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**Panel on Transport**

**Subcommittee on Matters Relating to Railways**  
**Meeting on 14 June 2019**

**Updated background brief on MTR facilities**

**Purpose**

This paper provides updated background information on MTR facilities. It also summarizes the major views and concerns expressed by members of the Subcommittee on Matters Relating to Railways ("the Subcommittee") during previous discussions on the subject.

**Background**

Enhancement of station facilities

2. To enhance passenger safety, the MTR Corporation Limited ("MTRCL") introduced the platform screen doors ("PSDs") retrofitting programme years ago. The retrofitting works at 30 underground stations on the Kwun Tong Line, Tsuen Wan Line and Island Line were completed in 2006. PSDs or automatic platform gates ("APGs") were also included as standard station facilities for new railway lines started operating since 1998. Due to the technical difficulties and challenges in retrofitting APGs along East Rail Line ("ERL"), i.e. safety risk associated with wide platform gaps, as well as limitations of platform structures, existing signalling system and trains, MTRCL decided to carry out the APG retrofitting works

in tandem with the Shatin to Central Link ("SCL") project.<sup>1</sup> According to MTRCL, the retrofitting works of APGs in the stations of Ma On Shan Line were completed in December 2017.<sup>2</sup>

3. MTRCL has also introduced some enhanced facilities/services inside stations, including toilets for passengers in 10 interchange stations,<sup>3</sup> new passenger lifts, refurbished escalators, breastfeeding facilities, additional wide gates and Wi-Fi hotspots service, for greater convenience and comfort of passengers. A massive programme to replace 160 sets of chillers, which are used to adjust station temperature, at 37 stations and four depots would also be implemented in phases in six winters from 2017 to 2023.

#### Enhancement of information services

4. MTRCL has installed new LCD passenger information display system on station platforms to further strengthen communication by providing more timely information to passengers. Since late February 2017, MTRCL has provided a free mobile device charging service at 13 MTR stations<sup>4</sup> to provide greater convenience to passengers on their journey.

5. According to MTRCL, it has continuously improved the MTR Mobile App by offering new functions including "In-station Finder", "Fast Exit" and "Chatbot". In addition, from December 2017, passengers can use mobile payments (Alipay or WeChat Pay) to purchase single journey tickets from designated ticket issuing machines at Lo Wu and Lok Ma Chau stations.

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<sup>1</sup> According to MTRCL, based on the latest works progress as at end December 2018, the target commissioning date of Tai Wai to Hung Hom Section of SCL would need to be further reviewed due to the series of Hung Hom Station incidents and associated investigation works; the target commissioning date of Hung Hom to Admiralty Section of SCL remains to be 2021.

<sup>2</sup> Annex 2 to LC Paper No. CB(4)538/17-18(07)

<sup>3</sup> These are Mong Kok, Prince Edward, Admiralty, Tsim Sha Tsui, Yau Ma Tei, Lai King, Central, North Point, Yau Tong and Tiu Keng Leng stations.

<sup>4</sup> These are Central, Admiralty, Wan Chai, Causeway Bay, Quarry Bay, Tai Koo, Hong Kong, Kowloon Tong, Kowloon Bay, Tsuen Wan, Kwai Fong, Sham Shui Po and Mong Kok stations.

## **Major views and concerns of Members**

6. Members of the Subcommittee were previously briefed on the on-going enhancement of MTR facilities at its meetings. Members also raised Council questions on relevant matters. Their major views and concerns are summarized in the ensuing paragraphs.

### Barrier-free access facilities

7. Members urged MTRCL to review and increase the number of lifts and escalators as well as continuously improve the barrier-free facilities at MTR stations. According to the information provided by MTRCL,<sup>5</sup> at present, there was at least one barrier-free access to facilitate physically-challenged persons to enter or leave stations. As far as practicable, MTRCL aimed to provide one passenger lift connecting the street level with station concourse in every station. Amongst the 93 MTR stations, 56 stations were installed with passenger lifts, whilst installation of lifts was not necessary for the other 34 stations because they were either at-grade, equipped with ramps for wheelchair access, or passengers could get access to the MTR stations through nearby facilities (e.g. shopping malls). MTRCL has also been actively planning and implementing lift installation works at the remaining three stations (i.e. Diamond Hill, Fortress Hill and Tin Hau stations). Insofar as Tin Hau Station was concerned, the installations of a vertical platform lift at Entrance/Exit B and three new escalators at Entrance/Exit A were in progress and targeted for completion by 2021.

8. Members were concerned that there was only one external lift connecting the station concourse of Admiralty Station with street-level and the podium of Harcourt Garden. They considered that this was definitely inadequate for facilitating access by people with disabilities. They further pointed out that the train floors did not align with the level of the platforms of South Island Line (East) at Admiralty Station, causing difficulties for wheelchair users to board and alight trains. They urged MTRCL to enhance barrier-free facilities at Admiralty Station. In response, MTRCL advised that due to geographical constraint, only one external lift could be retrofitted at Admiralty Station. Paying due regard to passengers with special needs, MTRCL had encouraged passengers to let the needy to use the lift first and would make enhancements to barrier-free access facilities based on views collected. Upon commissioning of SCL, more barrier-free access facilities would be available at Admiralty Station and the current

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<sup>5</sup> LC Paper No. CB(4)538/17-18(03)

situation would be improved.

9. A member urged MTRCL to further improve station facilities for visually impaired passengers. According to MTRCL, the Corporation had been conducting half-yearly communication meetings with disabled groups for many years to thoroughly understand their needs for station facilities and services. MTRCL undertook to take into account member's suggestions in its subsequent liaison with the relevant groups on the provision of facilities for visually impaired passengers.

#### Retrofitting of platform screen doors/automatic platform gates

10. Subcommittee members in general expressed strong dissatisfaction with the long lead time to retrofit APGs along ERL. In this connection, members urged MTRCL to introduce additional safety measures until completion of the retrofitting project in tandem with the commissioning of SCL to prevent passengers from falling onto the rail track, and employ additional platform assistants to maintain platform order at ERL stations.

11. In reply, MTRCL advised that it had been making public announcements and conducting publicity at stations to call on passengers to stand clear of the platform edges out of safety concern. For cases of passengers entering the track area, the Operations Control Centre had a set of established procedures and guidelines to handle such cases, with due emphasis on protection of passenger safety as a priority consideration. Train service would be adjusted and staff would be deployed to help the passenger concerned to return to the safe area on the platform as soon as possible.

12. As regards retrofitting of APGs along ERL, MTRCL advised that before the commencement of the retrofitting works, platforms had to be strengthened in advance and equipment rooms and facilities for the relevant signalling system have to be constructed. The platform strengthening works and construction of equipment rooms for the signalling system along the ERL had been substantially completed. Separately, the existing 12-car trains on the ERL would be replaced with 9-car trains in future. The locations of the doors of the existing trains and the new trains would be different. In order to align the APGs along ERL with the train doors, the APG retrofitting works would commence only after the ERL was entirely operated by new trains. In view of the public concerns about the adoption of new trains and the carrying capacity, the MTRCL was considering replacing the ERL trains gradually after the Tai Wai to Hung Hom Section of SCL was commissioned and the diversion of passengers was achieved.

### Public toilets

13. Members 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. According to MTRCL, new toilets were planned to be provided in 10 interchange stations alongside major station enhancement works. New toilets in Mong Kok, Prince Edward and Admiralty stations were opened for use in 2015 and 2016 respectively. The installation of new toilets at Tiu Keng Leng and Yau Tong stations commenced in 2017 and is expected to be completed in the first half of 2019. Relevant works at Lai King and Central stations are expected to be ready for service in the second half of 2019. As for the remaining three interchange stations (i.e. Tsim Sha Tsui, Yau Ma Tei and North Point stations), MTRCL would strive to complete the toilet installation works by 2020.

### Breastfeeding facilities

14. Some Subcommittee members suggested that breastfeeding rooms should be provided at stations, in particular for the new railway lines, to facilitate passengers in need. MTRCL advised that it would include baby care rooms at new stations when designing and planning for future new railway lines. Both public toilets and baby care rooms would be provided at seven interchange stations<sup>6</sup> alongside with their respective major renovation works.

15. With the support from its staff, MTRCL has set aside some space for breastfeeding purpose at the staff rest rooms located in 20 interchange stations<sup>7</sup> since December 2017. A member was dissatisfied with this arrangement and opined that MTRCL should vacate some MTR shops for breastfeeding purpose. MTRCL advised that as the provision of baby care rooms and other facilities in existing stations would involve substantial alteration works, it would take time for design and implementation. Setting aside some space at staff rest rooms for breastfeeding purpose was an interim measure to provide convenience earlier to passengers in need.

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<sup>6</sup> These are Tsim Sha Tsui, Yau Ma Tei, Lai King, Central, North Point, Yau Tong and Tiu Keng Leng stations.

<sup>7</sup> These are Kowloon Tong, Tsim Sha Tsui, Yau Ma Tei, Mong Kok, Prince Edward, Mei Foo, Lai King, Central, Admiralty, Quarry Bay, North Point, Yau Tong, Tiu Keng Leng, Hong Kong, Kowloon, Sunny Bay, Nam Cheong, Tsing Yi, Hung Hom and Tai Wai stations.

### Wi-Fi service

16. Subcommittee members welcomed the provision of free Wi-Fi hotspots service at all MTR stations since 7 July 2013. Nevertheless, they suggested extending the free Wi-Fi hotspots service up to 30 minutes. MTRCL explained that passengers would be able to enjoy the free Wi-Fi hotspots 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 review the usage of the free Wi-Fi hotspots at all MTR stations.

17. Some Subcommittee members were also concerned about the progress of the study conducted on the provision of free Wi-Fi service in all MTR trains. MTRCL responded that given the large volume of passengers of MTR, it was technically challenging to cope with the high loading demand if free Wi-Fi service was extended to all MTR trains. Further feasibility study in this regard would be carried out.

### Water drinking facility

18. There were some suggestions of installing water drinking facility within MTR stations. MTRCL responded that they would consider members' suggestion. That said, MTRCL advised that the suggestion needed careful consideration taking into account the huge patronage and passenger flow at MTR stations. Any water spillage might lead to slippery floors and therefore pose safety risks to passengers.

### Bicycle parking spaces

19. Responding to a member's enquiry regarding the provision of bicycle parking spaces next to MTR stations, MTRCL advised that such spaces were currently available in the vicinity of some MTR stations. When planning for the provision of bicycle parking spaces near MTR stations, it had to take into account a number of factors, including space and environment constraints and support from the Government.

### **Latest development**

20. The Administration and MTRCL plan to brief members on the latest progress of enhancement of MTR facilities at the Subcommittee meeting to be held on 14 June 2019.

**Relevant papers**

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

Council Business Division 4  
Legislative Council Secretariat  
10 June 2019

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

**List of relevant papers on MTR 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>

Date of meeting	Committee	Minutes/Paper	LC Paper No.
2.3.2012	Subcommittee on Matters Relating to Railways	The MTR Corporation Limited's supplementary information on retrofitting automatic platform gates along the East Rail Line and Ma On Shan Line	CB(1)1154/11-12(05) <a href="http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/papers/tp_rdp0302cb1-1154-5-e.pdf">http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/papers/tp_rdp0302cb1-1154-5-e.pdf</a>
		Minutes of meeting	CB(1)1772/11-12 <a href="http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/minutes/rdp20120302.pdf">http://www.legco.gov.hk/yr11-12/english/panels/tp/tp_rdp/minutes/rdp20120302.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>
		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>
9.1.2013	Council meeting	Dr Hon KWOK Ka-ki raised a question on the footbridge connecting Tsuen Wan and Tsuen Wan West MTR stations	<a href="http://www.info.gov.hk/gia/general/201301/09/P201301080429.htm">http://www.info.gov.hk/gia/general/201301/09/P201301080429.htm</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>

Date of meeting	Committee	Minutes/Paper	LC Paper No.
		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 on 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>
3.7.2015	Subcommittee on Matters Relating to Railways	The MTR Corporation Limited's paper on the progress update on enhancement of MTR station facilities	CB(4)1228/14-15(03)  <a href="http://www.legco.gov.hk/yr14-15/english/panels/tp/tp_rdp/papers/tp_rdp20150703cb4-1228-3-e.pdf">http://www.legco.gov.hk/yr14-15/english/panels/tp/tp_rdp/papers/tp_rdp20150703cb4-1228-3-e.pdf</a>
		Minutes of meeting	CB(4)1491/14-15  <a href="http://www.legco.gov.hk/yr14-15/english/panels/tp/tp_rdp/minutes/rdp20150703.pdf">http://www.legco.gov.hk/yr14-15/english/panels/tp/tp_rdp/minutes/rdp20150703.pdf</a>
22.2.2016	Subcommittee on Matters Relating to Railways	Administration's paper on the progress update of the construction of the Shatin to Central Link (as at 31 December 2015)	CB(4)610/15-16(05)  <a href="http://www.legco.gov.hk/yr15-16/english/panels/tp/tp_rdp/papers/tp_rdp20160222cb4-610-5-e.pdf">http://www.legco.gov.hk/yr15-16/english/panels/tp/tp_rdp/papers/tp_rdp20160222cb4-610-5-e.pdf</a>

Date of meeting	Committee	Minutes/Paper	LC Paper No.
		Administration's supplementary information paper on the additional toilet facilities provided at the new concourses at the stations along the Shatin to Central Link and the original and latest estimates of the construction costs of the various on-going railway projects (Follow-up paper)	CB(4)960/15-16(01) <a href="http://www.legco.gov.hk/yr15-16/english/panels/tp/tp_rdp/papers/tp_rdp20160222cb4-960-1-e.pdf">http://www.legco.gov.hk/yr15-16/english/panels/tp/tp_rdp/papers/tp_rdp20160222cb4-960-1-e.pdf</a>
		Minutes of meeting	CB(4)983/15-16 <a href="http://www.legco.gov.hk/yr15-16/english/panels/tp/tp_rdp/minutes/rdp20160222.pdf">http://www.legco.gov.hk/yr15-16/english/panels/tp/tp_rdp/minutes/rdp20160222.pdf</a>
19.4.2016	Subcommittee on Matters Relating to Railways	The MTR Corporation Limited's paper on enhancement of MTR station facilities	CB(4)854/15-16(05) <a href="http://www.legco.gov.hk/yr15-16/english/panels/tp/tp_rdp/papers/tp_rdp20160419cb4-854-5-e.pdf">http://www.legco.gov.hk/yr15-16/english/panels/tp/tp_rdp/papers/tp_rdp20160419cb4-854-5-e.pdf</a>
		Minutes of meeting	CB(4)1282/15-16 <a href="http://www.legco.gov.hk/yr15-16/english/panels/tp/tp_rdp/minutes/rdp20160419.pdf">http://www.legco.gov.hk/yr15-16/english/panels/tp/tp_rdp/minutes/rdp20160419.pdf</a>
28.4.2017	Subcommittee on Matters Relating to Railways	MTR Corporation Limited's paper on the latest progress of enhancement of MTR station facilities	CB(4)890/16-17(05) <a href="http://www.legco.gov.hk/yr16-17/english/panels/tp/tp_rdp/papers/tp_rdp20170428cb4-890-5-e.pdf">http://www.legco.gov.hk/yr16-17/english/panels/tp/tp_rdp/papers/tp_rdp20170428cb4-890-5-e.pdf</a>

Date of meeting	Committee	Minutes/Paper	LC Paper No.
		Minutes of meeting	CB(4)119/17-18  <a href="http://www.legco.gov.hk/yr16-17/english/panels/tp/tp_rdp/minutes/rdp20170428.pdf">http://www.legco.gov.hk/yr16-17/english/panels/tp/tp_rdp/minutes/rdp20170428.pdf</a>
15.11.2017	Council meeting	Hon Paul TSE raised a question on barrier-free facilities at MTR stations	<a href="https://www.info.gov.hk/gia/general/201711/15/P2017111400826.htm">https://www.info.gov.hk/gia/general/201711/15/P2017111400826.htm</a>
2.2.2018	Subcommittee on Matters Relating to Railways	MTR Corporation Limited's paper on latest progress of enhancement of MTR station facilities	CB(4)538/17-18(03)  <a href="https://www.legco.gov.hk/yr17-18/english/panels/tp/tp_rdp/papers/tp_rdp20180202cb4-538-3-e.pdf">https://www.legco.gov.hk/yr17-18/english/panels/tp/tp_rdp/papers/tp_rdp20180202cb4-538-3-e.pdf</a>
		Administration's supplementary information on the enhancement of MTR station facilities (follow-up paper)	CB(4)1417/17-18(01)  <a href="https://www.legco.gov.hk/yr17-18/english/panels/tp/tp_rdp/papers/tp_rdp20180202cb4-1417-1-e.pdf">https://www.legco.gov.hk/yr17-18/english/panels/tp/tp_rdp/papers/tp_rdp20180202cb4-1417-1-e.pdf</a>
		Minutes of meeting	CB(4)392/18-19  <a href="https://www.legco.gov.hk/yr17-18/english/panels/tp/tp_rdp/minutes/rdp20180202.pdf">https://www.legco.gov.hk/yr17-18/english/panels/tp/tp_rdp/minutes/rdp20180202.pdf</a>
11.7.2018	Council meeting	Hon Jeremy TAM raised a question on escalators in MTR Lam Tin Station	<a href="https://www.info.gov.hk/gia/general/201807/11/P2018071100346.htm">https://www.info.gov.hk/gia/general/201807/11/P2018071100346.htm</a>

<b>Date of meeting</b>	<b>Committee</b>	<b>Minutes/Paper</b>	<b>LC Paper No.</b>
9.10.2018	Subcommittee on Matters Relating to Railways	Letter dated 9 October 2018 from the Administration on "Progress of MTR Railway Services"	CB(4)1612/17-18(01) <a href="https://www.legco.gov.hk/yr17-18/chinese/panels/tp/tp_rdp/papers/tp_rdp4-1612-1-c.pdf">https://www.legco.gov.hk/yr17-18/chinese/panels/tp/tp_rdp/papers/tp_rdp4-1612-1-c.pdf</a> (Chinese version only)

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