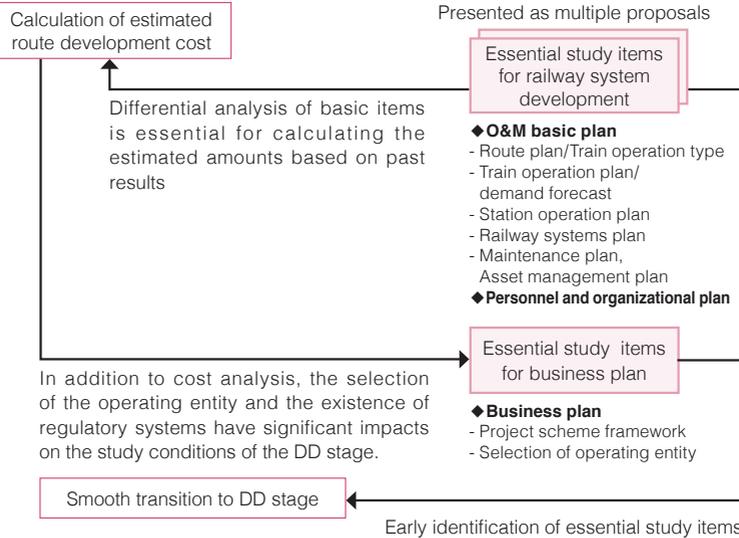


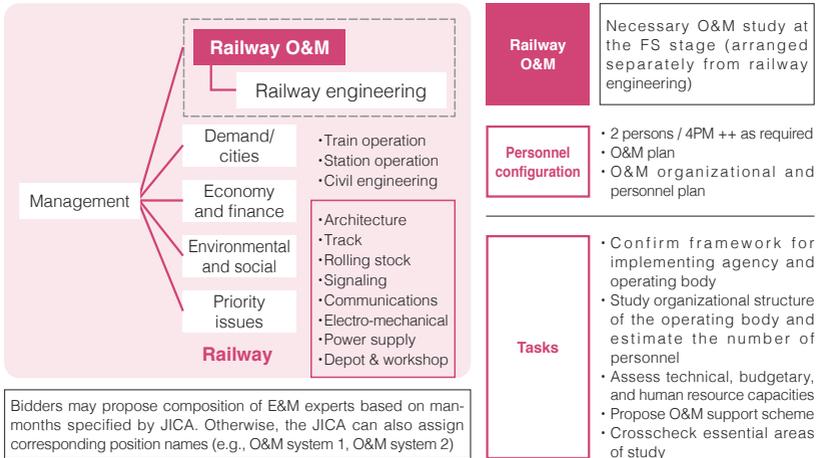
O&M Planning Standards (FS Stage)

This page illustrates the essential areas and depths of study for O&M as minimum requirements in the conduct of the FS. Ideas for the effective conduct of FS (e.g., the composition of the study team and items reviewed by railway operators), are incorporated.

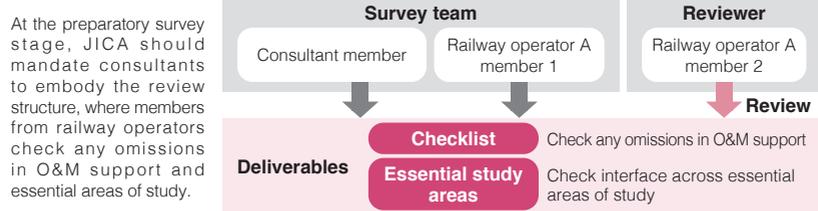
Study items and study depth



Investigation personnel



Verification



Essential Study Items and Basic Specifications

Route plan Through service plan	Through service plan Route length and track layout Station locations Distance between stations Depot locations and site area		
Train operation type	Grade of Automation	<ul style="list-style-type: none"> • GoA 1 (driver + conductor) • GoA 2 (driver) • GoA 3 (security personnel) • GoA 4 (unmanned) 	
Demand forecast Train operation plan	Peak transportation capacity (one-way passengers) = train capacity x no. of trains operated per hour x planned congestion rate Required number of trains = ((round trip time + turnaround time) / operation interval) x preliminary train rate		
Station operation plan	Fare collection method (IC card, QR code, ticketless) Station facility basic concept (security checks, ticket gates or not, passenger information, staffing)		
Rolling stock main spec.	Car capacity Rolling stock length and width MT configuration (future augmentation plan) Acceleration / deceleration performance		Rolling stock depot (e.g., track layout, buildings, number of pits, inspection facilities)
Civil and track structures			Maintenance plan • asset management
Substation facilities	Power receiving voltage Power substation layout Power transmission and distribution equipment Feeder voltage (1500V/750V) Contact line system (i.e., overhead, cantenary system, third rail)	Mechanical facilities Ventilation, drainage equipment Conveyance equipment PSD equipment Fare collection system	
Signal facilities	Signal facility type (e.g., track circuit type (automatic train control system), radio type (communications-based train control system))		Common study items
Communications facilities	Wired communications facilities (e.g., contact phone, emergency phone) Wireless communications facilities (e.g., train radio, protection radio)		

Personnel and organizational plan
(Organizational structure, job descriptions, personnel numbers (total personnel by department))

Summary

Operating entity

Regulatory system

Railway systems (Overall)

Railway systems (each department)

O&M Projects

O&M Projects in Other Sectors

Past examples of development assistance

Provision of assistance in the future

Expansion of O&M

Expansion of O&M

Implementation of O&M Support

Examples of the assignments of GC (O&M support) and O&M consulting services are provided in this section. It provides relevant information on past experiences, key points for the preparation of manuals and regulations, as well as capacity building.

GC Team Composition

The GC O&M support team is involved in three work groupings: preparation of O&M manuals and training plans, interface (I/F) coordination between GC's O&M plan with the contractor, and development of the business scheme and/or business plan. Since the assignments of GC O&M support will depend on other programmed O&M support, whether TA or OMC is in place, presented below is an enumeration of expert positions, tasks, and other important information. Note that add to these, expertise in common ticketing systems, office IT systems, and asset management may be added, as needed.

Team composition (GC - O&M Team)

Position (example of MMSP-GC)	Task overview	Remarks
<ol style="list-style-type: none"> Manual Expert Training Expert Training Coordinator 	<ul style="list-style-type: none"> Describe specifications in bid documents Prepare training plan and assist in training implementation 	<ul style="list-style-type: none"> These are the typical positions included in the GC contract. Deliverables from the contractor are necessary to finalize the documents.
<ol style="list-style-type: none"> Station Operation Advisor Rolling Stock and Depot Advisor Signal & Telecommunication Advisor Civil & Track Advisor Train Operation Advisor E&M Advisor Advisory Engineer 1 Advisory Engineer 2 	<ul style="list-style-type: none"> Prepare O&M plan Describe specifications in bidding documents Coordinate interface with contractors Coordinate subsystems across GC Provide O&M advisory after opening 	<ul style="list-style-type: none"> Even if other consultant services provide operational readiness/post-opening support, three (3) or more people assigned to the GC for coordination purposes (e.g., civil & track, rolling stock, and signaling experts)
<ol style="list-style-type: none"> O&M Rule Expert / PPP Expert Finance & Business Management Advisor PR & Mobility Management Expert Transport Expert 2 Railway Business Expert 	<ul style="list-style-type: none"> Conduct studies on project scheme and assist in approval; procedures Develop business plans and assist finalization process Ensure financial soundness of the operating entity 	<ul style="list-style-type: none"> The actual nature of tasks depends on whether the implementation/operation framework has been concluded or otherwise. The positions may be reduced if technical assistance and/or O&M consulting service are provided beyond the support from GC.

O&M related OMC personnel composition (required specialist fields)

Enumerated below are the experts dispatched for the Jakarta MRT's OMCS (for field operations supported by Japan ODA Loan), as well as Technical Cooperation Project for the Ho Chi Minh City Railway Line 1 (head office management support), respectively.

OMCS Experts for the Jakarta MRT

- Project Manager
- Urban Railway Train Operation Management Expert
- Urban Railway Train Operation Planning Expert
- Urban Railway Train Operation Handing Expert
- MRT Safety System and security Expert
- Electric Multiple Unit (EMU) Management Expert
- Track Facility Maintenance Expert
- Civil Structure Management Expert
- Workshop/Depot Facility & Equipment Management Expert
- Signal/Telecom. System Management Expert
- Electrification System Management Expert
- General Mechanical Equipment Management Expert
- IT System Operation Expert
- Passenger Service Management Specialist
- Legal & Regulatory Administration Specialist
- Environmental Management Expert
- Organization Structure Planning/HR Expert
- Operation & Maintenance Cost Specialist
- Personnel Training Planning Expert
- Non Railway Business Managing Expert
- Tender Document Specialist

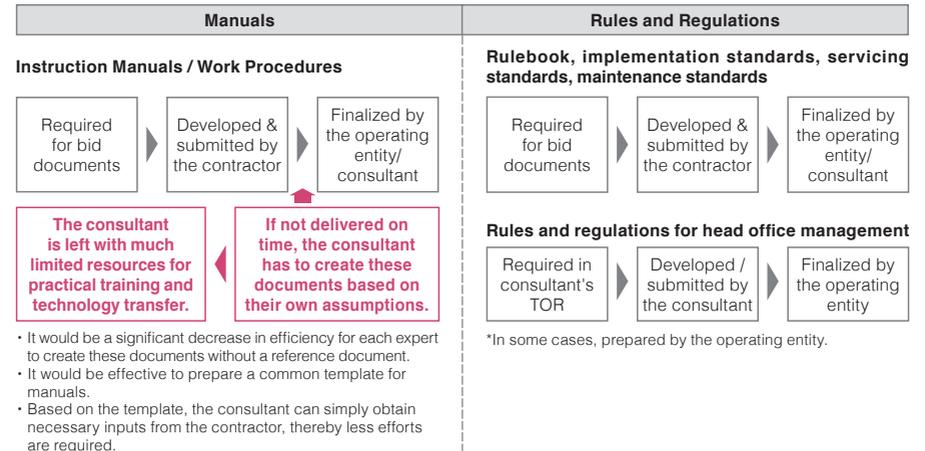
OMCS Experts for the Technical Cooperation Project for Ho Chi Minh City Railway 1

- Project Manager
- Urban Railway Regulations Specialist
- Safety Management Expert
- Human Resources and Training Expert
- Finance Specialist
- Planning & Strategy Expert (organization and management)
- Urban Railway Operation Expert
- Station Facility Management Specialist
- Maintenance Expert (civil / track)
- Maintenance Expert (rolling stock)
- Maintenance Expert (electrical, signal & communication systems)
- Maintenance Expert (mechanical systems)
- IT Systems Specialist
- Asset Management Specialist
- Mobility Management Expert
- Project Coordinator / Monitoring Evaluation Specialist

Preparation of Manuals, Rules, and Regulations

O&M manuals are finalized based on submissions of the contractor. O&M rules and regulations are prepared jointly by the contractor and the operator. Based on past experiences, the consultant assisting the operator may find difficulty receiving the contractor's submissions at the right time, usually due to contract terms. In such cases, the recourse for the consultant is to prepare relevant documents based on their assumptions, leaving out necessary inputs from the contractor. Developing standard documents to improve the efficiency of consulting services will help avoid these scenarios. It will also enable consultants to devote more effort to practical training for O&M personnel.

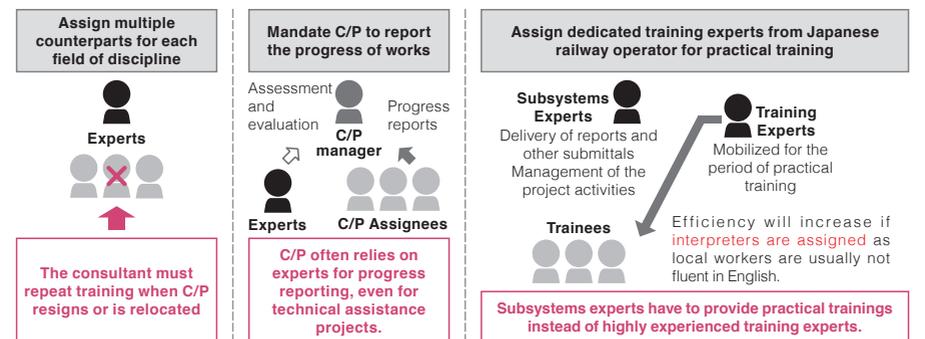
Preparation of Manuals, Rules and Regulations



Capacity Building

Capacity building will be more effective by placing multiple C/Ps in each field of discipline, mandating the practice of thorough reporting by C/P, and allocating dedicated training experts. There have been cases where the capacity building became less effective due to different factors (e.g., C/P turnover and reassignment, excessive reliance on expatriate experts for progress reporting, and lack of training experts for practical training). In line with this, the technical assistance project should clearly state the above requirements in the Record of Discussion (RD). Note however that in the case of ODA Yen Loan Projects, there can be instances wherein the terms and conditions under the OMCS contract may contradict the above requirements.

Key Points for Better Capacity Building



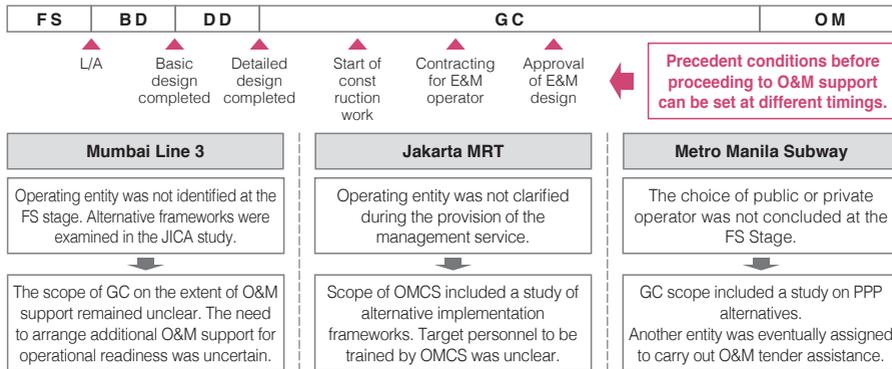
Implementation of O&M Support

The implementing entity and JICA should agree on the precedent conditions before initiating the O&M support to determine the required level of expertise and support. This page touches upon the timeline for operational readiness and preparation for delay risks using past cases as reference. Additionally, it covers stakeholder coordination and project effectiveness/evaluation.

■ Ideal Conditions Before O&M Support

Decisions as to the overall implementation framework and project scheme should ideally be determined before the provision of O&M support. Determining the necessary amount and expertise for the O&M support is difficult if the framework of the implementing and operating entities is not confirmed at the FS stage. Choices as to whether O&M will be done in-house or outsourced, and whether the implementing entity or a newly established organization performs O&M should likewise be established before the conduct of O&M support. Note, however, that these precedent conditions are not always possible, as there are instances when actual decision-making powers are well beyond the authority or mandate of the implementing agency.

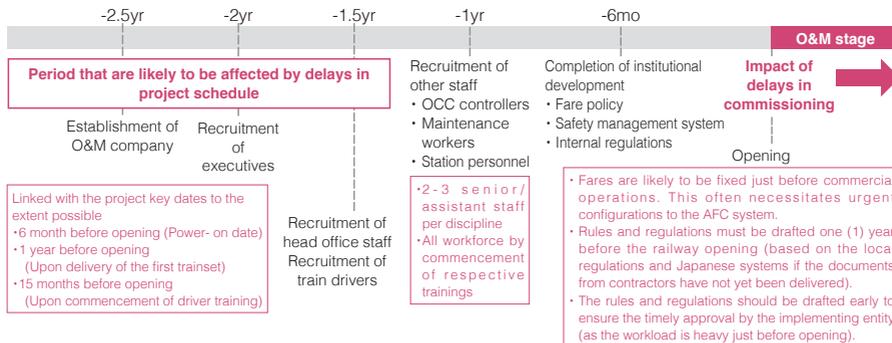
▼ Precedent Conditions for O&M support



■ Timeline for Operational Readiness

Even as O&M support is programmed based on the project timeline, delays in construction schedules often necessitate substantial adjustments. Therefore, conditions to start and resume O&M support activities should be made clear in advance. Prime examples of operational readiness timelines include that of the Tsukuba Express in Japan and the Jakarta MRT in Indonesia, as these encountered no critical delays in commissioning. If the schedule is delayed or likely to be delayed, the implementing entity and JICA should see to it that conditions for resuming O&M support are met (e.g., O&M company establishment and personnel recruitment) such that the support is optimized and will not go idle. If support is extended with the minimum number of experts, JICA may need to consider a review of resources for the follow-up period and corresponding compensation for consultants for foregone opportunities.

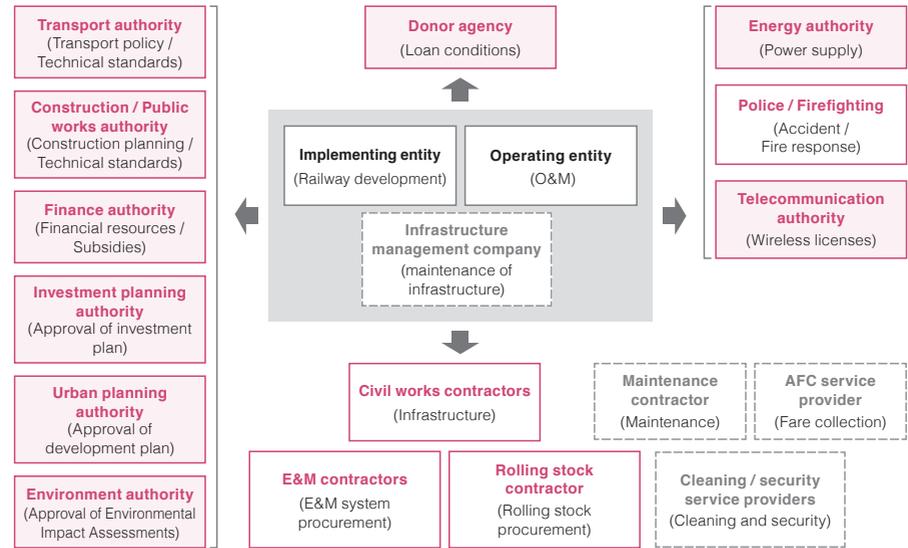
▼ Operational readiness timeline



■ Stakeholder Coordination

All key stakeholders should be involved during stakeholder coordination activities in project management. In most cases, there are similar stakeholders for railway construction projects and O&M support activities. On the technical side, provisions for uninterrupted power supply and dedicated frequency bands for communication systems are often raised as issues. Additionally, authorities that have jurisdiction over the state-owned enterprises and/or civil servants can get involved in cases wherein a public sector entity is the operator of the railway.

▼ Stakeholder Coordination



■ Project Effectiveness and Evaluation

Per JICA's guidelines on project effectiveness/evaluation, additional indices may be required to measure O&M performance, this includes the number of service suspensions, system failure rates, and the number of serious accidents as operational indices. Benchmarks for carbon emission reduction and gender mainstreaming can also be used as effect indices.

▼ Operation and Effect Benchmarks

Operation indices		Effect indices	
Basic indices	No. of passengers (passengers per year)	Patronage of major stations (persons per year)	
<p>Service disruptions over 30 min. (times)</p> <p>Failure rate ** (train kilometers)</p> <p>No. of serious accidents</p> <p>The indicator is effective to evaluate performance (including safety management) of the O&M activities. Continuous efforts will be required to satisfy the performance target.</p>		<p>CO2 emissions reduction (tons per year)</p> <p>No. of trainings provided</p> <p>No. of projects / amount of assistance on O&M</p> <p>Ratio of female employees and directors in the operating entity</p>	
<p>No. of trains (trains per day)</p> <p>Operating rate (%)*</p> <p>Car kilometers (kilometers per year)*</p> <p>Cars per trainset</p> <p>Train kilometers (kilometers per year)</p>		<p>Travel time for a specific section (minutes)</p> <p>Fare revenue (per year)</p> <p>Freight volume (per year)</p> <p>Supplemental indices</p> <p>Maximum speed (km/h)</p> <p>Scheduled speed (km/h)</p> <p>Passenger transport volume (passenger -km)</p>	

*1 If the project involves rolling stock procurement ** Also called Mean Kilometer Between Failure (MKBF)

Different Formats of Technical Cooperation

The features and scopes of the different technical cooperation schemes are summarized herein. Several ideas for overseas training in third countries are also highlighted. Precedent case studies are useful to meet the different needs for future O&M support activities.

Characteristics of Each Scheme/Arrangement of O&M Support

Technical assistance projects are suitable for capacity building including the establishment of an O&M company. On the other hand, project implementation assistance aims to provide support in developing regulatory systems, technical standards, and business plans. Furthermore, the dispatch of experts should contribute to the formulation of these support programs.

Technical Assistance	Project Implementation Assistance	Expert Dispatch
<ul style="list-style-type: none"> To establish the operating entity To establish training centers To build other capacities 	<ul style="list-style-type: none"> To develop regulatory systems and technical standards To develop business plans To address other strategic issues 	<ul style="list-style-type: none"> To explain the necessity of regulatory systems and technical standards To introduce Japanese best practices To give guidance on other specific issues
C/P play a leading role	Improve effect of the ODA Yen Loan Project	Advocate the advantages of Japanese technology
Main purpose is capacity building	Create more opportunities for Japanese enterprises	Identify needs and provide ideas for assistance programs

Input : Large

Input : Small

Overseas Training in Third Countries

Taking advantage of existing and operational lines and training centers, the JICA can arrange overseas training opportunities in third countries for implementing agencies who are implementing or are intending to implement urban railway development and O&M projects. Effective training programs can be arranged involving previously implemented projects in

third countries carried out as JICA Technical Cooperation and ODA Yen Loan Projects. Destinations are chosen according to the training objectives and the characteristics of each urban railway as shown below. Since the JICA provides a wide range of O&M support to many cities and countries, training on various subjects can be offered.

Subject	Destination for Overseas Training
Training and skill development for operational readiness	<ul style="list-style-type: none"> Jakarta MRT Delhi / Bangalore Metro
Establishment of training center	<ul style="list-style-type: none"> Philippine Railways Institute
Fundamental training for project implementation	<ul style="list-style-type: none"> Jakarta MRT Philippine Railways Institute
Operational management	<ul style="list-style-type: none"> Jakarta MRT Delhi / Bangalore Metro
Maintenance management	<ul style="list-style-type: none"> Bangkok Purple Line
Project scheme	<ul style="list-style-type: none"> Bangkok (Department of Rail Transport)
Safety management	<ul style="list-style-type: none"> Philippine Railways Institute Bangkok Purple Line
Organizational development and staff recruitment	<ul style="list-style-type: none"> Jakarta MRT Delhi / Bangalore Metro
Training of train drivers	<ul style="list-style-type: none"> Jakarta MRT Philippine Railways Institute
Development of manuals and regulations	<ul style="list-style-type: none"> Bangkok Purple Line



▲ Jakarta MRT



▲ Philippine Railways Institute

Support for Institutional Development and Formulation of Technical Standards

For countries unable to enforce control in the urban railway sector due to the absence of a regulatory system and technical standards, the JICA can facilitate assistance programs to enhance the results of project implementation and contribute to exporting Japanese railway systems.

Support for the Development of Metrorail Act and By-laws in Dhaka

The JICA provided support for the enactment of the Metrorail Act and other supplementary rules for the Dhaka Transport Coordination Authority, which is the regulatory and supervisory body of urban railways, thereby the government successfully established a regulatory system and technical standards.



◀ Cabinet Deliberation on the Metrorail Act

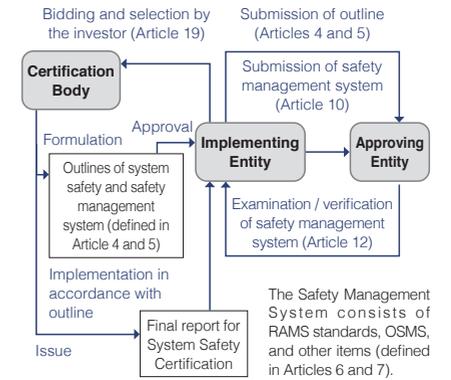
Safety Certification

Due to differences between Japanese and European "Safety Management System" (SMS), a special arrangement may be required to assist in safety certification. In most cases, the recipient country stipulates compliance with the local SMS, which is greatly influenced by the European approach through the law, or through the procuring party's requirements in the tender documents. To be prepared for such cases, the JICA should further accumulate track records and expand resources.

Strengthening Management Ability of O&M Company for the Opening of Urban Railway Line 1 in Ho Chi Minh City

Due to differences between Japanese and European "Safety Management System" (SMS), a special arrangement may be required to assist in safety certification. In most cases, the recipient country stipulates compliance with the local SMS, which is greatly influenced by the European approach through the law, or through the procuring party's requirements in the tender documents. To be prepared for such cases, the JICA should further accumulate track records and expand resources.

Safety Certification System in Vietnam



Training Equipment

The JICA can contribute to human resource development by providing support for the procurement and delivery of training equipment. Support is provided regardless of whether the project involves introducing new training facilities equipment along with new line construction or if the project involves repurposing an existing training center for urban railways. Training equipment includes driving simulators, mock-up stations, signal system diorama, and cut models of bogies and track structures. Also, JICA may offer training software with Digital Transformation/Virtual Reality technologies which have been developed by Japanese railway operators.

ODA Loan, Grant Aid, and Technical Assistance for the Philippine Railways Institute

As part of the Metro Manila Subway Project, a training center building is being constructed and training equipment is being procured for the Philippine Railways Institute through a Japan ODA loan. In addition, Japan provided grant aid for the procurement of dynamic full-sized and desk-based train simulators. Overall, comprehensive support is being provided, including technical assistance to establish the institute and develop training curricula and other training materials.



◀ PRI Training Equipment (Dynamic Simulator)

Overseas Expansion of O&M

■ Importance of Infrastructure Maintenance

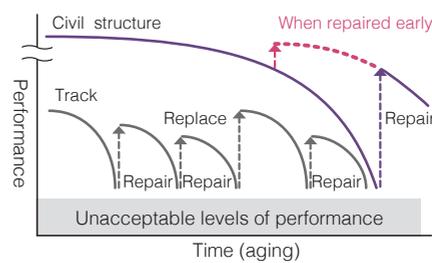
Civil structures

It is difficult to completely rebuild railway civil structures (e.g., tunnels, elevated sections), considering the potential financial and social impacts of service suspension along the section. In addition, there are already existing structures in city centers that may pose challenges in securing construction space. Therefore, in order to ensure the reliable performance and prolong the useful lives of these civil structures at low cost, it is necessary to carry out assessments through regular inspections, timely and appropriate repairs, and necessary reinforcements.

Tracks

Railway tracks directly impact the safety of train operations. These deteriorate faster than other railway infrastructure, so regular repairs are required. To extend the repair cycle at a low cost while maintaining the performance of the tracks, it is necessary to understand the deterioration progress by conducting regular inspections and timely repairs.

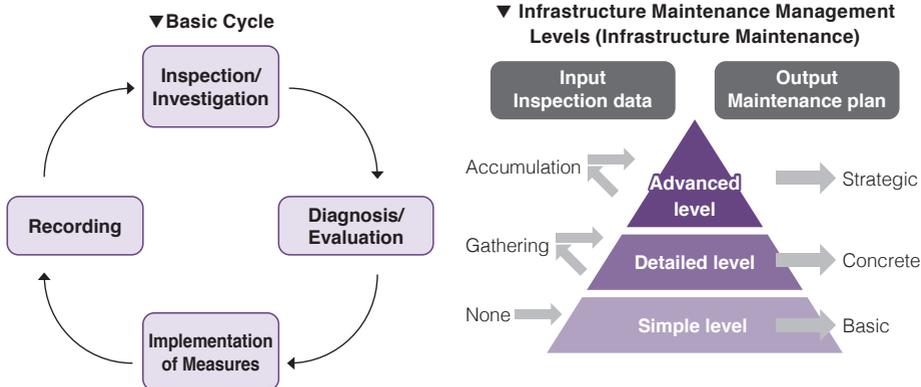
▼ Changes in Performance Over Time (RTRI, 2013)



■ Basic Cycles and Management Levels

For both civil structures and tracks, it is important to initially run a basic maintenance cycle. First, accurate information is gathered through the proper conduct of inspections and investigations. After which, the structure's condition is evaluated; and the corresponding measures (which can include observation of ongoing repairs and reinforcements) can be determined and taken. Lastly, the activity and results are precisely recorded for future reference.

A basic maintenance plan can be formulated at first. Once inspection data and technical knowledge within the organization is acquired over time, a higher level of maintenance management can be reached.



■ Characteristics of Structural Deterioration

Civil structures

- Steel structures: The kinds of damage that impair the performance of these structures can be roughly based on the effects of corrosion, fatigue cracks, loosening of high-strength bolts and rivets, bearing damage, and abnormal external forces during earthquakes and collisions.
- Reinforced concrete structures: Defects on these structures may be due to neutralization (carbonization), salt damage, and alkali-aggregate reaction, which can cause rust or breakage of the reinforcing bars.
- Prestressed concrete bridge: Corrosion may develop in the sheath tube, which is the case of high-strength steel wire used for inducing prestress, leading to steel wire breakage.

Tracks

The most characteristic deterioration is the development of distortion on the rail surface. Aside from the said component's deteriorations that are similar to that of civil structures (i.e., physical, chemical), the condition of ballasts can also decline as a result of compaction and movement of crushed stones due to external forces (e.g., train loads).

In addition to track wear management, track maintenance management should include train tonnage as a basic element. Even if the rails are only slightly worn with no visible damage, it is important to make a replacement plan so that the cumulative tonnage of running trains does not exceed the prescribed value.

■ Necessity of Maintenance System Development

An established maintenance system that is sustained and followed will promote proper and sustained upkeep of assets and processes. Alternately, the absence of such a maintenance system will result in an uncertain outlook for the railway system even if there are no current apparent problems. In a business environment with standards, budgets, personnel, and human resource development are stretched, it is necessary to develop a maintenance system in the future even if at present, there are no events that hinder operations.

In Japan, implementation items are based on prevailing laws, standards, and regulations drawn up by the government, railway operators, and other stakeholders. One such implementation item based on these is maintenance.

▼ Maintenance Laws, Standards, and Regulations in Japan

Entity	Type	Title
State	Ministerial ordinance	Technical Regulatory Standards on Japanese Railways
	Notice	Notification Regarding Regular Inspection of Facilities and Rolling Stock
Railway operator	Regulations	Implementation standards (created by each company)
(Railway Technical Research Institute)	Standards	Maintenance standards for railway structures etc.
Railway operator	Manuals	Inspection method, maintenance work method, and other manuals are formulated according to the situation of each respective company

Overseas Expansion of O&M

Points for Consideration when Diagnosing Defects/Deterioration

Necessity of diagnosis each case

The ages of a city's structures vary vastly, ranging from just a few years old to around 30 years since its construction. However, structural deterioration is not solely dependent on the number of years that have passed. Therefore, it is necessary to determine the soundness of each structure through inspection. In the case of concrete structures, there is a possibility that they have become neutralized and—depending on the location—have suffered deterioration due to salt damage even if there is no superficial damage.

Impact on third parties

In diagnosing the soundness of a structure, it is important to consider the repercussions on third parties. Railways in urban areas often have elevated tracks, so there is a high risk of concrete debris falling on road intersections and other locations under the elevated tracks. It is important to consider possible impacts or hazards on third parties during diagnosis.



▲ Example of Road Intersections

Civil Structures of Urban Railways

Bangkok BTS (Green Line)			
Opening year	Extension	Structure extension	Gauge
1999	67.2 km	Elevated sections: 67.2 km	1435 mm



Jakarta MRTJ			
Opening year	Extension	Structure extension	Gauge
2019	15.7 km	Tunnels: 5.6 km Elevated sections: 10.1 km	1067 mm



Expansion Possibilities

Database use for maintenance management

For infrastructure maintenance, it is important to diagnose based on a variety of specifications (e.g., facility material, construction method, inspection, and repair history), the management of which is a common practice by many Japanese railway operators. In order to slow down deterioration, lengthen the period between needed repairs, and generally prolong the useful life of infrastructure to maintain performance, it is necessary to regularly inspect the degradation and determine its extent, carry out appropriate evaluations, and conduct adequate repairs and reinforcements as needed.

Proven inspection system and repair method

In Japan's railway infrastructure, a unified inspection system has been established through the application of technical standards. Individual railway operators have established a series of maintenance cycles for inspection, appraisal, repair planning, and conducting actual repairs. By applying both the Japanese inspection system and proven repair methods overseas, it is expected that reliable maintenance cycles can be implemented. The initial assumption is that by establishing and implementing basic inspection and repair systems applicable to all lines and organizations, the needed practices and techniques will naturally be developed. This can then be further expanded as the conditions or requirements evolve.

Support for technology establishment

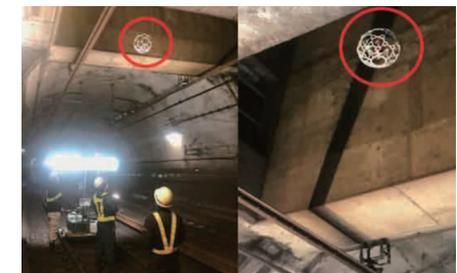
For maintenance management, it is necessary to consider the local climate, environmental conditions, usage conditions as well as the details of the design and construction of a structure. Based on extensive knowledge and experience, engineers involved in infrastructure management also need to develop a deep sense of practical reasoning or imagination. With the international expansion of infrastructure management, transfer of inspection, diagnostic, and also specific technologies are expected. Furthermore, knowledge on management approaches, application of acquired data, and technologies accumulated from on-the-job training need to be strengthened.

Utilization of advanced technology

Basic knowledge and experience are important for infrastructure management, but the development of technologies that support this field continues to evolve. The use of tablet terminals and augmented reality (AR) technology, the inspection of infrastructure with drones, and monitoring of track conditions by ordinary operating trains are just some of the many examples of these advanced technologies. By utilizing these technologies, inspection data can be collected efficiently and will lead to improved capacities to identify problem areas and optimize repair plans.



▲ Use of AR technology



▲ Using Drones for Inspection

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