

**Legislative Council Panel on Transport
Subcommittee on Matters Relating to Railways**

Progress Update on Enhancement of MTR Station Facilities

Purpose

This paper briefs the Subcommittee on the progress update on the enhancement of MTR station facilities.

The “Listening • Responding” Programme

2. The MTR Corporation Limited (“MTRCL”) is committed to providing safe, reliable and efficient railway service to its passengers. Currently, the MTR network carries more than 5.4 million passenger trips on average each weekday (i.e. Monday to Friday, except public holidays).

3. MTRCL launched the “Listening • Responding” Programme in 2012, which includes a series of measures aiming to enhance its train service, station facilities and provision of information to passengers, with a view to directly addressing passengers’ expectation on MTR services. Under this Programme, station facilities have continuously been enhanced for the past three years. When passengers travel around the MTR network, they will see additional lifts and wide gates installed in some stations, as well as more seats at the platforms. These station enhancement measures benefit different kinds of passengers and bring comfort and convenience to them.

4. Since the launch of the “Listening • Responding” Programme, feedbacks from passengers are positive. Surveys conducted by MTRCL show that 90% of the interviewed passengers agree with the continuous investment by the Corporation in railway development and enhancement of existing railway service and facilities. MTRCL will continue to put more resources in enhancing station facilities, with a view to providing more convenient and comfortable services to passengers. Currently, MTRCL invests more than \$6 billion annually in maintaining and renewing its railway assets, including station facilities.

5. The initiatives related to enhancement of station facilities under

the “Listening • Responding” Programme from 2012 to 2015 are set out in Annex I. The latest progress of some major initiatives is highlighted in the following paragraphs.

Station lifts

6. At present, all MTR stations are equipped with at least one barrier-free access to facilitate the physically challenged persons to enter or leave stations. These accesses are equipped with passenger lifts, wheelchair aids, stair lifts or ramps. MTRCL aims, as far as practicable, to provide one lift which connects the street level with station concourse in every station. Nevertheless, if stations have at-grade concourse, or equipped with ramps for wheelchair access, or passengers can get access to the MTR stations through the lifts of nearby shopping malls or stations, installation of lifts is not necessary.

7. Since the launch of the “Listening • Responding” Programme, 7 new lifts which connect station concourse with the street level have commenced service. They are provided in Lai Chi Kok, Cheung Sha Wan, Sham Shui Po, Prince Edward, Jordan, Sheung Wan and Shek Kip Mei stations for passengers’ use. Amongst them, the new lifts in Lai Chi Kok and Prince Edward stations have commenced service since February and May this year respectively, with the former being the second lift connecting station concourse with the street level in Lai Chi Kok Station. Currently, for the 87 MTR stations, 46 are equipped with lifts, whilst installation of lifts is not necessary for the other 34 stations due to reasons mentioned in paragraph 6 above, representing 90% of all MTR stations in total.

8. MTRCL is now actively engaging in the study, planning or implementation of lift installation works at the remaining 7 stations which are not equipped with lifts connecting station concourse with the street level. Besides, MTRCL is now installing one additional lift in each of Tsim Sha Tsui and Lai King stations. The latest progress of the above works is set out in Annex II.

Lift replacement

9. MTRCL is replacing 24 hydraulic lifts in various stations with new traction lifts by phase to facilitate more comfortable and fast movement to and from stations, and between station concourse and

platforms. The replacement of 8 of these lifts has been completed and reopened for service. The remaining works are expected to be completed in the coming 3 years.

Toilets for passengers

10. MTRCL has committed to provide toilets for passengers in 10 interchange stations (including Mong Kok, Prince Edward, Admiralty, Tsim Sha Tsui, Yau Ma Tei, Lai King, Central, North Point, Yau Tong and Tiu Keng Leng stations) which have not been equipped with such facilities to bring convenience to passengers. Amongst them, the new toilets in Mong Kok and Prince Edward stations have been opened for use since January 2015. The toilet installation works in the remaining 8 stations are targeted for completion by 2020. Besides, the refurbishment of toilets in stations along the Ma On Shan Line is now in progress as planned with target completion within 2015.

11. In addition, when designing and planning new railway lines, MTRCL will provide toilets for passengers in or near the new stations. For the three new stations along the Island Line extension to Western District (including Sai Ying Pun, HKU and Kennedy Town stations), toilets are installed in the stations. Similar arrangement will be applied to new stations along the other three local new railway lines (including the Shatin-to-Central Link, Kwun Tong Line Extension and South Island Line (East)). Detailed design will be subject to the geographical conditions, the nearby community's views on the ground-level location of toilets and ventilation shafts, as well as relevant statutory requirements.

Station enhancement projects

12. MTRCL is carrying out the station enhancement project at Fo Tan Station, including the construction of a deck to cover the space between the two independent concourses and convert it to part of the station, so as to connect the two separate paid areas. Upon completion, passengers can access the station through various entrances/exits and make use of the station facilities (including escalators, lifts and toilets) more conveniently. There is good progress for the works and they are targeted for completion within 2015.

13. Besides, the station enhancement projects at Kowloon Tong and Mong Kok stations have commenced this year. Major items under the

projects include the installation of new lifts in Kowloon Tong Station and new escalators in Mong Kok Station to strengthen connectivity between station concourses and platforms with a view to enhancing passenger flow. It is expected that the works can be completed in three years.

Improve information services

14. At present, free Wi-Fi hotspots service is provided in all MTR stations¹ so that passengers can access to the internet for free in the MTR network. Besides, to strengthen communication with passengers, a new LCD passenger information display system has been installed in station platforms along the Tung Chung Line and Airport Express, and the installation works will gradually be extended to stations along the Island Line, Kwun Tong Line and Tsuen Wan Line so as to provide real-time information on train operations and other matters to passengers in a timely and flexible manner.

Way forward

15. MTRCL will continue to invest more resources in enhancing its station facilities to provide passengers with more convenient and comfortable services. MTRCL will also collect feedbacks from passengers on these station facilities through different means (including surveys conducted in stations and online feedback forms), with a view to striving for further improvement.

MTR Corporation Limited
June 2015

¹ Excluding Light Rail stops.

**Summary of enhancement of station facilities under
the “Listening • Responding” Programme from 2012 to 2015**

1) Making MTR travel more comfortable

New customer service centres	The refurbishment of customer service centres of 15 busy stations has been completed. The newly designed centres are equipped with low counters for wheelchair users and they are also brighter.
Toilets for passengers	Toilets for passengers will be provided in 10 interchange stations. New toilets in Mong Kok and Prince Edward stations have commenced service since January 2015. Installation works for Admiralty, Central, Lai King, North Point, Yau Ma Tei, Tsim Sha Tsui, Yau Tong and Tiu Keng Leng stations will be completed by 2020. The refurbishment of toilets in stations along the Ma On Shan Line is now in progress as planned with target completion within 2015.
Station refurbishment/ enhancement	The station enhancement projects at Kwun Tong, Sheung Shui and Fanling stations were completed in 2014. Works in Fo Tan Station are making smooth progress while those for Mong Kok and Kowloon Tong stations will commence by the end of 2015.

2) Catering to the needs of elderly and physically challenged persons

Lifts connecting the street level with station concourses	After the opening of new lifts in Lai Chi Kok and Prince Edward stations in 2015, 46 of the 87 MTR stations are equipped with lifts, whilst installation of lifts is not necessary for the other 34 stations due to reasons mentioned in paragraph 6 of the paper, representing 90% of all MTR stations in total.
Wide gates	54 additional wide gates were installed in 30 stations in 2013, and 30 additional wide gates will be installed by the end of 2015 for easier access by wheelchair users.
Seats	A total of 326 seats were added at platforms and long adits of stations in 2014.

3) Enhancing information services

Free Wi-Fi hotspots	15-minute Wi-Fi hotspots service is available for free in all MTR stations.
LCD passenger information display system	A new LCD passenger information display system has been installed in station platforms along the Tung Chung Line and Airport Express, and the installation works will gradually be extended to stations along the Island Line, Kwun Tong Line and Tsuen Wan Line.
Enhanced signage	Giant way-finding signboards have been installed in 15 stations to facilitate passengers to find their way to their destinations more easily.

Latest progress of lift installation by MTRCL

(1) 7 stations not yet installed with lifts connecting station concourse with the street level:

Station	Progress (anticipated completion date)
Yau Ma Tei	Construction works in progress (first half of 2016)
Shau Kei Wan	Construction works in progress (first half of 2016)
Sai Wan Ho	Construction works in progress (first half of 2016)
Fortress Hill	MTRCL plans to extend the two existing lifts adjacent to entrance/exit A of Fortress Hill Station connecting street level with mid-level downwards to the underground concourse of Fortress Hill Station. It is estimated that the works will commence in mid-2016 for completion in the second half of 2019.
Admiralty	Installation works to be carried out alongside the construction works of the South Island Line (East).
Diamond Hill	Installation works to be carried out alongside the construction works of the Shatin-to-Central Link.
Tin Hau	MTRCL has studied many different options. Due to geographical, land ownership and technical constraints, a suitable location for the lift has not been identified so far. MTRCL is striving to work out a feasible option.

(2) Additional lifts being installed in 2 stations:

Station	Progress (anticipated completion date)
Tsim Sha Tsui	Construction works in progress (first half of 2016)
Lai King	Construction works in progress (first half of 2016)