

Concern over the frequent service suspension of the Central to Mid-levels
Escalator and Walkway System

Replies From Transport Department and Electrical & Mechanical Services
Department :

Q1 : According to our records from January 2021 to the end of December 2023, the serviceability of the 19 escalators of Central to Mid-Levels Escalators and Walkway System (" the System ") reached 99.17%. Regarding the service suspension cases, most of the cases were caused by external factors, such as objects jammed in the escalator comb, the emergency stop button being pressed, damage caused by collision of hard objects, etc. When the problem is discovered, the management staff will notify the registered escalator contractor (" the Contractor ") immediately for timely resumption of escalator service.

Q 2-3 : The Electrical and Mechanical Services Department (" EMSD ") has been entrusted by the Transport Department (" TD ") to employ a qualified registered escalator contractor to carry out regular maintenance services for the system. When the System malfunctions, the maintenance staff of the Contractor concerned shall arrive at the scene within 30 minutes to inspect the operation of the System. In case injury report of members of the public is received, the Contractor will also arrange the registered escalator engineer to conduct an investigation into the incident. According to our records from January 2021 to the end of December 2023, 99% of the suspension cases were resolved and the services was restored within 24 hours. The EMSD regularly reviews maintenance records and serviceability of the System with the management office. When the performance of the management office or the registered escalator contractor is unsatisfactory, the EMSD will issue a warning letter to the office or the Contractor concerned, and reflect it in the report on the Contractor' s performance rating, which will affect the Contractor' s qualification assessment in future tenders.

Suggestion : At present, those emergency maintenance of the System leading to service suspension generally only affects a portion of escalators within a short period of time. Relevant notices will be displayed in the System in a short time if such situation happens, which would be able to inform the members of the public more effectively. Nevertheless, we will continue to discuss and closely monitor the operation of the System with EMSD which is responsible to manage, operate and maintain the System.

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Central and Western District Council Secretariat
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