

Continuous Enhancements



Additional
train trips

mean even greater convenience



More *Station Seating* 
is enhancing
passenger comfort



New
Single Journey Smart Tickets
are replacing magnetic tickets



Executive Management's Report



Hong Kong Transport Operations



The Company's Hong Kong transport operations achieved a good performance both operationally and financially.

Total revenue in 2013 from our Hong Kong transport operations was HK\$15,166 million, 4.4% higher than in 2012, while operating costs increased by 5.4% to HK\$8,449 million, resulting in the operating profit for this business rising 3.2% to HK\$6,717 million, with an operating margin of 44.3%.

Patronage

Total patronage from all of our rail and bus passenger services in Hong Kong increased by 3.0% to a record 1,823.4 million in 2013. Excluding the Intercity service, total patronage also increased by 3.0% to 1,819.1 million.

For the Domestic Service (which comprises the Kwun Tong, Tsuen Wan, Island, Tung Chung, Tseung Kwan O, Disneyland Resort, East Rail (excluding the Cross-boundary Service), West Rail and Ma On Shan lines), total patronage reached 1,474.7 million, a 3.0% increase over 2012. The increase was driven by continued growth in the economy and inbound tourism, as well as our service enhancements.

The Cross-boundary Service to Lo Wu and Lok Ma Chau reported a 1.5% increase in patronage to 111.4 million for the year 2013.

Passenger traffic on the Airport Express rose by 7.6% over 2012 to 13.7 million, supported by a rise in air travel and effective marketing campaigns.

Passenger volume on our Light Rail and Bus services during 2013 was 219.3 million, a 2.9% increase, while patronage on the Intercity service was 7.3% higher at 4.3 million.

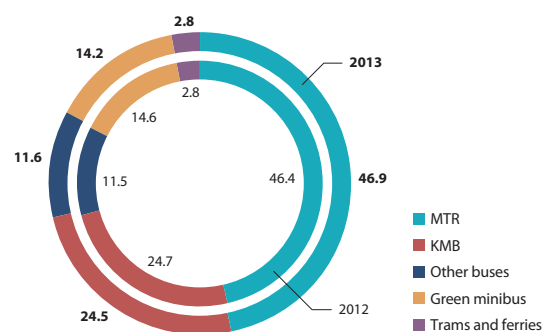
Average Weekday Patronage

Average weekday patronage for all of our rail and bus passenger services in Hong Kong increased by 3.5% to 5.25 million during 2013. The Domestic Service accounted for the majority of this rise in patronage, recording a 3.6% increase to 4.30 million.

Market Shares of Major Transport Operators in Hong Kong

The Company's overall market share increased from 46.4% in 2012 to 46.9% in 2013.

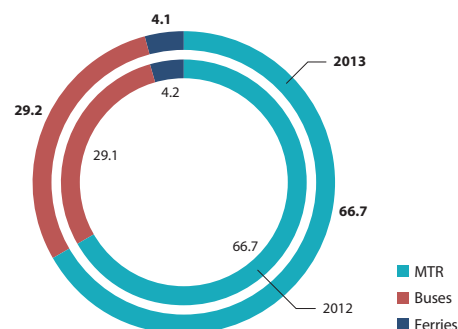
(Percentage)



Market Shares of Major Transport Operators Crossing the Harbour

The Company's market share of cross-harbour traffic was maintained at 66.7%.

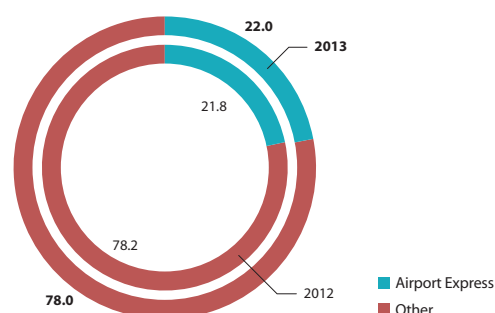
(Percentage)



Market Share of Airport Express

The proportion of air passengers using the Airport Express rose to 22.0%.

(Percentage)



Executive Management's Report

Hong Kong Transport Operations

Market Share

The Company's overall share of the franchised public transport market in Hong Kong increased from 46.4% in 2012 to 46.9% in 2013. Within this total, our share of cross-harbour traffic was 66.7%. The Company's market share of Cross-boundary business for the year declined from 54.2% to 53.4%, while market share to and from the airport rose slightly to 22.0% from 21.8%.

Fare Revenue

Total Hong Kong fare revenue in 2013 was HK\$15,021 million, a 4.4% increase over 2012. Within this total, the Domestic Service accounted for HK\$10,511 million or about 70%. Average fare per passenger on our Domestic Service increased by 1.6% to HK\$7.13, mainly due to adjustments in fares, partly offset by fare concessions.

Fare revenue from the Cross-boundary Service in 2013 was HK\$2,923 million, an increase of 2.7% over 2012. Fare revenue from the Airport Express was 6.0% higher for the year at HK\$843 million. Light Rail and Bus fare revenue in 2013 was HK\$600 million, a 3.8% increase over 2012, while fare revenue from the Intercity service was HK\$144 million, increasing by 7.5% over the twelve months.

In April 2013, we concluded the first five-yearly review of the Fare Adjustment Mechanism ("FAM") with Government. The overall FAM formula and the direct drive mechanism were left unchanged, but an objective and transparent methodology was agreed for calculating the productivity factor. The productivity factor, under the new calculation method, was 0.6% for the five years from 2013 to 2017, resulting in a fare adjustment in 2013 of 2.7% instead of 3.2%. Thus passengers are enjoying fares which are lower than they otherwise would have been.

As a supplement to the FAM review, passengers have received additional concessions. These include an enhanced monthly pass programme called "Monthly Pass Extra", which provides an additional 25% discount for connecting domestic journeys to stations beyond those covered by individual monthly passes, as well as a new "Tung Chung – Nam Cheong Monthly Pass Extra". An "MTR City Saver" ticket scheme allowing frequent medium-distance travellers to purchase discounted multi-ride tickets for use within the designated urban area, will be introduced in the second quarter of 2014.

Passengers will also be able to share directly in the profits of the Company through a profit-related fare concession scheme. In addition, under the new Service Performance Arrangement, concessions will be made directly to passengers when an operational fault on our network deemed to be within the Company's control causes a lengthy service disruption (of 31 minutes or more). Both of these concessions will be given in the form of a "10% Same-Day Second-Trip Discount" promotion.



Operational control of our Domestic, Cross-boundary and Airport Express services is now under one roof – the "Super Operations Control Centre" at Tsing Yi

Promotions and Concessions

To deliver value for money services to our passengers, we have launched various promotions and concessions during the year.

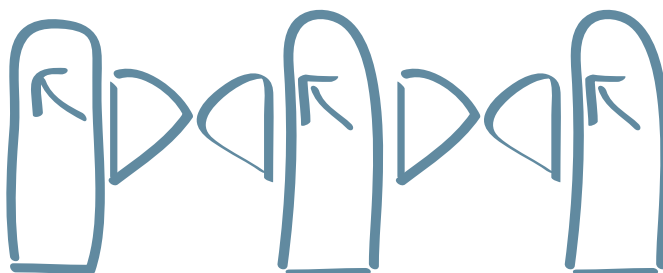
To promote cross-boundary ridership, a new version of the "Holiday-Shenzhen" Travel eBook was published in August 2013 to encourage leisure travel to Shenzhen via Lo Wu or Lok Ma Chau stations. In addition, a 50% discount was offered from September to November 2013 for journeys to Lok Ma Chau from 17 selected MTR stations. Targeting Mainland visitors in Shenzhen, from August to November 2013, 50% discount coupons were direct-mailed to selected households in Futian District for journeys using Octopus from Lok Ma Chau to any MTR station. Besides, an advertising campaign was launched in Shenzhen promoting the convenience of the Lok Ma Chau train service. Special promotions were also organised to celebrate the 15th anniversary of Ktt.



Every day, I do my best to make sure our passengers have a safe and comfortable journey



Edward Tso
Station Master



Executive Management's Report

Hong Kong Transport Operations

Our offers to MTR Club members included "Early Bird Rewards" programmes to encourage members to travel earlier during non-peak hours, two "Bonus Points Schemes", cross-selling programmes for the Airport Express and Cross-boundary services, as well as various exclusive events to look behind the scenes of our operations. As of 31 December 2013 membership had reached over 1.4 million.

A special promotion was held in July 2013 to mark the 15th anniversary of the Airport Express, with a limited number of tickets sold online at a special price of HK\$15 per journey, which received an overwhelming response. Other promotions for the Airport Express included an online "Buy 1 Get 1 Free" Single Journey Ticket promotion with credit card companies and free rides for children using Octopus during festive seasons. There were also tourist ticket offerings in 2013.

Service and Performance

During 2013, our train service delivery and passenger journeys on time across the network were maintained at 99.9%, which exceeds the targets set out in the Operating Agreement and our own more demanding Customer Service Pledges.

Customer satisfaction, as recorded by our regular surveys, remained high during 2013. The Service Quality Index and the Fare Index that measures the level of customer satisfaction with fares, can be found below:

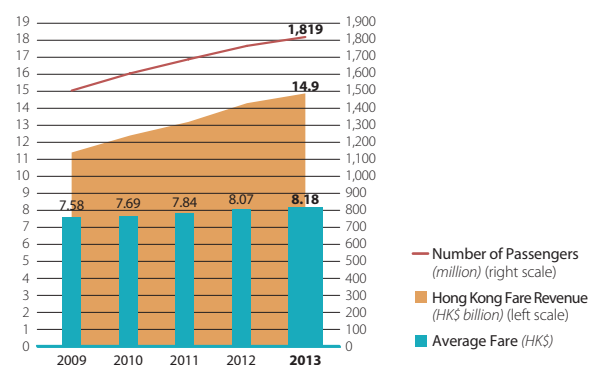
	2013	2012
Service Quality Index		
Domestic and Cross-boundary services	73	74
Airport Express	84	84
Light Rail	69	66
Bus	69	68
Fare Index		
Domestic and Cross-boundary services	62	63
Airport Express	72	70
Light Rail	69	64
Bus	66	66



The lift priority user and queuing system is part of our continuing efforts to promote courtesy on the network

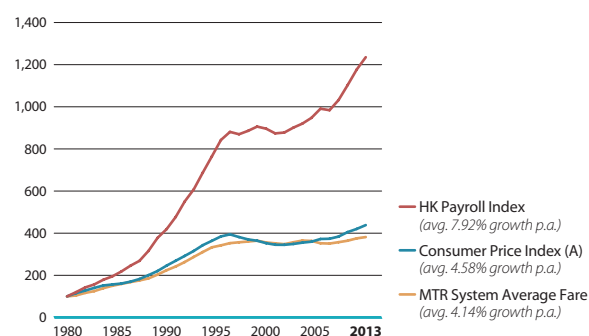
Passengers and Fares (Hong Kong Transport Operations excluding Intercity)

Economic growth and buoyant tourist arrivals supported the increase in fare revenue and patronage.



Fare Trend

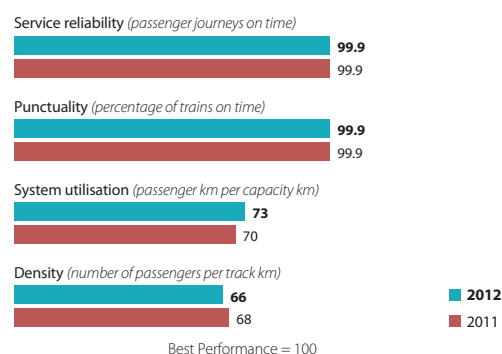
In past years, MTR fares have consistently lagged behind the growth in the Hong Kong payroll but were in line with the long-term changes in consumer prices in Hong Kong.



Benchmarking Comparisons

MTR Corporation maintained its strong position, particularly in service reliability, against international benchmarks.

MTR Performance vs. Best Performance





More trains and enhanced schedules have strengthened our train services

Our excellent service quality gained recognition both locally and internationally, with some of the awards received listed in the table below:

Awards Received in Hong Kong	Organisation
Prestigious Corporate Brand Awards 2013 <ul style="list-style-type: none"> Top Favourite Service Brand Voted by Hong Kong Consumer Top Favourite Advertisement Commercials Voted by Hong Kong Consumer 	Ming Pao Daily News and MSc Marketing Programme of the Chinese University of Hong Kong
Top Service Awards 2013 in the Public Transportation Category	Next Magazine
Sing Tao Excellent Services Brand Award 2012 <ul style="list-style-type: none"> The Best Public Transportation Service Award 	Sing Tao Daily
Prime Awards for Brand Excellences 2013 – Transportation Services (Platinum Awards)	MetroBox Magazine
Hong Kong Service Awards 2013 <ul style="list-style-type: none"> Category Award of Infrastructure & Economic – Public Transportation Corporate Responsibility Award Hong Kong Classic Brand Award – Classic Brand Award	East Week Magazine
2013 HKICT Best Public Service Application (Web/Mobile Application) – Bronze Award (For “MTR Mobile” app)	Office of the Government Chief Information Officer and The Hong Kong Institution of Engineers
Awards Received outside of Hong Kong	Organisation
The Global AirRail AWARDS 2013 <ul style="list-style-type: none"> North Star Air Rail Link of the Year Award (for Airport Express) 	Global AirRail in Frankfurt, Germany
2013 Most Popular Hong Kong and Macau Brands Gold Award (for The Guangzhou-Kowloon Through Train service)	China Media in the Mainland of China
2013 APICTA Awards – Merit award in Government & Public Sector category (For “MTR Mobile” app)	Asia Pacific Information and Communication Technology Alliance (APICTA)

Executive Management's Report

Hong Kong Transport Operations

Service Enhancements

During 2013, we continued to improve barrier-free access to stations, upgrade passenger communications and increase train service frequency, reliability and comfort.

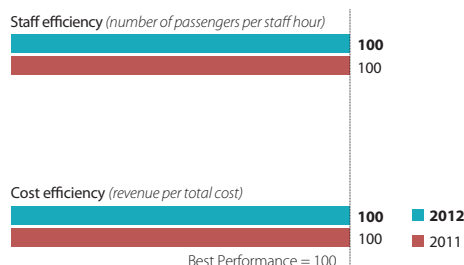
We continued to make improvements to service frequency in 2013. Train frequencies on the Tsuen Wan, Kwun Tong, Island, East Rail and West Rail lines have been increased on weekdays and at weekends. Altogether, we are now running an additional 1,300 train trips per week, with over 93,000 additional train trips operated since the launch of the Listening • Responding programme in 2012.

On Light Rail, more coupled-set vehicles have also been deployed to provide additional capacity on busier routes. For our Intercity Service, a new train schedule for the Guangdong Line Through Trains took effect, with the departure time of the last Mainland-bound train from Hung Hom being pushed later, while the capacity was enhanced by the addition of a ninth coach to Ktt. Brand new electric-powered Mainland Through Trains for Guangdong Line also improved the service quality. Six new buses have enabled us to raise frequency on six bus routes since September 2013.

Staff Efficiency and Cost Efficiency

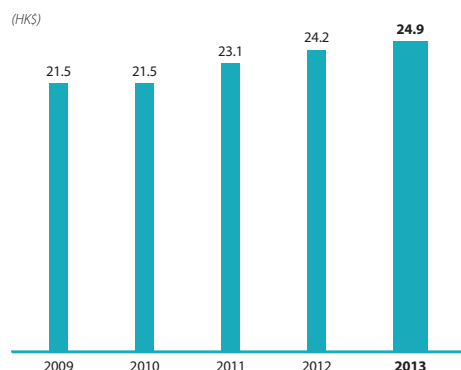
New initiatives continue to be introduced to enhance operating efficiency.

MTR performance vs. Best Performance



Operating Costs per Car-km Operated for Hong Kong Transport Operations

The increase in operating costs per car-km reflected the increase in expenditure on enhancing our service and system.



Train service delivery and passenger journeys on time across the network were maintained at a world-class standard of 99.9%



Executive Management's Report

Hong Kong Transport Operations



Ensuring a safe and convenient journey to our passengers is always a top priority for us

To enhance passengers' comfort and overall travelling experience, we are embarking on a programme to upgrade our trains by fitting them with inflatable door seals. Three trains on the Tseung Kwan O Line were retrofitted in 2013 and 90 train sets will be retrofitted by 2020. The 60-month project to upgrade Light Rail vehicles continued in 2013 and, by year end, more than 50 refurbished vehicles had been put back into service.

Improving connectivity for passengers and enhancement of the station environment continued. Re-layout works at Kwun Tong Station were completed. Major renovations at Fanling and Sheung Shui stations, under an "In Touch with Nature" theme, were substantially completed. Improvement works that commenced at Fo Tan Station in 2013 will provide passengers with better connectivity and a more inviting environment, and are targeted for completion in 2015.

Journeys have been made more convenient for senior citizens, people with disabilities and those travelling with baby prams or luggage through changes to stations. Since the Listening • Responding programme was launched in 2012, an additional 52 wide gates have been installed in 30 stations, and five new lifts have entered into service at Cheung Sha Wan, Sham Shui Po, Jordan, Sheung Wan and Shek Kip Mei stations. We remain firmly on course to deliver independent barrier-free access at 80 out of 83 existing full-time stations by 2016. A total of 326 new sets of seats will have been installed in stations by the first quarter of 2014 under the programme that began in 2012.

New Customer Service Centres that are brighter and more accessible to those with disabilities, replaced existing service centres at 15 of our busiest stations. Since the launch of Listening • Responding programme in 2012, we have also deployed 650 additional station assistants to help passengers and installed giant way-finding signboards to make navigation easier. In 2013 a new and more convenient Single Journey Smart Ticket was rolled out at 41 stations, as part of the programme to replace all magnetic single journey tickets by the first half of 2014.

With over 1.8 million users, our popular “MTR Mobile” app has been integrated with our “Traffic News” app, which provides timely information on special train service arrangements or adjustments. The “MTR Tourist” app, meanwhile, helps visitors to navigate the MTR system by providing a simple point-to-point travel guide. Our real-time train schedule information service “Next Train” app was extended in September 2013 to the West Rail Line. Since July 2013, free Wi-Fi hotspots have been available at all 84 MTR stations to enable passengers to stay connected through Wi-Fi.

Starting from June 2013, the Super Operations Control Centre in Tsing Yi is now exercising operational control over our railway network, including the Domestic, Cross-boundary and Airport Express services, all under one roof.

As the 2011 Hong Kong Management Association (“HKMA”) Quality Award Gold Award winner, the Company has sponsored the HKMA to support its work in promoting the sharing of best quality management practices across different industries.

We continue to invest in our existing railway assets to improve performance and capacity. In 2013, we started the tender process for a replacement signalling system for six existing MTR lines as well as the Airport Express. To be installed over the next several years, the system will increase reliability and passenger carrying capacity on these lines.

Enhancing Safety Performance

As our recent Staff Attitude Survey in Hong Kong attested, the importance of “safety first” is well understood at every level. Our strong emphasis on safety in all aspects of operations and our safety promotion campaigns, targeted to influence passenger behaviour, have led to an overall improvement in our safety performance in 2013. There was a 20% reduction in reportable incidents on the Domestic Service, Cross-boundary Service and Airport Express in 2013. The improvement was particularly noticeable in relation to the number of incidents on escalators, which showed a 27% reduction.



The “Next Train” app provides real-time accurate schedules for the next four Airport Express trains

Executive Management's Report

Hong Kong Transport Operations

Our series of safety campaigns has resulted in changes in passenger behaviour. Among them was a month-long Courtesy Campaign during which a humorous video about good passenger behaviour was aired on the network, an Escalator Safety Campaign reminding passengers of proper behaviour on escalators, and an initiative highlighting the potential dangers of mobile phone usage while using the escalators. Other initiatives targeting specific demographic groups, such as the elderly and school children, were also launched during the year. These campaigns were accompanied by improvement works inside stations, including the use of brightly coloured escalator handrails encouraging passengers to hold them, as well as anti-slip strips and warning signs on staircase edges reminding passengers to mind the steps. For the Elderly Safety Programme held in November 2013, we engaged more than 100 senior citizens to be our ambassadors to promote awareness of safe railway behaviour with safety tips and knowledge to share with their peers in their community.

Following an incident on our Light Rail service in May 2013, we have increased the number of speed checks on Light Rail vehicles and are providing more structured reminders to train captains on the importance of adhering precisely to safe driving practices. Furthermore, we are installing fixed speed cameras specially designed for Light Rail operations.

To continue to promote safety awareness across all businesses, in addition to divisional safety promotion programmes, the Corporate Safety Month under the theme

"Keep SAFETY-FIRST in our hearts and minds, connect communities with better safety performance" was held in June with over 30 seminars and promotional events organised in Hong Kong, the Mainland of China and overseas offices.

In February 2013 we engaged an external consultant to conduct an assessment of our Operations Division Safety Management System, using the Railway Management Maturity Model developed by the Office of Rail Regulation in the UK. Our performance far exceeded the 2012 average for UK train operating companies. Benchmarking of safety performance, safety management best practices and lessons learned from incidents has continued with other major metros around the world through the Community of Metros ("CoMET") and with our own subsidiaries and associates. Peer Reviews on safety and operation and maintenance practices were held at MTR Stockholm AB ("MTRS") and London Overground Rail Operations Limited ("LOROL") in May and at Metro Trains Melbourne Pty. Ltd. ("MTM") in November 2013, bringing together experts from Hong Kong and across different subsidiaries and associates to share best practices.

To learn and exchange best practices with other industries, we participated in local and international safety awards in 2013. We received the "Bronze Award for Safety Promotion" in the 12th Hong Kong Occupational Safety & Health Award Forum jointly organised by the Occupational Safety and Health Council and the Labour Department. We also received the "British Safety Council International Safety Award 2013 – Merit Award" in the UK.



Reliable rail journeys require continuous performance monitoring and maintenance of rolling stock

System and Market Information

Railway operation data	2013		2012	
Total route length (km)	218.2		218.2	
Number of rail cars	2,106		2,050	
Number of stations (Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line, West Rail Line, Airport Express, East Rail Line and Ma On Shan Line)	84		84	
Number of Light Rail stops	68		68	
Number of e-instant Bonus machines in stations	49		49	
Number of station kiosks and mini-banks in stations	1,336		1,331	
Number of advertising points in stations	21,104		21,081	
Number of advertising points in trains	23,954		23,570	
Daily hours of operation Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line, West Rail Line, Airport Express and Light Rail	19.0		19.0	
East Rail Line and Ma On Shan Line	19.5		19.5	
Minimum train headway (second)	Morning Peak	Evening Peak	Morning Peak	Evening Peak
– Tsuen Wan Line	120	120	120	120
– Kwun Tong Line	126	144	126	144
– Island Line	112	130	120	130
– East Rail Line				
Hung Hom to Sheung Shui	212	212	212	212
Hung Hom to Lo Wu	327	327	327	327
Hung Hom to Lok Ma Chau	600	600	600	600
– Ma On Shan Line	180	240	180	240
– Tseung Kwan O Line	150	150	150	150
– Tung Chung Line				
Hong Kong to Tung Chung	360	360	360	360
Hong Kong to Tsing Yi	240	240	240	240
– Airport Express	600	600	600	600
– West Rail Line	171	210	180	210
– Disneyland Resort Line	270	270	270	270
– Light Rail	270	300	270	300

International Performance Comparisons: the 15-member Community of Metros (CoMET)

Metro system network data (2012)	MTR*	Metro A	Metro B	Metro C	Metro D	Metro E	Metro F	Metro G	Metro H	Metro I	Metro J	Metro K	Metro L	Metro M	Metro O
Passenger journeys (million)	1,541	1,147	1,076	1,246	1,609	606	2,464	1,681	1,620	491	650	1,380	877	602	507
Car kilometres (million)	261	263	205	517	361	194	776	559	249	104	132	339	130	105	122
Route length (km)	175	323	229	439	226	283	313	480	217	115	104	439	65	113	146
Number of stations	82	154	132	270	163	247	172	424	303	66	100	250	58	97	173

* The Lines included in the CoMET metro benchmarking programme are Kwun Tong Line, Tsuen Wan Line, Island Line, Tung Chung Line, Tseung Kwan O Line and Disneyland Resort Line, East Rail Line, Ma On Shan Line and West Rail Line. The Airport Express is excluded from the benchmarking.

Note: The other metros in the comparison are London Underground Limited, New York City Transit, Sistema de Transporte Colectivo, Régie Autonome des Transports Parisiens Metro, Régie Autonome des Transports Parisiens Réseau Express Régional, Metropolitano de São Paulo, Moscow Metro, Metro de Madrid, Metro de Santiago, Berliner Verkehrsbetriebe, Shanghai Metro Operation Corporation, Beijing Mass Transit Railway Operation Corporation, Taipei Rapid Transit Corporation and Guangzhou Metro Corporation. The benchmarking agreement prohibits specifically identifying the data by metro system.

Executive Management's Report

Hong Kong Transport Operations

Operations Performance in 2013

Service performance item	Performance Requirement	Customer Service Pledge Target	Actual Performance
Train service delivery			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.5%	99.5%	99.9%
– East Rail Line (including Ma On Shan Line)	98.5%	99.5%	99.9%
– West Rail Line	98.5%	99.5%	99.9%
– Light Rail	98.5%	99.5%	99.9%
Passenger journeys on-time			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line and Disneyland Resort Line	98.5%	99.5%	99.9%
– Airport Express	98.5%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	98.5%	99.0%	99.9%
– West Rail Line	98.5%	99.0%	99.9%
Train punctuality			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line and Disneyland Resort Line	98.0%	99.0%	99.8%
– Airport Express	98.0%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	98.0%	99.0%	99.9%
– West Rail Line	98.0%	99.0%	99.9%
– Light Rail	98.0%	99.0%	99.9%
Train reliability: train car-km per train failure causing delays \geq 5 minutes			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	N/A	600,000	3,474,269
– East Rail Line (including Ma On Shan Line) and West Rail Line	N/A	600,000	4,412,228
Ticket reliability: magnetic ticket transactions per ticket failure			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line, Airport Express, East Rail Line (including Ma On Shan Line) and West Rail Line	N/A	8,000	14,606
Add value machine reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.0%	99.0%	99.6%
– East Rail Line (including Ma On Shan Line)	98.0%	99.0%	99.9%
– West Rail Line	98.0%	99.0%	99.8%
– Light Rail	N/A	99.0%	99.7%
Ticket machine reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	97.0%	99.0%	99.5%
– East Rail Line (including Ma On Shan Line)	97.0%	99.0%	99.6%
– West Rail Line	97.0%	99.0%	99.6%
– Light Rail	N/A	99.0%	99.9%

Operations Performance in 2013 (continued)

Service performance item	Performance Requirement	Customer Service Pledge Target	Actual Performance
Ticket gate reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	97.0%	99.0%	99.8%
– East Rail Line (including Ma On Shan Line)	97.0%	99.0%	99.9%
– West Rail Line	97.0%	99.0%	99.9%
Light Rail platform Octopus processor reliability	N/A	99.0%	99.9%
Escalator reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.0%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	98.0%	99.0%	99.9%
– West Rail Line	98.0%	99.0%	99.9%
Passenger lift reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.5%	99.5%	99.8%
– East Rail Line (including Ma On Shan Line)	98.5%	99.5%	99.8%
– West Rail Line	98.5%	99.5%	99.9%
Temperature and ventilation			
– Trains, except Light Rail: to maintain a cool, pleasant and comfortable train environment generally at or below 26°C	N/A	97.5%	99.9%
– Light Rail: on-train air-conditioning failures per month	N/A	<3	0
– Stations: to maintain a cool, pleasant and comfortable environment generally at or below 27°C for platforms and 29°C for station concourses, except on very hot days	N/A	91.0%	99.7%
Cleanliness			
– Train compartment: cleaned daily	N/A	98.5%	99.9%
– Train exterior: washed every 2 days (on average)	N/A	99.0%	100.0%
Northwest Transit Service Area Bus Service			
– Service Delivery	N/A	99.0%	99.5%
– Cleanliness: washed daily	N/A	99.0%	100.0%
Passenger enquiry response time within 6 working days	N/A	99.0%	100.0%