

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

**Measures and train service arrangements implemented
by the MTR to cope with large scale public order events**

Purpose

This paper briefs the Subcommittee on measures and train service arrangements of the MTR Corporation Limited (MTRCL) to cope with extensive public order events (POEs) in recent months.

Background

2. Since June this year, there has been a series of large scale POEs in Hong Kong and some events turned into violent conflicts which have posed significant impact on MTR services. In particular, operations of various railway lines have been continuously disrupted and station facilities repeatedly vandalised in recent months. MTRCL's frontline staff and passengers have also been harassed and faced threats to personal safety. Some staff have been injured when performing their duties. All these have placed heavy pressure on the MTRCL to maintain a safe and stable railway service.

Major principles governing train service arrangements during large scale POEs

3. Railway safety is of utmost importance. The MTRCL hence places safe operations of the service as top priority. In response to recent vandalism of station facilities which have disrupted normal train operation and threatened safety of the MTRCL staff and passengers, the MTRCL as a responsible operator has to conduct comprehensive and thorough risk assessments together with government departments in order to ensure that railway service can be provided safely.

4. The MTRCL and relevant government departments (including the Transport and Housing Bureau, Transport Department and the Police Force) have been closely monitoring the POEs and conducted risk assessment in order to take appropriate actions to ensure the safety of passengers, staff and the railway. In brief, the major considerations are as follows:

- (i) During the various large scale POEs that have taken place since June, train doors or operations were disrupted by individuals or groups of people (described as “Non-cooperative Movements” by some public), the MTRCL has to adjust its train service on numerous occasions, and where necessary the entrances/exits or the whole stations may need to be closed. Such decisions are made in consultation with government departments having regard to safety concern, with the aim to maintain railway service as far as possible. Subsequently, between July and November, the MTRCL saw vandalism of stations and railway facilities, arsons at station entrances/exits, and assault and harassment of the MTRCL staff and passengers. In order to ensure the safety of passengers, staff and the railway, the MTRCL must adjust its service swiftly (or even without prior notice)¹ in order to manage sudden or emergent situations;
- (ii) In the light of the POEs in the relevant districts, the MTRCL has taken preventive measures, including temporary closure of certain stations, adjustment of train services, etc. according to comprehensive and thorough risk assessment conducted by the MTRCL and government departments for assessing the safety risk to passengers, MTR staff, and railway facilities. Under these circumstances, the MTRCL has endeavoured to announce the arrangements in advance so that passengers can plan their trip;
- (iii) Although the MTRCL’s maintenance teams have been working during night time to repair vandalised facilities, which had been seriously and repeatedly damaged, some of the railway facilities are still under recovery. In the light of risk assessments and actual condition of the railway system, the MTRCL has decided to end daily service early (except for Airport Express) since early October so as to allow time for repair and reduce risks, and;
- (iv) As regards the Airport Express Line (AEL) services between the Airport and urban areas, the MTRCL has been in close contact with the Airport Authority (AA) to flexibly arrange train services among the AEL stations, bypass some stations, and support the security arrangements implemented by AA.

¹ These include bypassing certain stations, closing certain station entrances/exits or a whole station, suspending operation of an entire railway line when many of its stations were being attacked.

5. Considering that the scale of each POE, the extend of the attacks, scope of damage, the actual conditions of affected stations and surrounding areas, may vary from case to case, specific responses are required to be taken swiftly to handle emergent situation and the MTRCL cannot generalise on an appropriate response for all situations. However, it should be noted that all the decisions were made after careful consideration with a view to ensuring the safety of passengers, MTR staff and railway facilities. The MTRCL has used its best endeavour to provide safe services to the public as far as practicable. The MTRCL understands that these temporary arrangements had caused inconvenience to passengers. Due to the ever changing circumstances and safety risks, the MTRCL has to make a responsible decision and between safety and convenience, safety shall always prevail.

6. The MTRCL's duty and mission is to operate railway service in a professional manner. In case when there is interruption to law and order and occurrence of violent incidents, the Police is responsible to take enforcement action. The Police has set up a Railway District to maintain law and order in the railway network.

Vandalism in railway stations and response

7. The intensity of the vandalism and violent behavior during POEs has escalated since August. The MTRCL has encountered huge challenges, including the serious damage of various station facilities (e.g. platform screen doors, CCTVs, emergency equipment, fire facilities, ticket gates) , arson at station entrances/exits and trains including those parked at platform or running on tracks, damage of track-side signaling equipment, tracks sawn apart or filled with concrete, graffiti on station walls and floors, abuse of fire hose and facilities at individual stations leading to flooding of the stations, improper use of emergency exit ramp on train, objects or petrol bombs hurled at railway facilities such as overhead cable, track and trains. In addition, the MTRCL frontline staff have been besieged and harassed by protestors on a few occasions for a long period of time until early morning. Some of the MTRCL staff have their personal information exposed, some were even assaulted. These unlawful acts not only caused much inconvenience to passengers because of the damages to station facilities and the need to close stations, they have also drained the energy of the MTRCL frontline and maintenance colleagues. They also costed

the MTRCL hundreds of millions dollars² in terms of repairs and replacement. The damage to MTR station facilities as at 24 November is detailed in **Annex 1**.

8. Please refer to **Annex 2** for details of the temporary closure of the MTR stations or suspension of train services due to POEs since June this year.

9. At present, the MTRCL maintenance team is facing tremendous challenges in repairing facilities that have been damaged repeatedly. Colleagues of the maintenance team are making their best endeavours to carry out repairs within a very limited window during non-traffic hours. Repeated vandalism at individual station (such as the University station³ that has been severely damaged and currently closed), and the shortage of some spare parts have imposed more difficulties on the recovery progress. The MTRCL also needs to consider the safety risks of maintenance staff working in open area (such as the East Rail or Light Rail networks).

Enhance manpower support and other measures to ensure railway safety

10. Due to repeated vandalism of many facilities, the maintenance team of the MTRCL has to carry out extensive repair works during night time. To expedite the works, the MTRCL has engaged contractors and flexibly deployed maintenance staff from other internal departments to provide assistance. Moreover, in response to recent POEs, the MTRCL has strengthened its manpower by, for example, hiring retired staff and mobilising staff from other departments to work in stations to manage passenger flow, maintain station order and assist in station operations.

11. Besides, the MTRCL is very concerned about the violent incidents at stations and ticket evasion. A 160-strong “Special By-laws Enforcement Team” has recently been set up to help enforce MTR By-laws. The Team consists of staff from the permanent establishment of the By-laws Inspection Unit/Customer Service and Revenue Protection Unit, as well as security staff from our contractors. The MTRCL has also deployed

² Not yet taking into account the repairing cost for serious destruction and damage of University Station at East Rail Line, exit A1 of Tsim Sha Tsui Station as well as two seriously burned trains.

³ More than 20 ticket gates were destroyed, iron gates and facade were damaged, many glass panels were broken, fire arson at equipment room and the signal system was cut and burnt. We expect that the station has to be closed for some time for repair work.

more professional security staff to provide additional support at stations, with about 1,500 additional staff deployed during the peak of POEs, to ensure the safety of passengers and MTR staff.

12. To step up the security in stations, the MTRCL has installed and strengthened roller shutters, protecting glass panels at entrances/exits of various stations in addition to increasing station security personnel. A review is also being conducted on suitable long-term security measures to be adopted at stations.

13. Moreover, having regard to the actual circumstances, the MTRCL will continue to maintain close liaison with bailiffs and the Police in taking appropriate action according to the Interim Injunction Order granted by the Court (which prohibits a person from unlawfully, intentionally and wilfully obstructing or interfering with the proper use of the stations and trains of the railway network, as well as the West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link, and prohibits a person from damaging any property or train, using any threatening language or behaving in a riotous or disorderly manner at any MTR station, and obstructing or interfering with any staff of the MTRCL under the circumstances specified in the Order).

14. To ensure the safety of the railway, the relevant government departments have been in close communication with the MTRCL and have requested the MTRCL to take all necessary corresponding actions, including conducting safety risk assessments of railway stations, facilities and operations, reviewing existing designs, procedures and arrangements for handling emergency, making necessary improvements and conducting drills to address possible situations and to minimise the possible impact on the safety of railway operations due to POEs. Please refer to **Annex III** for details.

15. The MTRCL will monitor the situation continuously and enhance station security having regard to the risk assessment, practical needs and the actual conditions of station entrances/exits, in order to ensure the safety of passengers, MTR staff and the railway.

MTR's support to staff

16. Employees are the most important asset of the MTRCL. The management team fully appreciates the pressure MTR staff are facing and their feelings over the past few months. We stress that MTR staff should not be maltreated by people who wish to express discontent. The MTRCL

management team affirms and acknowledges the professionalism demonstrated by its staff and maintains close communication with them to provide any necessary support.

17. The MTRCL has set up a “Staff Safety Office” to proactively study and implement measures to enhance the protection of frontline staff on different fronts, such as enhancing their safety equipment, as well as station security facilities and reviewing the design of customer service counters. The management team of the Corporation together with the “Staff Safety Office” will continue to monitor railway operation and assess safety risks in order to provide a safe working environment for staff. The Corporation has also provided professional counselling hotline services for its staff members and families, and has arranged stress management workshop for frontline staff.

18. Since late July, the management team has conducted a number of communications sessions with frontline staff and representatives from staff and staff union. It is a platform for the Corporation to communicate with staff on how they manage POEs, to clarify misunderstanding, listen and suitably adopt the views from colleagues and to actively implement the follow up actions. The Chairman, Chief Executive Officer and management of the MTRCL also visited the staff in stations and met with staff representatives and those of the unions to show appreciation to their dedicated efforts.

19. To boost staff morale, with the Board’s full support, the Corporation has introduced a Special Appreciation Award, which is a short-term measure to give additional recognition to colleagues for their commitment and dedication in maintaining the railway operation and services during such a critical period. Those colleagues being recognised mainly include frontline operating staff, colleagues having direct contact with customers, those working on shifts.

Monitoring by Transport Department and enhancement of shuttle bus services

20. As regards shuttle bus services arrangement, in general, when services in some sections of the railway network are disrupted (e.g. train services are not available at individual stations), the MTRCL Operation Control Center will provide shuttle bus services according to its contingency plan, carrying passengers along the affected sections. However, the provision of shuttle bus during POEs depends on the road situation and upon risk assessment. For example, in Yuen Long and Tin

Shui Wai, given that various light rail station facilities were vandalised seriously, the services of various light rail routes were suspended temporarily or diverted. Since the MTR facilities (including MTR buses) were damaged extensively, traffic and road facilities were also vandalised at the same time, the MTRCL can only provide free shuttle bus service in the region having taken into account the safety of drivers and passengers, and on the condition that the road situation allows so. The MTRCL has been in close contact with the Transport Department to flexibly arrange bus services if it is feasible and safe to do so.

21. During POEs, the Emergency Transport Coordination Centre ("ETCC") of the Transport Department ("TD") closely monitors the road traffic situation and public transport services. The ETCC also maintains a close contact with the Police, public transport operators and tunnel operators, to enable a swift coordination and implementation of the alternative traffic and public transport arrangements when the road traffic and railway services are affected in various districts. For instance, with a view to maintain the public transport service, the franchised bus services will be adjusted if there is railway service disruption. In case there is a road blockage, the franchised bus services will be diverted or truncated as far as the road situation warrants. In addition, the TD duly disseminates the latest traffic news to the public duly through the media, TD's website and mobile application "HKeMobility".

Conclusion

22. The MTR network runs millions of passenger journeys every day and is the major public transport for the people of Hong Kong. The vandalism and arsons at stations in recent months have not only seriously damaged the assets of the MTRCL, but also endangered the safety of passengers and MTR staff, seriously affected train services and hindered the commuters from going to work, school, visiting family and friends, going to medical appointments and doing other daily chores. The Government and the MTRCL are much distressed by such situations.

23. As a responsible operator, the MTRCL will continue to fulfil its mission of providing railway service to the community. The Corporation will further enhance station security and contingency arrangements, and work closely with relevant government departments to minimise the impact on passengers during POEs. Government departments and the MTRCL will continue to assess the risk of upcoming POEs, make suitable operating arrangement and provide safe service to the public.

**Transport and Housing Bureau
MTR Corporation Limited
Transport Department
Electrical and Mechanical Services Department
November 2019**

Between 12 June and 24 November 2019
Station facilities being damaged during public order events

Number of heavy rail stations damaged: 85 out of 93 stations (around 91%)

Number of Light Rail stops damaged: 62 out of 68 stations (over 90%)

Facility	Accumulated Damage Count
Entry/exit gate	1951
Ticket issuing machine / add-value machine / enquiry machine / customer service centre equipment	1146
Light Rail Platform Octopus Processor	1502
CCTV cameras	1278
Lift	79
Escalator	123
Glass panel at entrance/exit	1158
Entrance/exit roller shutter	191

Note: up to 24 Nov, 54 heavy railway trains and 16 light rail vehicles have been damaged.

**Summary of stations & train services affected by
Public Order Events and vandalism of station facilities
Since June 2019
(As of 24 November 2019)**

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
12 June (Wednesday)	Due to POEs, Admiralty Station was closed and trains bypassed that station.
16 June (Sunday)	Due to POEs, Chai Wan-bound Island Line trains bypassed Causeway Bay and Tin Hau stations.
1 July (Monday)	Due to POEs, Wan Chai and Admiralty stations were closed and trains once bypassed these two stations.
14 July (Sunday)	Due to POEs, East Rail Line in both directions once bypassed Sha Tin Station.
21 July (Sunday)	Conflicts occurred at the concourse and on the platform of Yuen Long Station. Train doors were obstructed and could not be closed. West Rail Line bypassed Yuen Long Station in both directions and the station was closed. Facilities of Yuen Long Station were vandalised including the roller shutter of entrance/exit, entry/exit gates, etc. Fire safety equipment was improperly used in station as well.
5 August (Monday)	In the morning, there were numerous cases of activation of Passenger Alarm Devices on trains or Platform Emergency Plungers on platforms, obstructing train doors and platform screen doors as well as obstructing trains from departing resulting in severe service disruption on Kwun Tong, Tsuen Wan, Island, Tseung Kwan O, East Rail, West Rail and Tung Chung lines as well as the Airport Express. Services in various sections of the railway network were suspended until noon time.
11 August (Sunday)	Conflicts occurred at the concourse of Kwai Fong Station. Some people damaged the station facilities.

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
	<p>Tsuen Wan Line trains in both directions bypassed Kwai Fong Station and the station was closed afterwards.</p> <p>Fire safety equipment at Kwai Fong and Quarry Bay stations was improperly used. Some other facilities were also vandalised in these stations.</p>
<p>12 August (Monday) to 22 August (Thursday)</p>	<p>During this period, MTR Staff were besieged and verbally abused by protestors at Kwai Fong and Tai Koo stations, graffiti was sprayed inside and outside multiple stations and station facilities were vandalised. Trains once bypassed Causeway Bay, Tin Hau and Fortress Hill stations on 18 August.</p>
<p>21 August (Wednesday)</p>	<p>POE was held inside Yuen Long Station. Later on, some people activated fire safety equipment while various station facilities were also damaged. Trains once bypassed Yuen Long Station in the early morning of 22 August.</p>
<p>23 August (Friday)</p>	<p>Protestors caused nuisance at Kwai Fong Station, and station facilities were vandalised the night before. Some people flashed strong light at station staff. Having considered that the protesters would return to Kwai Fong Station again at night, station was closed early.</p>
<p>24 August (Saturday)</p>	<p>Due to POEs, stations on Kwun Tong Line between Kowloon Bay and Lam Tin stations were closed early. Train service of Kwun Tong Line between Choi Hung and Tiu Keng Leng stations was suspended. Facilities of a number of stations including closed stations and those opened for normal passenger service were vandalised. These included damaging CCTV cameras, interfering with entry/exit gates and defacing station facilities with graffiti.</p>
<p>25 August (Sunday)</p>	<p>Due to POEs, Kwai Fong and Tsuen Wan Station on Tsuen Wan Line, and Tsuen Wan West Station on West Rail Line were closed. Trains of Tsuen Wan</p>

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
	Line bypassed Kwai Fong and Tsuen Wan stations and terminated at Tai Wo Hau Station. Trains of West Rail Line also bypassed Tsuen Wan West Station. Facilities of a number of stations including closed stations and those opened for normal passenger service were vandalised. These include damaging CCTV cameras, interfering with entry/exit gates and defacing station facilities with graffiti.
31 August (Saturday)	Protestors damaged multiple railway stations along different railway lines. Train service of Kwun Tong, Tsuen Wan, Island, South Island and Tseung Kwan O Lines were suspended.
1 September (Sunday)	Tung Chung Station was extensively vandalised while Tsing Yi Station was also damaged. People also trespassed into and threw items onto the track area of Airport Express. Tung Chung Line service bypassed Tung Chung Station while Hong Kong-bound service of Airport Express was suspended.
Early September to now	A lot of Light Rail equipment has been repeatedly vandalised including a large number of Octopus fare processors, ticket issuing machines, CCTVs, passenger information display panels, advertisement panels, etc. Besides, Light Rail Vehicles, Light Rail track, trackside equipment and signalling system were vandalised while objects were thrown onto tracks. Some of the routes needed to be diverted or suspended from service. MTR buses had been vandalised as well. Light Rail and MTR bus services were also affected by road conditions and circumstances nearby during POEs.
6 September (Friday)	Prince Edward, Mong Kok and Yau Ma Tei stations were closed early due to severe damage. Train services of Tsuen Wan Line between Mei Foo and Central stations was suspended early.

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
7 September (Saturday)	Prince Edward, Mong Kok, Sha Tin, Tai Po Market and Tseung Kwan O stations were closed early due to extensive vandalism during POEs.
8 September (Sunday)	Facilities of the Central, Admiralty, Wan Chai and Tin Hau stations were severely damaged. Amongst them, the Central, Wan Chai, Prince Edward and Mong Kok stations were closed and trains bypassed these four stations.
15 September (Sunday)	Admiralty, Wan Chai and Causeway Bay stations were closed early due to vandalism. Trains bypassed these three stations.
21 September (Saturday)	Due to POEs, trains of West Rail Line bypassed Tuen Mun and Yuen Long stations. Services of Light Rail and MTR Bus were suspended when the Light Rail station facilities were vandalised during POEs.
22 September (Sunday)	<p>Sha Tin, Tsing Yi, Kowloon, Kwai Fong, Prince Edward and Mong Kok stations were closed early due to extensive vandalism. Trains bypassed relevant stations.</p> <p>When MTR staff were performing duties at the platform at Nam Cheong Station for a Tung Chung-bound Tung Chung Line train, someone illegally trespassed into the rear driving cabin and released the emergency exit ramp, the train hence could not continue its journey.</p>
29 September (Sunday)	When MTR staff was performing duties at the platform at Shau Kei Wan Station for a Kennedy Town-bound Island Line train, a group of people illegally trespassed into the rear driving cabin and released the emergency exit ramp and threw the fire extinguisher taken from the driving cabin onto the track, causing a temporary suspension of train service between Tai Koo and Chai Wan stations.

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
	In view of the emergency in Admiralty, Wan Chai, Causeway Bay and Tin Hau areas, crowd control and train service adjustment measures were implemented at a number of MTR stations, including closing station entrances/exits, arranging trains to bypass certain stations and closing stations.
1 October (Tuesday)	Due to POEs, 11 stations including Admiralty, Wan Chai, Prince Edward, Causeway Bay and Sha Tin were closed. Subsequently, a number of stations had to be closed because of vandalism and arson at more than 20 MTR stations. At night, a total of over 40 Heavy Rail stations were be closed.
2 October (Wednesday)	The emergency exit ramp of a Whampoa-bound Kwun Tong Line train was released when MTR staff was performing duties at the platform at Yau Tong Station. The emergency exit ramp was unlawfully released, causing a temporary disruption to Whampoa-bound train service between Yau Tong and Kwun Tong stations.
4 October (Friday)	Vandalism and arson at multiple MTR and Light Rail stations. MTR staff were attacked and injured. The service of the whole network including Heavy Rail, Light Rail and MTR bus ended early at 10:30 p.m.
5 October (Saturday)	The whole MTR network could not resume service for the whole day due to serious damage of multiple stations. Only Airport Express resumed limited service in the afternoon.
6 October (Sunday)	45 Heavy Rail station re-opened in the morning, providing limited service to passengers. The whole network was closed at night as many stations were vandalised again. Only Airport Express (between Hong Kong station and Airport) and certain MTR buses remained service. Services of the remaining Heavy Rail, Light Rail and MTR bus were suspended.

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
7 October (Monday)	39 Heavy Rail stations re-opened in the morning and services ended early at 6 p.m.
8 October (Tuesday)	13 Heavy Rail stations were closed after a review of the reparation. Reparation at individual stations had made progress and Po Lam as well as Tai Po Market stations were re-opened later on. All MTR lines (except Airport Express) and MTR Bus ended services early at 8 p.m.
11 - 12 October (Friday to Saturday)	All MTR lines (except Airport Express) and MTR Bus ended services early at 10 p.m.
13 October (Sunday)	<p>Taking into account vandalism in various stations and that operations were severely affected, a number of stations were closed and train service on the Ma On Shan, Tseung Kwan O and Tsuen Wan Lines as well as Light Rail ended early. Certain stations on other railway lines were also closed.</p> <p>All on MTR lines (except Airport Express) and MTR Bus ended services early at 10 p.m.</p>
14 -18 October (Monday to Friday)	All MTR lines (except Airport Express) and MTR Bus ended services early at 10 p.m.
20 October (Sunday)	<p>Due to POEs, Austin, Tsim Sha Tsui and Yuen Long stations were closed early.</p> <p>Multiple stations on Tsuen Wan, Kwun Tong, West Rail Lines and Airport Express were closed due to vandalism of stations and service disruption.</p> <p>All MTR lines (except Airport Express) and MTR Bus ended services early at 10 p.m.</p>
21 October (Monday)	Due to POEs, Yuen Long Station was closed early. Facilities of various Light Rail stations including the tracks were vandalised.

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
	All MTR lines (except Airport Express) and MTR Bus ended services early at 10 p.m.
22 October (Tuesday)	All MTR lines (except Airport Express) and MTR Bus ended services early at 10 p.m.
23-25 October (Wednesday to Friday)	All MTR lines (except Airport Express) and MTR Bus ended services early at 11 p.m.
26 October (Saturday)	All MTR lines (except Airport Express) and MTR Bus ended services early at 10 p.m.
27 October (Sunday)	<p>Mong Kok Station was closed as a petrol bomb was hurled into the entrances/exits of the station. Yau Ma Tei Station was also closed afterwards in view of the unrest outside the station.</p> <p>All MTR lines (except Airport Express) and MTR Bus ended services early at 10 p.m.</p>
31 October (Thursday)	<p>Due to POEs, Prince Edward and Central stations were closed early. Specific entrances/exits of Mong Kok Station were blocked and set on fire in the evening, all trains bypassed Mong Kok, Prince Edward as well as Central stations.</p> <p>All MTR lines (except Airport Express) and MTR Bus ended services early at 11 p.m.</p>
2 November (Saturday)	<p>Entrances/exits of Central Station were set on fire and closed. Trains of Tsuen Wan and Island lines had to bypass Central Station. Due to POEs, some entrances/exits of Causeway Bay and Mong Kok stations were closed.</p> <p>All MTR lines (except Airport Express) and MTR Bus ended services early at 10 p.m.</p>

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
4-8 November (Monday to Friday)	All MTR lines (except Airport Express) and MTR Bus ended services early at 11:30 p.m.
8 November (Friday)	Several stations were damaged/set on fire and were closed early and services of the light rail lines ended early.
9-10 November (Saturday to Sunday)	All MTR lines (except Airport Express) and MTR Bus ended services early at 10:00 p.m.
10 November (Sunday)	Shatin, Ma On Shan, Mong Kok East and Tai Wo Hau stations were vandalised and some stations were closed. MTR Bus suspended service immediately due to damage of buses. Services of the light rail lines running Tin Shui Wai area suspended temporarily or changed routes having regard to the road condition.
11-13 November (Monday to Wednesday)	All MTR lines (except Airport Express) and MTR Bus ended services early at 11:30 p.m.
11 November (Monday)	Due to serious train services being affected, a number of stations were temporary closed or train services of Island, Kwun Tong and Tseung Kwan O lines were suspended. Some stations were closed early. Services of some light rail lines were suspended or route changed.
12 November (Tuesday)	Due to train operations being disrupted leading to substantial service delay, certain sections or the whole service lines of Kwun Tong, Tsuen Wan, East Rail, West Rail, Ma On Shan, Tseung Kwan O and Tung Chung lines suspended services temporarily and intermittently. Some stations were closed early.
13 November (Wednesday)	Due to train operations being disrupted, certain sections or the whole service lines of East Rail, Tung Chung, Kwun Tong, Tsuen Wan, Ma On Shan, West Rail and Tseung Kwan O was suspended temporarily

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
	and intermittently. Seven stations were closed and some stations were closed early at 8:00p.m. Services of some light rail lines were suspended or route changed.
14 November (Thursday)	All MTR lines (except Airport Express) and MTR Bus ended the services early at 10:00 p.m. Services of East Rail and West Rail Lines were suspended intermittently. Some stations were closed at 8:00 p.m. Services of several light rail services were suspended or route changed.
15 November (Friday)	All MTR lines (except Airport Express) and MTR Bus ended the services early at 10:00 p.m. The whole East Rail Line service or some section of West Rail Line was suspended temporarily. Some stations were closed early at 8:00 p.m. The University station has to be closed for a certain period for repair work.
16-17 November (Saturday and Sunday)	All MTR lines (except Airport Express) and MTR Bus ended early at 10:00 p.m. Some stations and light rail stations were closed early at 8:00 p.m.
19-24 November (Tuesday to Sunday)	All MTR lines (except Airport Express) and MTR Bus ended the services early at 11 p.m. Some stations were closed and Hung Hom station was closed from 19 to 24 November.

Note:

- (1) The above information has not covered the Airport Express arrangements as requested by the Government and the Airport Authority, in which the Airport Express maintained services only between Hong Kong and Airport stations without calling at intermediate stations, including Kowloon, Tsing Yi and Asia World-Expo stations.
- (2) Given the extensive scale of stations and trains operation being affected, the MTRCL has to respond promptly to high-risk or emergency situations, such as the need to close stations again after re-opening when the station facilities have been vandalised. As station environment varied, the actual time of station closure or train bypass might be slightly different from information disseminated to the public.

Annex 3

MTRCL's follow-up measures to cope with POE as requested by relevant government departments since June 2019

	MTRCL's follow-up measures to cope with POE as requested by relevant government departments since Jun 2019
1	Assess the safety risks to railway stations and facilities and railway operations, review existing design, emergency handling procedures and arrangements, and make enhancements and conduct drills as necessary to cope with the likely situations of POE.
2	Increase the height of existing parapets and retrofit fences on cross-track footbridges which are within areas managed by the MTRCL and also those owned by the Highways Department (at the request of the MTRCL, the Highways Department also agreed to add 1.8 m high fence on top of the 1.2 m high parapet of newly constructed combined road and pedestrian bridge).
3	Strengthen the responsiveness of the MTRCL staff to emergency situations (e.g. fire, flooding, petrol bomb attack etc.) and station evacuation drills, monitoring of and communication on the safety condition of High Speed Rail / Intercity Through Train.
4	Keep closer coordination and communication with the Fire Service Department and the Hong Kong Police Force in handling emergency situations.
5	Enhance security of switch room and relevant facilities.
6	Enhance measures to cope with maliciously opening/vandalism of detrainment facilities of trains and enhance security of driving cab.
7	Refer railway incidents with suspected cause involving vandalism to the Hong Kong Police Force for follow-up actions.
8	Enhance monitoring of obstruction / trespass on rail tracks to ensure safe operation of railways.
9	Addition of POE-related elements in the regular joint exercises and drills of MTRCL and relevant government departments to enhance their efficiency in handling such incidents.