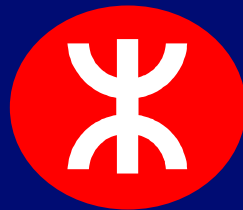


改善服務及維修保養的新措施

New Initiatives for Service & Maintenance Improvement



地鐵公司
MTR Corporation



高層專責小組

High-Level Internal Task Force

- 於去年十月成立
Set up in October last year
- 加強維修保養工作，改善事故處理程序
Improvement initiatives were identified to:
 - augment the MTR's maintenance regime
 - improve incident handling procedures



主要改善措施

Major Improvement Initiatives

1. 信號系統 Signalling System
 2. 路軌及架空電綫 Rails and Overhead Lines
 3. 列車 Rolling Stock
 4. 服務恢復 Service Recovery
 5. 與乘客的溝通 Passenger Communications
- 截至二零零五年一月初，已完成六成
About 60% completed by early January 2005



信號系統

Signalling System Initiatives

- 提早轉換更高水平的轉轍器開關掣

Early replacement of the micro-switches with improved standards

- 提升軌道旁信號電綫質素

Upgrade standards of trackside cables



十一月九日事故

Cracked Rail Incident on 9 Nov 2004

- 城市大學的冶金學分析確定出現裂痕的路軌含有雜質
Cracked rail sent to City University for metallurgic :
inclusions found in the concerned cracked rail
- 檢查同一批路軌，確定無類似的情況
Follow-up inspection of other rails from the same batch
conducted, no similar occurrence identified
- 加強採用超聲波軌道檢測車檢查路軌，盡早發現可能出現的
裂痕
Strengthen ultrasonic testing of rails to identify potential
cracks on an early stage
- 故障安全防護設計發揮作用保障乘客安全
Fail safe design to safeguard passenger safety



路軌及架空電綫

Rails & Overheads Lines Initiatives

- 加強採用超聲波軌道檢測車檢查觀塘綫及荃灣綫的路軌至每兩星期一次

Ultrasonic Testing Vehicle inspection of rails on KTL & TWL was enhanced to once every two weeks



- 加強採用軌道及架空電綫檢測車檢查路軌及架空電綫設備至每月一次

Inspection of tracks and overhead line equipment was enhanced to once a month



列車

Rolling Stock Initiatives (1)

- 加強檢查列車上的高壓電綫
Enhanced train testing
- 在列車上裝上新的橡膠門邊
Install new rubber nosing on train doors
- 監察剎車板的溫度，以減少車輪未能完全鬆開的情況
Monitor brake pad temperature to minimize occurrence of stuck brake



列車

Rolling Stock Initiatives (2)

- 提升列車的信號天綫防水功能
Upgrade weather protection for signalling antenna
- 加強檢查列車的剎車控制組件
Enhance inspection of Brake Control Unit
- 提升駕駛室內的列車資訊系統
Enhance Train Information System in driving cabs
- 加強行車綫上的列車檢查
Step up in-service examination of trains



服務恢復

Service Recovery Initiatives

- 增加基建維修工程中心及快速應變隊的人手
Increase manpower in the Infrastructure Maintenance Engineering Centre & the Rapid Recovery Unit
- 在事故發生時於月台增派人手
Increase manning levels at train platform during service disruption
- 增加零件備用數目及調配存放位置
Improve management of spare parts



事故發生時與乘客的溝通

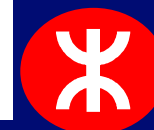
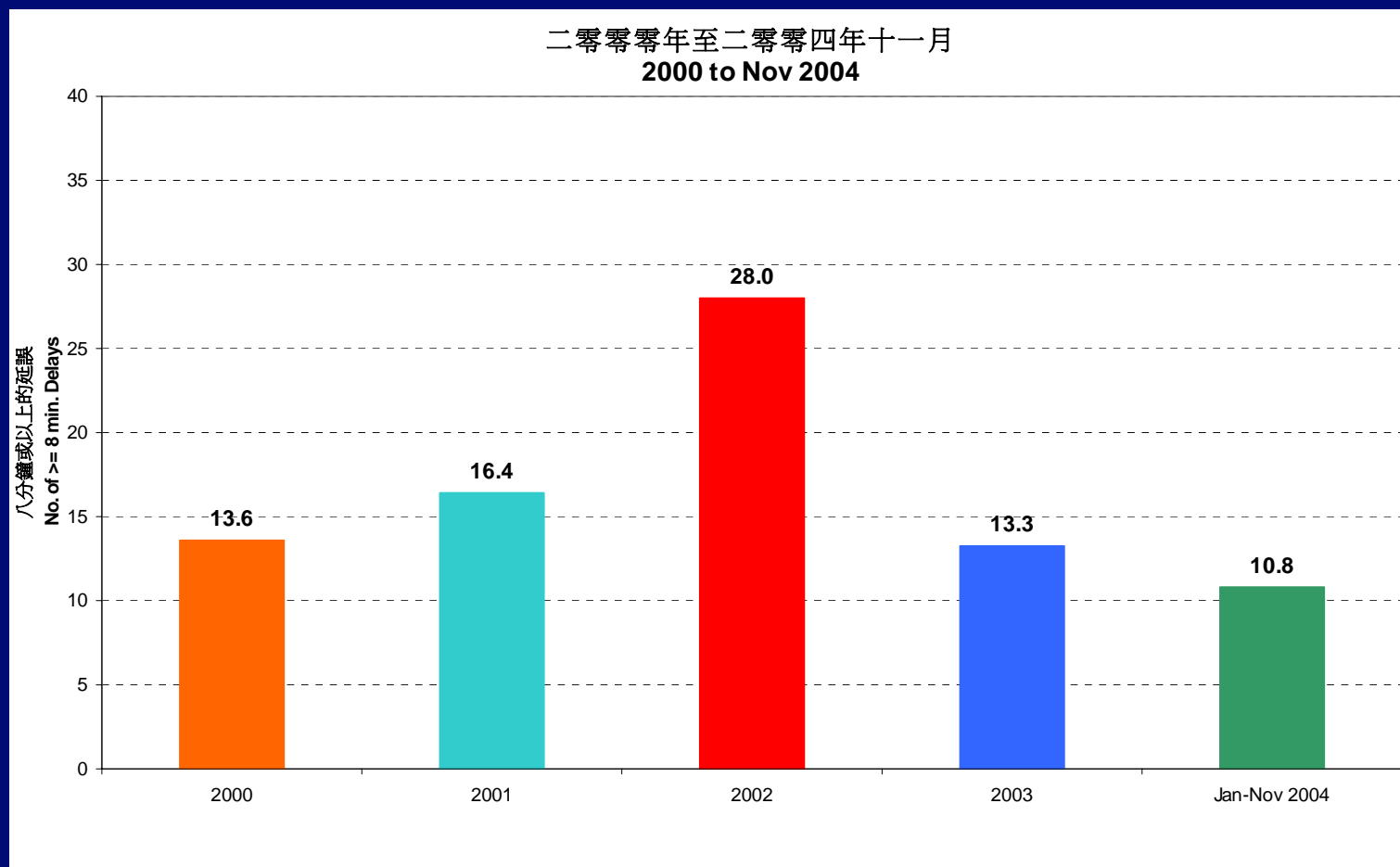
Passenger Communications Initiatives

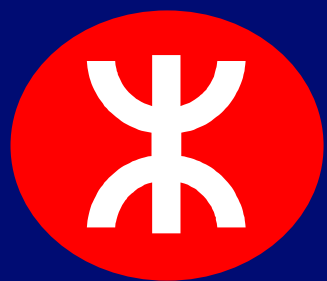
- 加強遇到延誤時所發放的乘客資訊廣播內容及播放量
Enhance the content and sufficiency of public announcements during delays
- 為車長及站員提供重溫課程，讓他們在處理事故時可作更有效的廣播
Refresher training for train and station operators on effective public announcements during delays



引致八分鐘或以上服務延誤的每月平均地鐵事故數目

Monthly Average No. of MTR Incidents Causing Delays ≥ 8 min.





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