

Annex**Numbers of Incidents which Caused Service Disruption of Eight Minutes or More**

Year	Cause			Incidents which Caused Service Disruption due to Factors under MTRCL’s Control									
				Duration of disruption								% of number of incidents causing service disruption of 31 minutes or more to total number of incidents	Amount set aside (\$ million) (Note 3)
	Equipment Failure (Note 2)	Human factors	Passengers’ behaviour and external factor, etc.	Half an hour or less (Note 1)		31 minutes to 3 hours		3 to 4 hours		Over 4 hours			
				Equipment Failure	Human factors	Equipment Failure	Human factors	Equipment Failure	Human factors	Equipment Failure	Human factors		
2020	93	7	68	86	6	6	1	1	0	0	0	5%	15
2021	137	6	91	121	6	16	0	0	0	0	0	7%	19
2022	103	9	90	95	9	5	0	0	0	3	0	4%	103
2023	94	7	116	86	5	8	1	0	0	0	1	5%	25
2024	82	7	102	77	7	5	0	0	0	0	0	3%	5.2

Note 1: According to the existing railway incident reporting mechanism, MTRCL is required to notify TD within eight minutes of any railway incident which has caused train service disruption of eight minutes or is expected to cause disruption of eight minutes or more. The figures in the above table do not include the number of incidents with service disruption of less than eight minutes.

Note 2: Equipment failure includes failure in station equipment, infrastructure, rolling stock, etc.

Note 3: After the 2023 Fare Adjustment Mechanism review, there is an increase in the corresponding amount to be set aside for incidents that have caused disruptions of more than three hours and the maximum amount to be set aside per incident, as well as an introduction of a peak hour multiplier under the SPR.