



# Progress update on enhancement of MTR facilities and customer experiences

Subcommittee on Matters Relating to Railways  
June 2020

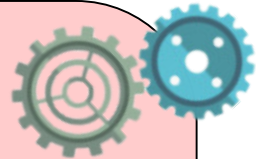
# Expediting the recovery of station facilities

- June 2019 – March 2020: about **90%** stations had been vandalized, posing a serious challenge for maintenance works

Heavy maintenance duties



Shortage of spare parts



Increased difficulty and required lead time for repair

# Progress of station facilities recovery

- All station entrances reopened for use  
(Individual entrances at Airport and Austin stations remain closed in line with the operations of airport and High Speed Rail)
- Repair works for other major facilities largely completed by **mid-2020**



MTR Corporation



MTR

# Protective measures

## Station entrances

- Install metal panels atop existing glass panels of station entrances



## Inside station

- Install security gates near station entrances
- Strengthen the display monitors of tickets gates and the cases of Octopus card readers
- Heighten the panels of Customer Service Centres



# Improve station concourse layout

Re-layout the concourse of certain stations to improve passenger flow

## Kwun Tong Station

- Enhance concourse layout and install an additional lift

## Tseung Kwan O Station

- Install additional ticket gates

## Sheung Shui Station

- Construct an additional exit & barrier-free access



Sheung Shui Station



Photomontage



Photomontage

# Barrier-free facilities

## Fortress Hill Station



Add external lift

Planning with  
Government departments

## Tin Hau Station

Add 3 escalators at entrance A



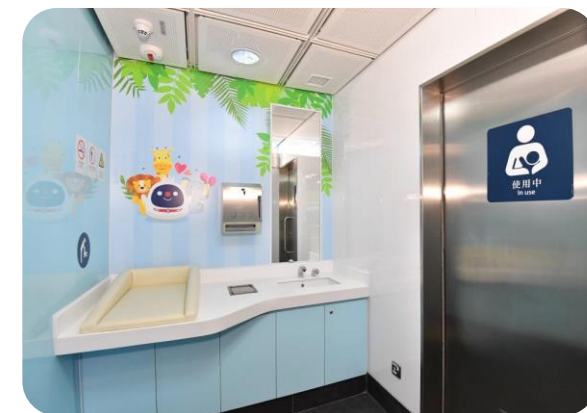
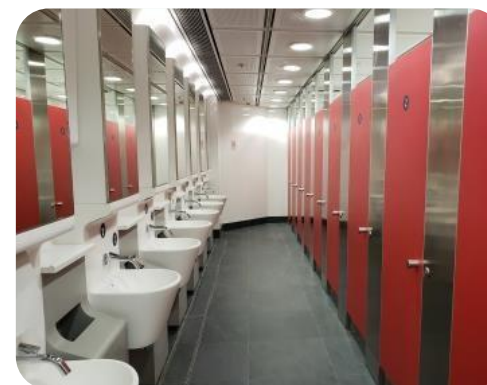
Add a stair-lift at entrance B  
Photomontage



Expected to be completed in 2021

# Retrofit passenger toilets and baby-caring rooms at interchange stations

Interchange stations	Toilets	Baby-caring rooms
Mong Kok	✓	Breastfeeding areas only
Prince Edward	✓	
Admiralty	✓	
Tiu Keng Leng	✓	
Yau Tong	✓	✓
Lai King	✓	✓
Central	✓	✓
Diamond Hill	✓	✓
North Point	2020	2020
Yau Ma Tei	2020	2020
Tsim Sha Tsui	2021	2021



# Add drinking water dispensers

Tung Chung Station



Tsuen Wan Station



Prince Edward Station



Tiu Keng Leng Station



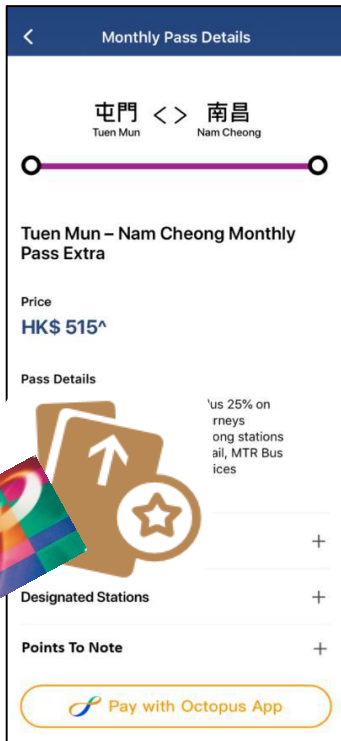
✓ Programme to be extended in phases to other feasible stations



# MTR Mobile app

1

Purchase  
"Monthly Pass Extra"



2

Light Rail real-time arrival schedule

Tuen Mun Hospital

Last updated on 2020-02-28 15:30

Destination	Next Train
751 Yau Oi	Departing
610 Tuen Mun Ferry Pier	15 min

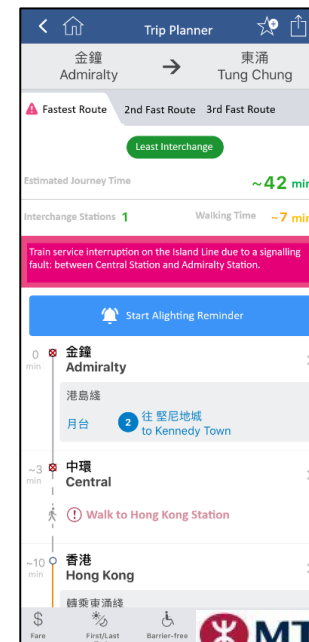
Platform 2

Destination	Next Train
610 Yuen Long	Arriving
751 Tin Yat	15 min



3

Enhanced  
"Trip Planner"



4

"MTR Points" scheme for MTR rides and spendings



# Promote “Smart Mobility”



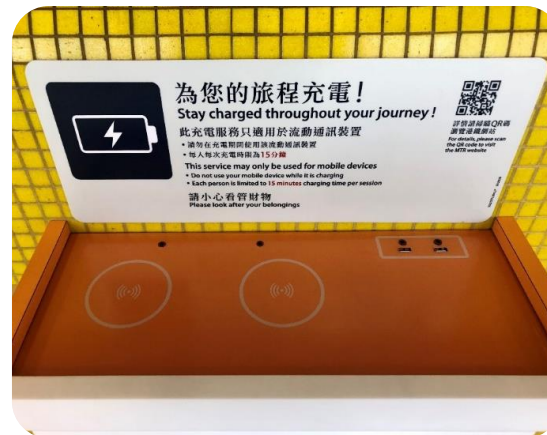
Free Wi-Fi extending to station concourse and platform



5G service introduced initially at Tai Koo Station



New robots to enhance customer service

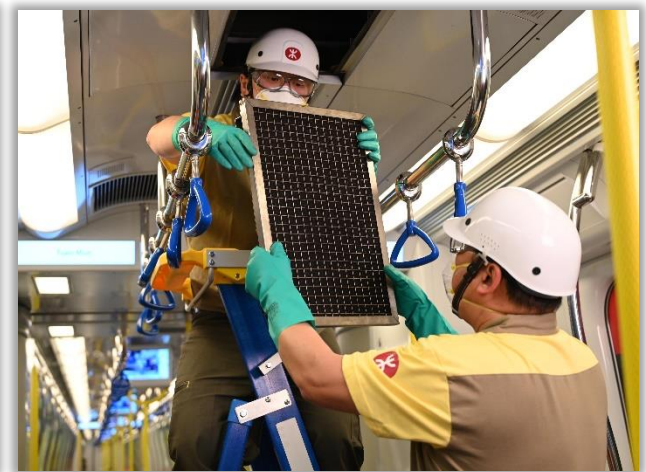


16 stations providing free wireless charging facilities



Ticket gates supporting QR code payment

# Anti-epidemic measures across MTR network





**Continuously improve facilities and passenger experiences**

**Thank you**