

Ref: CB2/M/6

## **House Committee Meeting on 4 September 1998**

### **Report presented by House Committee Chairman on Special Briefing on Operation of Hong Kong International Airport held on 9 July 1998**

#### **Purpose of Report**

This is to report to the House Committee the deliberations at the special briefing on operation of the Hong Kong International Airport held on 9 July 1998.

#### **Background**

2. In response to Members' concern about the problems that had surfaced in the operation of the new airport at Chek Lap Kok since its opening on 6 July 1998, the Administration was asked to conduct a special briefing for Members. The briefing was held on 9 July 1998 and attended by 41 Members. Representatives on the Administration's team included the Secretary for Economic Services, Secretary for Works, Director of Civil Aviation, Director of the New Airport Projects Co-ordination Office (NAPCO), Chief Executive Officer of the Airport Authority (AA) and Managing Director of the Hong Kong Air Cargo Terminals Ltd (HACTL).

#### **Main Points of Deliberations**

3. At the briefing, Members expressed serious concern about the chaotic situation at the new airport and HACTL's decision to suspend air cargo service. In response, the Administration assured Members that high standards of safety and security had been maintained, despite the problems in the airport's operation. The Administration's team also briefed Members on the up-to-date position regarding the remedial measures taken and improvements made in respect of flight departure times, baggage handling, flight information, mobile communications, telephone service, operation of airbridges, restaurant service, cleanliness of toilets, etc. The AA had explained to Members that due to the complexity of the airport operations, many of the problems could not have been anticipated. Some Members did

not accept AA's explanation and pointed out that given sufficient time and sufficient tests, a lot of the problems would not have occurred.

4. In response to Members' questions on whether the airport was ready for opening on 6 July 1998, the Administration explained that the decision to open the new airport on 6 July 1998 would not have been made if the AA had not confirmed the overall airport operational readiness. Moreover the Administration had, through the Works Bureau, Civil Aviation Department, NAPCO and other government departments concerned, closely monitored the progress of the airport's construction to ensure that the airport was ready for opening on 6 July 1998. Members also raised questions about the problem of noise generated by aircrafts using the new airport and manpower requirement at the new airport.

5. Regarding the situation at SuperTerminal 1, Members were briefed on the events leading to HACTL's decision to suspend air cargo service and the problems with HACTL's computer systems. As HACTL had revealed that its contract with the AA was for the air cargo facility to be operational at Chek Lap Kok by 18 August 1998, Members queried why the company had undertaken to make its best endeavours to provide about 75% of its facility on 6 July 1998 to match the airport's opening date. Members requested the Administration to consider how shippers who had suffered loss or delay in shipment due to the suspension of air cargo service could seek compensation.

6. Members urged the Administration to take effective remedial actions to ensure that normal passenger and air cargo services would resume at the new airport as soon as possible. Members also requested the Administration to consider whether an independent body should be set up to fully investigate the causes of the chaos and to identify those persons who should be held responsible.

7. For the information of the House Committee, the main points of deliberations at the special briefing are recorded in Appendix I and a verbatim transcript is in Appendix II. The written replies provided by the Administration to some of the questions raised by Members at the briefing have been incorporated in the record in Appendix I.

### **Follow-up Actions**

8. Issues relating to the operation of the new airport are being followed up by the Select Committee appointed to inquire into the circumstances leading to the problems surrounding the commencement of the operation of the new Hong Kong International Airport at Chek Lap Kok since 6 July 1998 and related issues, and the relevant Panels, as appropriate.

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Legislative Council Secretariat  
2 September 1998  
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立法會  
*Legislative Council*

Ref : CB2/M/6

**Record of the deliberations at the special briefing on  
operation of Hong Kong International Airport  
held on 9 July 1998 from 11:00 am to 12:50 pm**

**Members present :**

Dr Hon LEONG Che-hung, JP, House Committee Chairman (in the chair)  
Dr Hon YEUNG Sum, House Committee Deputy Chairman  
Hon Kenneth TING Woo-shou, JP  
Hon James TIEN Pei-chun, JP  
Hon David CHU Yu-lin  
Hon HO Sai-chu, JP  
Hon Cyd HO Sau-lan  
Hon Edward HO Sing-tin, JP  
Hon Albert HO Chun-yan  
Dr Hon Raymond HO Chung-tai, JP  
Hon LEE Wing-tat  
Hon Martin LEE Chu-ming, SC, JP  
Hon Eric LI Ka-cheung, JP  
Hon LEE Kai-ming, JP  
Hon Fred LI Wah-ming  
Hon NG Leung-sing  
Prof Hon NG Ching-fai  
Hon Mrs Selina CHOW LIANG Shuk-ye, JP  
Hon Ronald ARCULLI, JP  
Hon MA Fung-kwok  
Hon James TO Kun-sun  
Hon CHEUNG Man-kwong  
Hon Ambrose CHEUNG Wing-sum, JP  
Hon HUI Cheung-ching  
Hon CHAN Yuen-han

Hon Bernard CHAN  
Hon CHAN Wing-chan  
Hon CHAN Kam-lam  
Hon LEUNG Yiu-chung  
Hon Gary CHENG Kai-nam  
Hon SIN Chung-kai  
Hon Jasper TSANG Yok-sing, JP  
Hon Howard YOUNG, JP  
Hon LAU Kong-wah  
Hon Mrs Miriam LAU Kin-yee, JP  
Hon Ambrose LAU Hon-chuen, JP  
Hon Emily LAU Wai-hing, JP  
Dr Hon TANG Siu-tong, JP  
Hon CHOY So-yuk  
Hon Andrew CHENG Kar-foo  
Hon TAM Yiu-chung, JP

### **Public Officers and Other Representatives**

Mr Stephen IP, JP	Secretary for Economic Services
Mr H S KWONG, JP	Secretary for Works
Mr Richard SIEGEL	Director of Civil Aviation
Mr K K KWOK, JP	Director, New Airport Projects Co-ordination Office
Mr Allan CHOW	Principal Assistant Secretary for Transport
Mr Thomas THUMB	Government Engineer/Port & Airport Development, Transport Department
Dr Henry TOWNSEND	Chief Executive Officer, Airport Authority
Mr Billy LAM	Deputy Chief Executive Officer, Airport Authority
Mr Chern HEED	Airport Management Director, Airport Authority
Mr Douglas OAKERVEE	Project Director, Airport Authority
Mr Clinton LEEKS	Corporate Development Director, Airport Authority
Mr K S NG	General Manager - Operations Planning, Airport Authority
Mr A C CHARTER	Managing Director, Hong Kong Air Cargo Terminals Ltd (HACTL)
Mrs Miranda LEUNG	Corporate Relations Manager, Mass Transit Railway
Mr Joe CHAN	Operations Manager (LAR), Mass Transit Railway
Mr Arthur HO	Acting Deputy Secretary for Economic Services
Mr Peter CHEUNG, JP	Deputy Director, NAPCO

Mr Howard LEE

Principal Assistant Secretary for Economic  
Services

**Clerk in attendance :**

Mrs Justina LAM                      Assistant Secretary General 2

**Staff in attendance :**

Mr Jimmy Y T MA, JP              Legal Adviser  
Mr LAW Wing-lok                  Chief Assistant Secretary (2)5  
Mrs Eleanor CHOW                 Senior Assistant Secretary (2)8

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Action

The Chairman said that the briefing had been arranged upon Members' request in view of the many problems that had surfaced since the airport's opening. He reminded Members that as the briefing was not a meeting of a committee of the Council, they were not covered by the Legislative Council (Powers and Privileges) Ordinance.

2. The Chairman welcomed representatives from the Economic Services Bureau, Works Bureau, Transport Bureau, New Airport Projects Co-ordination Office, Civil Aviation Department, Transport Department, Airport Authority, Hong Kong Air Cargo Terminals Ltd and Mass Transit Railway Corporation to the briefing.

3. The Secretary for Economic Services (SES) said that there had been problems and imperfections in the operation of the new airport since its opening. The Airport Authority (AA), airline companies and other commercial partners of the airport were working very hard to resolve the problems and good improvements had already been made on many fronts. He invited Dr Henry TOWNSEND, Chief Executive Officer of the AA, to brief Members on the up-to-date position.

4. Dr TOWNSEND said that in the past few days, the airport had handled a total of 440 to 454 flights and 84 000 to 86 000 passengers safely and securely which was most important. He explained that due to the complexity of the airport operations and of the relationships between the organisations that had to work closely together, many of the problems that had occurred could not have been anticipated. He informed Members that significant improvements had been made in the area of baggage handling where, for instance, the average waiting time for baggage had been reduced significantly. As far as the flight information systems were concerned, a high-level task force had been set up to ensure that essential information was passed expeditiously to those concerned. As regards flight departure times, there had been improved performance for flights leaving within 30 minutes to one hour of the scheduled departure times.

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## *Legislative Council*

5. Dr TOWNSEND added that in respect of the supporting activities, the water supply problem which had affected some of the commercial areas in the airport had been resolved. The help phones had been inspected and should be operational. The AA was working hard with the New World Telephone to connect the public phones and a good number had already been installed. As regards mobile communications, four more circuits had been added and the system supplier was also looking at additional antenna enhancements. Significant improvement had also been made in the provision of air-conditioning to those offices that had been fully occupied.

6. Dr TOWNSEND also informed Members that the mechanical problems relating to the operation of the airbridges had been rectified and another round of training had been conducted for the operators with the result that there had so far been no reoccurrence of the problems. As regards the need for more directional signs and road signs, the AA had ordered over 200 additional signs, 86 of which had already been installed before the opening on 6 July 1998. Dr TOWNSEND further briefed Members on the other remedial actions taken, including : providing facilities for taxi-drivers; improving reliability of the escalators; providing 24-hour restaurant service; improving cleanliness of toilets; and enhancing the hotline service.

7. The Chairman invited Mr A C CHARTER, Managing Director of the Hong Kong Air Cargo Terminals Ltd (HACTL), to brief Members on the up-to-date position regarding air cargo operations. Mr CHARTER explained that HACTL was facing a difficult situation. What happened was that some staff had tried to override the automatic systems and feed aircraft containers into the systems manually causing the container storage inventory to be completely muddled. Mr CHARTER further explained that a complete check of the inventory of the containers had been conducted manually on 6 July 1998. However, when the company tried to rectify the records following the manual check, they were completely erased because of problems with a particular computer program.

8. As regards the box storage system, Mr CHARTER said that

the problem was in the volume of load being handled. He explained that it was difficult to simulate the actual load in testing situations and there was not enough time to conduct the necessary tests. As a result, minor mechanical faults together with software bugs had rendered the computer systems totally unmanageable. The company had to make a strategic decision to close the box storage system for a few weeks to ensure that the problems could be rectified effectively. Mr CHARTER informed Members that the suspension on bulk cargo for export and cargo on passenger flights would have to be extended to midnight on Friday, 10 July 1998. With effect from Saturday, 11 July 1998, export cargo would be handled at SuperTerminal 1 at Chek Lap Kok while import cargo would be handled at Terminal Two at Kai Tak. Mr CHARTER added that the normal standard of air cargo service could not be resumed in the foreseeable future.

9. Mr Martin LEE said that the problems with the new airport had worldwide consequences. The airport was meant to be a morale booster, not a laughing stock. He could not agree that the problems could not have been anticipated because given sufficient time and sufficient tests, a lot of the problems would not have occurred. He asked whether the airport was ready for opening on 6 July 1998. Secretary for Economic Services (SES) responded that the decision to open the new airport on 6 July 1998 would not have been made if the AA had not reviewed the overall airport operational readiness and confirmed that the airport would be ready for operation. He added that on the part of the Administration, the Works Bureau, Civil Aviation Department, New Airport Projects Co-ordination Office (NAPCO) and other government departments concerned also closely monitored the progress of the construction to ensure that the airport was ready for opening on 6 July 1998

10. Dr TOWNSEND said that the trials operations commenced early this year but it was not possible to simulate an actual airport operation. What was most important was for the airport to be operational and for the problems as they came up to be corrected within a short time.

11. Mr LAU Kong-wah said that the AA had claimed that a first-class airport had been built but its operation was of a poor standard. The new airport had now become the laughing stock of the world and brought shame to Hong Kong. He asked whether Dr TOWNSEND would accept responsibility for the problems that had arisen and how they would be resolved. Dr TOWNSEND replied that as the Chief Executive Officer of the Airport Authority who was responsible for the day-to-day operation of the Authority, he was fully accountable and would take those responsibilities.

His present priority of work was to ensure that the operation of the new airport measured up to international standards.

AA 12. Mrs Selina CHOW said that she could not agree that the problems that had arisen could not have been anticipated. What had happened clearly demonstrated that the AA was unprepared to cope with the present chaotic situation. Both the AA and the Administration should take the blame as there were government representatives on the AA Board. She asked the AA to provide statistics on flight delays.

13. Dr TOWNSEND responded that the AA had started to provide statistical performance information on flight departures in the press releases issued by the AA twice a day. Citing the previous day as an example, Dr TOWNSEND said that 66% of the 220 flights left within 60 minutes of the scheduled departure times and over 30% left within 30 minutes of the scheduled departure times.

[*Post briefing note: the following information is provided in a written response dated 28 July 1998 from the Administration and the AA (the written response): "The situation is improving. According to a survey by the Airport Authority on 23 July, almost three quarters of all flights had left on time or within 15 minutes of schedule. All flights left within 60 minutes. The average passenger waiting time for baggage was 14 minutes."*]

14. Miss Emily LAU expressed serious concern that HACTL could not resume normal operation in the foreseeable future. She asked how this would impact on the economy. Mr CHARTER replied that not until the problems with the computer systems at SuperTerminal 1 could be fully analyzed, it would be difficult for him to give a concrete answer as to when air cargo facility at the new airport would resume normal service. SES responded that HACTL would not have commenced operation at the new airport if the company's assessment was that it was not ready. He assured Members that all relevant government departments were providing necessary assistance to HACTL. He added that the pragmatic approach to resolve the present state of affairs was for the company to rectify its problem as soon as possible.

15. Dr Raymond HO commented that the new airport was facing both technical as well as management problems. In response to his question on whether locals would be employed to fill positions left vacant by overseas employees upon the expiry of their contracts, Dr TOWNSEND said that it had always been the policy of the AA to employ local people. However, if there were no suitable local candidates, the AA would have to look elsewhere in

the market.

16. Miss CHOY So-yuk enquired about the position on contractual claims. Dr TOWNSEND replied that a quarterly report was compiled by the NAPCO for Members' information. Although the last report showed an increase in the number of claims, many of them were registered administratively as a contract condition. His assessment was that the AA would be within budget when all the claims were settled. Mr Douglas OAKERVEE, Project Director, AA added that the latest number of unresolved claims was about 7 000.

17. Miss CHAN Yuen-han said that the Panel on Economic Services of the Provisional Legislative Council (PLC) had repeatedly expressed concern about whether the new airport and the air cargo facility would be ready for operation by 6 July 1998. She further commented that the Administration was totally incapable of handling the crisis situation. SES reiterated that the Airport Development Steering Committee (ADSCOM), NAPCO, Works Bureau, Economic Services Bureau, Civil Aviation Department and many other organisations were involved in monitoring the building of the new airport and they had all exercised their due supervision.

18. Secretary for Works (S for W) said that the Administration was satisfied with the progress of the airport's construction and considered it ready for opening on 6 July 1998. He pointed out that many of the problems that had arisen had to do with the level of experience of the personnel concerned and overall co-ordination of work.

19. Mr CHEUNG Man-kwong said that the opening of the airport was accorded high acclaim but its chaotic operation had now brought shame to the people of Hong Kong. He asked whether Dr TOWNSEND also felt ashamed and whether he would take responsibility by resigning. Dr TOWNSEND replied that he felt regret over what had happened and reiterated that the problems could not have been anticipated. As far as his relationship with the AA was concerned, it was a personal matter.

20. In reply to Mr CHEUNG's question on whether the AA would be reorganised and whether anyone would be asked to resign, SES said that the situation was unsatisfactory and at the present stage, the top priority of all concerned was to work together to resolve the problems as soon as possible.

21. Mr LEUNG Yiu-chung said that the Government was

equally responsible and should not leave all questions about the problems of the new airport to the AA to answer. He asked whether the Government was aware of the problems before the opening. SES reiterated that the Government had closely monitored the progress of the construction of the new airport. Director, NAPCO also explained the role of NAPCO and added that the office had participated fully in the test runs. Problems identified during these test runs were carefully reviewed and appropriate improvement measures taken immediately.

22. Mr HUI Cheung-ching asked who would be responsible for compensating the losses of importers and exporters in missing shipment deadlines because of the breakdown of the cargo systems at HACTL. SES said that he could not answer the question as this was a complex legal issue involving many parties. Mr CHARTER said that he could only answer for HACTL. The company's exposure would go as far as what was stipulated in the air waybill conditions. Dr YEUNG Sum said that he was very dissatisfied that no one on the Administration's team could provide an answer to Mr HUI's question. He asked the AA to study the matter and submit a report to Members.

Adm. AA

[*Post briefing note: the following information is provided in the written response: "The Department of Justice's advice is that contracts for carriage are between the carrier and the passenger or cargo customer. The Government is not a party to those contracts. The Government is not therefore in a position to comment on the passengers' or cargo customers' entitlement to compensation under contract. Nor would it be appropriate for Government to comment on where legal responsibility for any loss or damage lies.*

The Airport Authority's position is that the question of compensation to shippers for loss of or delay in air cargo shipment is a question of legal liability and claims. Each claim will depend on its facts, including the legal relationship between the parties involved, terms of contract if a contract is involved and the application of the relevant laws and cannot be generalised. If parties cannot agree on liability or quantum, claims on compensation may have to be ultimately determined by the court."]

23. Mr CHENG Kai-nam said that the chaos at the air cargo terminal was totally unacceptable. He questioned how a company of HACTL's reputation could have allowed all inventory records to be erased from the computer systems. SES responded that it was HACTL's responsibility to ensure its operational readiness. Mr CHARTER explained that it was public knowledge that HACTL was under extreme time pressure to complete the facility at the new airport. The company's contract with the AA was for the air cargo facility to be operational at Chek Lap Kok by 18 August 1998. However, the company had undertaken to make its best endeavours

to be operational on 6 July 1998 to match the airport's opening date. Mr CHARTER added that four months were needed to commission the computer systems but the company did not have enough time to carry out the necessary tests.

24. In response to the Chairman's query as to whether the Administration was aware of HACTL's difficulties, SES said that HACTL was a business organisation operating on commercial principles. The company would not have undertaken to make the best endeavours to provide about 75% of its facility by 6 July 1998, if it was their view that this target could not be achieved.

25. Mr Edward HO said that it was difficult to accept that HACTL had not estimated the volume of cargo that it had to handle at the new facility. He also found it difficult to believe that all the problems with the airport's operation only surfaced after 6 July. He asked whether all the necessary permits had been obtained by the AA prior to the opening of the airport. Mr Douglas OAKERVEE replied that all necessary permits and documents for the new airport were obtained by the end of June 1998 while the occupation permit for HACTL was issued on 2 July 1998.

26. Referring to the Administration's reply to his oral question asked at a PLC meeting, Mr Eric LI said that the Administration had stated that a review conducted by the AA showed that all facilities essential for opening the new airport were on target for the end of April 1998. This was clearly incorrect.

27. Mr LI asked whether there was sufficient check on the background of the supplier of the computer systems. He also questioned whether it was appropriate to adopt the design of an overall, centralized computer system which when broken down, as in the present situation, would cause all the operations supported by the system to be affected. Mr CHARTER explained that as far as HACTL was concerned, the problem was not in the design of the computer systems but in not having enough time to test the systems. Mr LI requested that a written reply be given to his question.

Adm

28. Mr Albert HO said that he believed that some of the problems had surfaced earlier but the staff concerned might have been too anxious to meet work targets and did not report the problems. He queried how HACTL was expected to operate on 6 July 1998 when it only obtained the occupation permit for its facility at the new airport on 2 July 1998. S for W replied that the occupation permit only concerned matters of structural safety, fire safety, etc. HACTL could proceed with the test runs on the computer systems at SuperTerminal 1 even though the occupation permit had not been given.

29. Mr Howard YOUNG asked when the problems with the Flight Information Display System (FIDS) could be rectified as at present flight information had to be displayed manually. Dr TOWNSEND said that the situation should not persist much longer. He reiterated that a task force had been set up to co-ordinate the passing of information between the parties concerned, such as the Control Tower, Operations Centre, airlines, etc, so as to ensure timely input of information into the FIDS.

30. Mr CHAN Kam-lam enquired about the obligations of the contractors and the role of the ADSCOM. Dr TOWNSEND replied that the contractors concerned had to fulfil their contractual obligations for the completion of their works as well as those covering warranty periods, defects liability periods, etc. D. NAPCO said that the ADSCOM regularly monitored the progress of the construction of the new airport and other core projects through the NAPCO.

31. Miss HO Sau-lan expressed concern about the noise problem. She said that according to press reports, Tuen Mun, Tsuen Wan, Sai Kung, Tsing Yi, Tseung Kwan O, Shatin were affected by aircraft noise. She asked whether the Administration had conducted any study on the noise levels. D of CA said that the Civil Aviation Department had also received complaints, mostly from Shatin. He pointed out that the complaints were understandable since residents in those areas had never been exposed to aircraft noise in the past. Moreover, those living in the suburban areas were more susceptible to aircraft noise since the surroundings were quieter than the urban areas. He informed Members that an Environment Impact Assessment (EIA) Study was carried out in 1991/92 and the second report of the EIA Study which was issued just before the airport's opening had revealed that the noise levels of the new airport were within international standards. He undertook to provide the second report to Members.

Adm

*[Post briefing note: the updated Environment Impact Assessment conducted by the AA prior to airport opening and an information note were sent to Members vide LC Paper No. CB(2) 137/98-99 dated 29 July 1998 and LC Paper No. CB(2) 144/98-99 dated 31 July 1998, respectively.]*

32. Professor NG Ching-fai asked whether an independent committee would be set up to conduct an overall review after all the problems had been resolved. SES replied that the present situation was unsatisfactory and everyone involved had been working hard to make improvements. The ADSCOM and the AA Board were very concerned about what had happened and would conduct a review afterwards.

33. Mr James TO expressed concern that the decision to open the new airport on 6 July 1998 was a political one. He asked when the contract for HACTL to provide air cargo facility at Chek Lap Kok by 18 August 1998 was signed and whether in agreeing to meet the opening date of 6 July 1998, there was any supplementary contract signed between the AA and HACTL. Mr TO also asked that copies of the contracts or relevant extracts be provided. SES reiterated that the date of 6 July 1998 would not have been decided on if the airport was considered not ready for operation. The contract to provide air cargo facility by 18 August 1998 was signed a few years ago and HACTL had known all along that they would make their best endeavours to start operating on the airport's opening date.

AA

34. Dr TOWNSEND informed Members that there was no supplementary contract to the original one. He undertook to provide summaries of the major terms of the original contract to Members.

[*Post briefing note:* the following information is provided in the written response: "The franchise agreement between the Hong Kong Air Cargo Terminals Limited (HACTL) and the Airport Authority was signed in December 1995. In the agreement HACTL has a contractual obligation to complete the works to the extent as specified under the franchise agreement and for the facility being capable of processing 5,000 tonnes of air cargo per day on or before 18 August 1998. Failing the above, HACTL shall pay liquidated damages to AA as provided in the franchise agreement. As between HACTL and the Authority, HACTL had agreed to make their best endeavors to provide sufficient cargo handling capacity when the new airport opened and had since been undertaking works and reporting progress against this target."]

35. Mr James TIEN said that importers, exporters and manufacturers were very concerned about the present state of affairs at HACTL. He asked whether the company could as soon as possible make a public announcement on how long the suspension of air cargo service would last so that businesses could make their own plans to take account of the delays in air cargo service. Mr CHARTER said that he shared the concerns of businessmen but reiterated that he could not give a definite answer on when air cargo operations would resume normal service. However, the company was optimistic that the box storage system would be operating properly within a few weeks' time.

36. Mr LEE Wing-tat asked whether the AA and the Administration had at any point in time considered the option of moving the airport in stages and if so, when and why was it decided that the airport including the air cargo facility should be moved at one go. He also asked whether HACTL had ever informed the AA in writing of its problem of not having enough time to complete the necessary tests on its computer systems at SuperTerminal 1. He asked that a written reply be given to his questions.

Adm

37. In view of the limited time left for the briefing, the Chairman asked the Administration to provide written replies to the questions raised by Members in paragraphs 38 - 42.

Adm

38. Mrs Miriam LAU commented that the chaos at the new airport showed that the AA lacked alertness and was poor in crisis management. She asked whether the worst was over and whether there was any problem concerning air safety. She also asked HACTL to give a public explanation on why the company had agreed to operate on 6 July 1998 even though the company knew it was not ready. She further asked the Administration to inform Members of the measures that would be taken to restore Hong Kong's reputation as a leading air freight centre.

Adm. HACTL

[*Post briefing note:* the following information is provided in the written response: "On measures to restore Hong Kong's reputation as a leading air freight centre, the most effective means is to provide customers with the same highly efficient services that they had been enjoying in the past. The most important task ahead is therefore to resume normal cargo operation as quickly as possible. Appropriate publicity would also be considered when this is achieved."]

Adm. AA

39. Mr Andrew CHENG said that there had been complaints made to the media pointing out that the new airport did not have sufficient staff and that some staff were not adequately trained. Mr CHENG asked the AA and the Administration to provide information on staff training. He also asked whether the remedial actions to be taken would include the retraining of staff.

[*Post briefing note:* the following information is provided in the written response: “The Airport Authority is responsible for the overall development, management and operation of the new airport. As part of that process the Authority has for many months closely reviewed with all its business partners and other key support agencies what their staffing requirements would be up to and beyond airport opening.

The total manpower requirement at Chek Lap Kok (spread over 24 hours) is approximately 45,000 of which direct AA employment is only some 2,000. Of this overall requirement, 27,000 have come from the existing workforce at Kai Tak. In addition the AA determined in consultation with its business partners in mid-1997 that about 12,000 additional staff would be required to help operate the new airport. Less than 10% of this would be at supervisory or managerial level. The Authority has worked closely with business partners and Government since mid-1997 to ensure that business partners are able to recruit in sufficient numbers and at the right level. Promotional materials and visits have been organised, and a series of meetings held with business partners to review progress through direct recruitment and the Labour Department’s Local Employment Service and the Employees Retraining Board. As a result of these efforts, total manpower at opening stood at about 45,000 staff, which should be adequate for operating the new airport.

On training, the Airport Authority has adopted an approach whereby the Authority trains its own staff and in addition trains the training staff of all key business partners. In the period up to opening 701 programmes of specific operational training (comprising 11,347 man-days of training, and conducted with the assistance of the AA’s contractors and suppliers) and 78 programmes of general training (comprising 690 man-days - covering areas such as orientation and induction courses) were arranged.”]

Adm

40. Mr Kenneth TING enquired about the channels available to businessmen to follow up on matters relating to compensation.

[see post briefing note to paragraph 22 above]

Adm 41. Mr Fred LI said that the Administration must take action to find out who should be held responsible for the problems of the new airport and that appropriate disciplinary actions should be taken against them.

[*Post briefing note: The Chief Executive in Council has appointed a statutory Commission of Inquiry to inquire into the operations of the new airport.*]

Adm 42. Mr SIN Chung-kai said that the Administration should establish an independent committee to conduct a full investigation. He added that he would ask the House Committee to consider the setting up of a select committee so that Members could make use of powers available under the Legislative Council (Powers and Privileges) Ordinance to inquire into the airport fiasco.

[see post briefing note to paragraph 41 above]

43. D of CA assured Members that he had been monitoring the air traffic condition closely. The staff concerned and all the equipment were performing well and there was no problem with air space management. Dr TOWNSEND also assured Members that the AA had been maintaining high standards of safety and security.

44. SES said that he would convey Members' suggestion of an independent investigation committee to the Chief Secretary for Administration and Financial Secretary for consideration.

45. The Chairman thanked everyone on the Administration's team for attending the briefing. He concluded that the Administration, AA and HACTL had yet to provide satisfactory answers to Members' questions, namely of why the operation of the new airport was so chaotic; who should be held responsible for the problems; whether and how compensation would be made; and when passenger and air cargo services at the new airport would resume normal operation.

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Legislative Council Secretariat  
19 August 1998

附錄II

Appendix II

(此份紀錄本業經政府當局審閱)

(This transcript has been

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Appendix II

(This record has been seen  
by the Administration)

檔號Ref : CB2/M/6

一九九八年七月九日上午11時至下午12時50分  
有關香港國際機場運作事宜的特別簡報會的逐字紀錄本  
Verbatim Transcript of the Special Briefing on  
operation of the Hong Kong International Airport  
held on 9 July 1998 from 11:00 am to 12:50 pm

出席議員Members present :

梁智鴻議員 (簡報會主席) (內務委員會主席)	Dr Hon LEONG Che-hung, JP, House Committee Chairman (in the chair)
楊 森議員 (內務委員會副主席)	Dr Hon YEUNG Sum, House Committee Deputy Chairman
丁午壽議員	Hon Kenneth TING Woo-shou, JP
田北俊議員	Hon James TIEN Pei-chun, JP
朱幼麟議員	Hon David CHU Yu-lin
何世柱議員	Hon HO Sai-chu, JP
何秀蘭議員	Hon Cyd HO Sau-lan
何承天議員	Hon Edward HO Sing-tin, JP
何俊仁議員	Hon Albert HO Chun-yan
何鍾泰議員	Dr Hon Raymond HO Chung-tai, JP
李永達議員	Hon LEE Wing-tat
李柱銘議員	Hon Martin LEE Chu-ming, SC, JP
李家祥議員	Hon Eric LI Ka-cheung, JP
李啟明議員	Hon LEE Kai-ming, JP
李華明議員	Hon Fred LI Wah-ming
吳亮星議員	Hon NG Leung-sing
吳清輝議員	Prof Hon NG Ching-fai
周梁淑怡議員	Hon Mrs Selina CHOW LIANG Shuk-ye, JP
夏佳理議員	Hon Ronald ARCULLI, JP
馬逢國議員	Hon MA Fung-kwok
涂謹申議員	Hon James TO Kun-sun
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張永森議員	Hon Ambrose CHEUNG Wing-sum, JP

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陳智思議員	Hon Bernard Charnwut CHAN
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陳鑑林議員	Hon CHAN Kam-lam
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劉健儀議員	Hon Mrs Miriam LAU Kin-ye, JP
劉漢銓議員	Hon Ambrose LAU Hon-chuen, JP
劉慧卿議員	Hon Emily LAU Wai-hing, JP
鄧兆棠議員	Dr Hon TANG Siu-tong, JP
蔡素玉議員	Hon CHOY So-yuk
鄭家富議員	Hon Andrew CHENG Kar-foo
譚耀宗議員	Hon TAM Yiu-chung, JP

### **官員及其他代表Public Officers and Other Representatives**

葉澍堃先生 經濟局局長	Mr Stephen IP, JP Secretary for Economic Services (SES)
鄭漢生先生 工務局局長	Mr H S KWONG, JP Secretary for Works
施高理先生 民航處處長	Mr Richard SIEGEL Director of Civil Aviation
郭家強先生 新機場工程統籌署署長	Mr K K KWOK, JP Director, New Airport Projects Co-ordination Office (D of NAPCO)
周守信先生 運輸局首席助理局長	Mr Allan CHOW Principal Assistant Secretary for Transport
譚澄邦先生 運輸署政府工程師／港口及機場 發展	Mr Thomas THUMB Government Engineer/Port & Airport Development, Transport Department
董誠亨博士 機場管理局行政總監	Dr Henry TOWNSEND Chief Executive Officer, Airport Authority

林中麟先生  
機場管理局副行政總監  
韓義德先生  
機場管理局機場管理總監

Mr Billy LAM  
Deputy Chief Executive Officer, Airport Authority  
Mr Chern HEED  
Airport Management Director, Airport Authority

柯家威先生  
機場管理局項目工程總監

Mr Douglas OAKERVEE  
Project Director, Airport Authority

列擎志先生  
機場管理局機構拓展總監

Mr Clinton LEEKS  
Corporate Development Director, Airport Authority

吳其成先生  
機場管理局總經理 — 客運大樓運作

Mr K S NG  
General Manager - Operations Planning,  
Airport Authority

翟達安先生  
香港空運貨站有限公司常務董事

Mr A C CHARTER  
Managing Director, Hong Kong Air Cargo  
Terminals Ltd (HACTL)

梁陳智明女士  
地下鐵路公司公司事務經理

Mrs Miranda LEUNG  
Corporate Relations Manager, Mass Transit  
Railway Corporation

陳錦榮先生  
地下鐵路公司車務經理(機場鐵路)

Mr Joe CHAN  
Operations Manager (LAR), Mass Transit  
Railway Corporation

何健華先生  
署理經濟局副局長

Mr Arthur HO  
Acting Deputy Secretary for Economic Services

張寶德先生  
新機場工程統籌署副署長

Mr Peter CHEUNG, JP  
Deputy Director, NAPCO

李達志先生  
經濟局首席助理局長

Mr Howard LEE  
Principal Assistant Secretary for Economic Services

**列席秘書 Clerk in attendance :**

林鄭寶玲女士  
助理秘書長2

Mrs Justina LAM  
Assistant Secretary General 2

**列席職員 Staff in attendance :**

馬耀添先生  
法律顧問

Mr Jimmy Y T MA, JP  
Legal Adviser

羅榮樂先生  
總主任(2)5

Mr LAW Wing-lok  
Chief Assistant Secretary (2)5

周封美君女士  
高級主任(2)8

Mrs Eleanor CHOW  
Senior Assistant Secretary (2)8

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**主席：**各位同事，我們繼續開會，以下項目是有關香港國際機場的運作事宜，跟剛才那兩項不同。剛才那兩項是政府主動向我們作一個簡介，這項則是議員要求，因為我們看見很多問題，希望政府和有關當局跟我們解釋和作一簡介。重申向各位同事提一點，今天的會議絕對不是立法會屬下既定的委員會會議，所以我們不受《立法局(權力及特權)條例》保障。大家都知道今天討論的話題，不僅是香港人關注、議員所關注，也受到國際關注，也影響香港的將來和名譽。我很高興，有很多部門出席向我們解釋，包括經濟局、工務局、民航處、新機場工程統籌署、運輸局、政府工程署、機場管理局、香港空運貨站有限公司和地鐵公司的代表今天均有出席。

首先可否交給葉澍堃局長作開場白，以及看看哪些同事想作補充，然後同事才開始發問，好嗎？葉局長，請。

**經濟局局長：**好，謝謝，主席。

**主席：**對不起，我們今天的會議時間直至12時半。

**經濟局局長：**多謝主席。今天是...

**主席：**請先舉手，別放下，否則來不及看。不好意思，葉局長。

**經濟局局長：**可以嗎？

**主席：**可以。

**經濟局局長：**主席，今天是新機場的第4天運作。過去幾天，大家看見機場有各樣問題，有不完善之處肯定需要改善。機管局、航空公司、停機坪的服務公司、其他機管局的商業伙伴，過去幾天已經非常努力去改善情況、解決問題，最重要的是大家並無互相推卸責任，我想現在的情況是大家齊心協力、攜手解決問題。可以說，如果把今天和昨天相比，就現在來看，是有一些改進。在多方面來說，是有改進之處，今天出席的人士，大家都知道有機管局行政總監董誠亨先生、副行政總監林中麟先生，和香港空運貨站公司負責人翟達安先生也出席了，因為大家對空運方面也非常關注。我相信最好請董誠亨先生先跟各位講解目前的情

況、做了甚麼或有甚麼改善。

**主席：** Dr TOWNSEND, please.

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** Thank you, through the Chair. First and very importantly for the last several days, we have been handling in and out, a total of about 440 to 454 flights and in a range of 84 000 to 86 000 passengers safely and securely. As SES mentioned, we've been dedicating ourselves to resolving the numbers of problems that have come up since the opening of the airport, many of which were unanticipated but are due to the complexity of the operations of the airport as well as the relationships between the organisations that have to work closely together to achieve the overall objectives.

By this, it's a close partnership between the Airport Authority, the airlines, ramp handlers, caterers, air cargo, bus services and of course very importantly to the Government and some of the services that they provide. So many of the actions that we are taking are physical actions to correct physical problems. Others are co-ordination problems which are more organisational related. I think that we have been improving, for example, we have significantly improved the baggage situation. We have also worked off the baggage that had been placed on us on the first day or two from Kai Tak. We are now working on a more regular basis and we expect to see improvements over the following days.

We have also very closely consulted with the airlines, our baggage system contractor and the ramp handlers on how to improve the timeliness of information being provided on flight arrivals, departures and all of the activities between those key periods. And this of course is helping a great deal in improving the flight departure times as well as the level of services. So we are showing steady gains in all of those areas. We would pursue it, continue to pursue it with all of our ability, and certainly we intend to get these resolved as quickly as we can.

I might add that there had been some helpful efforts from the airlines who of course intimately involve with us in this. We meet regularly, frequently several times a day with the Board of Airline Representatives, and as I indicated, we're in minute by minute contact with the ramp handlers and other service providers.

But perhaps just a brief rundown on some of the items that have been highlighted in the public arena as well as raised by ourselves in the various briefings we've been giving. As I indicated the baggage situation has improved significantly. One is that the waiting time, average waiting time for people at the baggage reclaim area has now been brought down significantly and we still, of course, will try to seek further improvements. I might add that there is also an improvement in delivery time for the last bag for various flights where we have made a very significant improvement.

Another area is in the flight departure times. And as you know we've been giving press briefings through Mr Clinton LEEKS and his staff every day to keep the public advised on these matters. But we are doing much better in performance for flights within 30 minutes as well as within the one hour period. And we will continue to strive for further improvements in those areas.

Another item was what I call the supporting activities. One is water supply to some of the commercial areas that has been taken care of by our project and maintenance groups.

With the public telephones, we had reviewed this week the last several days of all the help phones on the land side and the air side of the Airport and they have been checked out and those should be operational and should be a great value in communicating with the public and passing out of information. And we're also working very hard with our supplier of the public telephone system, New World, to get all of those hooked up and we are working quite well on that and they have installed a good number of them over last night, and we will continue those activities for the next several days.

Another area which was difficult was in area of mobile communications. And this of course was one of the linkages between the airlines, ourselves, within ramp handler group and other service providers. For the provider of that service there was such a great demand for mobile communications that it overloaded completely the system that had been provided. In the last days, they have added four more circuits and are looking at additional antenna enhancements to improve that situation but already we've seen a marked improvement in that area.

The other question of course was the flight information systems. There are two aspects, three aspects to that. One of course is receiving the timely information I was talking about earlier which is on arrival of the aircraft, forecast arrival times, actual arrival times, looking at the check-in desk being opened, closing check-in desk, ramp handling, the whole line of activities that are necessary to operate the airport. In order to improve that situation, we have done two things. One, we have set up a co-ordination group of fairly high level people that are talking directly with air traffic control, our airport operation control centre and the baggage handling contractor as well as the ramp handlers to make sure that that information is passed as quickly as possible to facilitate the efficiency of their operations.

Another area of course that we have been working on is with the air-conditioning for some of the offices that were fully occupied since the relocation from last weekend. We were working that out very quickly. We made great progress over the last evening and that work will be completed also in the next few days.

One area that received a great deal of publicity was with the operation of our airbridges. This has to do with the situation where the airbridges, one did not extend all the way to some of the smaller aircraft and other mechanical problems that have been found. So we immediately took action on that. We have them checked out mechanically. There were not many problems. Some of them had been stopped because they had exceeded the operational safeguards which is not a safety problem but just really to protect the aircraft and the equipment. We went through another round of operator training to facilitate the operation of those. To the best of my knowledge, we did not have any reoccurrences in the last 24 hours with those problems. Naturally we'll always have what I call routine maintenance and other things to be taken care of but the major problem we believe has been solved.

Another area where we have received many comments, most of them very helpful, has been in signage because signage is from the view point of how individuals

orient themselves with directions and places. As I indicated the other day, during the trials, we picked up considerable useful information from the airlines and the public. And we have already ordered well over 200 additional signs for the terminal building. We did manage to get 86 of those installed before opening of the airport. The remainder are en route. In addition we have gone to local suppliers to facilitate the delivery of others that have been recommended by various participants and also the experience since opening.

We also have been working with the transportation groups and Transport Department. They have made recommendations. We have installed a good number of those but also we are getting further recommendations from what I call the public vehicles, also in the taxi area. One concern of course was having some facilities for the taxi drivers since they are staying in taxi ranks, longer in the new airport. We have put some facilities in for them this morning, so hopefully that problem will be resolved. If they need more, we'll also look at those requests. So we feel that these activities were taken careful note of them and taking appropriate action on them.

Another area that we have received a number of concerns and we are giving it our full attention are the reliability of the escalators, particularly. As you know we have a large number of escalators and moving walkways. We now have on-call teams ready to reset them sometimes as a matter again of just resetting it if it stops, or if further work is required to undertake maintenance.

Restaurant services, this was quite important to many of the people. It has always been intended that restaurants will provide services for whatever hours were required. We do have several now that are fully staffed up to operate 24 hours a day. The staff canteens are also available. And they'll stay open until the last flight departs in most cases. We'll open at 5:30 or thereabout in the morning. Of course if we need further opening times on that, those things would be arranged with the restaurants and caterers.

Toilets, the cleanliness of the toilets has been a subject of interest from the public as well as the attention we've been giving to it. We do have people stationed in the toilets full time. In addition, we now have set up a team, four teams as a matter of fact that go around and do a deep clean of the toilets on a one to two hour basis depending on the needs. So we certainly expect that to improve from the viewpoint of the public perception.

Another area that we have found there was more need for because of the urgency and the magnitude of the problems was our hotline service. We have expanded a number of circuits and the number of operators in those areas, and we do keep a careful record of any complaints that come through the hotlines or through other services.

One problem in addition to the others, which has been a nuisance to us, has been the removal of waste in the early days for several reasons. One, the tenant fit-out was coming to its conclusion in most cases, although some tenants are still restocking their shops. The other part was the waste from the relocation activities, the packaging and other things that were used for that. Again we have strengthened the janitorial services and supervision to make sure that that's taken care of on a timely basis.

So I hope that all of you will appreciate that we are indeed trying our very best to solve these problems as expeditiously as we can and I think that all of our staff are working on this as closely as they can. Mr Billy LAM and Mr Richard SIEGEL and a number of others are working on this task force to look at these items as they come up. And they've been doing a very good job, getting the right people together and getting the work done.

**主席：**我相信有很多題目要問。不過，大家比較關注都是空運貨物的問題。或者在這方面，我請香港空運貨站有限公司的常務董事向我們解釋這個問題，然後才發問，好嗎？Can I invite Mr CHARTER to tell us about all these problems of air cargo? I think that affects really quite a lot in Hong Kong and also our economy.

**MANAGING DIRECTOR, HACTL :** Thank you, Chairman. The situation is very difficult. We've basically got two storage systems in our SuperTerminal 1. One is for the handling of bulk cargo, and the other is for the handling of containers. Basically the move from Kai Tak to Chek Lap Kok inundated our capability to receive containers into the container storage system. And because there was a desire to release the trucks back to Kai Tak to pick up further loads, empty containers, etc., there was an element of staff trying to override automatic systems and feed the aircraft containers into the automatic system manually. The end result was that the container storage system inventory ended up being completely muddled.

The first night we did a complete manual check of the inventory of the containers in the container storage system and we tried to rectify the records first thing in the morning. Unfortunately there was a very powerful program that's used in the testing situation which started to eliminate all the records. So we had a situation where we continued not to know what was in our container storage system and I am afraid that is still the situation today. We are going through this exercise again overnight, tonight. We've identified the program we believed that caused this particular problem and it's been eliminated. The program has been eliminated, so we don't expect the problem to reoccur. So by tomorrow morning we are hoping to have the container storage system in automatic mode again where we will be able to track more efficiently the outbound units.

The box storage system, really the problem there has been the volume of cargo that we have to try to move through it. In the test situation, it is extremely difficult to simulate the actual load that one will experience in true operation. And to be frank, we've been very short of time. The problem there is then that minor system faults have become, that is mechanical faults, have become - together with some software bugs - have made that particular system totally unmanageable. We are faced with a very difficult position where all our system support people have been running around, trying to support the operation and the staff on the work floor getting cargo out to the extent everybody is totally exhausted. We have to make strategic decisions that we must close down the box storage system for a few weeks to ensure that we can rectify this problem effectively.

Now what does this mean? Basically from Monday when we realized we have some substantial problems, we decided to fall back to Terminal Two Kai Tak to handle all the freight and aircraft loads. We have had to put an embargo, if you like, we call it

an embargo that means restrict bulk cargo acceptance for exports and also restrict the import of cargo on passenger flights. We have to extend these embargoes up until Friday midnight.

With effect from Saturday, it is our intention to stop handling all export cargo at SuperTerminal 1 at Chek Lap Kok and to move all import loads back down to Terminal Two at Kai Tak. You can imagine the logistics of this is quite tremendous and our staff are working around the clock to put in place the necessary arrangements to cope. But I am afraid there is simply no way that the standard of service that we're all accustomed to at Kai Tak can be maintained for the foreseeable future. And we are likely to have a situation where, say, for import cargo, it would be available probably 24 hours later than it has been at Kai Tak until we can sort the situation out.

**主席：**好。我想很多同事都有很多問題想問，我們差不多有20位同事想發問，我們只有1小時。我希望同事的問題簡短，以及盡量只作簡短的跟進。我希望政府官員和有關部門簡短回答，我知道很多同事對機場出現的問題身同感受，不過，我希望同事問的題目盡量關注我們的未來發展，別講太多個人不開心的經驗，李柱銘。

**MR MARTIN LEE：** Being one of the first customers on the 6<sup>th</sup> of July coming in, I shall be flying away tonight. I shall be returning again coming Wednesday. So I am one of your very faithful customers. I won't tell the problems in deference to what the Chairman just said. But clearly I think we have heard enough to satisfy most people in Hong Kong that opening date of 6<sup>th</sup> of July was perhaps much too soon. Now, clearly a lot of problems would not have been there if we have given ourselves sufficient time to conduct sufficient tests. Now I do not believe that most of these problems were totally unforeseeable. I think they certainly could be foreseen and should be foreseen if you have given yourself sufficient time.

So the question is why did we decide on the opening date of 6<sup>th</sup> of July? I already told the Chief Secretary as early as last September that it would not be ready, certainly not ready by April. She argued with me. I won a bet on that. Now and I told her that I do not think that we were ready until September and I said it last September. So why did we rush into this opening date before we were ready and now we become almost, I hope not, the laughing stock of the world. This new airport is supposed to boost morale in HK, but look at the unfortunate consequences worldwide.

**主席：** 哪位有關官員想回答這條題目？葉局長。

**經濟局局長：** 多謝，主席。我想或者一會兒我請董誠亨先生談談，其實李議員的問題重點是機場的一切是否準備就緒、有沒有足夠培訓等等。其實大家記得，關於機場開幕的日期，當時有人表示希望在4月開幕，但是大家都記得，我們也來立法會說過，我們也希望開幕時一切配合，所以7月6日是政府訂下來的，當然政府訂下7月6日時，當然機管局認為全部已準備就緒，當然政府部門如工務局、民航處、新機場統籌署各個部門一直有留意各方面的準備，或者在這方面，要請董誠亨先生談談，告訴議員為何機管局認為一切已準備就緒。

**主席：** Dr TOWNSEND, was 6<sup>th</sup> of July a realistic date or was it for some other

reasons?

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY** : Through the Chair, thank you. First, I think you have to lay a little background to this. One is that we had started trial operations very early this year at the new airport. And we started out at a very modest scale and eventually built up to larger tests during the period of May and some in June, including with some of our business partners. But you can never simulate an actual airport operation. As I indicated there is a quite difference between a trial operation involving 10 000 people on a selected basis and several aircraft which were not carrying passengers, and then extrapolate that experience 100% of how the airport would operate. So the most important thing is to get the airport up into operation and correct these problems as they come up over a very short period of time so that there is naught inconvenience to the users of the airport. And that is the phase we are in at the present time.

Now one of the advantages of the July 6<sup>th</sup> date as you look at other activities at the airport: the catering operations are ready, HAECO, the base maintenance, our line maintenance service providers and many others are fully functional at this time. And AAT, the other lesser air cargo competitor, also is operating at very high efficiency. So this does mean we have to focus on these key outstanding areas with all intensity at the present time. But I think it also demonstrates that when you have these complex relationships, the volume of these activities are an important factor, and we need to have that experience. Also of course there are some activities that extend out regardless of the opening day such as tenant fit-out and those types of areas where they wait until the last possible moment to come in and get the tenant fit-out completed as well as staffing and beginning the operations.

**主席** : I appreciate that you know... the Government side and the relevant departments also answer questions succinctly. 我想不讓大家跟進，先行發問一輪問題，好嗎？因為太多同事想問，劉江華。

**劉江華議員** : 我自己覺得，政府一直號稱這個是世界一流的機場，但是事實上顯而易見，操作是九流的。現在很明顯，香港已蒙羞，成為世界笑柄。我不大接受政府或機管局成員一直說沒有人需要負上責任。我無法接受這回事。我想請問董誠亨先生，你作為這次整個計劃的主要負責人，你是否仍然覺得你完全沒有責任？此外，我親身看過機場的情況，很明顯，現在不僅是電腦出了問題，而是人腦出了問題，協作不足，人手不足，通訊不足，這三個情況，我想請問有甚麼立即改善的方法？

**CHAIRMAN** : Dr TOWNSEND, one, where does the buck stop, secondly, what are the quick stop improvements?

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY** : I think it is very clear. I personally, nor the Authority have tried to lay off our responsibilities and the accountability for the activities of the airport. As the Chief Executive Officer, I am responsible for the day to day functioning of the airport and I am fully accountable for that. And so I take those responsibilities. But at the present time, the highest priority is to get these problems corrected and give the airport up to the world class standard that we all expect it to operate at.

**主席：**周梁淑怡。

**周梁淑怡議員：**主席，首先我...是不接受董先生剛才所說，有一些是意料不及的情況，因為我覺得我們現在所見的，如危機處理、救火等，是應該預料而沒有預料的，也沒有相繼作出充分的準備。我覺得7月6日這日期不是問題，而是準備功夫的問題，我覺得機管局和政府難辭其咎，因為政府有人在機管局，不是機管局獨立做所有事情，所以兩方面其實也有問題。我想問的問題，就是無可否認，我們昨天到過飛機場，看過很多東西，可能在改善中，這是肯定的，但是有些問題我是完全不明白為何會這樣發生，像剛才提及的所謂airbridges，中文該怎麼說，即是那個...

**主席：**不要緊，我想，由於時間關係。

**周梁淑怡議員：**即是我們稱為伸往飛機的fingers，那些大部分沒有運作，我收到第一手消息，是一個大笑話，竟然沒有足夠巴士，出境旅客竟然，你沒聽過，我相信啟德沒發生過，一輛巴士去兩班航機處，載著兩班航機的乘客，去兩班航機，要到兩個站，到了一架飛機，停下，落客，再去另一架飛機，於是引致出境的飛機延誤了很多時間。我想問一問，可否告訴我們，直至昨天為止，別提第一天，因為他說一直在改善，可否告訴我們，直至昨天為止飛機離境延誤的時間有多長？還有，由現在直至正常化期間，可否給我們一個報告，每天都讓我們知道飛機入境和出境延誤的時間，因為這是我們的乘客非常關注的，以及巴士可否加班？我想這是最基本的問題，可否別讓這些問題阻延乘客的時間表？

**CHAIRMAN :** Dr TOWNSEND, flight and departure delaying time so far and schedules for the future.

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** Yes, as I indicated earlier through the Chair that the performance for on time departure has greatly improved over the last couple of days, and we expect another improvement today. We are trying to get statistical or performance information out in the various press releases that we are making twice a day. And so you'll see this as we're gathering the data. We will begin to release it in summary form through Mr Clinton LEEKS and his staff so the general public and our partners will be aware of it.

The bus situation we were aware of. Today they are installing additional radio equipment so that they can operate more effectively on the airfield to the airplanes and back to the terminal building.

**CHAIRMAN :** Are there, actually a shortage of buses?

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** We believe that there are probably enough buses. We felt that the main problem right now is the time that it takes for them to co-ordinate the location of the aircraft waiting for the passengers and discharging the passengers.

**周梁淑怡議員**：或者告訴我們昨天的情況是怎麼樣。...既然有這方面的資料，現請告訴我們。

**CHAIRMAN**：Give us statistics of yesterday: delay of departure and arrival, just one day.

**周梁淑怡議員**：既然有這方面的資料，現請告訴我們。

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY**：If we look at outgoing flights, departures 66% of the 440... pardon me, 220 flights left within 60 minutes, 66% within 60 minutes.

**Mrs Selina CHOW**：Any percentage left on time?

**CHAIRMAN**：What is the percentages that left on time?

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY**：Within...well it depends on what you define exactly on time. Within 30 minutes just, over 30% left.

**主席**：劉慧卿。

**劉慧卿議員**：謝謝主席。主席，我非常關心貨運方面，剛才你也說過。剛才他們這位香港貨運站有限公司的Mr CHARTER說，他說在可見將來，水準仍然會很差，即是我們無法達致以往的水準，莫說是提高了，我相信一定要他向我們詳細解釋一下，因為我們香港非常依靠這方面，我們的經濟發展，尤其是現在經濟低迷，不知道會否影響其他方面，我想他告訴我們是甚麼意思，會持續差多久？因為剛才說得很含蓄，我也想局長，我們的經濟局局長，告訴我們他自己可有看到這情況？從經濟層面的發展而言，有多大影響？以及你們是否完全不預見這種事發生？現在發生這種事是否完全束手無策？多謝主席。

**主席**：Mr CHARTER, could you give us something more definite in relation to time that you can improve things? And then局長, afterwards。

**MANAGING DIRECTOR, HACTL**：I was not trying to be subtle. I was trying to be brief. Basically while we're operating out of Kai Tak, obviously there is a time element of transporting staff down there. So we expect that imports that come in at Chek Lap Kok will be released the next day at Kai Tak. So that is not our normal standard at Kai Tak. Let me also elaborate in a bit more detail. Perishables have been a major concern of people. Perishables, import perishables we would continue to release immediately at Chek Lap Kok, so this only applies to general cargo. We have a separate express centre as part of SuperTerminal 1. And there, the express operators are able to operate independent of the main terminal. So we don't see any effect on express operations.

**主席**：葉局長，你預計經濟影響有多大？

**經濟局局長**：我想空運對經濟當然重要，但是我想空運公司過去有良好的運作紀錄，我想大家也明白，我相信，Mr CHARTER剛才也說過，

我想如果他們可以預計到問題，當然不會讓貨運站開始運作。他讓貨運站開始運作當然是覺得沒問題才開始運作。大家也明白這個貨運中心，譬如電腦系統等等是非常複雜，當然我們完全明白它對經濟的影響，大家也不希望發生。但是現在只可以盡力去做，權宜之計是再用啟德的二號貨站。此外，當然AAT也在運作，其他空運和速遞公司也在運作。我相信，其實現在最實際是空運公司盡快要把系統弄妥，這是最實際的做法。當然我們完全明白它對經濟的影響，但是如果政府能做甚麼，當然會做，譬如啟德方面，我們讓它運作，沒有限制。漁農處、警方、清關等等，我們盡量協助，當然我們不希望情況持續下去，當然希望是短期。我們一直關注，也會討論情況。

**劉慧卿議員：**要多少時間才能回復原有水準？因為他剛才說，他說現在回復至啟德，我們要等多多少個星期或多少個月才能回復至現時水準，莫說再改善。

**CHAIRMAN：** Mr CHARTER, when you expect really to be able to operate from Chek Lap Kok again to proper function?

**MANAGING DIRECTOR, HACTL：** I shall probably be accused of avoiding the question. But to be honest until we can fully analyse the problems that we've got, it is very difficult for me to give a concrete answer. I certainly think we're going to have to operate in this mode for certainly a number of weeks.

**主席：** In other words, we don't know yet. 何鍾泰。

**何鍾泰議員：**多謝主席。因為我知道很多設備在7月6日之前幾天才安裝，包括剛才所說的指示牌、航班資料顯示板，甚至在7月2日開幕當天，我留意到很多燈光的照明系統都是臨時安裝的。那就是說，4月當時根本還沒有做妥，但現在證明是管理上的問題。除了技術和管理問題外，將來如何處理呢？因為以往多數是聘請外國的技術人員，但是現在很多合約完成後，會否有機會訓練一批本地專業人士去負責以後的工作呢？多謝。

**主席：** 哪位？哪一個有關部門想回答？Dr. TOWNSEND.

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY：** Yes, through the Chair, thank you. The Airport Authority as a matter of policy has always encouraged the development of permanent residents or residents of Hong Kong for the longer run for the airport operations and other activities. And of course we have been in a transition programme for some time now winding down our very capable project division as the construction is nearly completed except for the second runway and north-west concourse's extension. And so when you look at the director level of people, a number of us will have completed our assignments with the Authority, and we're placing local people into most of those positions. But the Authority always reserves its position in the event someone cannot be found, then of course they may still have to look into the market for recruitment. So I think that the Authority has actually done quite well on that area.

**主席：**蔡素玉。

**蔡素玉議員：**主席，政府可否告訴我們.....譬如自從接收機場一切系統之後，直到現在為止，可有估計這些承建商和供應商會再向政府 claim 大約多少錢？

**主席：**局長。

**經濟局局長：**主席，我想這個也是應該由董先生回答。

**主席：**Dr TOWNSEND.

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** Yes, as you aware our friends in NAPCO co-ordinate a quarterly report for Members. The last issue of course has shown an increase in the total number of claims. As we have explained on other occasions, the claims, the number of claims is not in itself an indicator of the financial situation because many of the claims are just registered administratively because of the contract conditions. We have actually closed out a number of the larger contracts already such as the site reclamation contract which was very large. And we have a number of others we are also working on, so we have special teams dedicated within the Authority trying to clear up the backlog of legitimate claims. We feel that this process most of it will be behind us by the end of this year. Some of them because of the contractual conditions could go beyond that. But I do think we are doing a good job in resolving them and certainly we and Government are satisfied that we will be within budget by the time we settle those claims.

**主席：**陳婉嫻。

**蔡素玉議員：**可否給一個數字，但別給一個約數。

**CHAIRMAN :** Can you give us actual figure, Dr TOWNSEND?

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** The number was in the thousands and that of course the majority of them by far as I said are just the filing, saying that they are going to submit the claim and does not have the supporting details on them. And perhaps Douglas Oakervee can give a more precise answer on that.

**CHAIRMAN :** A very quick answer, Mr OAKERVEE?

**PROJECT DIRECTOR, AIRPORT AUTHORITY :** Thank you, Chairman. I think my recollection is in the order of 7 000.

**主席：**7 000。陳婉嫻。

**陳婉嫻議員：**多謝主席。我想這個問題正如我的同事所講，實際上我想我們很關心香港的新機場。在臨立會我是經濟事務委員會的委員，我們曾經數次問葉先生，最初政府決定4月份開幕，我們問行嗎？因為我們聽員工說不行，後來到7月我們重提這些問題，包括我們去過新機場，看過工程，發覺有些東西根本不行，我特別關心貨運部份，因為今次的

損害很大，對香港整個貨運的形象和位置損害很大。我想問：其實政府到底在這方面準備的應急能力是怎樣？此外，我記憶很深的是我們當時去看貨運時，不是翟先生見我們，是楊先生見我們，他講了很多具體事情，我們都很關心，知道需冷藏的貨物的情況很惡劣，這些問題令我覺得整套的應變能力是怎樣。現在更擔心有些事情尚未發生，繼續可能有事情發生，我擔心整個政府在這個過程當中，運作正常當然沒問題，但現在明顯是不行，政府和機管局說整個模擬測試不可能那麼大量的，但我覺得為什麼其他機場可以做得好呢？我想政府或者董先生回答這個問題。

**主席：**應變的問題，局長抑或...

**經濟局局長：**或者我先答，然後由各位補充，因為主要來說，陳議員的問題其實似乎是究竟7月開幕行嗎？是否準備好？我想我再重複一次，當然政府當中有很多架構去看問題，因為大家明白問題的重要性，當然我們有一個機場發展督導委員會，這是一個很高層的委員會，另外我們有新機場統籌署專門監督工程的進度，正如剛才陳議員所講各方面的工作，工務局、民航處各方面都一直監督着，當然我們的同事，專業的同事都一直有監察監管，或者就這方面，鄭局長或者郭先生有所補充，或者就準備就緒方面。

**主席：**哪位可以作簡短補充？

**工務局局長：**主席。

**主席：**局長。

**工務局局長：**在工程角度，我們在今年年頭，一直有跟進工程進展，到我們決定7月6日可以開放時，我們都清楚工程進度是應該可以投入運作的。現在發生的問題，我相信是因為新機場開幕，操作人手經驗、協調方面大家可能不熟習，而引致現在的問題。我相信董誠亨先生可以再補充一兩句。工程來說相信應該可以做得好。

**主席：**我覺得再追問政府機場能否開始運作也是沒有用的，政府一定會答可以開始運作，不過我想多問你一句，剛才你第二個關於應變的問題。

**陳婉嫻議員：**不錯，應急的問題，還有將來的事情。

**主席：**應變問題，再追問下去能否開始運作也沒有用，他當然說可以開始運作，大家都.....局長，應變的問題。

**經濟局局長：**我不知陳議員你所指的應變問題是.....

**陳婉嫻議員：**任何公司也是一樣，當我要開張時.....

**經濟局局長：**你的問題不太清楚。

**陳婉嫻議員：**這麼複雜的工程，你應該每一環節也扣得很好，任何一間大公司的啟用，特別是一個牽涉操作的問題，你必定有整套系統，這套系統行不通也有另一套，等如在家中的家庭觀眾也會問，為什麼電腦不行，不用人手？很多人在問這些問題，你的整套應變系統究竟是怎樣？

**主席：**局長，我想這方面，你可否講一講standby？或者找鄭局長講一講後備系統。

**工務局局長：**主席，正如葉局長所說，應變是指哪一方面的應變呢？譬如說信號電腦系統，這個根本是一個後備系統，如果正常操作失靈時，那個後備系統是可以跟上的。但一般維修的工作，我相信正如董誠亨先生剛才解釋過，很多出現毛病的，我們都在很短時間可以修復，這也算是一種應變的行動。當然在整個機場運作如果有什麼出錯，便需要另一種應變，所以有很多不同的做法。但大致來說，這幾天發生的問題，我認為主要在於行李處理出現了多少問題，引致連鎖反應，我相信這方面機管局會盡量協調，將工作做得好些。

**主席：**張文光。

**張文光議員：**我想問董誠亨先生，新機場在掌聲中揭幕，但這幾天在咒罵聲中運作，這幾天在不同時段，機場沒有水、沒有電、沒有電腦、沒有冷氣、沒有電話、沒有電梯、沒有廁所、沒有照明，是名符其實一個“百無機場”。現在造成旅客延誤、行李遺失、貨運癱瘓、鮮花變殘花、生魚變死魚。我想問唯一現在“死不去”的是“死不認錯”。今日有一個民意調查，三成半的香港人認為新機場的運作令他們感到羞恥，有四成人認為有人應該引咎辭職。請問董誠亨先生，你可有香港人共同的感覺？感到羞恥、內疚，並且考慮要引咎辭職，當你處理好一切，收拾殘局工作之後。

**主席：**Dr TOWNSEND.

**CHIEF EXECUTIVE OFFICER, AUTHORITY AUTHORITY：**Yes, thank you through the Chair. First I do feel regrets over the things that have happened. Some of them were unforeseeable, some of them as I said were because the airport has been fully exercised that this time and were not foreseeable. We're doing our best to correct those items. As far as my relationship with the Airport Authority, I consider that to be a personal matter.

**張文光議員：**主席，董誠亨先生好像突然之間才發覺世界上的機場有一些東西是必須存在的，我想問葉澍堃先生，你作為政府，可否容忍現在這種情況存在，並視為一種正常，你會否考慮，認真考慮機管局缺乏管治能力，是需要改組，有人需要負責任並且需要辭職？

**主席：**局長。

**經濟局局長：**我相信就情況而言，大家當然完全不滿意，這是肯定的，肯定很多地方需要改善，剛才我說過，事實上來說，目前所有有關人士一直日以繼夜做很多工作，如果完善大家也不用做這些功夫，肯定來說，我覺得在現階段最重要的是大家攜手協力做好機場，這是最重要的事，亦顯示我們有應變能力，至少現在來說，我想董先生講過，真的每日也有進步，我可以告訴你，譬如我們很多的人士都一直在監察，一直參與，一定要確保有進展，我覺得當前急務應該是先處理這些問題。

**主席：**梁耀忠。

**梁耀忠議員：**主席，我剛才看到所有人的發問時，葉先生總把問題交給後面回答，政府好像沒有擔任一個角色。但其實眾所周知，這件事政府也難辭其咎。我想問政府，其實在機場開幕前，自己可有親自去看整個機場的情況？例如現在所出現的問題，有些根本是可見的，例如電線外露，這些問題是明顯看得見的，是否你看到後覺得這些問題沒相干，可以“照開工，照開檔”呢？還有一些設計上的問題，我從一些報道得悉這些設計明顯出現問題，譬如接駁機位明顯高了，導致機門不能開或者諸如此類的問題。究竟你們在機場開幕前是否注意到這些問題？知否這些問題存在？如果知道的話，當時你想怎樣改善呢？同時現在來說，設計上出現了多少問題？

**主席：**我想不單是局長一個，政府是否滿意機場開始運作時應該全部工程已做好？

**經濟局局長：**多謝主席。我也希望我完全了解電器，software，如果我一個人可以做得到我也不介意，我想回答梁議員的問題，大家都很清楚，如果我說政府沒有看過當然大家也不會相信，其實我剛才已經答了問題，我們有最高層的機場發展督導委員會，而我剛才也說過，例如現時在我們附近，郭先生也舉手，我想我們有一個新機場統籌署，專門監督各項工程，亦有些專業人士一直進行監督的工作，當然我們全都到過機場，到過很多次，我每天也在機場，我可以告訴你，或者讓郭先生回答。

**主席：**郭先生，作為機場統籌署署長，請你給一點意見吧？

**新機場工程統籌署署長：**多謝主席。我想解釋一下機場未曾投入運作前，新機場工程統籌署是十分緊密地監察工程的進度，以及積極參與他們多次的測試，我們每次很深入投入他們的測試，評估他們的成果，亦透過數次測試發現很多未盡善的地方，亦吸收了參加者的意見，包括當時權充作乘客的人的意見，業內人士的意見，以及機場管理局各成員的意見等等；評估各方面的意見後，亦與機場管理局訂定一系列改善措施，所以一連串的工程是逐步改善，而最後一次大規模測試包括飛機，過萬人乘客，貨運，地面地勤處理等等；所以我們一直也有監察他們的進度。設計設施方面...

**主席：**我想太多了，下一位，許長青。

**許長青議員：**多謝主席。這幾天機場的行政管理和電腦很混亂，對我們進出口界造成很大損失，我們有些“行家”的出口信用證貨期是7月7日，雖然他們在7月6日將貨物運到機場，但因為電腦發生故障，7月7日不能夠順利離開香港，即是說信用證過了期，如果買家因為市道不好，趁機取消order，或者不要貨，我請問，誰要負上這責任？

**主席：**哪位可答這項？局長？

**經濟局局長：**我想我答不到這個問題，因為牽涉到責任、法律等各方面的問題。

**主席：**誰作答？

**經濟局局長：**我想或者Mr CHARTER想回答嗎？因為在講空運方面。

**CHAIRMAN：**Mr CHARTER, who's responsible?

**MANAGING DIRECTOR, HACTL：**I can ..... can you hear me? I can answer from our perspective. We act as the agents of the airlines and obviously we act under the air waybill conditions and that is as far as our exposure goes.

**許長青議員：**我現在的問題是，我的信用證已經過了期，而我的貨7月6日已經去到機場。

**CHAIRMAN：**I don't think you've answered the question, Mr CHARTER.我想法律顧問沒有理由回答這個題目。

**經濟局局長：**或者董先生可以嘗試作答。

**CHAIRMAN：**Any other supplementary answer to actually answer this question? I mean it is obviously very vital. Who is responsible for a big loss of... you know... financial consignment or otherwise?

**許長青議員：**貨物到了，但未上機。

**CHAIRMAN：**Is there somebody who can answer, Government, relevant authorities, the relevant companies concerned?

**楊森議員：**主席，我想我已經有點不耐煩，竟然沒有人可以回答賠償問題。就法律上我問過法律顧問，機場管理局是管理機場的，有關機場所引致的損失，肯定是機場管理局負責回答，你現在答不到，回去好好研究一下，然後寫一份報告書給我們立法會。蒙受損失的市民怎樣向你提出.....提出補救的方法，不可能沒有人回答，怎可以這樣？機場你管的嘛！

**經濟局局長：**或者請董先生回答。

**CHAIRMAN：**Dr TOWNSEND, can you give them light now, or you want to give us a

supplementary follow-up paper?

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** I think it would be advisable to provide a follow-up paper which we'll do through SES.

**CHAIRMAN :** I presume after seeking legal advice but I think this should be very quickly forthcoming because it affects a lot of people's livelihood.

**楊森議員 :** 沒有人回答便算了，怎可以這樣？

**主席 :** 程介南。

**程介南議員 :** 多謝主席，新機場很多的錯失或失誤，如果我們能以較寬容的態度來看，都可以忍受或原諒，但貨運的問題是不可原諒和不能忍受。剛才Mr CHARTER說程式和電腦資料給全部洗掉，全部消失了，我相信這可以被看成未必跟新機場有直接關係，這是很嚴重的問題。剛才有人問及有關應變措施，這個應變措施在測試時，雖然你不是政府，但作為一間公司承擔這麼大的公眾責任和國際聲譽，你的測試是怎樣進行呢？機場管理局事先是否知道會有這種情況？是“遇人不淑”，還是沒有辦法監管它？還是“買佢怕”任由它做？

**主席 :** 局長。

**經濟局局長 :** 我想這是Mr CHARTER回答。

**主席 :** 這亦是政府監管顧問公司。

**經濟局局長 :** 我想就監管而言，剛才已說過，這是機場管理局的一個franchise，我想大家要明白，不是政府要卸責，不是這麼一回事。大家要明白是機管局和貨運站合約的關係，當然就雙方面和香港所有人而言，都需要公司的運作正常，譬如就收費而言，機管局的收費是根據貨運的輸出，作為公司而言，它必須確保它的運作正常，因為就它本身而言，這亦會帶來很多的收入，如受影響，他們亦會蒙受損失。剛才也說過，問題並不是我們一定要Mr CHARTER回答，而是因為從它的角度而言，它必須確保它的系統可以運作，這是一個商業機構，我們可以做的，例如新機場統籌署當然有監察他們在這方面的工程，但似乎我們現在不是談論這個工程或什麼，而是談論例如Mr CHARTER剛才解釋的，是一個電腦系統，它亦不是沒有做過測試。

**CHAIRMAN :** Mr CHARTER, anything you want to add?

**MANAGING DIRECTOR, HACTL :** Yes, I think I do. Basically, I don't think it's not in the public record that HACTL has always been under extreme time pressure on this project. In fact, I believe it was our concerns that was one of the factors that led to a postponement of the opening date of the airport. And our contract with the Airport Authority is to be operational by 18th of August. Now we said we would make our best endeavours to be operational. We fully accepted that we had to be operational to match the airport opening date. But we made no bones about the difficulties we've had with

the construction of our facility. We knew we're running behind schedule on that. We knew that we need four months to commission systems and we have just not been able to get the time to complete those tests. And we undertook to do everything we possibly could and the HACTL Board in the current situation is prepared to commit all financial resources it needs to try and sort out the problems.

**CHAIRMAN :** Thank you, Mr CHARTER for giving us this very important information. I have to ask the Government and also the Airport Authority. Are they aware of this? If so, what would they have done?

**經濟局局長 :** 多謝主席，或者我先回答，然後董先生再答。當然這事情大家一直都知道，不是什麼秘密，根本我想Mr CHARTER也很清楚。我想最重要的事情，並不是目前誰在互相推卸責任，絕對不是；而是我想根本由頭到尾HACTL是很清楚知道他們的承諾，剛才也提到，make the best endeavours，即盡力做到最好，盡量在機場開幕時，在7月6日時，可以提供到百分之七十、七十五的處理貨量，我相信這點Mr CHARTER可以承認他們是一定知道的，是完全知道的。政府或者機管局，我想董先生一會兒也會談一談，我想不能運作亦沒有可能逼它，如果他們未準備就緒，認為各方面不行時公司亦不能運作，因為大家都明白箇中的重要性，而它的商業收益也很重要，所以我剛才說過，政府與新機場統籌署、機管局一直與貨運公司協調，監察有關的進展，我想剛才Mr CHARTER也說過，他們認為可以運作時才運作，而不是完全不行，任何人都不會這樣做，如果未準備就緒仍強行運作，我想都會明白所帶來的後果，或者董先生有何補充？

**CHAIRMAN :** Dr TOWNSEND, anything to add on the Airport Authority side on this?

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** Yes, thank you Chair. First of all, Mr IP I believe correctly summarized the events, I won't repeat those. We have a very good relationship with HACTL . We issued them a franchise which is a business franchise to perform their activities at the site. This franchise was reviewed very carefully with Government, with the JLG Airport Committee as people may recall, and was executed in December 1995 or thereabout. They have worked very hard to meet the requirements for airport opening day. Their shareholders and others gave their full support in meeting those obligations and certainly they have tried very hard and I believe what Mr CHARTER was describing earlier indicates that this problem itself again came up unexpectedly because of the massive amount of air cargo and other situations that caused this system not to perform properly at the beginning. And I am sure that after all everyone considers HACTL to be number one in the world in air cargo and certainly the Airport Authority supports that. They have excellent performance record, on time deliveries, and I'm sure that they will do everything possible to get this situation under control again.

**主席 :** 何承天。

**何承天議員 :** 同事說了很多東西我不會重複，我覺得今天給我們很多的理由，因為開始運作機場，那麼多乘客一齊來，那麼多貨運一齊來，不可能說不知有這麼多乘客，不知有那麼多貨物，以及有那麼多東西不行、又沒有冷氣、又沒有水、又沒有電話、電腦又壞、電梯又不行，以

我所知機場應該有入伙紙，應該根據建築條例。我想問：第一，有沒有入伙紙？有沒有消防紙？有沒有電梯紙？有沒有水紙？.....現在取了沒有？還有機場在7月6日開幕，是否7月6日才發生這些事情？7月2日我們開幕那天是否完全沒事？

**主席：**誰可以回答各樣牌照和紙的問題？

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** Mr OAKERVEE could give specific details.

**CHAIRMAN :** Mr OAKERVEE, please?

**PROJECT DIRECTOR, AIRPORT AUTHORITY :** Yes, Chairman. We received its occupation permit in the last week of June and we also had Form 6 for the escalators, walkways and lifts. And we also had the Form 172 which preempts the issue of the occupation permit from the FSD.

**CHAIRMAN :** There must be something wrong with all these.

**何承天議員：**第二條問題未答。

**主席：**第二條問題是什麼？

**何承天議員：**因為7月6日忽然所有問題出現，我想問他在7月4日、7月5日時，是否沒有問題？是否當日忽然全部東西壞掉？

**CHAIRMAN :** Why does suddenly everything go wrong on the 6<sup>th</sup> or was it wrong already at the start? Mr OAKERVEE, please.

**PROJECT DIRECTOR, AIRPORT AUTHORITY :** Chairman, all those items were commissioned. What happened I think is the last few days before the opening we had quite an extensive amount of work being carried out, the tenant fit-out. And in the cases of some of the lifts and escalators, they went through some punishment that should not have been done. Also what we found is that although we tested and commissioned them in the normal way of any building, that test did not provide the degree of stress that the airport has done. And we have found that all our sensors on the escalators, for instance, have been set too finely and baggage coming up those escalators are setting off the stop sensors. So we have adjusted those accordingly and the performance of the escalators has been much better, and likewise with the walkway.

**主席：**李家祥。

**李家祥議員：**有關機場的開幕日期，我曾經在立法會作出口頭質詢，當時政府很明顯說只是機鐵的問題而導致延誤，至於資訊系統或其他方面，政府則回答說一定沒問題。現回想起來，我覺得這個答案令我有一些受騙的感覺。資訊系統，當時我特別包括電腦，因為聽到很多行內人覺得時間十分不足。我想跟進程介南的問題，現在很多問題出現，是因為資訊系統不停出現毛病，似乎後備系統，尤其是貨運方面，根本好像完全不能運作，仿似並不存在，好像沒有後備系統，才出現很多人手處

理的壓力。我想理解多點，尤其是貨運的資訊系統，當時為什麼決定，我聽說很多外國機場與機場的系統分開，像Federal Express便完全沒事，但香港的系統似乎很獨特，全包括在一個系統內，所以牽一髮動全身，一有問題便全部壞掉，後備系統又跟不上，當時為什麼作出這個決定？第二，這個決定很依賴承建商，我們批合約時對承建商的技術背景可有否做過足夠調查？目前來說似乎基本問題未解決，要用人手解決，但系統並未解決，我們對系統還有沒有信心，我們怎樣監督他做妥這幾件事，否則幾個星期也未必做得完。

**CHAIRMAN** : Mr CHARTER, on the computer system of the... you know...the cargo service.

**MANAGING DIRECTOR, HACTL** : Talking about the HACTL system because I think the question covered a wide range of issues. We've been running our COSAC system, Community System for Air Cargo, at Kai Tak for the last 20 odd years. And that system's transferred to SuperTerminal 1 at Chek Lap Kok. We have an extremely automated handling system at Chek Lap Kok where the machines are run by 400 programmable logic controllers which is probably the biggest network of such controllers in the world. We had to build interfacing systems between the machines and our own inventory control. And we do not feel there is any particular problem, major problem, major design problem, in fact, that project has gone extremely well. The difficulty we've had is the time to test the systems. And that fundamentally is the problem.

**主席**：何俊仁。

**李家祥議員**：主席，剛才的問題涉及較多深入的背景，我覺得對我們作決定很重要，但我明白現在很難回答，我希望書面可以補充其他我問了但未回答的問題。

**CHAIRMAN** : Dr TOWNSEND, like to take a bit of that now or you want to give us a paper on that?

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY** : For the sake of Members' time, perhaps a paper.

**CHAIRMAN** : I think it goes in quite a lot of areas. 何俊仁。

**何俊仁議員**：我想現在急於要補救的不只是機場運作失誤的問題，當然這件事需要盡快做，讓它恢復正常，而是市民對政府目前的工作模式和方法的問題。我這樣說，是因為很多人越來越擔心很多官員對工作報喜不報憂，只顧指標，不顧實際，如果“上頭”說一定要行，即使不行也一定要“硬上馬”，這個問題真的令人很擔心。政府老是說7月6日一定行，他們認為這是原本在計劃中可以開幕的機場，但至少要問的是貨運大樓的入伙紙在7月2日才批出，全世界最先進最複雜的電腦要配合大樓的運作，怎麼可能？只得四日時間，7月3日已經開始要操作，接著7月6日要同步啟用，我想我們常人看起來會覺得那怎可行，7月2日才批出入伙紙，我只想問一件事，究竟機管局當中是否有成員或者負責的官

員正式跟“上頭”說，我不知“上頭”是誰，說不定是董先生，說：“不行，對不起，7月6日如果要開貨運大樓是不行的，測試不行，操作未曾有充份準備，延遲不要開貨運大樓，沒事的，啟德可以繼續再用，別同步開幕。”有人提議過嗎？或者是否政府說不行，所以強行要我們現在蒙受這重大的損失？

**CHAIRMAN** : Dr TOWNSEND, did the Airport Authority at any point in time express doubt on opening at least the cargo part?

**何俊仁議員** : 或者Mr CHARTER也可以回答這個問題。

**CHAIRMAN** : On the 6th of July. Perhaps Dr TOWNSEND first and then Mr CHARTER.

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY** : Yes. Actually the occupation permit is the last and final permit issued through the government groups. Preceding that are temporary occupation permits and a number of others that allow us to do the trials and other activities at the airport and perhaps Mr OAKERVEE could explain that.

**CHAIRMAN** : Mr OAKERVEE.

**PROJECT DIRECTOR, AIRPORT AUTHORITY** : On the passenger terminal, I have explained before we got all those documents in the last week of June. On the ground transportation centre, we got them later but that was linked with the railway inspections as well. And yes, we were aware of what was happening on the cargo terminal as regards the issue date of the occupation permit.

**CHAIRMAN** : And the Airport Authority feel that it is possible still on that basis to open the cargo side on the 6<sup>th</sup> of July?

**PROJECT DIRECTOR, AIRPORT AUTHORITY** : As regards the occupation of the building...

**CHAIRMAN** : No, in use by the 6<sup>th</sup> of July.

**PROJECT DIRECTOR, AIRPORT AUTHORITY** : I'm sorry Chairman, I wasn't in a position to judge the adequacy of the system to handling.....

**CHAIRMAN** : Alright.

**何俊仁議員** : 主席，我有個問題，是否有人提議過分期啟用，不用同步用客運和貨運。

**主席** : 鄭先生。

**工務局局長** : 我想澄清一點，所有電腦測試與出入伙紙沒有關係，未出入伙紙前any time都可以做電腦測試，我只想澄清這一點。

**何俊仁議員：**但需要運作的配合，因為很多車在貨運站根本不能出入，這些與電腦有關係嗎？

**工務局局長：**主席，我想入伙紙與建築安全、防火條例有關，因為如果有人要搬進去，要運用寫字樓及其他建築物時，我們才需要入伙紙。但我相信其他測試不用等有入伙紙才去做，我只想澄清這一點。

**主席：**楊孝華。

**楊孝華議員：**主席，很多公眾及傳媒直覺看到航班行李誤點等表面現象，但真正靈魂是剛才說的航班資訊系統，即所說的FIDS。今早我向機場總經理詢問有關的最新情況，業界和機管局已經盡力作出補救，但目前的方法是用一種60年代的操作方法，即是要用人手顯示來補救，究竟可以支撐多久，大家都很關注，我想知道機管局現在可否告訴我，你們是否已經找到FIDS System出錯的問題關鍵？以及預計何時弄妥？因為現時採用的這種操作並不是長遠的解決方法。

**主席：**哪位？Dr TOWNSEND.

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** Thank you through the Chair. Again this is a lengthy subject, I will try to keep it very brief. The major concern was the operation in the input of information into the what we call the FIDS program. And as I indicated at the beginning, this involves many different parties that are providing the input. And it must be timely and accurate. And what we have done is set up this task force to co-ordinate the passing of this information between the control tower, our operation centre, the ramp handlers and the airlines, so that it is more timely and will give us more accurate information. That was fundamental and that's why we've gone back for a temporary period of time. We don't expect this to persist much longer. The FIDS program itself works quite well and we will continue to enhance its performance with time.

**主席：**局長可否直至12時45分？

**經濟局局長：**好。

**主席：**我們尚有11名同事第一次發問，會議直至到12時45分，若沒時間發問便不好意思，接下來大家發問簡短一些。陳鑑林。

**陳鑑林議員：**主席，我們以為用1千500億可以買一個非常豪華一流的機場服務，怎知道現在買了一個跨國笑話，我想了解所有設施是否已經完全由承建商接手和承建商是否無需負任何責任？我們還有一個督導委員會，不知今天是否有代表出席，督導委員會其實在整個機場建設過程中扮演甚麼角色，“督”甚麼？“導”甚麼？可否告訴我們？

**主席：**哪位？或者Dr TOWNSEND, you take the first bit, responsibility of all the contractors.

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** Through the Chair.

The contractors that have been involved in the construction of the airport and also providing the various assistance that are in use have direct contracts with the Airport Authority. And certainly they have to fulfil their contractual obligations for completion of their work. What we call a warranty period or a defect liability period and other obligations under each of the various agreements. And on major items, we have various internal controls within the Authority involving our committee structure as well as our executive management. And any major issues are brought to the full attention of the Board, by the Board committees or by myself. So I feel that that situation will be pursued to the fullest as we identify what the problems are.

**主席：**機場督導委員會是政府委任，明顯與政府有關，政府可否回答，“督”甚麼？“導”甚麼？郭先生。

**新機場工程統籌署署長：**主席先生，想澄清這個紀錄。關於剛才提到1千550億左右的費用其實是建造10項核心工程，不獨是建設機場，機場的建設費用大約是700億多一點。機場發展督導委員會其實是定期透過新機場工程統籌署監察整個10項工程計劃的進度，包括機場，亦定期與機場管理局開會，聽取進度和監察進展。

**主席：**何秀蘭。

**何秀蘭議員：**多謝主席，我關心噪音問題。以往機場在啟德的時候，噪音範圍影響只是九龍城。現在機場大了，噪音又多了。據報紙報道，屯門，荃灣，青衣，沙田甚至西貢及將軍澳都受影響。政府事先對噪音可有評估？範圍有多大？與其要議員拿著測聲音分貝機器到處測度，到處進行測試，政府可否馬上公布一個範圍，是受噪音影響和受到什麼程度的滋擾、時間以及航道能否改變？據報道，民航處說不可以改航道，我們起初以為機場建於海邊，在大嶼山那麼遠，以為航道一定沒問題，不會影響居民。那麼目前究竟航道可以怎樣改變，以減少噪音滋擾程度？

**主席：**民航處，我想葉先生先答...

**經濟局局長：**當然，就噪音評估而言，我們已經做過，我想議員無須自己去測試聲浪，我相信你可以倚賴民航處，或者民航處處長可以告訴她我們現在所做的事情。

**CHAIRMAN:** Mr SIEGEL, about the noise issue and then perhaps ultimately you can give us a sort of an EIA report on noise on that. Mr SIEGEL, please.

**DIRECTOR OF CIVIL AVIATION:** Thanks, Mr. Chairman. An EIA assessment was in fact carried out in 1991, 1992 as parts of the Airport Master Plan study. Members may remember this. It was reviewed shortly before airport opening. And it was confirmed that the airport has been designed and is well within international noise standards. I would point out that, yes, we have had a number of noise complaints, both ourselves, the AA and the number have been referred to EPD. The major problem areas seemed to be at Shatin where the majority of complaints have been coming from. The noise level measured is something like approximately 65 db. At Shatin, the aircrafts are

at a height about 4,500 ft and they are 15 miles from touchdown, 15 miles and 4,500 ft. And there...that noise level is rather low and I would suggest that this is largely an initial response to residents who have been exposed to a noise which they haven't been exposed to previously. And they hear aeroplanes and therefore it is a greater perception. Also of course in the New Territories is much a quieter background than it would be in the urban areas. Against this we must remember that some 350 000 people affected by noise at Kai Tak are now enjoying completely airplane noise free nights.

We do monitor the noise and I regret that the flight path into the new airport cannot be changed. When they were designed they considered noise levels on residential areas, terrain, air space arrangements with neighbouring airports, navigational aids and so on. So it is not technically feasible to amend the flight paths. We have installed noise and flight track monitoring systems and we would continue to monitor these.

**CHAIRMAN** : Can you supply us with the EIA report of the airport in course of time? Mr SIEGEL?

**DIRECTOR OF CIVIL AVIATION** : Yes, the second report, Mr. Chairman, was completed by the Airport Authority shortly before opening. I am sure a copy of that can be provided.

**主席** : Thank you.吳清輝。

**吳清輝議員** : 多謝主席。我想問一個問題，請葉局長回答。任何工作項目都會有一個評估，這次機場的表現，我相信很多人都不認為是好的表現。我想請問葉局長會否在未來解決這個問題後，成立一個獨立委員會，全面評估機場這次事件？特別是剛才董先生提過，他說和AA的關係是個人關係，但我相信AA和他的關係是公眾關係，所以我希望葉先生能回答這個問題。

**主席** : 局長。

**經濟局局長** : 多謝主席。我想當然來說，所謂評估，我想吳議員說要我們評估現時的表現，我想現在都不用怎樣評估了。大家都很清楚，很多地方不是那麼完善，我想最重要是坦白。沒錯，事實現在很多方面需要改善，現在大家一直盡力改善，我相信這最重要。我明白吳議員的問題，那就是將來如何看這件事，我覺得目前最重要是把這件事辦妥，令我們的機場運作暢順，這樣最重要，當然剛才都說了我們有機場發展督導委員會、機管局、董事局、我們都非常關注這件事，也一定會檢討情況，看看甚麼地方需要改善。

**吳清輝議員** : 主席，可否跟進？

**主席** : 不可以，太多了。涂謹申。

**涂謹申議員** : 主席，我只想問事實的問題。因為我看見，其實整個口徑很有趣，這兩天AA說是空運貨站，空運貨站在過去數天經常說倉卒啟用，但是根據今天報紙的報道，今天說不是，說它們要承擔大部分責

任。但我再看事實，我想問，因為根據報道，貨運站公司和機管局的協議說，其實第一期的啟用應該是今年的8月18日，現在只是7月，到年底才完成所有設備，現在為了配合，於是他們將完工時間再三濃縮。這兒的報道說，這麼大型的電腦系統一般而言要18個月才能清除所有故障，測試工作一般需要六至九個月，但是現在只得4個月。我想問一個事實，這個agreement，這份合約，這個協議，即預算在今年8月18日啟用的協議，是甚麼時候簽署的？還有，因為7月6日要開幕，於是完工時間再三濃縮，有沒有一個補充協議？補充協議又在甚麼時候簽署？此外，我只擔心的是，很簡單，其實是一個政治意志壓倒一切，政治意志可能是來自...我相信不是來自葉局長，可能甚至是董先生，也不知道會否是來自北京，因為江主席來香港。總而言之，我希望看清楚協議的時間，以免甲要乙“吃死貓”，以後都要“吃”，直至“吃完”所有為止。為甚麼？因為我以後最多“保住”你，因為我們已下了政治決定，還有將來有許多賠償問題，貨站被索償時，它不會向政府claim嗎？我和它的協議是這樣的，是不是？豈不是虧蝕了公帑？因為這個政治意志而帶來這麼多損失，庫房可能要付的，我不知道箇中會怎麼樣，要不要來立法會申請撥款，我希望可否清楚回答：原本的協議是何時簽署？有沒有補充協議？甚麼時候決定可以提早配合來開放？

**主席：** Mr CHARTER or 葉先生。

**經濟局局長：** 我想講一講，然後交給董先生，因為這是機管局和空運貨站的一個協約，是一個contract。但是我剛才聽到涂議員說會否是政治意志，或很多假設，我想說清楚，這個當然不是政治決定，沒可能硬要這樣，也說過了。情況是，我想剛才也說了，董先生一會兒會解釋是8月18日，但是這不是今天才簽署的，幾年前已經知道剛才所說的make the best endeavours，盡量去做，在開幕當天，在7月的時候，可以有大概百分七十、七十五的處理貨量，這個是一直知道的，也盡量去做，不過，我們答的問題...

**CHAIRMAN :** I think you better answer a specific question. When was the first contract of 8<sup>th</sup> August signed? And was there a consequent supplementary contract to change or move up the date? And if so when was it signed? Dr TOWNSEND.

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** Yes, thank you through the Chair. As I indicated the franchise with HACTL was executed in the first part of December in 1995 because it was necessary for the AA to be established, the FSA and the Land Grant, as Members may recall. And of course starting from that time, they had already undertaken some work, that is a significant amount of work, before the agreement was fully in place and that is to their credit to try to maintain a tight programme. So they finalized that agreement. There had been no supplementary agreements with HACTL. There has been the normal administration of their contract concerning the levels of their investment and claims and related to their contracts that are part of the price regulation concept.

**主席：** OK。

**涂謹申議員：** 可否給我們資料？我不知道那份協議是否那麼秘密？那

份協議可否給我們看看？

**CHAIRMAN :** Can we see the first.....the initial contract obviously, Dr TOWNSEND?

**涂謹申議員 :** 或者是啟用日期那部分？那個 relevant provision 。

**主席 :** Dr TOWNSEND 。

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** I believe in the past we've provided some summaries of the major terms and conditions of those agreements and we could go back and look at that. But I am...

**CHAIRMAN :** OK 。

Could you provide that please? Thank you.田北俊 。

**MR JAMES TIEN :** Thank you, Chairman. Mr CHARTER, I am sure CHARTER, Mr CHARTER, I am sure you are aware of the state of the economy now. And that importers and manufacturers are really having a tough time. Our margins are very low. So I don't think we want to live with more cancellation of orders or ask for reduction of prices.

Now you mentioned earlier that it might take a number of weeks for everything to go back to normal. Then you mentioned that your original plan was to start on 18<sup>th</sup> August, something like four months to commission. That seems to add up to the end of the year. So my simple question is that, you don't have to answer me now, would you be able to make an announcement within the near future to tell the general business trade that hey, I am not ready for four months. Even by saying that is actually better for us so we can talk to our customers overseas to request for extension of delay for shipment or to ask our manufactures to hurry up with our process of manufacturing. So we rather know the bad news how bad it is, whether that is your best endeavour although it is your best intention.

**CHAIRMAN :** Yes. Mr. CHARTER.

**MANAGING DIRECTOR, HACTL :** I appreciate the concerns, and I also carry those concerns. We believe that we have a fighting chance at the moment to operate with 24-hour delays, basically. The biggest problem for us is bulk cargo delivered to us not in full aircraft container loads, but there should be no problem at all for exports in full aircraft container loads. We are working, I can assure you, around the clock to try and analyse the extent of our problems with our box storage system. The trouble with software problems and mechanical problems of this nature are that you have limited human resources to which you can apply to the problem because it needs to be at a certain level of know-how among the people that are actually trying to solve the problem, and being human beings they need time to rest as well. So basically I can't give you a categorical answer but within a few weeks we are optimistic. We will get our box storage system going properly.

**MR JAMES TIEN :** Could you be more conservative and just tell the public or the business community at least two months you have to go to Kai Tak, so these people can plan their business.

**MANAGING DIRECTOR, HACTL** : This is for imports at Kai Tak, OK? Export, we are trying to handle those directly at Chek Lap Kok.

**主席** : 李永達。

**李永達議員** : 主席，我想問的一個問題和何俊仁的極相似。我相信今天不會有答案，所以我建議下星期四選完 Panel 後，再開兩次緊急會議。為甚麼？我的問題全部問完後，你慢慢用書面作答。第一，在搬機場的過程中，機場管理局、督導委員會、葉先生，你們可有想過這件事？那就是分期搬機場這問題，你沒有想過，我們當然震驚，你們有想過，那要回答我為何不採納這建議，這是第一個問題。第二，我多謝 Mr CHARTER 的副手楊先生，其實他很坦白，根本覺得當日不行，現在當然，前面坐著的是官員，是 TOWNSEND 和他簽約的。他勇敢，其實他覺得不夠信心，可以在 7 月 6 日做的。現在我想問，這個不能分期搬機場的決定，是甚麼時候作出的？是如何作出的？Mr CHARTER 和你公司有沒有書面和機管局、葉先生或布政司說過不夠信心在 7 月 6 日運作？你今日可以不回答，你回去慢慢把答案寫給我們。我覺得這個是很重要的問題，葉先生口口聲聲說這不是政治決定，現在這種心態、這種“嘴臉”根本是好大喜功，“死雞撐飯蓋”、“死要面子”。全部香港市民都覺得有問題，你們現在仍覺得沒問題。我們不是追究責任，而是每一次發生甚麼禽流感、金融風暴都從中吸收教訓，有些教訓是永遠不吸收的。報喜不報憂、“硬要面子”、“死雞撐飯蓋”，很多“死”字，真的。而且，我認為這種好大喜功的心理，這些問題，很多市民都覺得是這樣，所以我希望你能答便答，答不了，我希望下星期選完 Panel，多開兩次會，請你將所有決策過程的時間表和做法列一張清單給我們看看，還有研究一下為甚麼你不作這個選擇？多謝主席。

**主席** : 很明顯是無法在這個時間回答所有問題，不過，我們一定會記錄在案，希望...

**經濟局局長** : 我都想講清楚，或者郭先生已舉手想回答，但是我想我不同意李議員所說的甚麼“死要面子”，我肯定不要面子，我問我自己，我說我自己。就是我們從來沒說過甚麼 7 月 6 日為面子，我想這個不是面子的問題，或者郭先生可以說一下，說沒問題我們也不是說沒甚麼問題，剛才我們也承認有不完善之處，這方面我不同意，郭先生剛才舉手，或者你有話想說。

**主席** : 郭先生，請你簡短回答...

**新機場工程統籌署署長** : 是，主席先生，或者我只想解答一下有關政府有沒有考慮過分期搬機場的問題。其實這一點我們在很多公開場合已經交代過，政府在搬機場的計劃中是分 5 期進行，整個時間大約是經過 3 個月時間左右。第一期在 5 月 6 日已經開始，直至...

**李永達議員** : 不是，是說貨運，不要 divert 問題。我想問你可有想過將貨運和人客機場分開進行？你別把問題混在一起再答一次，模糊公眾，你答這個問題，有還是沒有？如果沒接受，為甚麼？

**主席：**可否立即回答？還是書面回答？

**新機場工程統籌署署長：**貨運公司的問題我不可以作答，但是機場整體的搬運由政府統籌，的確是分5個階段進行，而不是一夜之間完全搬離。

**主席：**我想不如這樣吧，有兩方面，第一，有些是議員的意見，有些是直接問題，這些問題可能未必能夠即時回答，不過，我們全部記錄在案，希望有關當局能在我們的事務委員會詳細作答。還有幾位同事想發問，我希望他們先問，然後這些問題會記錄在案，我讓所有人發問，希望問完，然後可否一次回答全部問題？劉健儀。

**劉健儀議員：**幸好有機會發問。我關心客運和貨運。現在出現的問題引致乘客不便，但是機管局令我們看見的是，事前的警覺性和事發後的應變能力相當差，令市民失去信心，更加擔心的是不便這個問題已經出現了，但是安全的問題會否接踵而來？所以我在這方面有兩個問題：第一，政府或機管局能否向市民保證現在最惡劣的環境已經過去，不會再有更差、更差的事出現，有沒有人能保證這些？第二，怎樣令市民大眾可以有信心，鑑於出現了這麼多問題，安全方面是沒有問題的？能否保證這一點？

**主席：**你這個問題...

**劉健儀議員：**我還想就貨運方面發問，多謝主席。我覺得Mr CHARTER一定要向公眾解釋為甚麼實際上根本沒有充足的測試，只不過是他的公司盡力去做，但仍然在7月6日開始營運呢？因為香港貨運站是一個很有經驗的貨運站，不可以在嘗試、不肯定的情況下進行運作，不能將空運業胡亂處理。第三，我希望政府或機管局都要研究一下，既然出現了問題，系統需要改善，但是更重要的是如何恢復我們作為第一空運中心的聲譽？如何能令國際社會，我們的香港用戶恢復對空運站信心，這點是很重要的。

**主席：**鄭家富，先發問。

**鄭家富議員：**已問了一些關於機械和電腦的問題，我想集中問人力，即那些員工的問題，因為無論機器、電腦如何卓越，甚麼都好，但是如果人手操作不了或不懂操作，也成一個問題。因為今天早上我收聽電台節目時，一名員工的家屬致電投訴，說人手根本極之不足，他集中說客運、行李輸送的問題，他甚至說有些根本連在飛機坪如何駕駛回去、卸下行李也不懂，這些培訓的問題需要書面答覆。不論有多好的機器，你們如何令這些員工懂得操作這些機器，以及懂得在新機場運作這些機器，會否想想在應變計劃中有一套更好的再培訓計劃？如果因為有些人要去培訓，你可以再招聘人手，究竟是不是人手這樣不足？可增加就業機會和士氣問題，好嗎？主席，我想問這幾個問題。

**主席：**丁午壽。

**丁午壽議員：**主席，我想跟進關於貨櫃的工商業問題。我想現時很多工商界因貨運的問題而損失，我想問問政府為了這次事故，可會有一個渠道讓損失商戶跟進？謝謝。

**主席：**李華明。

**李華明議員：**主席，每當發生事故，政府便永遠只會說大家不要追究，沒有人要辭職，向前看，我們在做工夫。我在立法局這麼多年，聽得太多了，我覺得機場這回事不能接受這種解釋，一定要找人來承擔責任，我覺得要追究，我覺得是官員也好，因為這個，譬如機管局是一個半官方機構，機場是我們市民付款興建的，怎可能弄得一團糟？要大家承擔責任，我們蒙羞，我覺得我很強烈要求政府要調查到底哪兒出錯，以及我覺得有人要革職，要出來，否則大家得到保護，以後又再犯同樣的錯誤，這我不能接受。

**主席：**單仲偕，最後。

**單仲偕議員：**最後我都是跟進李華明的問題，我想葉局長再一次考慮政府會否成立獨立的調查委員會追究責任？否則我在明天的內務委員會內，要求內會討論是否需要運用權力和特權法案，成立調查委員會，由我們立法會調查。

**主席：**我想有很多問題，但是或者有兩個問題希望政府現在可以回答，第一個問題：現在是否最惡劣？危險方面，安全方面有沒有問題？第二：會否成立一個獨立調查委員會調查，先回答這兩個問題。

**經濟局局長：**我想第一...我想安全方面大家最關注，或者民航處處長想回答，然後最惡劣這問題由董誠亨先生談談。然後我才答.....問題，好不好？

**CHAIRMAN :** Mr SIEGEL, safety. Are we at the worst now or only at the beginning of the end or the end of the beginning? Which?

**DIRECTOR OF CIVIL AVIATION :** By safety, Mr. Chairman, I take it as I understand that Members are concerned that these incidents will reflect back on the traffic safety and safety in that area . I am able to inform Members that is not the case. I have been monitoring the air traffic situation carefully of the last few days. All the radars are performing absolutely to specification, are performing well. All the staff've been trained and in place. All our air space integration with our neighbouring airports are in place. All our air space management is working. There are no problems whatsoever with our air space management. We are able to deliver the airplanes to the ground very safely indeed.

**CHAIRMAN :** Dr TOWNSEND, as Winston Churchill says: are we at the darkest hour already?

**CHIEF EXECUTIVE OFFICER, AIRPORT AUTHORITY :** Yes, obviously the

Airport Authority is planning to continue to improve but at the same time we are already maintaining high standards of safety and security.

**主席：**局長，會否成立一個專責委員會去調查...

**經濟局局長：**我想最後的問題可以...我會將剛才議員的意見和政務司司長、財政司司長討論，當然大家知道我不可以決定，我想我盡快回覆給單議員。

**主席：**幾方面，或者我說幾句話。首先我們問了很多問題，很多問題是政府或有關當局已答應書面回答，我們也希望可以盡快得到這些書面答覆，此外，剛才有些問題還沒有解答，我希望有關當局可以給我答覆。我相信今天很可惜，我相信離開這個會議場所的同事絕對不滿意今天的答案，我可以這樣說。有幾個問題一定要弄清楚，究竟為甚麼這件事會發生？究竟誰人真正要負責？第三，有關苦主如何獲得賠償，最後我們何時才能回復正常運作？我希望可以盡快得到答案，我相信我們內務委員會會再考慮如何繼續跟進，多謝各位官員出席。

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