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Panel on Transport

Subcommittee on Matters Relating to Railways
Meeting on 6 December 2019

Information note on measures and train service arrangements
implemented by the MTR Corporation to cope with
extensive public order events

Since June 2019, protests broke out and rallies held across Hong Kong in response to the Government's proposed legislative amendments concerning the surrender of fugitive offenders. Many Members of the Panel on Transport ("the Panel") and the Subcommittee on Matters Relating to Railways ("the Subcommittee") have expressed concern about the disruption of the railway services during public order events as well as damages to station facilities caused by radical demonstrators.

2. At the Panel meeting on 18 October 2019 and the Subcommittee meeting on 5 November 2019, some Members suggested discussing the security measures adopted by the MTR Corporation Limited ("MTRCL") in ensuring the safety of passengers, staff and railway facilities and properties during the recent outbreak of violent incidents; the possible involvement of MTR staff in the incidents; the effective enforcement of the Mass Transit Railway By-laws (Cap.556B) within the precincts of MTR stations by frontline staff and the possible security risks involved when discharging their duties. A member was concerned about the impact of tear gas and pepper spray that the Hong Kong Police used inside MTR stations on the railway air ventilation system.

3. Some Members urged to invite the attendance of MTRCL to brief Members on the extent of damages at railway stations, the repair progress of the damaged station facilities and the latest position on full railway service resumption. They also requested MTRCL to give an account on how the decisions to suspend railway services or close railway stations were made during the staging of public order events, and whether such decisions

involved directives from the Hong Kong Government.

4. A member expressed concern about the occupational safety of the MTR staff and requested MTRCL to brief members on the additional workload on maintenance staff due to extra repair works in recent months.

5. According to the Administration's replies to relevant questions raised by Members at Council meetings, the continuous large-scale public order events taking place since this June have had an unprecedented impact on the services of the MTR. Since July, damages and disturbance occurred in railway area and violent incidents later on further escalated. When violent situations occur in stations, the safety of passenger was endangered. The best solution to ensure safety is to avoid passengers appear or stay in the affected stations. Thus, the MTRCL must, when necessary, adjust its service within a short time (or even without prior notice) in response to such sudden and emergency situations, including bypassing certain stations, closing certain station entrances/exits or the whole station, suspending operation of an entire railway line when many of its stations were being attacked, or even terminating service of the whole railway network early. The relevant questions raised by Members and the Administration's replies are in **Appendix I**.

6. The Administration has been requested to brief together with representatives of MTRCL members of the Subcommittee on the measures and train service arrangements implemented by MTRCL to cope with extensive public order events. To facilitate members' deliberation, some of the relevant press releases issued by the Administration and MTRCL are set out in **Appendices II and III** respectively.

Council Business Division 4
Legislative Council Secretariat
4 December 2019

Press Releases

LCQ7: Damage and impacts caused by violent protests since June

Following is a question by the Hon Kenneth Lau and a written reply by the Secretary for Security, Mr John Lee, in the Legislative Council today (November 6):

Question:

Since June this year, scenes of members of the public taking to the street to demonstrate have been seen time and again. During the demonstrations, some demonstrators resorted to violent and illegal acts, including storming and forcing their way into the Legislative Council Complex, laying siege to government structures (including the Police Headquarters, police stations and the Revenue Tower), setting fire on streets and at entrances/exits of MTR stations, hurling petrol bombs at police officers, blocking roads, and vandalising public facilities such as government structures and traffic lights. Some members of the public are concerned that such acts have seriously breached public peace and jeopardised public safety. In this connection, will the Government inform this Council:

(1) whether it has compiled statistics on, since June this year,

(i) the number of MTR stations in which the facilities were damaged, as well as the repair or reprovisioning cost of each type of facilities;

(ii) the quantity of on-street facilities (including traffic lights, street lamps, mills barriers, water barriers, pavement railings and rubbish bins) that were damaged or stolen, as well as the repair or reprovisioning cost of each type of facilities;

(iii) the number of occasions on which the cultural and recreational facilities under the Leisure and Cultural Services Department were suspended from service or closed as a result of demonstrations, as well as the number of person-times affected; and

(iv) the franchised bus, green minibus and tram services which were diverted or suspended as a result of demonstrations, together with a breakdown by route of the number of person-times affected; and

(2) of the measures in place to expeditiously restore social order and public peace to enable members of the public to resume a normal life?

Reply:

President,

Since June, there have been continued public order events including protests and rallies in Hong Kong, in which many of them ended up in violence. Rioters vadalised public facilities, including MTR stations, Light Rail (LR) stations and traffic lights, in various districts. The illegal blocking of roads in various districts also seriously affected public transport services and government services. Rioters even set fire wantonly, damaged shops and hurled a large number of petrol bombs, posing serious threats to people's lives and properties. After consulting the

relevant departments, our reply to the various parts of the question is as follows:

(1) (i) As for the situation on the recent large-scale damage on railway station facilities, up till October 29, among 93 MTR stations and 68 LR stations, there were accumulatively 85 MTR stations and 60 LR stations reported damaged. A large number of station facilities were vandalised, including about 1 600 times on exit/entry gates; 960 times on ticket-issuing machines, Octopus add-value machines and enquiry machines and facilities in customer service centres; 915 times on LR Octopus fare processors; 1 100 times on CCTV cameras; 75 times on escalators; about 50 times on elevators; about 1 060 times on glass panel walls; as well as 130 times on roller shutters at station entrances or exits. The maintenance team of the MTR Corporation is making every effort to repair the damaged station facilities. Yet, due to serious and repeated damage on station facilities, the maintenance team has worked over night to repair after service hours. There are still a lot of facilities to be repaired in various stations. The cost of repair or replacement will be enormous, with the actual figures under estimation and verification.

(ii) From June till the end of October this year, there were 460 sets of traffic lights being vandalised or tampered about 850 times, 40 street lamps were damaged, 45 600 metres of railings along walkways were removed and about 2 900 metre square of paving blocks on footpaths were removed. There were about 670 litter containers from the Food and Environmental Hygiene Department (FEHD) found damaged. Highways Department (HyD) has also found over 900 temporary plastic barriers and 1 500 water-filled barriers missing. During this period, HyD incurred over \$10 million in the maintenance and replacement work. FEHD had incurred about \$0.56 million to reinstall the litter containers.

(iii) From June to date, leisure venues of the Leisure and Cultural Services Department (LCSD), including public swimming pools, sports centres, sports grounds, parks, etc., have been affected by processions and protests, and were temporarily closed on more than 1 900 occasions. Cultural venues of LCSD, including performance venues, museums, libraries, etc., were temporarily closed on more than 500 occasions in light of the circumstances and safety concern. As members of the public were not required to purchase tickets or register prior to using some of the facilities and venues, LCSD is unable to provide the number of users being affected.

(iv) Up till the end of October, there were over 300 franchised bus routes, over 300 green minibuses routes and all tram routes being affected that required truncation or diversion. Statistics on the number of users being affected in individual items are not available. However, according to Transport Department's Monthly Traffic and Transport Digest, the average daily passenger journeys of franchised bus routes, green minibuses routes and tram routes have dropped to 3.9 million, 1.49 million and 127 000 in August 2019 respectively, comparing to 4.18 million, 1.51 million and 158 000 in May 2019, indicating a drop of 6.6 per cent, 1.5 per cent and 19.3 per cent respectively.

(2) We are making efforts in implementing the "four actions" announced by the Chief Executive in early September, with a view to providing the driving force for the community to move forward, and taking an important step from getting out of the impasse:

Firstly, the Secretary for Security moved a motion according to the Rules of Procedure of the Legislative Council to withdraw

the amendment bill on the Fugitive Offenders Ordinance on October 23, officially putting a full stop on the bill.

Secondly, the Government will fully support the work of the Independent Police Complaints Council (IPCC) and will provide sufficient resources to the IPCC secretariat for its work. IPCC plans to publish its first phase report regarding the large-scale public order events by end this year. The Government will carefully study and follow up the recommendations made in IPCC's reports.

Thirdly, the Chief Executive and Principal Officials have reached out to the community to start a direct dialogue from September. People from all walks of life are invited to provide views on solutions through this dialogue platform. The first Community Dialogue session was held on September 26 at the Queen Elizabeth Stadium in Wanchai.

Fourthly, the Chief Executive will continue to invite community leaders, professionals and academics to independently examine and review society's deep-seated problems and to advise the Government on finding solutions.

Ends/Wednesday, November 6, 2019
Issued at HKT 17:42

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Press Releases

LCQ21: Railway services during public order events and police enforcement actions in MTR premises

Following is a question by the Hon Gary Fan and a written reply by the Secretary for Transport and Housing, Mr Frank Chan Fan, in the Legislative Council today (November 6):

Question:

Since June 9 this year, a number of large-scale public meetings and processions (public events) relating to the "anti-extradition to China" movement have taken place in Hong Kong, with some of such events turning into confrontations between the Police and members of the public. Some police officers used force and arrested demonstrators within the precincts of the properties of the MTR Corporation Limited (MTRCL) and MTR stations. It is learnt that on many occasions before the commencement of public events, MTRCL closed a number of MTR stations situated in the vicinity of the places where public events were held, and suspended train services. MTRCL also deployed trains to transport police officers between different MTR stations for discharging duties. Moreover, on many occasions, MTRCL closed MTR stations and stopped train services during normal train service hours. In this connection, will the Government inform this Council:

(1) of the following details regarding police officers discharging duties within the precincts of MTR stations/MTRCL properties during public events since June 9 this year:

(i) the maximum level of force used by the police officers, and the number of times/quantity of each type of weapons (e.g. batons, pepper sprays, tear gas rounds, bean bag rounds, rubber bullets and firearms) used (with a tabulated breakdown by date of the public event), and

(ii) the number of persons arrested (with a tabulated breakdown by date of public event, age, gender, alleged offence and location of the arrest), and the number of persons injured (with a tabulated breakdown by date of the public event, age, gender and the location where the injury was sustained);

(2) whether it knows the following details regarding the closure of MTR stations/MTRCL properties during normal train service hours since June 9 this year (set out such information by date in a table):

(i) the closure hours,

(ii) the name of the MTR stations/properties,

(iii) the reasons for the closure, and

(iv) the government department(s) or organisation(s) that made the decision on the closure;

(3) whether it has assessed if MTRCL has contravened the requirement in section 9 of the Mass Transit Railway Ordinance (Cap. 556) (i.e. that MTRCL must maintain a proper and efficient service in accordance with Cap. 556 and the operating agreement) by closing MTR stations/properties during normal train service hours which has caused travel inconvenience to a great number of members of the public; if it has assessed and the outcome is in the affirmative, whether it will ask MTRCL to make improvements; if the assessment outcome is in the negative, of the reasons for that;

(4) of the following details regarding police officers entering and exiting the MTR stations/MTRCL properties concerned for discharging duties during the closure hours of the MTR stations/properties mentioned in (2) (set out such information by date in a table):

- (i) entry and exit time,
- (ii) the name of the MTR stations/properties,
- (iii) the number of police officers,
- (iv) whether MTRCL deployed trains to transport police officers; if so, of the names of the departure and destination stations, and
- (v) details of the duties discharged by the police officers; and

(5) whether, during the closure hours of the MTR stations/MTRCL properties mentioned in (2), there were off-duty or plain-clothed police officers or police officers disguised as demonstrators discharging duties inside the MTR stations/properties concerned; if so, of the details?

Reply:

President,

The continuous large-scale public order events taking place since this June have had an unprecedented impact on the services of the Mass Transit Railway (MTR). MTR stations were often targeted for destruction in violent protests over recent months. Ticket machines, add-value machines, entry/exit gates, CCTV cameras, fire services installations, etc, were vandalised. Petrol bombs were hurled at and fires set to the stations and their entrances/exits, causing significant damage to MTR property and posing serious threat to the safety of MTR passengers, staff and other people on the scene.

As at October 29, among the 93 heavy rail and 68 light rail stations, a cumulative total of 85 heavy rail and 60 light rail stations were vandalised, involving numerous facilities such as entry/exit gates (about 1 600 times), ticket machines, Octopus add-value machines/enquiry processors and Customer Service Centre facilities (960 times), Octopus fare processors on light rail platforms (915 times), CCTV cameras (about 1 100 times), escalators (75 times), lifts (about 50 times), glass panels at station entrances/exits (about 1 060 times) and roller shutters of station entrances/exits (130 times). Frontline staff of the MTR Corporation Limited (MTRCL) also suffered from harassment and injuries, making it extremely difficult for the MTRCL to maintain safe and stable railway services.

Railway is the backbone of Hong Kong's public transport system and railway safety is of utmost importance. The Mass Transit Railway Ordinance (Cap. 556) stipulates that the MTRCL shall maintain a "proper and efficient" service at all times during the franchise period in accordance with the Ordinance and the Operating Agreement. The latter was entered into in 2007 between the Government and the MTRCL to regulate the operation and safety management of the railway, including setting targets for MTR train service frequencies and the service levels of station facilities under normal daily circumstances. That said, in order for the MTRCL to provide railway service, the railway itself should first and foremost be able to operate safely. In response to recent acts of vandalism of station facilities which have disrupted normal train operation and threatened the safety of MTR staff and passengers, the MTRCL, as a responsible operator, must conduct comprehensive and thorough risk assessments in conjunction with government departments before the MTRCL can ascertain that train operation can continue safely. Thus, on the premise that railway safety should always be ensured, the Government considers that the

MTRCL's decisions to make train service adjustments or even close certain stations obviously do not constitute a failure to discharge the responsibility of the MTRCL as stipulated in the Mass Transit Railway Ordinance.

To tie in with railway and community developments, the regular service hours for MTR railway lines and stations have been from approximately 5am to approximately 1am. However, from June this year onwards, it has become necessary for the MTRCL to temporarily close MTR stations or suspend train service in some cases in the light of public order events or incidents relating to law and order. The details are at Annex. The MTRCL and relevant government departments (including the Transport and Housing Bureau, Transport Department and Police Force) have closely monitored the situation of public order events and conducted risk assessment in order to implement appropriate measures to protect the safety of passengers, staff and the railway. In general, the major considerations are as below:

(i) In the light of the various large-scale public order events and uncooperative moments initiated by passengers since June, the MTRCL has adjusted its train service, and close some of the entrances/exits or the whole stations upon communication with government departments and in the interest of safety so as to maintain railway service as far as possible. Subsequently, from July to October, as mentioned earlier, stations and railway facilities were vandalised, fire was set to the stations and MTR staff and passengers were attacked and harassed, all these posing threat to staff, passengers and railway safety. In response to such sudden and emergency situations, the MTRCL must adjust its service within a short time (or even without prior notice), including bypassing certain stations, closing certain station entrances/exits or the whole station, suspending operation of the whole railway line when numerous stations were attacked, or even terminating service of the whole railway network early, in order to ensure the safety of passengers, staff and the railway;

(ii) In the light of the past public order events in the relevant districts, upon assessing the possible risk to MTR passenger, staff and station facilities, and after a comprehensive and thorough risk assessment by the MTRCL and government departments, the MTRCL has taken preventive measures, including temporary closure of certain stations, adjustment of train services, etc. Under these circumstances, the MTRCL has endeavoured to announce the arrangements in advance so that passengers can prepare early for the trip;

(iii) As station facilities are gravely and continuously damaged, even though the MTRCL's maintenance teams have conducted repair works overnight, some of the stations and facilities are still yet to be repaired. Moreover, many railway parts need to be re-installed and tested upon manufactured and shipped to Hong Kong. If the facilities are damaged again, it will have a larger impact on station operations. Taking into account the actual condition of the railway system and upon conducting risk assessment, the MTRCL has decided to end service early (except Airport Express) since early October so as to allowing time for repair and reducing risks.

The above are some of the major considerations. However, as the scale of each public order event, the number of stations being attacked, the distribution, scope and condition of damages, the actual environment of the stations and that in the vicinity differ, coupled with sudden incidents occurred on site which create chaos, all these require immediate response and thus it cannot be generalised. That said, it should be emphasised that all the

decisions of government departments and the MTRCL were made upon careful consideration, with the aim of ensuring the safety of passengers, staff and the railway. The MTRCL has made the best endeavour to provide services to the public under safe and practical condition. Government departments and the MTRCL will, in the interest of safety, continue to assess the risk of upcoming public order events, so as to adopt suitable operational arrangement for the public.

As for the housing estates and shopping malls managed by the MTRCL, the safety of their occupants, customers and staff members of the management offices has always been the prime concern. In the light of the recent public order events, many shopping malls and shops in the territory did not open for business on certain dates in the interest of safety. As quite some shops inside MTR shopping malls suffered from various degree of damages during public order events, having regard to the safety of customers, shop operators, staff and the public, as a matter of emergency and for safety reason, the MTRCL also decided that some of its shopping malls should close temporarily for certain hours or on certain dates. For instance, the Telford Plaza, Citylink, Elements and Maritime Square were temporarily closed on October 1, and they were again closed on October 5 and 6 along with PopCorn and Luk Yeung Galleria. During the course of large-scale public order events, the estate management offices concerned will maintain close communication with the owners' committees and occupants of the estates should there be any event taking place nearby.

Regarding the Police's enforcement actions taken within the precincts of MTR stations or MTRCL properties as raised by Member, having looked into the matter with the Security Bureau, my reply is as follows. It is the Police's statutory duty to maintain public safety and public order. When situations such as illegal road blockage, paralysed traffic, unlawful assemblies and violent charging of police cordon lines occur, such that public order and public safety are severely threatened, the Police will, upon making risk assessment, take appropriate actions to ensure public safety and public order.

The Police have strict guidelines on the use of force. Police officers may use minimum force as appropriate only when such an action is absolutely necessary and there are no other means to accomplish the lawful duty. Police officers shall give warnings prior to the use of such force as far as circumstances permit, while the person(s) involved shall be given every opportunity, where practicable, to obey police orders before force is used. Once the purpose of using force is achieved, the Police will cease to use force.

Under section 54 of the Police Force Ordinance (Cap. 232), if a police officer finds any person in any street or other public place who acts in a suspicious manner, or whom he reasonably suspects of having committed, being about to commit or intending to commit any offence, the police officer may stop the person and demand him to produce proof of his identity for inspection, and search him for anything that may present a danger to the police officer or that is likely to be of value to investigation when it is considered necessary. If a police officer reasonably suspects that any person is likely to commit an offence in a public place (including MTR premises), the Police have the power to search that person.

Having regard to the operational needs, the Police will deploy suitable manpower to take all practical and legitimate measures to prevent and detect crimes and to maintain public safety and public

order. As regards to the enforcement work in railway areas, the Police have set up the Railway District to maintain railway network's safety and order. The Police do not maintain a breakdown of persons arrested in MTR stations and MTR premises. As the other information requested in the question involves operational deployments and details, it is therefore inappropriate to make them public or else the efficacy of Police operations may be undermined.

Ends/Wednesday, November 6, 2019
Issued at HKT 15:15

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**Stations & Train Services affected by
Public Order Events (POEs) and Vandalism of Station Facilities
Since June 2019
(Summary)
(As of 2 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 Central stations were closed temporarily 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)	Violence occurred at the concourse and platform of Yuen Long Station. West Rail Line in both directions bypassed Yuen Long Station 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, many cases of passengers activating Passenger Alarm Devices on trains or Platform Emergency Plungers on platforms, obstructing train doors and platform screen doors as well as obstructing trains departing from platforms were recorded, resulting in severe disruption to train services of the 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.

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
11 August (Sunday)	<p>Conflicts occurred at the concourse of Kwai Fong Station. Some people damaged the station facilities. Tsuen Wan Line trains in both directions bypassed Kwai Fong Station and the station was closed afterwards.</p> <p>Fire safety equipment of Kwai Fong and Quarry Bay stations was improperly used. Some other facilities were also vandalised in these stations.</p>
12 August (Monday) to 22 August (Thursday)	<p>During this period, MTR staff were surrounded 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>
21 August (Wednesday)	<p>POE was held in Yuen Long Station. Later on, some people activated the fire safety equipment while various station facilities were also damaged. Trains once bypassed Yuen Long Station in the early morning on 22 August.</p>
23 August (Friday)	<p>Protestors were creating nuisance at Kwai Fong Station, and station facilities were vandalised the night before. Some people were flashing strong light at station staff. Having considered that the protesters were summoned to Kwai Fong Station again at night, station was closed early.</p>
24 August (Saturday)	<p>Due to POEs, stations of 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>

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
25 August (Sunday)	Due to POEs, Kwai Fong and Tsuen Wan Station of Tsuen Wan Line, and Tsuen Wan West Station of West Rail Line were closed. Trains of Tsuen Wan 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 the track area of Airport Express and threw items onto the tracks. 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 continuously 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	Prince Edward, Mong Kok and Yau Ma Tei

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
(Friday)	stations were closed early due to severe damage. Train services of Tsuen Wan Line between Mei Foo and Central stations was suspended early.
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 platform duty 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 could not continue with its journey.</p>
29 September (Sunday)	When MTR staff was performing platform duty 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

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
	<p>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.</p> <p>In view of the emergency situations in Admiralty, Wan Chai, Causeway Bay and Tin Hau area, 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.</p>
<p>1 October (Tuesday)</p>	<p>Due to POEs, 11 stations including Admiralty, Wan Chai, Prince Edward, Causeway Bay and Sha Tin were closed accordingly. Subsequently, facilities of more than 20 MTR stations were vandalised and set fire. A number of stations were closed. At night, a total of over 40 Heavy Rail stations were be closed.</p>
<p>2 October (Wednesday)</p>	<p>The emergency exit ramp of a Whampoa-bound Kwun Tong Line train was released when MTR staff was performing platform duty at Yau Tong Station. The emergency exit ramp was unlawfully released, causing a temporary disruption of Whampoa-bound train service between Yau Tong and Kwun Tong stations.</p>
<p>4 October (Friday)</p>	<p>Multiple MTR and Light Rail stations were vandalised and set fire. 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.</p>
<p>5 October (Saturday)</p>	<p>The whole MTR network could not resume services for the whole day due to extensive vandalism of multiple stations. Only Airport Express resumed limited service in the afternoon.</p>
<p>6 October</p>	<p>45 Heavy Rail station re-opened in the morning,</p>

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
(Sunday)	providing limited service to passengers. The whole network was closed at night as many stations were vandalised again. Only Airport Express (between Hong Kong and Airport stations) and certain MTR Bus routes remained service. Services of the remaining Heavy Rail, Light Rail and MTR Bus were suspended.
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 reviewing the progress of the repair works. Repair works at individual stations had made progress and Po Lam as well as Tai Po Market stations were re-opened later on. All train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 8 p.m.
11 - 12 October (Friday to Saturday)	All train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 10 p.m.
13 October (Sunday)	<p>Taking into account the 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 train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 10 p.m.</p>
14 -18 October (Monday to Friday)	All train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 10 p.m.
20 October (Sunday)	Due to POEs, Austin, Tsim Sha Tsui and Yuen Long stations were closed early.

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
	<p>Multiple stations of Tsuen Wan, Kwun Tong, West Rail Lines and Airport Express were closed due to vandalism of stations and service disruption.</p> <p>All train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 10 p.m.</p>
21 October (Monday)	<p>Due to POEs, Yuen Long Station was closed early. Facilities of various Light Rail stations including the tracks were vandalised.</p> <p>All train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 10 p.m.</p>
22 October (Tuesday)	<p>All train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 10 p.m.</p>
23-25 October (Wednesday to Friday)	<p>All train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 11 p.m.</p>
26 October (Saturday)	<p>All train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 10 p.m.</p>
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 emergency situation arising from unrest outside the station.</p> <p>All train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 10 p.m.</p>
31 October	<p>Due to POEs, Prince Edward and Central stations</p>

Date	Station Closure / Train Service Suspension due to POEs ^{Note}
(Thursday)	<p>were closed early. Specific entrances/exits of Mong Kok Station were blocked and set fire in the evening, all trains bypassed Mong Kok, Prince Edward as well as Central stations.</p> <p>All train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 11 p.m.</p>
2 November (Saturday)	<p>Entrances/exits of Central Station were set 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 train services on MTR lines (excluding Airport Express) and MTR Bus ended early at 10 p.m.</p>

Note:

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

Press Releases

LCQ10: Impacts of public order events on railway services

Following is a question by the Hon Chan Hak-kan and a written reply by the Secretary for Transport and Housing, Mr Frank Chan Fan, in the Legislative Council today (November 13):

Question:

Since June this year, members of the public have taken to the streets for many times to stage demonstrations. Radical demonstrators wantonly vandalised MTR station facilities, resulting in temporary closure of a number of MTR stations and reduction in railway services. In this connection, will the Government inform this Council:

(1) whether it knows, since June this year,

(i) the number of MTR station facilities vandalised, as well as the repair and reprovisioning costs thus incurred by the MTR Corporation Limited (MTRCL);

(ii) the number of train trips cancelled and the number of passenger trips affected;

(iii) the number of reports made by MTRCL to the Police for assistance;

(iv) the number of MTRCL staff reported to have sustained injuries; and

(v) the additional manpower engaged by MTRCL, with a breakdown by job type;

(2) of the respective numbers of persons arrested, prosecuted and convicted since June this year for alleged vandalism of railway facilities; the penalties imposed on those convicted;

(3) whether it knows if MTRCL has sought compensation from the convicted persons mentioned in (2); if MTRCL has, of the details; if not, the reasons for that;

(4) as it has been reported that MTRCL specially arranged, during demonstrations, trains to carry demonstrators to other MTR stations for leaving, whether it knows the relevant details (including the number of trips arranged); whether MTRCL was required, in respect of this arrangement, to seek prior consent from the relevant government departments and report to those departments afterwards; if so, of the details; if not, the reasons for that;

(5) whether the number of general crimes which happened in MTR stations has shown an upward trend since June this year; if so, of the details, and whether it has assessed if the closed-circuit television systems in a number of MTR stations having been vandalised is one of the causes; and

(6) of the new measures in place to ensure the normal operation of railway services and to protect the personal safety of passengers?

Reply:

President,

The continuous large-scale public order events taking place since this June have had an unprecedented impact on the services of the Mass Transit Railway (MTR). The station facilities, such as ticket machines, add-value machines, entry/exit gates, CCTV cameras, fire services installations, etc, at the MTR stations were often targeted for destruction in protests over recent months. Petrol bombs were hurled at and fires set to the stations and their entrances/exits, causing significant damage to MTR property and posing serious threat to the safety of MTR passengers, staff and other people on the scene.

My reply to the question raised by the Hon Chan Hak-kan is as follows:

(1)(i) As of November 7, among the 93 heavy rail and 68 light rail stations, a cumulative total of 85 heavy rail and 60 light rail stations were vandalised, involving numerous facilities such as entry/exit gates (about 1 600 times), ticket machines, Octopus add-value machines/enquiry processors and Customer Service Centre facilities (961 times), Octopus fare processors on light rail platforms (952 times), CCTV cameras (about 1 100 times), escalators (77 times), lifts (about 50 times), glass panels at station entrances/exits (1 076 times) and roller shutters of station entrances/exits (137 times). Various vandalised station facilities are still in need of repair, and many components and parts are yet to be manufactured and shipped to Hong Kong for re-installation and test-run. The repair and replacement fees will be assessed and confirmed in due course.

(ii) The regular service hours for MTR railway lines and stations have been from approximately 5am to approximately 1am, with more than 8 000 train trips daily. In the first half of 2019, MTR provides service to an average of 5.5 million passenger journeys a day. However, from June this year onwards, the MTRCL has adjusted its train services as necessary during public order events to strengthen the protection to the safety of passengers, staff and the railway. Such adjustments included 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, or even terminating service of the whole railway network early. Due to variations in the scale of each public order event, the number of stations attacked and their distribution, areas of stations affected, the damage they sustained, the scenes of the attacks and the conditions in the vicinity, coupled with chaos caused by sudden incidents at the scenes, immediate on-the-spot response was necessary. As such, it is difficult for the MTRCL to compile exact statistics on the number of train trips cancelled.

The recent continuous attacks of rioters to stations have indeed imposed grave danger to passengers, MTR staff and railway safety. MTR was also unable to provide services, making the general public unable to commute and live as usual. The patronage of August to September this year has dropped 8 per cent compared to that of last year. Moreover, in a long weekend in early October, the situation has worsened. Damages brought by and arson act of rioters escalated which seriously harmed railway safety. At the end, the MTRCL has no choice but to suspend all railway services on October 4 (Friday) evening and on the whole day of October 5 (Saturday), while the Airport Express could only resume limited service (point-to-point service between Hong Kong Station and the Airport Station) in the afternoon of October 5. If we take the average 5.5 million

passenger journeys of MTR in the first half of 2019 as the calculation basis, a large number of passenger was affected that weekend.

Taking into account the actual condition of the railway system and upon conducting risk assessment, the MTRCL has decided to end all train services early (except for the Airport Express) since early October so as to allow time for repair and reduce risks. Take for example the ending of all railway services at 11.30pm daily between November 4 and 8, the number of train trips affected every day was over 330.

(iii) From June to early November, the MTRCL has made reports to the Police over 900 times regarding vandalism and arson inside MTR stations, station staff being threatened, trespassers on railway tracks, etc.

(iv) There were over 20 cases in which the MTRCL frontline staff were harassed and injured, including being pushed and shoved when handling disputes and being hit by hard objects hurled by the protestors.

(v) In respect of the MTRCL manpower, as many facilities have been repeatedly vandalised, the maintenance team of the MTRCL has to carry out overnight repair work. Contractors are engaged while maintenance workers are also redeployed from other departments of the MTRCL through flexible arrangement to assist in the repair work in order to expedite the progress. The frontline station staff and maintenance staff have been overstretched owing to numerous acts of vandalism and nuisance. Besides, the MTRCL is highly concerned about the violent incidents and the rampant fare evasion inside MTR stations. Hence, a Special By-laws Enforcement Team is newly set up in recent months to help enforce the MTR By-Laws. The team consists of some 160 members who are MTR staff on permanent establishment from the By-laws Inspection Unit/Customer Service and Revenue Protection Unit or security personnel provided by the contractors. More professional security personnel, from initially 100 to currently around 1 000, have been arranged to provide additional support at MTR stations to ensure the safety of the passengers and the staff. In the light of recent public order events, the MTRCL has strengthened its manpower inside stations and platforms to, inter alia, manage passenger flow, maintain station order and assist in station operations.

(2) Police do not maintain a breakdown of the number of people arrested, prosecuted and convicted for damaging MTR facilities. Overall speaking, as at October 31, 2019, the Police arrested a total of 3 001 people in the public order events in relation to the amendments of the Fugitive Offenders Ordinance, among whom 510 were charged with offences such as "criminal damage" and "arson". According to the Crimes Ordinance (Cap. 200), a person guilty of destroying or damaging property and arson shall be liable on conviction to a maximum penalty of life imprisonment. Among them, from June to September 2019, 164 criminal damage cases were reported in Police's Railway District, most of which involved damaging MTR facilities, with only very few involving damaging private properties.

(3) The MTRCL has made reports to the Police regarding vandalism and arson inside MTR stations, station staff being threatened, trespassers on railway tracks, etc. The MTRCL reserved the rights to sue and claim compensation for any loss suffered.

(4) The MTRCL has been committed to providing safe and reliable railway services for passengers. That said, in order for the MTRCL

to provide railway services, the railway itself should first and foremost be able to operate safely. The MTRCL and relevant government departments (including the Transport and Housing Bureau, the Transport Department and the Police) have closely monitored the situation of public order events and conducted risk assessment so as to implement appropriate measures to strengthen the safety of passengers, staff and the railway.

During large-scale public order events from June to mid-August, the MTRCL has, in the light of the Police's dispersal actions in the vicinity of individual stations, made corresponding train service arrangements, i.e. directing the trains with passengers to bypass the stations while at the same time dispatching empty trains directly to those stations to pick passengers up. The MTRCL has all along maintained communication with relevant government departments and implement the above arrangements in order to prevent more passengers from entering into the affected stations, while at the same time assisting to disperse passengers who got stuck at those stations. The MTRCL has not kept record of the corresponding special train service arrangements.

Since July, damages and disturbance occurred in railway area and violent incidents later on further escalated. When violent situations occur in stations, the safety of passenger was endangered. The best solution to ensure safety is to avoid passengers appear or stay in the affected stations. Thus, the MTRCL must, when necessary, adjust its service within a short time (or even without prior notice) in response to such sudden and emergency situations, including bypassing certain stations, closing certain station entrances/exits or the whole station, suspending operation of an entire railway line when many of its stations were being attacked, or even terminating service of the whole railway network early.

The MTRCL will continue to make the best endeavour to provide services to the public under safe condition and as far as practicable. Government departments and the MTRCL will, in the interest of safety, continue to assess the risk of upcoming public order events, so as to adopt suitable operational arrangement for the public.

(5) From June to September 2019, 536 crimes were reported in Police's Railway District, among which 164 were criminal damage cases (most of which involved damaging MTR facilities, with only very few involving damaging private properties). This represents a significant increase of 72 per cent (318 per cent for criminal damage cases) over the 311 cases reported during the same period in 2018 (among which five were criminal damage cases).

In the unlawful assemblies over the past few months, many of the violent protestors who engaged in violent acts used facial covering to hide their identities and extensively damaged the closed circuit television systems in public areas (including the closed circuit television equipment in most MTR stations), which hindered the Police's enforcement actions and made it more difficult for evidence gathering, such that they might evade liability.

Masked violent protesters' repeated acts in vandalising MTR facilities wantonly pose serious threat to the safety of MTR passengers and their staff, as well as the railway operation. Such acts also seriously affect the commuting by members of the public. The Government has repeatedly stressed that regardless of their demands, protesters should not resort to violence and illegal acts. Beautifying violence or illegal acts would only give rise to more

violence, and ultimately it would be the whole society and the general public being suffered. The Government will not tolerate any illegal or violent acts, or acts that prejudice public safety or public order, and will take stringent follow-up actions.

(6) The MTRCL will keep in view the latest situation, and enhance security measures at stations to ensure the safety of passengers, MTR staff and the railway, taking into account the risk assessment results, practical needs and the actual conditions of station entrances/exits. In addition to engaging additional station security staff and related manpower as mentioned in the above reply to part (1) of the question, the MTRCL has also stepped up station security by installing and strengthening roller shutters, protecting glass panels and other facilities at entrances/exits of different stations. The MTRCL is also reviewing long-term measures of station security. Moreover, the MTRCL will continue to, having regard to the actual circumstances, 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).

As regards to the enforcement work in railway areas, the Police have set up the Railway District to maintain railway network's safety and order. The Police will, having regard to the operational needs, continue to deploy suitable manpower to take all practical and legitimate measures to prevent and detect crimes and to maintain public safety and public order.

Ends/Wednesday, November 13, 2019

Issued at HKT 14:15

NNNN

新聞公報

運輸及房屋局局長會見傳媒談話全文（只有中文）

以下是運輸及房屋局局長陳帆今日（九月九日）在灣仔港鐵站會見傳媒的談話全文：

運輸及房屋局局長：大家也很清楚昨日及過往一段長時間，香港鐵路有限公司（港鐵公司）的設施都受到非常嚴重的破壞，有小部分暴徒目無法紀，令公眾、乘客及工友的安全受到嚴重威脅。今天我們來到灣仔站，主要是了解破壞的情況，亦為港鐵（公司）的前線員工打氣。我在此希望各位傳媒朋友多多幫助我們宣揚這信息：香港鐵路是香港人的鐵路，最重要的是它每天服務超過五百四十萬人次，是香港公共交通的重要持份者，損壞了香港鐵路的設施，亦即是損壞了香港市民享用的有效率公共服務。我希望參與破壞設施的暴亂人士尊重香港人出行的自由及權利。

在此，我衷心感謝港鐵（公司）前線同事，雖然遭受如此大威脅，以至設施的損毀，但他們都不眠不寐為香港人提供優良服務，特區政府以至相關的政府部門亦會全力支持，多謝各位。

完

2019年9月9日（星期一）

香港時間14時55分

Press Releases

Transcript of remarks by STH

Following is the transcript of remarks by the Secretary for Transport and Housing, Mr Frank Chan Fan, at a media session after attending radio programmes today (October 18):

Reporter: During the programme, you said that you support the MTR's decision to close earlier at around 10 o'clock because it's necessary. Can you explain why it is necessary and when do you think it can resume normal operations?

Secretary for Transport and Housing: As far as we know, there are a lot of maintenance checking and safety monitoring of all the equipment and systems of (such) a vast railway network in Hong Kong. The establishment or number of staff that we have are able to cope with the day-to-day work, but as we envisage because of the damage in the past few months, there are a lot of repair, revamp and testing before the system could be fully recovered. Therefore, we need more time and less pressure for the MTR staff to concentrate on their necessary work.

Reporter: When do you think it can resume operating...

Secretary for Transport and Housing: We are trying to resume it back to normal operation as soon as the entire system is back to normal.

Reporter: Will it take maybe one or two weeks?

Secretary for Transport and Housing: I won't speculate but I am sure that the MTR team is making their best endeavour to do that.

Reporter: Earlier you said it would take one or two weeks. Under what situation would it take one or two weeks?

Secretary for Transport and Housing: It all depends on whether or not there will be incoming damage. If everything remains normal and there would be no further attack or damage, then I would say that one or two weeks would be possibly the target.

(Please also refer to the Chinese portion of the transcript.)

Ends/Friday, October 18, 2019
Issued at HKT 13:26

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新聞稿

Press Release

PRESS STATEMENT

8 September 2019

Open Letter to passengers from MTR Chairman and Chief Executive Officer

Chairman of the MTR Corporation Mr Rex Auyeung and CEO Dr Jacob Kam have jointly issued an open letter to MTR passengers today. The letter is as follows:

Dear MTR passengers,

MTR is a homegrown Hong Kong public transport operator.

The Corporation is currently experiencing the most tremendous challenges in the past 40 years since it commenced passenger service. Violence triggered by recent political controversies has spread to the MTR network, resulting in malicious acts being committed at dozens of stations. A couple of days ago we visited Tung Chung Station, one of the stations which was severely damaged, to inspect the recovery. We noted that the malicious behaviour persists as many station facilities have been damaged. This poses great impacts on everyone's daily commute, and has even threatened the safety of frontline staff. We deeply regret the actions that have occurred in our stations, and we condemn all violence which affects social order.

Facing this challenging situation, MTR colleagues have been making their best endeavour to recover and repair facilities in a timely manner to minimise the impacts on passengers. As a result, in most cases, we have been able to resume normal service on the following morning. We are very impressed by the great efforts made by frontline colleagues from the operating and maintenance teams, who have worked around the clock tirelessly. We express our deepest gratitude to all colleagues who have spared no effort in their work and provided safe railway service impartially.

However, we sincerely hope that all members of the public could demonstrate the spirit of mutual respect and allow our staff, including colleagues of Operations and Property Divisions who have faced enormous pressure and harassment recently, to exercise their duty diligently without any interference. This could help us to cope with the enormous challenges at present.

With MTR colleagues' commitment and support and collaboration from Hong Kong citizens, MTR has been able to provide a high standard of service. At this crucial moment, we wish all sectors of the community could treasure and safeguard this railway network which has been carrying our collective memories over the past few decades. Please allow us to honour our commitment and continue to provide our fellow citizens with safe and reliable railway service.

Rex Auyeung
Chairman of MTR Corporation

Dr Jacob Kam
CEO of MTR Corporation

-END-



About MTR Corporation

Every day, MTR connects people and communities. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with more than 40 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 40,000 dedicated staff*, MTR carries over 13 million passenger journeys worldwide every weekday in Hong Kong, the United Kingdom, Sweden, Australia and the Mainland of China. MTR strives to grow and connect communities for a better future.

For more information about MTR Corporation, please visit www.mtr.com.hk.

*includes our subsidiaries and associates in Hong Kong and worldwide

PRESS STATEMENT

7 October 2019

MTR Forced to Suspend Service on All Rail Lines due to Malicious Vandalism of Railway Facilities

Radical protestors once again maliciously vandalised and set fires at various MTR stations yesterday (7 October 2019), endangering the safety of passengers, MTR staff and the railway assets. Having regard to the safety of passengers and staff, the MTR Corporation announced at around 7:30pm that while limited services on the Airport Express and some MTR bus routes were maintained, other services of Heavy Rail, Light Rail and MTR bus were suspended. The MTR Corporation strongly condemns the reoccurrence of these illegal and irresponsible behaviours, which should not be tolerated. The Corporation had reported the cases to the police.

After the suspension of service of the whole network on 5 October 2019, the Corporation has conducted a review on the complex repair works required as well as a joint risk assessment with the Police and other relevant government departments. The Corporation re-opened 45 Heavy Rail stations providing limited passenger service yesterday morning (6 October 2019). However, at around 4:00pm, multiple stations including Yau Ma Tei and Kowloon Tong stations were maliciously attacked by radical protestors. Station facilities such as entry/exit gates, CCTV cameras and fire equipment etc. were vandalised while arsons occurred at the entrances of various stations. Fire sprinklers at various stations had been damaged, causing flooding at these stations. Besides, protestors threw objects at a section near Kowloon Tong Station on the East Rail Line which severely endangered train operations. The Corporation closed the Yau Ma Tei and Kowloon Tong stations at around 4:30pm and 4:50pm respectively. Train service between Kowloon Tong and Hung Hom stations on East Rail Line was suspended. In order to ensure the safety of passengers, MTR staff and railway operations, the Corporation subsequently suspended train service on several rail lines including Tsuen Wan, Kwun Tong, Tseung Kwan O, Island and South Island lines. Later at about 7:30pm, a number of other stations were closed in the network because of heavy damage. As we were no longer in a position to provide safe and reliable service to passengers in the prevailing circumstances, the Corporation had no choice but to make the decision to only maintain limited services on the Airport Express between Hong Kong and Airport stations without stopping at intermediate stations, and some of the bus routes. Other services of Heavy Rail, Light Rail and MTR bus had to be suspended.

The Corporation stresses that MTR staff have been striving to provide safe and smooth railway service to members of the public under feasible and safe conditions. However, multiple stations were once again maliciously and severely damaged, endangering the safety of passengers and staff. The Corporation therefore had no choice but to gradually close the stations and adjust train service. The Corporation expresses its anger over protestors setting fires at multiple locations on railway premises and damaging railway facilities which seriously undermined railway safety. The Corporation strongly condemns these dangerous behaviours which can constitute serious crimes and has reported the incidents to the Police. We reserve the right to take legal action against the concerned parties for our losses.

Since outbreaks of violence continue to occur at multiple districts, maintenance staff are unable to travel to the damaged stations to inspect and assess the extent of damage or to carry out

-more-

repair works. We will conduct a joint assessment with the Police and other relevant government departments to decide on the service arrangement for today (7 October 2019). Any update on the service arrangement will be announced as soon as possible. In case of reoccurrence of vandalism, MTR service may be affected for a longer period of time. Since many members of the public depend on railway service for going to work, to school and for conducting daily affairs such as going to see the doctor, visiting family members etc., we ask everyone be considerate and help to protect the railway facilities.

Passengers are advised to pay attention to the MTR website, MTR Mobile, public announcements at stations and on trains for the latest train service information. The Corporation will also disseminate relevant information via the media.

- End -

Media Enquiries:

Mr Kendrew Wong
Senior Manager – Media Relations
Tel : 2993 3223

24-hour media enquiries
Tel : 2212 2813

MTR Strongly Condemns Arson at Railway Facilities

Fire was maliciously set to railway facilities at more than 20 MTR stations during the public activities in different districts today (1 October 2019), severely impacting the safety of passengers, MTR staff and the railway. The MTR Corporation reiterates that arson can result in very serious consequences. The Corporation expresses its deepest anger over and strongly condemns these illegal behaviours which put the safety of passengers and MTR staff at risk. The incidents have been reported to the Police.

The MTR Corporation carried out a detailed risk assessment prior to today's public activities. For the safety of passengers and staff, and following discussions with relevant government departments, 11 stations including Admiralty, Wan Chai, Prince Edward, Causeway Bay and Sha Tin were closed in a gradual manner starting from this morning as a prudent measure. In addition, upon the request of the Government and the Airport Authority, Airport Express trains have been travelling between Hong Kong and Airport stations only since 2pm today with the trains not stopping at Kowloon, Tsing Yi and AsiaWorld-Expo stations.

A large number of stations on railway lines were affected to varying degrees during the public activities. Fire was maliciously set to a number of heavy rail and Light Rail stations including the following:

- Glass panels at the security operation centre of Tsuen Wan Depot were smashed with petrol bombs hurled into the centre
- A petrol bomb was thrown onto a section of tracks between Siu Hong and Tuen Mun stations on the West Rail Line
- Petrol bombs were hurled into a lift at Sham Shui Po Station
- Fire was set to facilities at Tsuen Wan, Sham Shui Po, Yau Ma Tei, Jordan, Central, Admiralty, Wan Chai, Causeway Bay, Diamond Hill and Tai Wai stations as well as the ventilation building of Wong Tai Sin Station
- Fire was set to the platforms of Light Rail Town Centre, Tai Hing (North) and Choy Yee Bridge stops; fire was also set to the staff rest room at Town Centre Stop

Meanwhile, railway facilities in different stations were vandalised. Violent protesters broke into Tsuen Wan Station on the Tsuen Wan Line, which was already closed at the time, and damaged a train berthed in a platform, hurled a petrol bomb onto the track, maliciously damaged ticket issuing machines, add-value machines, entry/exit gates, CCTV cameras as well as defaced facilities with graffiti. For Light

Rail, facilities in the staff rest room of Town Centre Stop were moved and disposed of on the tracks and ticket issuing machines at Choy Yee Bridge Stop were vandalised. Protesters also broke into and caused damages to facilities in Tai Wai and Che Kung Temple stations after the stations were closed. Objects were maliciously hurled onto the tracks near Kowloon Tong Station on the East Rail Line as well. Moreover, glass panels at the entrances/exits of stations such as Sham Shui Po, Admiralty and Choi Hung were smashed.

Immediate closure of a number of stations had to be implemented to ensure the safety of passengers and staff. Service on the Tsuen Wan Line was suspended at around 4pm today while service on the Ma On Shan Line was suspended at around 7pm. 47 heavy rail stations were closed as of 10:30pm today.

MTR staff have been striving to provide safe and smooth railway service to members of the public under feasible and safe conditions. However, multiple stations were maliciously and violently damaged, endangering the safety of passengers and staff. The Corporation had no choice but to gradually close the stations and adjust train service. Conditions at some of the stations were extreme to the point that station staff had to evacuate. The Corporation appeals for passengers' understanding for the inconvenience caused by service adjustments. The Corporation expresses its anger over protesters setting fire at multiple locations on railway premises and damaging railway facilities which obstructed railway safety. The Corporation strongly condemns these arbitrary behaviours which can constitute serious crimes and has reported the incidents to the Police.

MTR maintenance staff will inspect the vandalised facilities, assess the extent of damages and carry out repair works. We strive to maintain our service for the public. However, it is possible that certain stations and their facilities may not be able to resume service tomorrow. Passengers are advised to pay attention to the MTR website, MTR Mobile, station and in-train announcements for the latest train service information. The Corporation will also disseminate relevant information in a timely manner through the media.

- End -

Photo Caption

Light Rail Town Centre Stop



Tsuen Wan Station



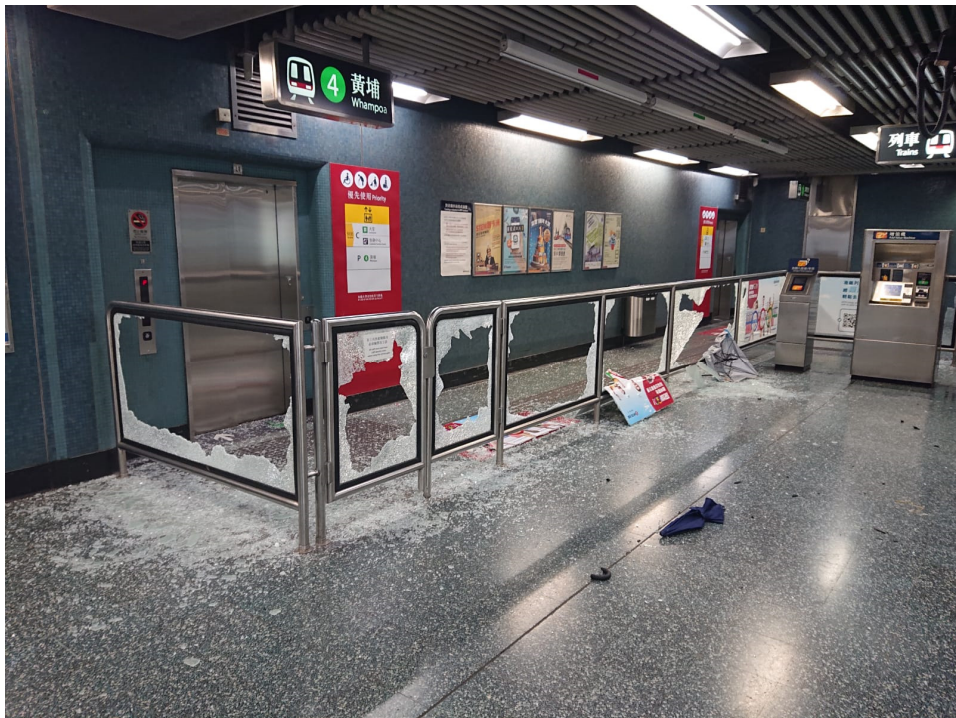
Kowloon Tong Station on East Rail Line



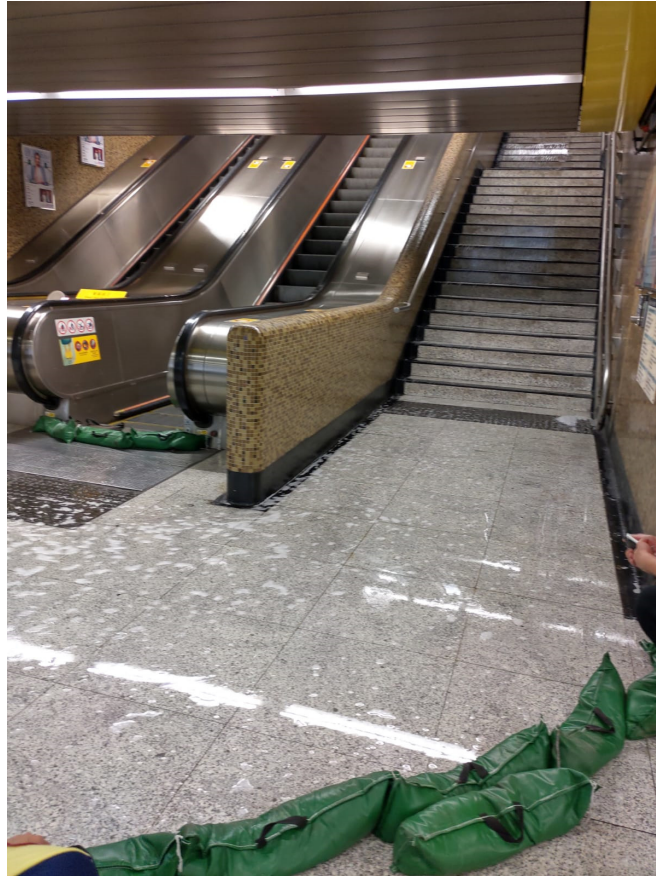
Causeway Bay Station



Choi Hung Station



Wong Tai Sin Station



PRESS STATEMENT

15 October 2019

MTR Clarifies Various Allegations

In response to recent queries raised by some quarters on whether damages on railway facilities in the MTR network are really done by protestors, MTR Corporation would like to give a response and set the record straight on false claims and other unfounded allegations. As a matter of fact, the public have clearly seen how the rioters stormed MTR stations and Light Rail stops at many occasions to inflict damages on railway facilities through TV live broadcasts. They maliciously damaged entry/exit gates, ticket issuing machines and CCTV cameras with metal objects, as well as turned on fire equipment to let water out to soak station facilities. They even set fire to stations and hurled petrol bombs into stations. These malicious acts which pose deadly threats to the safety of passengers, MTR staff as well as railway facilities, are apparent to everyone. The allegation about MTR and some people disguising as protestors conspiring to vandalise railway facilities is absolutely groundless and illogical, as the Corporation needs to deploy a tremendous amount of manpower and additional expenses in carrying out the repair works. We express indignation against those making false and irresponsible allegations, misrepresenting the facts and what is right or wrong. Such unfounded allegations are also very unfair to MTR maintenance staff who worked very hard to recover the damaged facilities in order to serve the travelling public.

The following are some clarifications of unfounded allegations:

1. There are news reports and online comments alleging that some of the facilities at MTR stations which are labeled as damaged in fact can function normally. We would like to point out that a large number of MTR stations have been repeatedly attacked by rioters. As of 7 October, 85 Heavy Rail stations and 53 Light Rail stops have been vandalised, with a large number of facilities damaged to varying degrees, e.g. the functionality of certain damaged equipment has been affected; some facilities were soaked, resulting in malfunctioning or the equipment only being able to function partially. There were allegations online saying that an Add-value Machine labeled as damaged actually functioned normally. The machine concerned was in fact vandalised with its display screen broken. As the machine had yet to be repaired and passengers might get hurt if they touch the display screen, a notice saying "not in service" was posted on the machine. In addition, it was alleged that some facilities such as entry/exit gates labelled as not in service actually function normally. While these machines may look intact, they suffered damages to varying degrees with some of the components broken, so much so that they may not be able to function stably and consistently. Unstable operation of equipment may cause inconvenience to passengers.

-more-

Taking the aforementioned factors into consideration, notices were put up to inform passengers that the facilities are out of service. We will resume the service of the machines as soon as possible upon the completion of repair works and relevant tests.

2. There are also unfounded accusations that the Corporation intentionally suspends the service of station facilities, such as escalators, during peak hours in order to create inconvenience and even chaos in order to put the blame on protestors. The Corporation would like to point out once again that extensive damages were caused by vandalism during recent unrests and some of the facilities therefore could not be used. Some escalators, for example, were soaked and flooded maliciously by rioters and it may be difficult for passengers to see, on the surface, the damage caused to the inner components and such damages require longer time to repair. The maintenance team needs to dry the equipment before carrying out inspections and repair works. A number of tests will be followed to ensure safety before the escalators can resume service. Due to the heavy passenger flow at stations during peak hours, crowd control measures have been implemented where necessary based on the actual circumstances. Additional manpower was also deployed to assist passengers on site.
3. There are queries on whether the Corporation is indeed running out of some of the spare parts. The Corporation has been striving to provide service to passengers under safe and feasible conditions. During the initial phase of the public activities, damages were not too serious and the maintenance team could still complete the repair works after service hours and resume service on the following day. However, violence has been escalating with the vandalism getting more extensive and severe. Despite stop gap measures such as flexible deployment of equipment or spare parts at different stations to facilitate the repair works, some spare parts for fare related equipment have been exhausted and damaged parts cannot be replaced. New spare parts were ordered. Although some of the spare parts have gradually arrived, it takes some time for all of them to be delivered. The maintenance team is making best endeavors, for example by trying to repair damaged parts for reuse or deploying intact equipment from other stations to the vandalised stations to maintain the basic level of service or limited service to passengers as far as practicable.
4. It was alleged that the damages at certain stations after they were closed were done by the police or MTR staff. Members of the public may have seen in live TV broadcast that some people damaged the roller shutters at station entrances and broke into the stations after they were closed to vandalise facilities and even set fire at stations. Such acts not only damage railway facilities but also posed severe threats to the staff of MTR who were still on duty at stations. Allegations of MTR staff vandalising railway facilities or allowing people in disguise of protestors to carry out such acts are false and absurd. The Corporation needs to deploy a tremendous amount of manpower and incur additional expenses in carrying out the repair works. The Corporation condemns such illegal acts and have reported the incidents to the Police. The Corporation appeals to those with evidence and information on the identity of the culprits to provide such information to assist in the investigation.

5. Regarding concerns on the presence of Police at stations which have already been closed, we stress that the Corporation is a railway operator while the responsibility for upholding law and order in the MTR network rests with the Police. Any law and order issue will be handled by the police. The Police may deploy manpower to stations to maintain law and order if the situation so requires, and if there is intelligence that there would be potential attacks at certain stations. The police will go to stations for investigation and evidence gathering if they receive reports on incidents of vandalism.
6. Collapsible gates have been recently installed at entrances/exits of certain stations to enhance security after station closure. Some concerns have been raised about the safety of the gates should they be connected to power. The Corporation reiterates that the facilities will not be powered and the gates will only be opened and closed manually in accordance with our guidelines. The supplier has submitted a safety report on the gate's design and operation to the Corporation. Relevant government departments have also been informed of the installation.

The MTR network carries nearly six million passenger journeys every day. Since many members of the public depend on railway service to go to work, to school and for conducting daily affairs, the Corporation asks everyone to treasure the public transport system of Hong Kong. We also appeal to members of public to be considerate and help protect the railway facilities and not do anything which will endanger the safety of passengers, MTR staff and railway operations.

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PRESS STATEMENT

14 November 2019

Continuous Attacks on MTR Network Severely Affect Residents' Journeys

Due to repeated vandalism, arson attacks and blockage of railway facilities with foreign objects by gangs of rioters, a number of MTR stations and the railway section between Sha Tin and Lo Wu/Lok Ma Chau stations on the East Rail Line were forced to close down today (14 November 2019). These malicious actions severely affected the journeys of commuters especially those living in the New Territories North. In addition, a number of cases were reported today in which petrol bombs were hurled onto the track area of open sections of the rail network. These attacks not only affected train services, but also seriously threatened the safety of passengers, MTR staff and railway facilities. The MTR Corporation strongly condemns such unlawful acts and irresponsible behaviour.

Various MTR stations, including those which were closed, have been illegally barged into and vandalised by rioters since yesterday evening. The glass panels of platform screen doors at Tung Chung Station were broken and shattered on platforms and the track area. We arranged our maintenance staff were arranged to enter the station to conduct inspection and clearance when conditions are safe. However, the damage was so severe that Tung Chung Station had to be closed down today. The Corporation arranged free shuttle bus services between Tung Chung (near the Fire Station) and Sunny Bay Station for affected passengers but the services had to be suspended at around 9:25am due to adverse road conditions and safety concerns. The free shuttle buses run again from Sunny Bay to Tung Chung when the situation improved in the evening peak hours.

Rioters also barged into Tseung Kwan O Station and vandalised station facilities after it was closed last night. Fires were set at the Customer Service Centre. As a result, the station was forced to close down today. Even so at around 10:15am, rioters again broke into the station and committed more acts of vandalism.

The service of the East Rail Line was obstructed and severely disrupted several times this morning. Since the start of service, petrol bombs were hurled onto the track area between Hung Hom and Mong Kok East stations twice, seriously endangering the safety of passengers and MTR staff. Train service between Hung Hom and Mong Kok East stations had to be suspended. It gradually resumed after Fire Services Department and MTR staff handled the cases and secured safe operations. Yet at around 12:50pm and 9pm, inflammable objects were hurled onto the track area in the same section again. The train service between Hung Hom and Mong Kok East stations again suspended until the situation was confirmed to be safe.

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At about 12 noon, a petrol bomb was hurled onto the track area between Kwun Tong and Lam Tin stations. Train service was disrupted for about 20 minutes. It was resumed after MTR personnel assured safe operations.

For the West Rail Line, passenger disputes and train doors obstruction occurred at Tin Shui Wai Station at around 7:25am, leading to severe train service disruption. Trains running between Yuen Long and Siu Hong stations were forced to be suspended. Meanwhile, evacuation was activated at Kam Sheung Road Station as another dispute occurred there. The Operations Control Centre arranged trains to bypass the station. Train service between Hung Hom and Siu Hong stations later resumed after safe operations were assured.

Besides, train door obstructions and passenger disputes also occurred in various urban stations including Prince Edward, Yau Tong and Jordan stations. As a result, train service was seriously affected.

Regarding Light Rail service, the track areas and railway facilities at various locations including along Yuen Long Main Road (Castle Peak Road – Yuen Long), the junction between Tin Yiu Road and Tin Wu Road, and the section adjacent to Town Centre Stop were severely damaged yesterday. Objects were thrown from height and affected the overhead line while tracks were cut with electric saws. Maintenance staff carried out inspection and maintenance works at the aforesaid locations overnight, however, the Light Rail service was still affected by continuous road blockages. Various Light Rail routes were forced to be diverted or even suspended.

The Corporation would like to reiterate that acts of hurling objects and arson attacks targeting at running trains and track areas pose severe threats to the safety of passengers, MTR staff and railway facilities. Serious injury or casualties may be caused by these unlawful acts. The Corporation strongly condemns the violent acts of rioters and has reported the cases to the Police. The Corporation reserves all rights to take legal action against the parties concerned.

Our maintenance staff will inspect, evaluate and carry out repair works in various stations after the service ends tonight as long as the conditions are safe. However, as the extent of damage was very large, some of the stations and facilities may not be able to resume their operations tomorrow. The Corporation will continue to assess the risks and may shorten service hours or suspend train and station services in response to increased risk or disruption of railway facilities. We will disseminate relevant information on train services via the MTR website, MTR Mobile, station and in-train announcements as well as the media. Passengers are advised to pay attention to the latest information.

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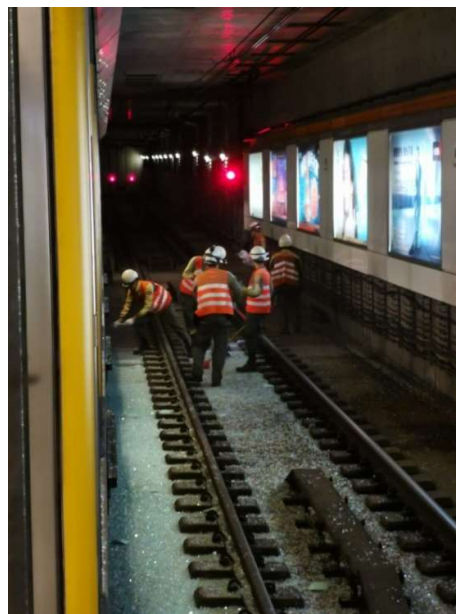
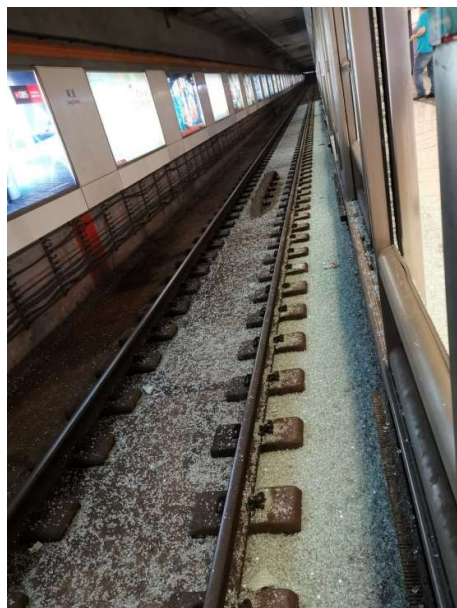
Photo captions:

1. Petrol bombs were thrown onto the track area from height at Hung Hom Station of the East Rail Line.



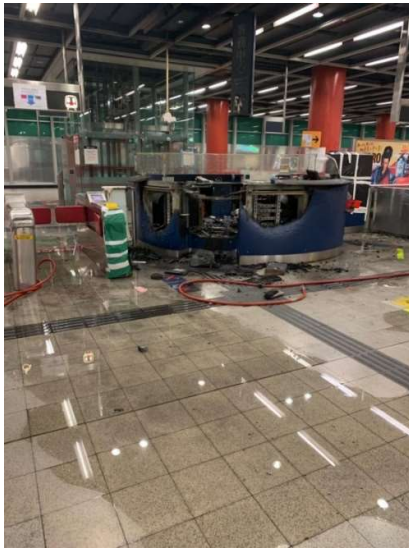


2. Various glass panels of platform screens doors were broken and shattered on platforms and track area. Customer Service Centre and other station facilities were also vandalised.





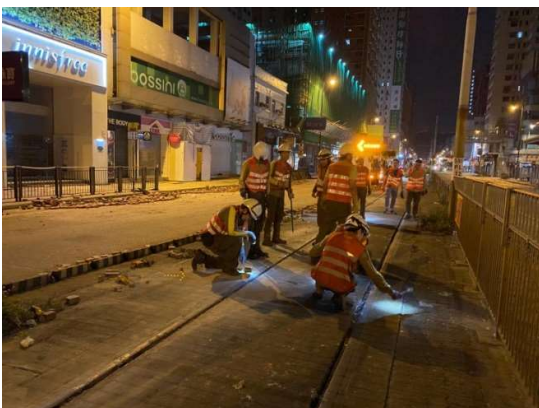
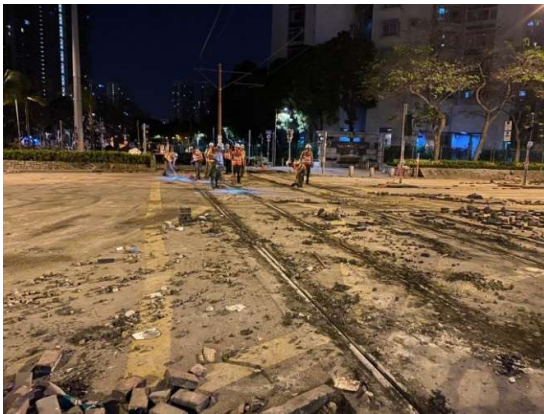
3. Tseung Kwan O Station was barged in and vandalised. Customer Service Centre was set on fire.

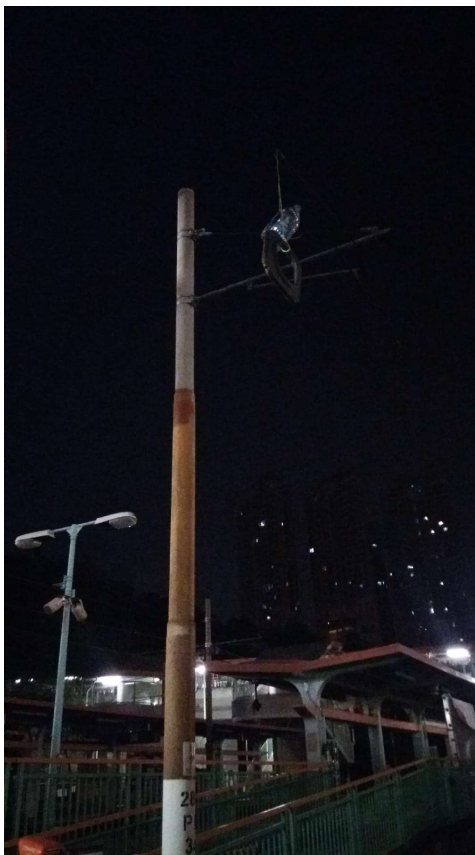
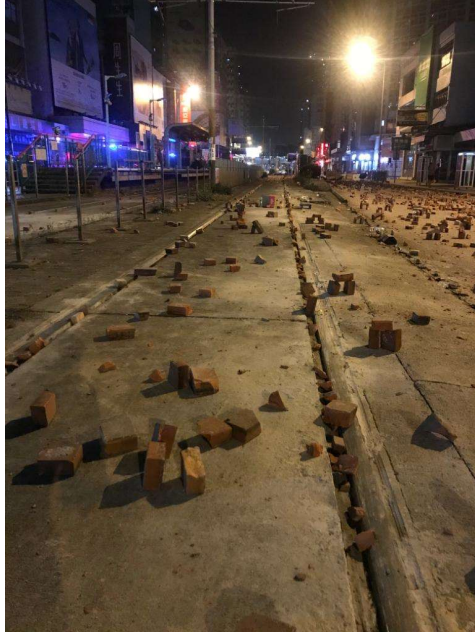
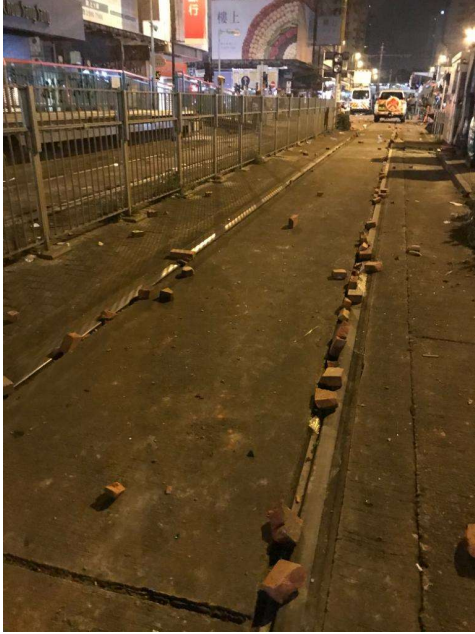


4. Petrol bomb was thrown onto the track area between Kwun Tong and Lam Tin stations.



5. Light Rail track and railway facilities were seriously damaged at Yuen Long Castle Peak Road, junction between Tin Yiu Road and Tin Wu Road and Town Centre Stop yesterday.





MTR Resumes Normal Service Hours

A number of MTR stations were maliciously and repeatedly vandalised over the past several months. Based on the latest progress of repair works and following a risk assessment with relevant government departments, all MTR lines, Light Rail (LR) and MTR buses will resume normal service hours tomorrow (2 December). The Corporation will continue to monitor the situation and conduct risk assessment. If necessary, stations or sections of railway lines may have to be closed early, in particular during weekends.

For the East Rail Line (EAL), University Station will remain closed for a period of time for repairs as the station facilities were severely damaged. Nevertheless, with the hard work of the MTR maintenance team, significant progress has been made in the temporary repair of the trackside signalling equipment near University Station. Therefore, train service on the EAL between Hung Hom and Lo Wu stations and between Hung Hom and Lok Ma Chau stations will be enhanced from 5 to 10-minute and 15-minute intervals respectively to 3.5 to 7-minute and 12-minute intervals during peak hours. The extra travelling time of five to ten minutes will be further reduced to four to eight minutes for end-to-end journeys on the EAL.

Besides, because of severe damage, certain entrances/exits at MTR stations will remain closed for repair works (please refer to the annex for details). Passengers may use other entrances/exits at the stations. In addition, as traffic lights at certain road junction and some LR signalling equipment were maliciously damaged and are in need of repair, the service of some of the LR routes still has to be adjusted. Passengers can check the details about LR service on MTR Mobile.

We appeal to the parties concerned to stop vandalism of railway facilities. The MTR Corporation will continue to carry out risk assessment with relevant government departments. The Corporation may shorten service hours if the risk level increases or station facilities are damaged again. In the event that train or station service has to be adjusted, the Corporation will disseminate the relevant information via the MTR website, MTR Mobile, station and in-train announcements as well as the media. Passengers are advised to pay attention to the latest service information.

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About MTR Corporation

Every day, MTR connects people and communities. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with more than 40 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 40,000 dedicated staff*, MTR carries over 13 million passenger journeys worldwide every weekday in Hong Kong, the United Kingdom, Sweden, Australia and the Mainland of China. MTR strives to grow and connect communities for a better future.

For more information about MTR Corporation, please visit www.mtr.com.hk

*includes our subsidiaries and associates in Hong Kong and worldwide

**Station entrances/exits that remain closed because of vandalism
(as of 2 December 2019*)**

Station	Closed station entrances/exits
Tsuen Wan Line	
Tsim Sha Tsui	A1
Mong Kok	A1, D1, D2
Kwun Tong Line	
Whampoa	B
Island Line	
HKU	A1, A2, C1
Sai Wan Ho	B
Tung Chung Line	
Tung Chung	B

*Passengers are advised to check the latest information on MTR Mobile