

Legislative Council Panel on Transport
Supplementary information on
“Railway Incidents and Performance of the Railway Systems
in Hong Kong”

Introduction

This paper provides supplementary information on questions raised by Members at the LegCo Transport Panel meeting on 20 October 2004. The following paragraphs list out details on the aggregate duration of service disruptions which occurred on the KCR networks; staffing levels responsible for safety critical maintenance tasks; the expenditure on maintenance and the statistics on complaints.

(a) Aggregate duration of service disruption

i. The aggregate duration of incidents resulting in a service disruption lasting over eight minutes is as follows:

Aggregate duration of incidents	Jul – Sep 03	Oct-Dec 03	Jan – Mar 04	Apr – Jun 04	Jul – Sep 04
East Rail	79 minutes (7)	82 minutes (6)	75 minutes (5)	61 minutes (6)	64 minutes (5)
West Rail	Not applicable ¹	Not applicable ¹	765 minutes (7)	643 minutes (5)	1,050 minutes (5)
Light Rail	455 minutes (19)	358 minutes (20)	98 minutes (6)	297 minutes (11)	153 minutes (5)

() number of incidents resulting in a service disruption lasting over eight minutes

ii. Figures on the aggregate duration of service disruption for other metros are unavailable.

iii. According to the latest Nova and CoMET benchmarking results, East Rail ranked first in terms of “train hours per train hour delay”. In 2002, East Rail travelled 11,828 train hours before accumulating a total of one hour of delays. In other words, an East Rail train experienced only one minute of delay for every 197 hours it travelled: 197 hours is equivalent to about 300 trips between Lo Wu and East Tsim Sha Tsui. The first runner-up in the benchmarking results recorded 5,198 train hours per hour train delay.

¹ West Rail opened on 20 December 2003.

iv. There is however no similar benchmarking exercise for Light Rail's and West Rail's performance.

v. In terms of car kilometres between incidents, which is another reliability indicator, East Rail's performance has also improved from 622,646 car-km/failure in 2002 to 953,565 in 2003, an improvement of 53%. Light Rail's train reliability has also improved over the years. Its km-run per failure increased 8% from 2002's 103,660 to 112,021 in 2003. For the first nine months this year, West Rail's car-km between incidents was 1.5 million.

(b) Staffing levels

i. KCRC's safety system and maintenance regime have proven to be effective in ensuring the safety and reliability of its railway systems. The Corporation does not outsource safety critical maintenance tasks. Qualified and experienced in-house staff perform all first-line and routine maintenance of trains and railway infrastructure. Only non-safety critical and general engineering tasks such as lift, escalator, lighting and building maintenance are outsourced.

ii. Manpower for maintenance is planned according to the workload required to achieve the maintenance requirements. Safety and reliability have not been compromised for the sake of manpower savings.

iii. Over the past few years, the number of staff involved in safety critical maintenance work has remained steady, with 1,105 in 2002, 1,157 in 2003 and 1,282 in 2004.

(c) Expenditure on preventive maintenance

i. KCRC has detailed inspection and maintenance programmes in place for its tracks, overhead lines, signal and communication systems and rolling stock. These inspection and maintenance programmes, which ensure all equipment is replaced before it ages or wears out and impacts system performance, are constantly reviewed and improved.

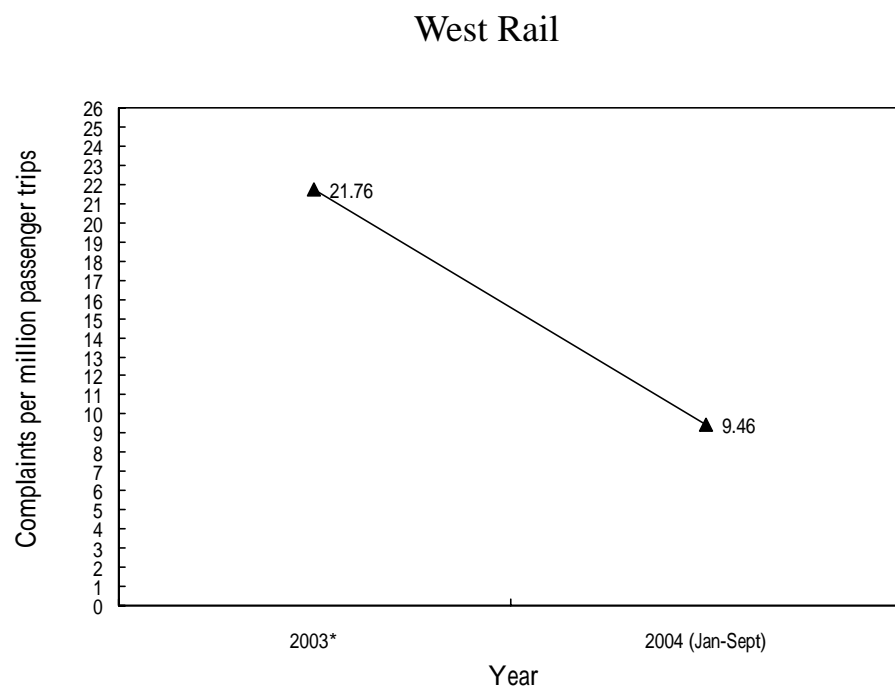
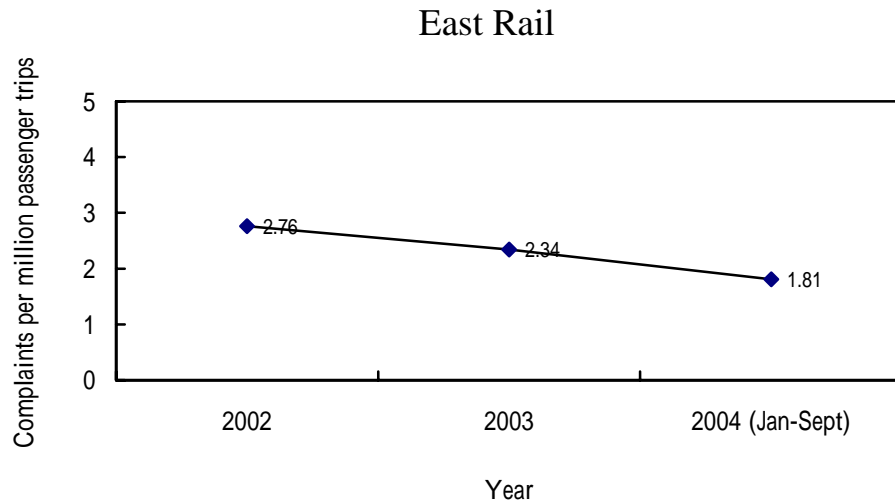
ii. KCRC's expenditure on preventive maintenance was \$354 million in 1997 and will amount to \$705 million this year, an increase of 99%. The expenditure on corrective maintenance was \$119 million in 1997 and will be \$161 million this year, an increase of 35.3%.

(d) Complaints against KCRC railway services

i. The figures for the complaints per million passenger trips for East Rail, West Rail and Light Rail in the first nine months of 2004 are 1.81, 9.46 and 5.56 respectively. Comparing with the past three years, the trend is on the decline, which is a reflection of KCRC's continuous effort to improving performance of its railway systems (Annex A).

ii. According to a previous survey conducted by Nova, the number of complaints per million passenger trips among Nova members in 2002 ranged from 0.59 to 175.12.

Kowloon-Canton Railway Corporation
November 2004

Number of complaints per million passenger trips

* West Rail was opened on 20 December 2003. The 2003 figure was the number of complaints per million passenger trips for 20-31 December 2003.

Light Rail

