

# CILTHK Seminar

## Topic: Station Operations (Incident Handling)

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# Station Operations (Incident Handling)

- A. Station Operations
- B. Daily Event
- C. Platform Incident
- D. Incident Handling



TAMA became a 'Super Station Manager' of Kishi Station in 2007

# Station Operations



# Station Operations

## London Tube Timetable

- Daytime service:
  - Mondays through Saturdays, & public holidays: from 5:00am to 12:00am
  - Sundays: from 7:00am to 11:00pm
- Night service is only available on some lines on Fridays & Saturdays:
  - Open 24 hours on the Jubilee, Victoria & London Overground lines



Night Tube  
Service



# Station Operations

## Service Hours / Train Frequency in Hong Kong

- MTR trains run about 19 hours a day, 7 days a week, from early morning (5:40 am - 6:00 am) to 1:31 am the next morning
- Overnight MTR services are available four times a year - during the Mid-Autumn Festival, Christmas Eve, New Year's Eve and the night before Lunar New Year
- Average Train Frequency during peak hours
  - => Island Line 1.9 mins
  - => Tsuen Wan Line 2.0 mins
  - => Tung Chung Line 3 - 4 mins
  - => Airport Express 15 mins
  - > East Rail Line 2.7 mins
  - > Tuen Ma Line 2.7 mins



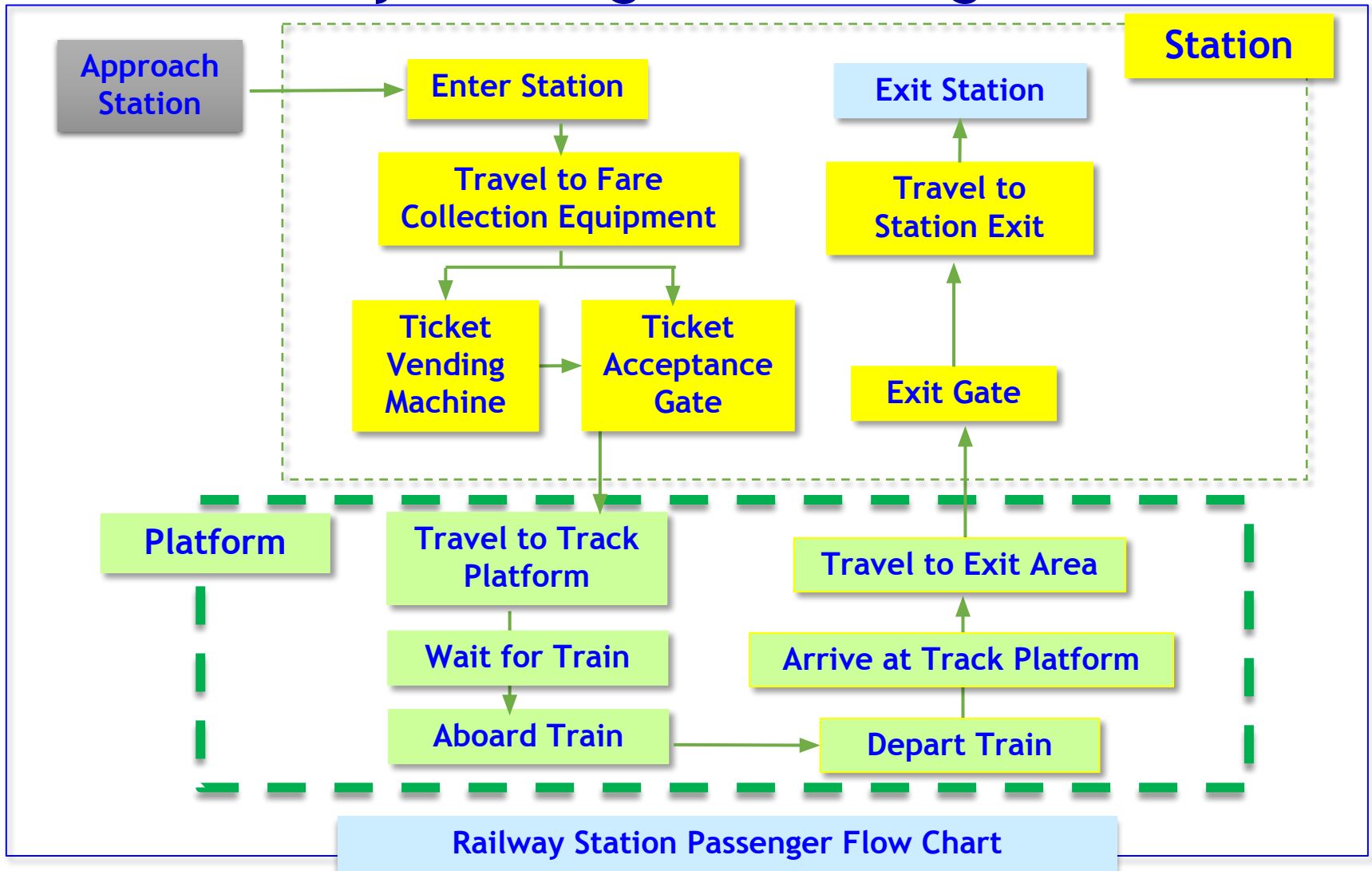


# Station Operations

- The design capacity of each 8-car train is about 2,500 passengers for the Tsuen Wan Line (TWL)
- There will be 75,000 passengers per hour per direction on TWL



# Station Layout Design for Passenger Flow





A busy train at Kowloon Tong station heading for Whampoa on Monday morning

# Daily Event



# Daily Event

"Every single step is a life-threatening pitfall," this man is teaching his children:



New Taipei City MRT station escalator suddenly collapse (about 30 people hurtling backward & causing four of them to suffer minor injuries) (11 Mar 2020)



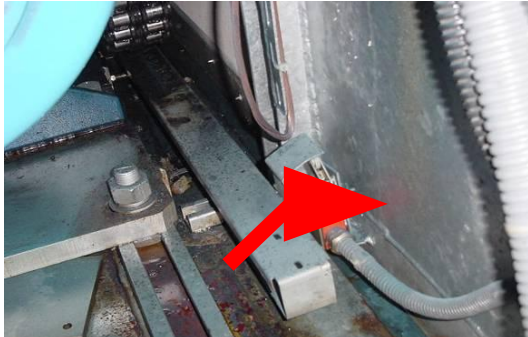
An old Man Falling Down on an Escalator



Drunk man vs. escalator

# Keeping the Railway Safe

## Escalator Safety Device



Broken Main Drive Chain Safety Device



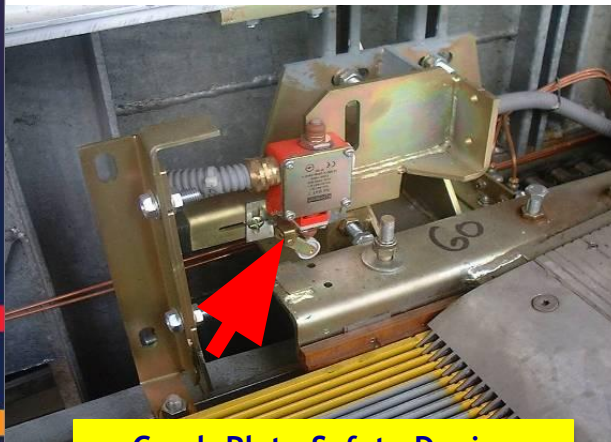
Broken Step Chain Safety Device



Skirt Safety Device



Broken Handrail Safety Switch



Comb Plate Safety Device



Handrail Speed Monitoring Device



Emergency Stop Button



# Multiple incidents occurred in Tsuen Wan Line (TWL) Down on a Weekday

- At 0834 hours, **Passenger Alarm Device (PAD)** at door 1A of D474 (Train Consist) of **train 37** was operated for a **sick person** at a TWL Station **Down**, incurring the first **2-min delay**

9 mins  
later

- At 0843 hours, door 4A of C178 (Train Consist) of **train 36 could not close completely** at a TWL Station **Down**
- The door was eventually closed **after several attempts**. **Train 37** departed a TWL Station **Down** with a **2-min delay**

14 mins  
later

- At 0857 hours, **Passenger Alarm Device (PAD)** at door 5A of D648 (Train Consist) of **train 39** was operated for a **sick person** at a TWL Station **Down**, incurring **1-min delay**

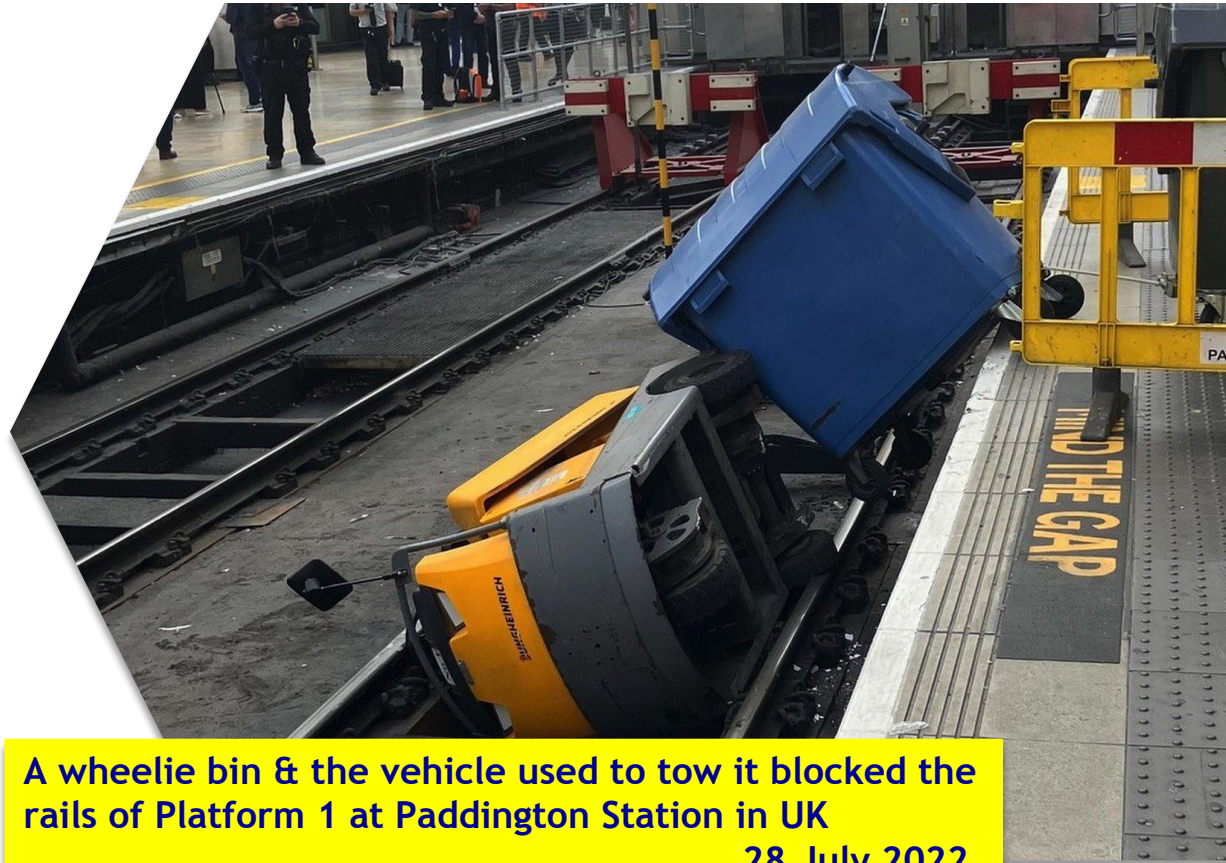
# Multiple incidents occurred in Tsuen Wan Line (TWL) Down on a Weekday

5 mins  
later ●

- At 0902 hours, door 5A of C240 (Train Consist) of **train 59 could not close completely** at a TWL Station **Down**
- The door was eventually closed after Station staff removed a piece of **paper jammed at guide rail**. Train 59 departed a TWL Station Down with **3-min delay**

8 mins  
later ●

- At 0910 hours, **Passenger Alarm Device (PAD)** at door 5A of D616 (Train Consist) of **train 45** was operated for a **sick person** at a TWL Station Down, incurring **1-min delay**
- Due to the **cumulative blocking back effect**, **train 48** suffered the worst **delay of 15 minutes** when it arrived at TWL Down Terminal at 0909 hours



A wheelie bin & the vehicle used to tow it blocked the rails of Platform 1 at Paddington Station in UK

28 July 2022

# Platform Incident



# Platform Incident



Object is Being Nipped



Object is Being Nipped



Subsidiary of MTR Corporation



A mother had been left on the platform  
after the daughter got into the train

# Keeping the Railway Safe

## Emergency Train Stop



Direction of Travel



Approaching  
Track

Platform  
Track

Departure  
Track



Platform



Track Accident at Pasir Ris Station in Singapore  
22 March 2016

# Incident Handling



# Track Accident at Pasir Ris Station in Singapore



Pasir Ris Central



Disruption  
Between Tanah Merah  
- No Train Service  
and Pasir Ris  
in both directions

2 maintenance staff of SMRT were killed near Pasir Ris Station along the East-West line in Singapore (22 Mar 2016)

# Track Accident at Pasir Ris Station in Singapore





# Incident Handling

## Principles of Incident Handling

The following principles shall be observed in the handling of Incident

- The **safety** of passengers, members of the public, staff & Emergency Services shall be the **first priority** in all activities
- Priority shall be given to the rescue of passengers & staff safety



# Incident Handling

## Stages of Incident

### Outbreak of Incident

- Set up Incident Control Post
- Assist with detrainment (if required)
- Establish emergency routes





# Incident Handling

## Stages of Incident

### Incident Handling

- Direct actions to ensure safety
- Co-ordinate recovery actions
- Provide regular updates on status



# Incident Handling

## Stages of Incident

## Service Resumption

- Co-ordinate actions to ensure “Line Clear”
- Get approval from relevant





# General Requirements from Operations Staff

- Keep the station or train in good order
- Ensure the safety of passengers & staff (including contractors)
- Prevent the incident to develop into emergency or disaster situation
- Mobilise staff or deploy spare or extra staff to assist the incident
- Keep management & public informed
- Enable service recovery
- Communicate with all internal & external parties with adequate & precise information





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