

**99.9% On-time Performance Maintained in 2015 to October  
First 8-Car Train Converted on West Rail Line**

MTR customers continued to enjoy train services that were 99.9% on time in the first 10 months of 2015. This is as MTR operated more train trips than ever before to provide extra carrying capacity and more convenient journeys for passengers. For every one million car-km of passenger train service operated from January to October, there was less than one (0.36) incident of a delay of 8 minutes or more, the best performance since 2008.

“We are pleased to continue providing a very high level of service for our customers. This is no easy task given our network is busier than ever with the 2,600 weekly train trips that we have added since 2012. The good performance is, of course, due to the hard work of our frontline operating and maintenance colleagues,” said Dr Jacob Kam, Operations Director of MTR Corporation. “We do understand customers are inconvenienced when a lengthy delay does occur. That is why we have further strengthened our engineering rapid response teams and implemented more efficient mobilisation of customer support staff at the stations this year, all with the aim to maintain smooth service and facilitate recovery of any delays as quickly as possible, while providing the assistance needed to our customers.”

To further enhance train service, additional capacity will gradually be introduced on the West Rail Line as the existing 7-car trains are converted one-by-one into 8-car trains under the Shatin to Central Link (SCL) project. The first 8-car train is now under testing and passengers will soon see it conducting test runs on the West Rail Line during the traffic day. It is targeted to begin passenger service in January 2016.

A total of 28 West Rail Line trains will be converted over the next 30 months to serve the future SCL East West Corridor. Other than additional capacity, the trains will include new features such as dynamic route maps and gangway displays showing next station names.

“As 8-car trains will be operating alongside 7-car trains during the conversion period, we are tailor-making special signage and information to ensure the boarding and alighting process for customers continues to be smooth. The new arrangements at station platforms will be announced soon. When all 8-car trains are in service in 2018, overall capacity on the West Rail Line will be enhanced by about 14%,” said Dr Kam.

For seven other MTR lines serving the urban area, a signalling replacement project being implemented over several years will enhance their overall capacity by 10%. Work will start first on the Tsuen Wan Line in December 2015. In the meantime, the signalling system on the East Rail Line is also being upgraded as part of the SCL project.

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“While we carry out the signalling replacement or upgrade in the operating railway, we have to ensure that normal train service is maintained throughout. All of the works can be carried out only during the small window of non-service hours overnight and therefore, it is critical that they are well planned. Our teams of engineers have experience in this type of complicated works, however, it is still possible that unforeseen situations may arise and I appreciate the understanding of our customers,” explained Dr Kam.

If any delay or disruption to train service does occur, MTR will do its best to minimise the impact and quickly restore service while providing timely information and assistance to customers.

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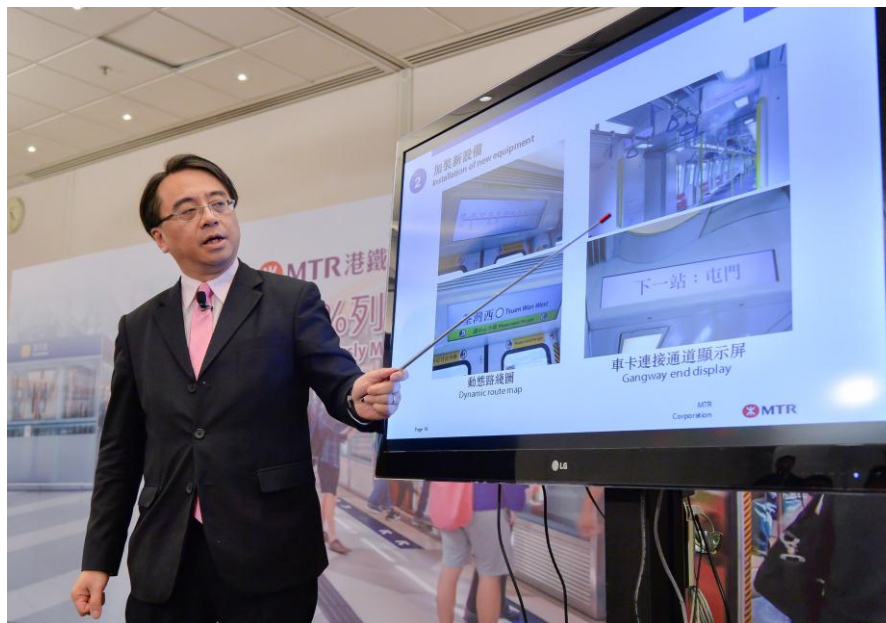
### About MTR Corporation

MTR Corporation is regarded as one of the world’s leading railway operators for safety, reliability, customer service and cost efficiency. In its home base of Hong Kong, the Corporation operates nine commuter railway lines, a Light Rail network and a high-speed Airport Express link on which more than 5.4 million passenger trips are made on a normal week day. Another 4.9 million passenger trips are made on the rail services it operates outside Hong Kong in the Mainland of China, the United Kingdom, Sweden and Australia. In addition, the Corporation is involved in a range of railway construction projects as well as railway consultancy and contracting services around the world. Leveraging on its railway expertise, the Corporation is involved in the development of transit-related residential and commercial property projects, property management, shopping malls leasing and management, advertising media and telecommunication services.

For more information about MTR Corporation, please visit [www.mtr.com.hk](http://www.mtr.com.hk).

Photo caption:

1. Dr Jacob Kam, Operations Director of MTR Corporation announces that the train service on-time performance is maintained at 99.9% in the first 10 months of 2015 and the existing 7-car trains on the West Rail Line are being converted one-by-one into 8-car trains under the Shatin to Central Link (SCL) project to further enhance train service.



- The first 8-car train will start test runs on the West Rail Line during the traffic day on 28 November 2015.



- The 8-car trains will include new features such as dynamic route maps and gangway displays showing next station names.

