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Our Ref: THB (T) L2/1/66 (15) Pt. 16
Your Ref: CB4/PS/1/12

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Ms Sophie LAU
Clerk to Subcommittee on Matters Relating to Railways
Legislative Council Panel on Transport
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong

24 May 2018

Dear Ms LAU,

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

Motion Passed under Agenda Item III
“Manpower Resources for Railway Services”
at the Meeting on 10 April

Thank you for your letter of 12 April 2018. Regarding the motion which was moved by Hon LUK Chung-hung and Hon Gary FAN and passed under agenda item III “Manpower resources for railway services” at the meeting on 10 April, the response given by the MTR Corporation Limited is at the **Annex** for Members’ reference.

Yours sincerely,

(Veronica TSE)
for Secretary for Transport and Housing

c.c.:

MTR Corporation Limited (Attn: Mr Y.C.CHAN, Senior Manager – External Affairs)

Legislative Council
Subcommittee on Matters Relating to Railways
Motion Moved by Hon LUK Chung-hung and Hon Gary FAN
Consolidated Reply from the MTR Corporation Limited

I. MTR attaches great importance to the interest of staff

The MTR Corporation Limited (MTRCL) has been emphasising that staff force is the corporation's valuable asset. We have demonstrated our value of attaching great importance to staff members through different aspects, including:

(a) Proactively increasing manpower

As indicated in the information provided in the LC Paper CB(4)837/17-18(03), the number of operating and maintenance frontline staff has been increasing since the Rail Merger. We will continue to recruit additional manpower in accordance with the service needs in future. Nevertheless, we must stress that apart from staff recruitment, we will also flexibly deploy our manpower resources so as to maximise the cost-effectiveness of railway operation.

(b) Offering remuneration packages that are competitive in the market

The MTRCL reviews the overall remuneration packages for its staff as well as the remuneration packages for different positions from time to time having regard to the pay trend of the market and the economic environment. It has also conducted special reviews on the remuneration of the operating and maintenance frontline staff in view of the market conditions, with an aim to maintain its competitiveness in recruiting talent from the market. For instance, in the light of the recent changes of the market, we have adjusted the pay levels of the MTR bus captains. The new pay levels have come into effect on 1 April 2018. The MTRCL will closely monitor the market situation and liaise with the concerned colleagues in a timely manner.

(c) Providing training for staff on a continuous basis

As mentioned in LC Paper CB(4)837/17-18(03), we have been providing training to our staff as appropriate on a continuous basis, so as to keep enhancing their knowledge and skills. In 2017, about 7 100 occupational or management training courses were conducted, offering each MTRCL staff member 7.1 training days on average in the year. In 2018, we will continue to allocate substantial resources to staff training.

(d) Upholding a management culture that attaches great importance to multi-directional communication

The MTRCL strives to maintain good multi-directional communication with its staff. It has established mechanisms and various channels (including regular meetings at an interval of three months and special meetings) to maintain close liaison and communication with staff, staff representatives and staff unions on issues of mutual concern. In early May, the MTRCL conducted communication sessions with staff representatives and staff unions respectively to exchange views on the salary adjustment for staff this year. During the meetings, colleagues expressed their views on the MTRCL's review on staff remuneration, including their expectations for this year's salary adjustment and suggestions with respect to raising the allowance and welfare levels. Noting the concerns of its staff, the MTRCL responded that it would consider various factors prudently before making a decision. The outcome of the review on staff remuneration will be announced in July.

II. Replacement of signalling systems

The MTRCL reported the progress of the replacement of the signalling systems of the seven urban lines (i.e. Tsuen Wan Line, Island Line, Kwun Tong Line, Tseung Kwan O Line, Disneyland Resort Line, Tung Chung Line and Airport Express Line) to Members of the Subcommittee on Matters Relating to Railways at the meeting on 1 December 2017. The anticipated completion time of the works for each line is set out below. For details, please refer to LC Paper CB(4)260/17-18(03):

Railway Line	Anticipated Completion Time
Tsuen Wan Line	End of 2018
East Rail Line	2019
Island Line	2019
Kwun Tong Line	2020
Tseung Kwan O Line	2021
Tung Chung Line, Disneyland Resort Line and Airport Express Line	2026

To minimise the potential risks during the signalling system replacement works, we have prioritised the replacement works for the seven railway lines and formulated a schedule after assessing factors such as patronage of each railway line, features of the signalling equipment and impact of the works on passengers. The MTRCL is well aware of the expectations of Members and the public regarding the signalling system

replacement works. The relevant works are being carried out at full speed and the progress is satisfactory. We hope that the completion of all these works as scheduled can increase the carrying capacity of the railway lines and further enhance the overall reliability and efficiency of the railway service, so as to facilitate more passengers.

MTR Corporation Limited
May 2018