unionist lawmaker Tang Kiu-piu protested against subcontracting outside MTR headquarters in Kowloon Bay yesterday. NeoDemocrat Gary Fan Kwok-wai also criticised the company for its inadequate contingency procedures, which left passengers waiting outside in the rain for buses to other stations. He criticised the government for not encouraging more alternative modes of transport to the railway.

Adi Lau Tin-shing, the MTR's deputy director of operations, said work by contractors met MTR standards. He said the company was still investigating the cause, and inspections on Monday night found that trains and other overhead cables were operating properly. It would review contingency arrangements, he added. He said the section of cable had passed an annual inspection in late October.

The MTR Corporation has three working days to hand in a report to the government. It could be fined up to HK\$7.5 million if it is found responsible.

上月噴火 輕鐵又跪低

昨斷電纜

車頂被擊中冒煙 近百乘客歷險

故障
頻生

電纜「吊吊掬」，輕鐵又跪低。繼上月一列輕鐵列車，在駛進天水圍天湖路站時車廂頂冒煙，起火驚變「噴火列車」後，昨晨在返工返學繁忙時間，輕鐵塘坊村站附近一條架空電纜，因絕緣體損壞致一段電纜墮下，在半空飄揚，適時一列「雙卡式」列車駛經，車頂疑被垂下電纜擊中冒煙，車上近百乘客疏散，幸無人傷，惟部分輕鐵服務受阻逾兩小時。運輸及房屋局局長張炳良承認，港鐵故障近數周「密咗少少」，有關事故「一次都嫌多」，當局已要求港鐵提交報告交代。

現場為坑尾村與塘坊村站附近，昨晨六時十五分，一列761P路線的輕鐵列車，拖着編號1034及1068兩個車卡，載着約九十名乘客由天逸邨前往元朗，當列車駛至距塘坊村站台約百米時，現場一截架空電纜疑損毀，長約六十厘米的電纜突然墮下。

接駁巴士指示差 惹乘客怨言

消息稱，該段電纜墮下時，懷疑擊中第二卡編號1068車卡的車頂，期間一度出現火花及冒煙，部分路軌枕木疑有燒過痕迹，車長隨即疏散乘客。警方及消防員接報趕至，現場已無煙火，事件中無人傷，多名港鐵工程人員隨即搶修。

由於正值返工返學時段，受事故影響，輕鐵八個站包括坑尾村、塘坊村、屏山、水邊圍、豐年路、康樂路、大棠路及元朗站須暫停服務，而610、614、615、751和761P路線則要改道。港鐵安排接駁巴士，來往洪天路緊急月台至元朗站及天水圍站，約十名港鐵職員在場協助和提示乘客。

有乘客稱，昨晨返學遇上輕鐵壞車，港鐵雖安排接駁巴士，惟現場指示不清，加上港鐵經常壞車，對乘客造成不便，對此極感不滿。港鐵工程人員搶修約兩小時後，至早上八時三十二分，列車服務陸續恢復正常。

延誤逾兩小時 或罰款300萬

港鐵發言人表示，昨早現場一段架空電纜的絕緣體損壞，令架空電纜失去拉力，該損壞的絕緣體於去年中才新安裝，港鐵將作詳細檢查及與供應商跟進，了解損毀原因。

運輸及房屋局局長張炳良承認，港鐵最近數周的故障「密咗少少」，對市民來說更是「一次都嫌多」，他已提點港鐵管理層注意部分鐵路系統包括輕鐵系統，因已營運一段時間，系統或已老化，或有需要提升系統，加強維修保養。運輸署已要求港鐵提交報告，了解電纜故障成因與系統是否有關，是否存在安全問題。

根據鐵路事故懲罰機制，若港鐵服務延誤三十一分鐘或以上將被罰款，今次輕鐵事故延誤逾兩小時，港鐵或須被罰款三百萬元。

殘餘電力亦可奪命

議員指輕鐵恍如炸彈

【本報訊】輕鐵接連發生事故，有工程師指出，輕鐵架空電纜雖裝有安全保護裝置，遇有意外會自動截電，但如直接被帶有殘餘電量的電纜擊中，情況最嚴重者，仍有生命危險。有立法會議員批評，輕鐵隱患猶如炸彈「爆完又爆」，要求港鐵公司全面檢討輕鐵系統。

理工大學機械工程學系工程師盧覺強指出，輕鐵架空電纜的電壓約有七百伏特，電纜墮下如擊中列車車頂的集電弓，會出現名為「跳火」的現象，從而產生火花甚至出現火球。

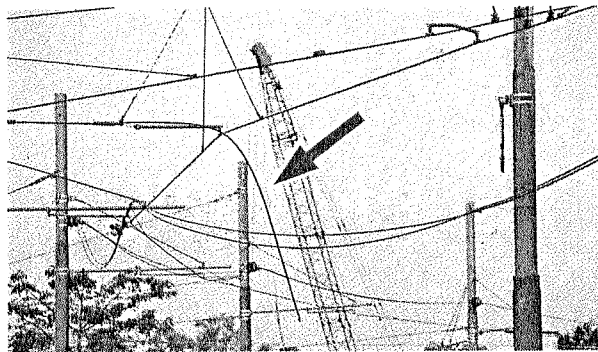
盧覺強表示，輕鐵系統運作已一段時間，有機會出現老化，加上每日不少列車經過，亦對電纜造成磨蝕，故維修保養必須做足。不過，因電纜本身很長，整個鐵路系統

網絡複雜，當中難免會「睇漏眼」。而輕鐵的架空電纜有安全裝置，當發生意外會自動截電，不會對車廂內乘客構成危險；但截電後或仍殘餘少量電力，倘無穿着膠鞋或膠質衣服，被直接擊中除可能會被電暈，最嚴重者或會死亡。

促全面檢討輕鐵系統

立法會交通事務委員會委員王國興表示，上月輕鐵發生嚴重爆炸及焚燒事故，一個月後又再發生，且兩次事故的地點相距不遠，對事件感到十分失望。他認為輕鐵已行駛多年，其隱患猶如炸彈「爆完又爆」，要求港鐵公司全面檢討輕鐵系統，包括電源供應、機車設施等是否存在隱患或老化問題，並盡快維修及更換。

輕鐵電纜鬆脫 5線停駛



輕鐵天水圍塘坊村站範圍的一段架空電纜，疑因絕緣體損毀致一條電纜鬆脫垂下(箭嘴示)，電纜觸碰到途徑列車，令車頂出現火花及冒煙而需暫停行駛。(蔡方山攝)

【明報專訊】港鐵又發生列車故障事件，一列載有乘客前往元朗的輕鐵，昨清晨駛經天水圍塘坊村站時，一條電纜鬆脫垂下碰到車頂至出現火花及冒煙，列車隨即因電流不穩「跳掣」停下，車廂漆黑一片，乘客要落車疏散。意外後，約10架列車及5條輕鐵路綫服務受事故影響逾2小時，乘客要轉乘接駁巴士來往元朗及天水圍。運輸及房屋局長張炳良表示關注事件，會要求港鐵盡快交報告。

張炳良表示，港鐵全年故障數字屬於偏低，但近期比較多，而且今次事故時間長、影響大，當局非常關注，會要求港鐵盡快提交報告。他又表示，近日已特別提醒港鐵管理層，要注意是否有部分鐵路系統出現老化，建議港鐵提升系統。

乘客疏散影響兩小時 議員批港鐵

立法會交通事務委員會副主席范國威批評，港鐵近年不停加價，但列車接二連三出現重大問題，嚴重影響市民，是不負責任的表現，港鐵應全面檢查每年才檢查一次的設備，並調查檢測較頻密的設備故障是否涉及老化。

港鐵發言人指出，是次故障是坑尾村與塘坊村站之間一段架空電纜，因電流不穩定出現「跳掣」，暫停供電，已派人到場了解，發現有一個架空電纜的絕緣體損壞，令架空電纜失去拉力。港鐵又指出，今次損壞的絕緣體去年中才安裝，是沿用已久的設計，應很耐用，稍後會作詳細檢查，並向供應商了解損壞原因。

事發於昨早6時15分，一列前往元朗的輕鐵，駛經天水圍塘坊村站期間，因絕緣體損毀，導致一條電纜鬆脫垂下，觸碰到列車頂部，車頂瞬即出現火花及冒煙停下，列車瞬即停電，車廂漆黑一片。港鐵派員搶修，期間坑尾村站至元朗站共八個車站要暫停服務，五條輕鐵需臨時改道，港鐵派出免費巴士接載受影響乘客。受影響輕鐵服務至早上8時32分恢復正常。

根據港府與港鐵達成的懲罰機制，港鐵(包括東鐵及輕鐵)若發生事故令服務延誤可被罰款。31分鐘至4小時罰款100萬元至500萬元不等，今次事故逾兩小時，可被罰款300萬元。

電纜故障 輕鐵停2句鐘

【本報訊】輕鐵天水圍塘坊村附近發生電纜故障，八個輕鐵站服務早上一度受阻兩個多小時。運輸及房屋局局長張炳良關注事故，要求港鐵提交報告，並提醒港鐵要慎防鐵路系統，做好維修保養工作。

事發昨晨6時15分，一列行駛中的輕鐵行經屏山塘坊村站與青山公路附近時，懷疑被掉下的電纜打中車頂，冒煙並擦出火花，列車車廂停電，車長需馬上疏導乘客。受事故影響，坑尾村、塘坊村、屏山、水邊圍、豐年路、康樂路、大棠路及元朗站等輕鐵8個車站一度暫停服務；5條輕鐵路綫包括610、614、615、751及761P路綫亦須改道行駛。

事故後，港鐵在洪天路緊急月台安排免費接駁巴士至元朗或天水圍，疏導受影響乘客，現場秩序大致良好，但亦有學生抱怨因事故而返學遲到。港鐵工程人員到場駛走肇事列車後，並展開搶修，至早上8時32分列車服務回復正常。

張炳良昨日在視察水泉澳邨公屋地盤後表示，港鐵全年的事故數字仍然很低，但最近「較為密一點」，是次架空電纜問題引致事故，由於時間較長、影響較大，運輸署會要求港鐵提交報告，交代電纜故障的成因、安全問題等，當局會認真跟進。他又說，由於各項鐵路系統已營運一段時間，他曾提醒港鐵公司，要慎防系統老化，在系統維修保養等各方面都要注意多一點。

S. C. M. P.

Light rail disrupted for two hours

Eight stations in Yuen Long and Tin Shui Wai affected yesterday morning

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Light-rail services across eight stations in the Yuen Long and Tin Shui Wai areas were disrupted yesterday morning, causing droves of rush-hour passengers to be transferred to shuttle buses.

The two-hour stoppage was believed to be because of the failure of overhead line equipment between Hang Mei Tsuen and Tong Fong Tsuen, the MTR Corporation said. "The circuit in the overhead lines tripped and caused a suspension in the power supply," a spokesman said.

The fault was thought to have been caused by a damaged insulator. The device was installed in the middle of last year.

"We will launch a detailed investigation with the component supplier to find out the cause," the spokesman said. If it turns out to be an electrical failure, it will be the third time in two months that such a breakdown has seriously affected the MTR's train services.

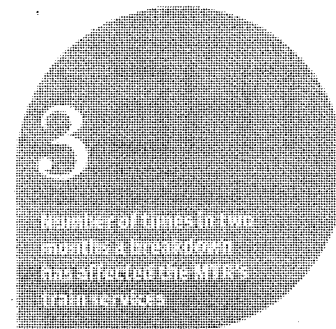
Services came to a standstill at about 6.15am at Hang Mei Tsuen, Tong Fong Tsuen, Ping Shan, Shui Pin Wai, Fung Nin Road, Hong Lok Road, Tai Tong Road and Yuen Long stations. Five routes were diverted.

The driver evacuated the twin-carriage train after smoke billowed from the roof. No one was injured.

Free shuttle buses were offered to commuters at the Hung Tin Road emergency platform and the Yuen Long and Tin

Shui Wai stations. Train services resumed at 8.30am.

"There have been many problems recently," one passenger said. "But I'm not going to stop using it. Residents of Tin Shui Wai don't really have a choice; it's one of the easiest and cheapest ways to get around."



On December 16, a power failure on the Tseung Kwan O line halted MTR services for nearly five hours, plunging the city's transport network into chaos.

A day later a light-rail train burst into flames at Tin Wu, Tin Shui Wai, causing the evacuation of 160 rush-hour passengers.

And in May last year, 77 passengers were injured, four seriously, when a light-rail train derailed near Castle Peak Road.

Secretary for Transport and Housing Professor Anthony Cheung Bing-leung said he had recently reminded the company to inspect its railways for ageing equipment and equipment in need of upgrading.

Cheung noted that service disruptions were less common last year compared with previous years, but acknowledged such incidents had recently become "a bit more frequent".

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

**Numbers of outsourcing maintenance staff engaged in
MTRCL's major maintenance contracts (2010 to 2012)**

Job Nature	Numbers of outsourcing maintenance staff		
	2010	2011	2012
Station Maintenance	731	781	674
Rolling Stock Maintenance	143	174	160
Civil Maintenance	308	314	332
Total	1 182	1 269	1 166

Source: MTRCL's supplementary information paper on their outsourcing maintenance staff and train service delays in May 2013 [LC Paper No. CB(1)978/12-13(01)]

Appendix VII

Press Releases

LCQ14: Traffic safety of Light Rail

Following is a question by the Hon Cheung Hok-ming and a written reply by the Secretary for Transport and Housing, Ms Eva Cheng, at the Legislative Council meeting today (June 1):

Question:

Recently, there was a serious incident in which a Light Rail train collided with a vehicle on the road and was derailed, resulting in over 20 people being injured. Regarding traffic safety of the Light Rail, will the Government inform this Council:

(a) of the number of traffic incidents involving Light Rail trains and the casualties involved in each of the past three years, as well as the respective major causes of the above accidents;

(b) of the improvement measures to enhance traffic safety of the Light Rail, in the light of the above accidents; and

(c) whether it will review the current Light Rail network and improve the design of traffic light signals at the relevant roads, and whether it will consider studying the alternatives of running the Light Rail on viaducts or tunnels in the future?

Reply:

President,

For the various parts of the question, our reply is set out below:

(a) According to the statistics of the Transport Department (TD), the number of traffic accidents and the related number of deaths and injuries involving the Light Rail over the past three years are tabulated in Annex 1.

The major causes of the traffic accidents mentioned above include non-compliance with traffic signals by Light Rail captains and drivers of other vehicles, pedestrians crossing the road without paying attention to the traffic situation, and pedestrians walking onto the Light Rail tracks unintentionally.

(b) and (c) The Light Rail system is designed, built and operated according to international safety standards. After years of good operation, drivers and pedestrians in general are accustomed to the design of the traffic lights at road junctions in the Light Rail system. Safety will be ensured if drivers and pedestrians follow traffic lights, road signs and traffic regulations.

Safety facilities at road junctions in the Light Rail system include:

* traffic lights;

- * road signs on Light Rail reserved area;
- * road signs on vehicle height restrictions;
- * yellow box marking to remind drivers not to stay within the yellow box; and
- * before entering a road junction, Light Rail vehicles will sound a "Ding Ding" bell, and when there is an emergency, the train captain will sound the horn to alert other drivers.

Safety facilities at Light Rail pedestrian crossings include:

- * signs of "Stop, Look Around" and "Attention to Light Rail";
- * words of "Look Left" and "Look Right" painted on the ground to remind pedestrians to pay attention to traffic before stepping beyond the yellow line; and
- * before entering a pedestrian crossing, Light Rail vehicles will sound a "Ding Ding" bell to alert pedestrians.

When they are first recruited, all Light Rail captains need to undergo a ten-week intensive training. Apart from the theory part of the course on the operation of the Light Rail system, defensive driving, Road Users' Code etc, they also need to undergo practical training in driving Light Rail vehicles. They are only allowed to drive Light Rail vehicles after passing the assessments by instructors.

In addition, Light Rail captains need to take refresher courses every year, which cover reviews of incidents and lessons learned from experience. They are also required to undergo re-assessments to determine whether they can continue to be deployed as captains. MTR Corporation Limited (MTRCL) would assess and monitor the performance of the captains continuously.

Currently, TD has installed red light cameras at a number of road junctions in the Light Rail system, with the aim to deter against red light jumping by road vehicles.

MTRCL exerts continuous efforts in the promotion of Light Rail safety messages, with different kinds of publicity and education activities being rolled out every year to raise safety awareness of road users. In 2010/11, related publicity and education activities organised by MTRCL include: the Light Rail Road Safety Campaign with the slogan "Don't cross when you hear 'Ding Ding'. Let's make it a safe journey!"; deploying safety ambassadors to Light Rail pedestrian crossings to remind pedestrians to cross the road safely and to distribute leaflets containing safety tips to pedestrians and passengers; arranging visits to elderly centres in the community where staff and volunteers can help promote passenger safety; organising Light Rail safety talks at schools in Yuen Long, Tin Shui Wai and Tuen Mun districts; and organising a safety quiz competition among secondary school students in Tuen Mun and Yuen Long districts to further raise safety awareness when using Light Rail service in the younger generation.

Ends/Wednesday, June 1, 2011
Issued at HKT 12:03

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Annex 1

Number of traffic accidents and the related number of deaths and injuries involving the Light Rail over the past three years

Years	Number of traffic accidents ^{Note}	Number of deaths and injuries			
		Deaths	Serious injuries	Minor injuries	Total
2008	9	0	2	29	31
2009	8	2	3	8	13
2010	14	1	7	11	19

^{Note} Personal injury accidents reported to the Police and do not include those involving damage to vehicles or/and property only.

Press Releases

LCQ15:Rail service and incidents of MTRCL

Following is a question by the Hon Wong Sing-chi and a written reply by the Secretary for Transport and Housing, Ms Eva Cheng, at the Legislative Council meeting today (June 8):

Question:

Regarding the railway service and incidents of the MTR Corporation Limited (MTRCL), will the Government inform this Council :

(a) whether it knows the respective average daily patronage, average peak hour patronage and occupancy rate, as well as average off-peak patronage and occupancy rate on the various railway alignments in each year since 2005, with a breakdown by year;

(b) whether it knows the respective numbers of incidents of service being delayed for more than eight minutes, 30 minutes and one hour on various railway alignments since 2010, as well as the numbers of passengers affected, with a breakdown by cause of the incidents of delay in service for over eight minutes to 30 minutes, over 30 minutes to one hour, and over one hour respectively, set out in a table;

(c) whether it knows the details of the incidents in (a) (set out as follows);

Date of incident; Time of incident; Line affected; Cause of incident and investigation findings; Remedial actions and improvement measures taken; Duration of service delay(minute)

(d) whether the authorities had examined in the past three years the establishment of a penalty and compensation mechanism in respect of railway incidents, e.g. stopping payment of bonuses to the Chief Executive Officer and relevant staff at managerial level of MTRCL, as well as providing compensation to the passengers affected by the incidents; if yes, of the details; if not, the reasons for that; and

(e) given that in reply to the question of a Member of this Council on June 2, 2010, the Secretary for Transport and Housing stated that "[s]ince the rail merger, the MTRCL has invested \$4 billion each year in the maintenance, repair and renewal of its railway assets in order to maintain high quality railway services and enhance service performance", whether it knows, in each year since 2005:

(i) details of MTRCL's work in areas such as maintenance of service quality, enhancement of service performance, as well as maintenance, repair and renewal of its railway assets, and the respective percentages of the expenditure incurred in the aforesaid expenditure of \$4 billion, with a breakdown by year; and

(ii) the respective allocation of resources such as manpower and time by MTRCL for the aforesaid jobs, with a breakdown by year?

Reply:

President,

(a) From 2005 to 2010, the daily average patronage and loading rate of different railway lines of the MTR Corporation Limited (MTRCL) is set out at Annex 1.

(b) Since the Rail Merger on December 2, 2007, the performance of MTR train service has remained very satisfactory, with 99.9% of passengers reaching their destinations within five minutes of their scheduled arrival times.

According to the information provided by MTRCL, from 2010 to first quarter of 2011, the total number of MTR railway incidents with delays of eight minutes to 30 minutes, more than 30 minutes to one hour, and over one hour is set out in the following tables. MTRCL takes each and every incident causing delay seriously. All incidents are investigated with a view to enhancing improvements in passenger service and reliability of train service.

Delays of 8 minutes to 30 minutes

Causes/Year	2010 (No. of cases)	1st quarter of 2011 (No. of cases)
Equipment Failure	138	39
Human Factor	20	8
Passenger Behaviour and External Event	94	35
Total	252	82

Delays of more than 30 minutes to one hour

Causes/Year	2010 (No. of cases)	1st quarter of 2011 (No. of cases)
Equipment Failure	3	1
Human Factor	1	1
Passenger Behaviour and External Event	8	1
Total	12	3

Delays of over one hour

Causes/Year	2010 (No. of cases)	1st quarter of 2011 (No. of cases)
Equipment Failure	2	1
Human Factor	0	0
Passenger Behaviour and External Event	1	0
Total	3	1

(c) From 2010 to the first quarter of 2011, a list of each MTR railway incidents with delays of eight minutes is set out in Annex 2.

(d) MTRCL has an established mechanism to formulate its remuneration policy as well as the remuneration of its directors and senior management. MTRCL's remuneration policy aims to ensure that the remuneration level is appropriate and consistent with the established goals and business performance. Therefore, MTRCL will consider a number of factors, including the overall performance of the Corporation, personal responsibilities, job scope and performance, market practice and remuneration offered by similar companies, etc.

A Remuneration Committee has been set up under the Board of MTRCL. The Remuneration Committee is responsible for scrutinising the remuneration policy and making recommendations to the Board. It is also authorised to review and determine the remuneration packages of the Chief Executive Officer and other Members of the Executive Directorate.

(e) According to the information provided by MTRCL, since the rail merger (i.e. from 2008 to 2010), MTRCL has invested HK\$4 billion each year in the maintenance, repair and renewal of railway assets in order to maintain high quality railway service and enhance facility performance. From 2008 to 2010, the allocation of the investment and the human resources deployed are set out as follows -

Category	2008	2009	2010
-----	----	----	----
Maintenance of service quality (including on-going maintenance and asset replacement capital projects) (HK\$ billion)	3.117	3.103	3.326
Enhancement of facility performance (including service improvement projects) (HK\$ billion)	0.722	1.127	1.332
Improvement projects incurred from Rail Merger (HK\$ billion)	0.239	0.062	0.005
Total (HK\$ billion)	4.078	4.292	4.663
Human Resources (Number of staff)	4 296	4 500	4 613

In maintaining service quality, MTRCL carries out preventive and corrective maintenance works in different areas including civil engineering structures, railway tracks, signalling system, power supply system, overhead lines, passenger trains, engineering trains and buses, etc. These maintenance works include inspection, maintenance, cleaning and asset replacement, and are carried out according to an established regular maintenance schedule.

From 2008 to 2010, facilities enhancements introduced by MTRCL and the enhancements implemented as a result of the rail merger are briefly set out below -

2008

To provide more comfortable journeys to passengers, MTRCL has added five new trains of seven cars each to run on the West Rail Line. In addition, MTRCL has purchased 10 new trains to enhance train frequency on existing lines, with a view to catering for the ongoing patronage growth of Island Line, Kwun Tong Line, Tsuen Wan Line and Tseung Kwan O Line.

MTRCL has planned to retrofit automatic platform gates at eight aboveground stations on the Island Line, Tsuen Wan Line and Kwun Tong Line. MTRCL also provided in-train Wi-Fi service on the Airport Express, and commenced the installation of an external lift at Tai Wo Hau Station connecting the nearby footbridge and the station concourse, as well as the planning of the installation of lifts at Sham Shui Po, Wong Tai Sin, Jordan, and Yau Ma Tei stations.

2009

MTRCL has completed the refurbishment of Airport Express trains, and the installation of wide gates at all stations of the East Rail Line (except Racecourse Station) to improve accessibility for wheelchair users. New entrances at Olympic, Tsim Sha Tsui, Tuen Mun and Tsing Yi stations have also been opened.

Apart from the extension of Wi-Fi service coverage to all Airport Express trains in January, MTRCL has extended the 3G mobile phone coverage to all stations and tunnels of the Airport Express. Connection to public Wi-Fi service has been introduced at 32 stations in the MTR network, including all Airport Express stations.

A project on replacement of high voltage bushing in traction substations along the East Rail Line was carried out to enhance the reliability of power supply to trains.

2010

MTRCL has completed different levels of renovation works at Mei Foo, Jordan, Sheung Shui, Mong Kok East, Kam Sheung Road and Tin Shui Wai stations. Renovation at Fanling Station has been underway.

The physical installation of automatic platform gates has begun at the platforms of the eight aboveground stations on the Island Line, Kwun Tong Line and Tsuen Wan Line.

New ramps for use by persons with disabilities were installed at Kwai Fong and Kwai Hing stations. Construction works are being carried out for new external lifts at Wong Tai Sin, Sham Shui Po and Jordan stations.

In addition, MTRCL is retrofitting remote controls for isolators near traction substations along the East Rail Line to improve the recovery efficiency when power failures occur.

Ends/Wednesday, June 8, 2011

Issued at HKT 13:46

Press Releases

LCQ3: Contingency arrangements for railway incidents

Following is a question by the Hon Mrs Sophie Leung Lau Yau-fun and a reply by the Secretary for Transport and Housing, Ms Eva Cheng, at the Legislative Council meeting today (February 8):

Question:

The data from the Transport Department indicate that railway transport is a vital transport system in Hong Kong with 3.9 million passenger trips per day, which account for about 37% of all trips made on public transport each day. In December 2011, the underground railway in Singapore experienced the most serious disruption in 24 years, which resulted in a suspension of train services for more than five hours and affected hundreds of thousands of passengers. In this connection, will the Government inform this Council:

(a) whether it knows if the MTR Corporation Limited (MTRCL) has a graded mechanism in place to deal with railway disruptions of different types and different levels of seriousness; if it has, of the details of the graded contingency plan; if not, of the details of the contingency plan of MTRCL; under what circumstances the authorities will intervene in handling a railway incident; and

(b) whether the Government has any contingency plan to deal with major incidents occurring in Hong Kong (e.g. power outages, terrorist attacks and natural disasters, etc.) which may paralyse the whole railway system and render it impossible to resume operation within a short time; if it has, of the specific details of its contingency plan (including, within a short time, how to notify the public of the incident, evacuate passengers from the MTR trains and stations, co-ordinate road traffic to deal with a passenger flow of nearly 1 million passenger trips, and ensure that emergency ambulance services are not affected, etc.); if not, whether the relevant government departments and MTRCL will work together as soon as possible to formulate joint contingency measures; whether the Government will step up publicity on the contingency plan for railway incidents, and publish the information to facilitate public perusal?

Reply:

President,

Our reply to the two parts of the question is as follows:

Alert System

With regard to the alert system, the MTR Corporation Limited (MTRCL) is required by the Transport Department (TD) to issue an Amber or Red Alert message to TD and other public transport operators in accordance with the seriousness of the railway incident.

"Amber Alert" is defined as an early warning in respect of an incident which could lead to a serious disruption of service.

Upon being alerted, other public transport operators should alert their emergency unit, prepare for possible emergency action at short notice and keep in touch with MTRCL.

"Red Alert" is defined as a signal to indicate that a serious disruption has continued or is expected to continue for over 20 minutes, and emergency transport support services from other public transport operators are required. Upon being alerted, public transport operators should urgently mobilise their resources to provide appropriate supporting services as quickly as possible.

MTRCL is required to notify TD within 8 minutes on any service disruption incident that has occurred for 8 minutes or is expected to last for 8 minutes or more. Train service disruption incidents refer to those incidents that lead to a stoppage of service at a railway station or a stop (in respect of Light Rail), or on a section of a railway line.

Besides, according to the Mass Transit Railway Regulations, MTRCL should report to the Electrical and Mechanical Services Department (EMSD) any incident that occurred at any part of the entire railway premises which has a direct bearing on the safe operation of the railway.

Emergency Transport Coordination Centre of TD

The Emergency Transport Coordination Centre (ETCC) of TD monitors and handles traffic and public transport incidents 24-hour a day. In the light of the seriousness and the extent of the railway incidents, ETCC will timely notify other public transport service operators, the Police, Fire Services Department (FSD) and other relevant government departments and institutions to co-ordinate and implement emergency plans. TD will also disseminate relevant messages, such as emergency bus service arrangements and updated traffic information to the public through the media and other channels, so as to facilitate passengers identifying appropriate alternative services or changing their journeys to minimise the impact of the incident on them.

Contingency Arrangements for Major Incidents

In case of a major incident, MTRCL will activate the Incident Control Post to deal with the incident together with government departments including FSD, Police and TD in accordance with established procedures of contingency plans so as to expedite safe evacuation of passengers.

In case the power supply to MTRCL is affected, a backup system on board of the trains will be activated to supply electricity to major facilities on trains, including some of the lighting, ventilation and communication systems. Moreover, staff will be swiftly deployed to assist with passenger detrainment.

The power supply system of MTRCL is supported by the Hongkong Electric Company Limited (HEC) and CLP Power Hong Kong Limited (CLP), together with their various power stations and electrical equipment. The transmission system of HEC and CLP are interconnected to enable the provision of emergency support to each other during generator failure. In fact, the power supply network for MTRCL is divided into sections. Any power failure will be confined to the respective section areas. Therefore, the

risk factor of complete paralysis of the railway system due to significant power outages is minimal.

In face of an early warning of terrorist attack or a major natural disaster, the government security authorities and TD will, together with MTRCL, implement effective contingency measures as per the established anti-terrorist contingency plan or natural disaster contingency plan. Every year, MTRCL conducts a total of 12 regular drills jointly with different government departments such as the Railway Police District, FSD, TD and EMSD in order to ensure that contingency measures can be implemented smoothly when necessary.

In the event of complete paralysis of the railway system due to unpredictable factors such as terrorist attack, earthquake and tsunami, the Administration will handle the incident as a territory-wide crisis of disaster level.

Specific Contingency Arrangements of MTRCL

Specifically, MTRCL has drawn up various contingency measures for all MTR lines and the Light Rail together with TD and the Police in the light of the geographical location and specific environment of all railway lines and stations and different degrees of service disruption that may occur.

Once train service needs to be suspended, MTRCL will ascertain the situation and make assessment on the impact to train service as soon as possible, and disseminate relevant information to the passengers and the media. In particular, for passengers who have yet entered the railway system, MTRCL will request the electronic media to disseminate information on the situation of service disruption and alternative public transport. At the same time, MTRCL will look into the cause of the incident and carry out repair works for early resumption of service.

Drawing on the experiences of past incidents, MTRCL has made continuous improvement and enhancement to its contingency plans and implemented a series of new contingency measures. These include the establishment of a 60-member dedicated Customer Service Rapid Response Unit to provide advice and assistance to passengers, maintain order at affected stations and emergency bus boarding/alighting points, and make timely reports to the Operations Control Centre so as to ensure more effective co-ordination and crowd management with the departments concerned such as the Police.

Dissemination of Information

Regarding dissemination of information to passengers, MTRCL has formulated measures to strengthen its communication with passengers during service suspension with a view to assisting them to make appropriate arrangements. These measures include: (a) broadcasting details of the service situation at stations and in trains; (b) providing alternative public transport information such as franchised bus routes, bus stop locations and emergency bus boarding/alighting points on large information displays installed at stations; and (c) displaying signs from concourse ceilings and at street level to mark routes to emergency bus boarding/alighting points.

Moreover, MTRCL has installed LCD screens at conspicuous

locations of station entry gates at 20 interchange stations to provide train service information and other important notices during service suspensions or major disruptions. All stations will have LCD screens installed by the end of 2013.

Emergency Bus

In addition, MTRCL has devised emergency bus deployment plans for railway incidents and agreements were signed with bus operators for the provision of such services during railway incidents to take affected passengers to the nearest MTR station still under normal operation to continue their journeys.

Since the carrying capacity of emergency buses is far below that of the railway, they could only serve as a support service rather than a replacement of the entire railway service. Therefore, most passengers may have to change to other unaffected MTR lines or alternative public transport services to travel to their destinations.

Management of Passenger Flow

Experienced staff who have undergone sufficient training and drills are on duty at each MTR station to carry out crowd management, make public announcements, issue station notices and help passengers handle fare matters according to established procedures in times of incidents. The number of station staff will be increased as needed. In addition, MTRCL will deploy staff to monitor and report the street-level situation to Operations Control Centre and Station Control Rooms during incidents, to facilitate more effective co-ordination with relevant departments such as the Police for better crowd management.

Publicity and Public Education

MTRCL understands the concern of passengers and the general public with regard to the contingency measures in case of railway incidents. It is also understood that more relevant information made available to affected passengers during an incident will not only facilitate evacuation, but also enable passengers to make timely adjustment to their journeys and reduce any inconvenience that might be caused.

MTRCL has published the contingency information which is of concern to public and passengers, including the types and locations of alternative road-based public transport services in the vicinity of the MTR stations, as well as the estimated arrival time, locations of and routes to boarding and alighting points of emergency buses on its Rail Service Suspension Passenger Guide (the Guide) tailor-made for each station for distribution. The Guide has also been uploaded to MTRCL's website for easy reference of the general public.

Ends/Wednesday, February 8, 2012
Issued at HKT 14:36

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

**List of relevant papers on the service suspension of
Tseung Kwan O Line and Kwun Tong Line on 16 December 2013,
and recent major incidents on East Rail Line and Light Rail**

Heavy rail incidents

Date of meeting	Committee	Minutes/Paper	LC Paper No.
16.12.2008	Subcommittee on Matters Relating to Railways	Administration's paper on MTR Kwun Tong Line overhead power system failure on 8 December 2008 and recent railway incidents	LC Paper No. CB(1)398/08-09(01) http://www.legco.gov.hk/yr08-09/english/panels/tp/tp_rdp/papers/tp_rdp1216cb1-398-1-e.pdf
		The MTR Corporation Limited's paper on MTR Kwun Tong Line overhead power system failure on 8 December 2008 and recent railway incidents	LC Paper No. CB(1)398/08-09(02) http://www.legco.gov.hk/yr08-09/english/panels/tp/tp_rdp/papers/tp_rdp1216cb1-398-2-e.pdf
		Minutes	LC Paper No. CB(1)1786/08-09 http://www.legco.gov.hk/yr08-09/english/panels/tp/tp_rdp/minutes/rdp20081216.pdf

Date of meeting	Committee	Minutes/Paper	LC Paper No.
4.12.2009	Subcommittee on Matters Relating to Railways	Administration's paper on MTR Tseung Kwan O Line Signaling Equipment Fault incident on 9 October 2009 and Tsuen Wan Line Train Fault incident on 10 October 2009	LC Paper No. CB(1)309/09-10(01) http://www.legco.gov.hk/yr09-10/english/panels/tp/tp_rdp/papers/tp_rdp1-309-1-e.pdf
		Administration's paper on MTR Tseung Kwan O Line signalling equipment fault incident on 21 August 2009	LC Paper No. CB(1)2607/08-09(01) http://www.legco.gov.hk/yr08-09/english/panels/tp/tp_rdp/papers/tp_rdp1-2607-1-e.pdf
		Minutes	LC Paper No. CB(1)1016/09-10 http://www.legco.gov.hk/yr09-10/english/panels/tp/tp_rdp/minutes/rdp20091204.pdf
4.11.2010	Subcommittee on Matters Relating to Railways	Administration's paper on Tsuen Wan Line train fault incident	LC Paper No. CB(1)277/10-11(02) http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/papers/tp_rdp1104cb1-277-2-e.pdf

Date of meeting	Committee	Minutes/Paper	LC Paper No.
		Minutes	LC Paper No. CB(1)1068/10-11 http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/minutes/rdp20101104.pdf
18.3.2011	Subcommittee on Matters Relating to Railways	Administration's paper on "MTR Tsuen Wan Line service disruption on 21 October 2010"	LC Paper No. CB(1)1585/10-11(03) http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/papers/tp_rdp0318cb1-1585-3-e.pdf
		Administration's paper on "Recent railway incidents involving MTR rail cracks"	LC Paper No. CB(1)1585/10-11(04) http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/papers/tp_rdp0318cb1-1585-4-e.pdf
		The MTR Corporation Limited's paper on "Follow-up actions on MTR Tsuen Wan Line service disruption on 21 October 2010"	LC Paper No. CB(1)1585/10-11(05) http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/papers/tp_rdp0318cb1-1585-5-e.pdf

Date of meeting	Committee	Minutes/Paper	LC Paper No.
		The MTR Corporation Limited's paper on "Recent railway incidents involving MTR rail cracks"	LC Paper No. CB(1)1585/10-11(06) http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/papers/tp_rdp0318cb1-1585-6-e.pdf
		Administration's paper on "Recent railway incidents involving MTR rail cracks"	LC Paper No. CB(1)1323/10-11(02) http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/papers/tp_rdp0221cb1-1323-2-e.pdf
		The MTR Corporation Limited's paper on "Recent railway incidents involving MTR rail cracks"	LC Paper No. CB(1)1323/10-11(03) http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/papers/tp_rdp0221cb1-1323-3-e.pdf
		Minutes	LC Paper No. CB(1)2913/10-11 http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/minutes/rdp20110318.pdf

Date of meeting	Committee	Minutes/Paper	LC Paper No.
28.6.2012	Subcommittee on Matters Relating to Railways	The MTR Corporation Limited's paper entitled "MTR railway service performance"	LC Paper No. CB(1)2236/11-12(01) http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/papers/tp_rdp0628cb1-2236-1-e.pdf
		MTRCL's paper entitled "Occurrences of non-stopping of MTR trains or door opening procedures not properly followed by MTR train captains"	LC Paper No. CB(1)1162/11-12(01) http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/papers/tp_rdp0113cb1-1162-1-e.pdf
		Minutes	LC Paper No. CB(1)2626/11-12 http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/minutes/rdp20120628.pdf
20.12.2013	Subcommittee on Matters Relating to Railways	Administration's paper on Tseung Kwan O Line service disruption on 16 December 2013	LC Paper No. CB(1)595/13-14(01) http://www.legco.gov.hk/yr13-14/chinese/panels/tp/tp_rdp/papers/tp_rdp1220cb1-595-1-c.pdf

Light rail incidents

Date of meeting	Committee	Minutes/Paper	LC Paper No.
24.5.2013	Subcommittee on Matters Relating to Railways	The MTR Corporation Limited's paper on Light Rail incident on 17 May 2013	LC Paper No. CB(1)1072/12-13(07) http://www.legco.gov.hk/yr12-13/english/panels/tp/tp_rdp/papers/tp_rdp0524cb1-1072-7-e.pdf
		Minutes	LC Paper No. CB(1)1870/12-13 http://www.legco.gov.hk/yr12-13/english/panels/tp/tp_rdp/minutes/rdp20130524.pdf

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