

**立法會**  
**Legislative Council**

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**Panel on Transport**

**Subcommittee on Matters Relating to Railways**  
**Meeting on 3 July 2015**

**Background brief on MTR station facilities**

**Purpose**

This paper provides background information on MTR station facilities. It also summarizes the major views and concerns expressed by the Legislative Council Members during previous discussions on the subject.

**Background**

Station facilities in early years

2. According to the Administration, most of the railway stations along the urban lines, being built in the 70s and 80s of the last century, were designed to cater for the primary function of addressing the travel need of passengers. For instance, due to shorter travelling distances of usually around 30 minutes at the time and given that toilet facilities were usually available in most commercial buildings and shopping malls in urban areas, public toilets were therefore not included in the station design of that era.

Enhancement of existing station facilities

3. To enhance its service through a process of engagement with the community, the MTR Corporation Limited ("MTRCL") launched the \$1 billion "Listening · Responding" programme in March 2012. The programme responded directly to customer requests in areas that they would like MTRCL to do more. A series of service enhancement

measures, including upgrade of station facilities, were implemented or planned to be implemented. MTRCL has provided a number of additional facilities inside stations, including wide gates, benches, public toilets and lifts, for greater convenience and comfort of passengers.

4. The installation of the wide gates and benches provides further convenience to passengers, especially the elderly, wheelchair users and passengers with luggage or prams. Currently, there is at least one wide gate in every MTR station. Under the "Listening · Responding" programme, MTRCL has completed adding 54 wide gates at different stations and providing 326 benches at station platforms and along passageways that are relatively long.

5. Besides, MTRCL, through public participation, has successfully incorporated local culture into the design of station facilities. For example, "community art galleries", which allow the display of paintings and drawings by students from schools or artists from non-profit making groups, can be found in a number of stations throughout the railway network. In future, local communities will be involved in the station art programmes as far as possible to enhance the connection between the stations and the communities, as well as incorporate local culture and characteristics into the stations.

#### Station facilities of the new railway lines

6. To meet the needs and changes of the society, including changes in the age structure of the Hong Kong population, increase in the number of long distance rail passengers, needs of persons with disabilities and passenger aspirations, MTRCL pledged in 2012 to introduce new facilities and designs to the stations of the five new railway lines, namely the West Island Line, Hong Kong section of Guangzhou-Shenzhen-Hong Kong Express Rail Link, South Island Line (East), Kwun Tong Line Extension and Shatin to Central Link.

7. While effective accesses and facilities will be maintained in new stations to allow large numbers of passengers to travel between the street, concourse and platform levels speedily and efficiently, station accessibility facilities, such as passenger lifts, will also be strengthened to facilitate the use of the railway service by passengers with different needs. Equipment in new stations like the ticket machines will be re-designed for easier operation and cater for the needs of different passengers. Other station facilities of new railway projects include provision of at least one barrier-free access; tactile guide paths and tactile station layout maps with audible device; public toilets; and platform screen doors or automatic platform gates.

## **Major concerns over MTR station facilities**

8. Members have discussed MTR station facilities in the Fourth and Fifth Legislative Councils. Their major views and concerns are summarized in the ensuing paragraphs.

### Public toilets

9. Members at the Subcommittee on Matters Relating to Railways ("the Subcommittee") meetings and the Council meetings urged MTRCL to expedite the installation of public toilets at major interchange MTR stations. They further suggested that public toilets should be made available at all stations in the near future. The Administration indicated in mid-2014 that 41 stations out of 83 stations operating daily are equipped with public toilets. As for the ten interchange stations not yet equipped with public toilets, MTRCL will retrofit them with public toilets during major refurbishment projects. MTRCL indicates that three busy interchange stations at Mong Kok, Prince Edward and Admiralty will be retrofitted with public toilets by end 2015. As for the remaining seven interchange stations, including Tsim Sha Tsui Station, Yau Ma Tei Station, Lai King Station, Central Station, North Point Station, Yau Tong Station and Tiu Keng Leng Station, public toilets will be provided by end 2020.

### Barrier-free facilities

10. Members expressed concern about barrier-free facilities at MTR stations at the Subcommittee meetings as well as the Council meetings. They enquired whether the Administration had required MTRCL to provide specified barrier-free facilities at various stations and how it monitored the provision of barrier-free facilities at MTR stations. Also, Members questioned if MTRCL held regular meetings with representatives from groups for persons with disabilities to listen to their views on the barrier-free facilities at the stations. In response, the Administration explained that there was at least one barrier-free access in every MTR station to facilitate the mobility impaired to enter and exit. These accesses were equipped with passenger lifts, wheelchair aids, stair lifts or ramps. MTRCL strived to, as far as practically feasible, install at each station one lift connecting the concourse and street-level. In addition, MTRCL conducted half-yearly communication meetings with disabled groups for many years to thoroughly understand their needs for station facilities and services.

### Lifts and escalators

11. At the Subcommittee meetings and the Council meetings,

Members expressed concern about the current situation of installation of lifts connecting the station concourse and the street level at MTR stations. They urged MTRCL to review and increase the number of lifts and escalators at MTR stations. MTRCL explained that the Corporation would collaborate with stakeholders to study the possibility to install additional lifts or escalators at some MTR stations.

12. According to the Administration as at mid-2014, 75 stations out of 83 stations operating daily already have proper arrangements, as the station concourse and at-grade level are either connected by lifts or that the station concourse is at-grade where lifts are not necessary. For the remaining eight stations not yet provided with lifts connecting the station concourse with at-grade level, lift retrofitting works have started at five of them for expected completion by batches within 2015 and 2016 for public use. The remaining three stations are at Diamond Hill, Fortress Hill and Tin Hau. Lifts at Diamond Hill Station will be built in tandem with the works of the Shatin to Central Link. For Fortress Hill Station, MTRCL plans to modify two existing at-grade Government-owned lifts (connecting the street level with the top of the hill) to extend them downward to the underground station concourse. MTRCL is looking for a feasible option for retrofitting lift at Tin Hau Station.

#### Wi-Fi service

13. Most Subcommittee members welcomed the provision of free Wi-Fi service at all MTR stations. Nevertheless, they opined that it would be better to extend the free Wi-Fi service up to 30 minutes. MTRCL explained that passengers would be able to enjoy the free Wi-Fi service at all MTR stations for 15 minutes each time and they might renew such service for each eligible device five times per day. MTRCL would also review the usage of the free Wi-Fi spots at all MTR stations.

#### Breast-feeding rooms

14. Some members at the Subcommittee meetings suggested that breast-feeding rooms should be provided at stations, in particular for the new railway lines, to facilitate passengers in need. MTRCL advised that they would give thought to the suggestion of providing breast-feeding rooms. Also, they would provide further assistance subject to individual's needs.

#### **Latest development**

15. The Administration and MTRCL plan to brief members on the

progress of enhancement of MTR station facilities at the Subcommittee meeting to be held on 3 July 2015.

**Relevant papers**

16. A list of relevant papers is at **Appendix**.

Council Business Division 4  
Legislative Council Secretariat  
26 June 2015

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

**List of relevant papers on MTR station facilities**

Date of meeting	Committee	Minutes/Paper	LC Paper No.
19.1.2011	Council meeting	Hon WONG Sing-chi raised a question on MTR facilities and services	<a href="http://www.info.gov.hk/gia/general/201101/19/P201101190133.htm">http://www.info.gov.hk/gia/general/201101/19/P201101190133.htm</a>
21.1.2011	Subcommittee on Matters Relating to Railways	The MTR Corporation Limited's paper on facilities and design of MTR train compartments	CB(1)1072/10-11(07) <a href="http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/papers/tp_rdp0121cb1-1072-7-e.pdf">http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/papers/tp_rdp0121cb1-1072-7-e.pdf</a>
		Minutes of meeting	CB(1)1916/10-11 <a href="http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/minutes/rdp20110121.pdf">http://www.legco.gov.hk/yr10-11/english/panels/tp/tp_rdp/minutes/rdp20110121.pdf</a>
13.1.2012	Subcommittee on Matters Relating to Railways	The MTR Corporation Limited's paper on design of next generation of railway stations and update on retrofitting platform screen doors	CB(1)785/11-12(03) <a href="http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/papers/tp_rdp0113cb1-785-3-e.pdf">http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/papers/tp_rdp0113cb1-785-3-e.pdf</a>
		Minutes of meeting	CB(1)2461/11-12 <a href="http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/minutes/rdp20120113.pdf">http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/minutes/rdp20120113.pdf</a>
4.1.2013	Subcommittee on Matters Relating to Railways	The MTR Corporation Limited's paper on railway system for South Island Line (East)	CB(1)363/12-13(03) <a href="http://www.legco.gov.hk/yr12-13/english/panels/tp/tp_rdp/papers/tp_rdp0104cb1-363-3-e.pdf">http://www.legco.gov.hk/yr12-13/english/panels/tp/tp_rdp/papers/tp_rdp0104cb1-363-3-e.pdf</a>

Date of meeting	Committee	Minutes/Paper	LC Paper No.
		Minutes of meeting	CB(1)522/12-13  <a href="http://www.legco.gov.hk/yr12-13/english/panels/tp/tp_rdp/minutes/rdp20130104.pdf">http://www.legco.gov.hk/yr12-13/english/panels/tp/tp_rdp/minutes/rdp20130104.pdf</a>
5.7.2013	Subcommittee on Matters Relating to Railways	The MTR Corporation Limited's paper on its service performance	CB(1)1421/12-13(01)  <a href="http://www.legco.gov.hk/yr12-13/english/panels/tp/tp_rdp/papers/tp_rdp0705cb1-1421-1-e.pdf">http://www.legco.gov.hk/yr12-13/english/panels/tp/tp_rdp/papers/tp_rdp0705cb1-1421-1-e.pdf</a>
		Minutes of meeting	CB(1)534/13-14  <a href="http://www.legco.gov.hk/yr12-13/english/panels/tp/tp_rdp/minutes/rdp20130705.pdf">http://www.legco.gov.hk/yr12-13/english/panels/tp/tp_rdp/minutes/rdp20130705.pdf</a>
11.6.2014	Council meeting	Dr Hon CHIANG Lai-wan raised a question on MTR station facilities	<a href="http://www.info.gov.hk/gia/general/201406/11/P201406110360.htm">http://www.info.gov.hk/gia/general/201406/11/P201406110360.htm</a>
2.7.2014	Council meeting	Hon TANG Ka-piu raised a question facilities and services provided at MTR stations for persons with disabilities	<a href="http://www.info.gov.hk/gia/general/201407/02/P201407021155.htm">http://www.info.gov.hk/gia/general/201407/02/P201407021155.htm</a>