

**LegCo Panel on Transport**  
**Subcommittee on Matters Relating to Railway**

**Improvement measures for East Tsim Sha Tsui Station**

**Purpose**

This paper informs Members of the improvement measures for East Tsim Sha Tsui Station (ETS) after taking into the account the views and suggestions made by Members during the visit on 15 October 2004 and passenger feedback after the public trial ride on 17 October 2004.

**Improvement measures**

**Signage and display of works of art**

2. After Members' visit and the public trial ride, the Kowloon-Canton Railway Corporation (KCRC) has added more than 300 signs inside the station to provide better direction and more information about ETS service and facilities. The additional signs include:

*Concourse and subway areas*

- large red, yellow and green colour zoning stickers inside the subways to enable passengers to easily determine which zone they are in;
- colour dividers on the subway floors to guide pedestrian movements;
- stickers on the back of hanging signs showing the exit numbers, street names, nearby buildings and landmarks;
- East Rail route maps, local area maps and subway maps with colour zoning inside the concourse and at major subway entrances/conjunctions;
- greetings in French, Japanese, Spanish and Korean on the KCRC welcome signs;
- symbols and arrows showing locations of toilets;
- stickers and arrows showing the MTR Tsim Sha Tsui Station and the location of the bus stop of free feeder bus route K16;
- posters introducing the \$1.5 KCR/MTR interchange discount, and the \$1 interchange discount with green minibus routes 77M and 78; and
- large ETS fare tables placed above ticket vending machines and additional East Rail fare tables in the concourse.

### *Platforms*

- stickers showing locations of exits; and
  - stickers on the platform screen doors showing the number of the train compartment stopping at that door.
3. With these additional signs in place, there are now directional signs on the station walls every 25 metres instead of every 40 metres. KCRC will review the signage again in three months' time.
4. To familiarise members of the public with the station during the initial stage of operations, KCRC has employed 80 service ambassadors and deployed additional staff to help passengers. Ten information stands were also set up inside the station and the subways for the first two weeks upon the opening of ETS.
5. KCRC is always looking for opportunities to improve the environment of its stations and will consider displaying works of art for public appreciation with a target to put up the first one in time for the Christmas season.

### Emergency handling

6. KCRC has established procedures for effective crowd management and efficient passenger evacuation to deal with a variety of emergency situations. All frontline staff are required to attend classroom training on handling of emergencies. They are also required to attend emergency drills and exercises.
7. The design of ETS complies with relevant statutory requirements to safeguard passengers' safety in emergency situations. The platform is 15 metres wide. With the provision of seven escalators, five staircases and two lifts linking the platform and concourse, there is sufficient capacity to accommodate passengers exiting a fully loaded train and simultaneous passenger inflow from the concourse to fill an empty train. The station has 11 exits/entrances, which enable efficient evacuation of passengers within a short period of time in the case of emergencies.
8. As with all East Rail and West Rail stations, ETS is fitted with fire alarms and fire fighting systems. Being an underground station, ETS also has a smoke extraction system and an emergency walkway along the tunnel to Hung Hom Station. In addition, ETS and subway areas are equipped with emergency flashing lights and adjustable directional signs to facilitate evacuation or crowd control.

9. KCRC conducts fire and evacuation drills regularly. Joint exercises are also conducted with relevant Government departments to test coordination among emergency personnel and agencies. More than 100 drills, including three joint exercises with Government departments, were conducted at ETS before its commissioning.

10. Safety is KCRC's paramount concern and the Corporation will continue to organise joint exercises with relevant Government departments and review regularly its procedures and facilities for handling emergencies.

Kowloon-Canton Railway Corporation  
November 2004