

政府總部  
運輸及房屋局

運輸科  
香港添馬添美道2號  
政府總部東翼



**Transport and  
Housing Bureau**  
**Government Secretariat**

**Transport Branch**  
East Wing, Central Government Offices,  
2 Tim Mei Avenue,  
Tamar, Hong Kong

Our ref. : THB(T) L2/1/44  
Your ref. :

Tel no. : 3509 8159  
Fax no. : 2537 5246

Ms Sophie LAU  
Clerk to Subcommittee on Matters Relating to Railways  
Legislative Council Panel on Transport  
Legislative Council Complex  
1 Legislative Council Road  
Central  
Hong Kong

9 April 2020

Dear Ms LAU,

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

At its meeting on 6 December 2019, the Subcommittee on Matters Relating to Railways requested the Transport and Housing Bureau (“THB”) to provide supplementary information regarding the captioned subject. The supplementary information provided by THB and the MTR Corporation Limited (“MTRCL”) regarding the captioned subject is enclosed for the Secretariat’s reference.

Yours sincerely,

(Veronica TSE)  
for Secretary for Transport and Housing

c.c.: MTR Corporation Limited

(Attn.: Mr Y C CHAN)

## **Supplementary information on the measures and train service arrangements implemented by MTR to cope with large scale public order events**

The continuous large-scale public order events (“POEs”) taking place since June 2019 have had an unprecedented impact on the services of the Mass Transit Railway (“MTR”). 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. 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.

2. To ensure the safety of passengers, staff and the railway, the MTRCL has to adjust its train services as necessary during POEs. 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.

### ***(1) Latest statistics on vandalised facilities and service delay***

3. During June 2019 and 11 March 2020, among the 93 heavy rail and 68 light rail stations, a cumulative total of 85 heavy rail and 62 light rail stations were vandalised, involving numerous facilities such as entry/exit gates (over 1 970 times), ticket machines, Octopus add-value machines/enquiry processors and Customer Service Centre facilities (over 1 150 times), Octopus fare processors on light rail platforms (over 1 590 times), CCTV cameras (over 1 280 times), escalators (about 120 times), lifts (over 80 times) and roller shutters of station entrances/exits (about 220 times).

4. For the statistics on service disruption, with more than 8 000 train trips daily, MTR provided service to an average of 5.5 million passenger journeys a day in the first half of 2019. MTR passengers would definitely be affected to varying degrees by the MTRCL’s adjustment of train and station services for safety reasons during POEs. However, considering that the scale of each POE, the way of launching attacks on stations and trains, the numbers of affected stations and facilities and the extent of the attacks may vary from case to case, the MTRCL is not able to provide breakdowns or statistics on the numbers of train services and the time affected by various reasons (e.g. throwing objects onto track areas).

***(2) Enhancing security measures, especially preventing objects from being thrown onto the track area of East Rail Line (“EAL”)***

5. To ensure railway safety, the MTRCL has increased station security personnel and related manpower, and has installed and strengthened facilities of various stations, including roller shutters at entrances/exits of stations and protective glass panels, in order to step up the security in stations. A review is also being conducted on suitable long-term security measures to be adopted at stations.

6. Among the cases, the MTRCL is very concerned about the repeated acts of deliberately throwing objects onto the track area of EAL which have taken place since August 2019. The acts indeed pose serious threat to the safety of EAL operation and passengers. In this connection, the MTRCL has closely liaised with the relevant government departments (including the Highways Department (“HyD”), the Transport Department, etc.) to install 30 temporary protective facilities on the footbridges across the EAL tracks and the pavements near the track area with a view to minimising the possibility of people throwing objects onto the track area. Most of the protective facilities are installed in the New Territories East (including Shatin, Tai Po, North District, etc.). Some of them are installed in Kowloon, including the fences retrofitted on the footbridge connecting Kowloon Tong Station and Festival Walk shopping centre and those retrofitted on the footbridge across Fanling Highway and San Wan Road, etc.. The MTRCL also plans to increase the height of existing parapets and retrofit fences on cross-track footbridges which are within the areas managed by the MTRCL and those owned by HyD to further ensure railway safety.

**Transport and Housing Bureau  
MTR Corporation Limited  
April 2020**