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Panel on Transport
Legislative Council
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong
(Attn: Ms Sophie LAU)

2 January 2020

Ms Lau,

**Blockage of Major Roads and Trunks and
Vandalisation of MTR Railway Lines by Radical Protestors and
Related Transport Measures**

Thank you for your letter dated 19 November 2019 on the subject. The Government's response is as follows.

Since early June 2019, over 1 000 protests, processions and public meetings have been staged in Hong Kong, many of which eventually turned into violent illegal events, including maliciously blocking various strategic routes and cross-harbour tunnel facilities, paralysing the traffic, as well as wantonly damaging road safety facilities (such as traffic lights, railings and road signs). These reckless acts have jeopardised public order and public safety and severely affected the mobility of the general public.

The Emergency Traffic Co-ordination Centre ("ETCC") under the Transport Department ("TD"), which operates 24 hours a day, closely monitors the situation of traffic and transport services. ETCC liaises and co-ordinates with relevant government departments, public transport service operators and organisations concerned in handling traffic incidents; and disseminates the latest traffic news to the public.

In addition, TD has all along put in place contingency plans for individual strategic routes and rail lines. In case of an incident, TD, relevant government departments (such as the Police and works departments), public transport service operators as well as tunnel and bridge management companies, etc. will maintain contact and co-ordinate appropriate actions according to the procedures set out in the contingency plans. The contingency measures concerned include traffic diversion, strengthening of alternative services by other public transport service operators and dissemination of relevant information to the public so as to minimise the impact of the incidents on various road users as far as possible.

When some MTR stations could not operate normally, the MTRCL would arrange free shuttle bus services for passengers, while franchised bus operators would also strengthen services as necessary. In addition, franchised bus services would be diverted or truncated when road situation warrants in times of the road blockage in order to provide continued service to passengers as far as practicable. For example, in view of the earlier closure of the Cross-Harbour Tunnel (CHT) due to facilities being damaged, TD co-ordinated with the franchised bus operators to enhance the existing cross harbour bus services via the Eastern Harbour Crossing (EHC) and the Western Harbour Crossing (WHC), and arranged nine cross-harbour bus services originally travelling via CHT to be diverted to EHC or WHC. TD also arranged two special free ferry services plying between Wan Chai and Hung Hom/Kowloon City to assist members of the public to commute.

On information dissemination, ETCC of TD issues electronic press releases to the media as soon as practicable after occurrence of traffic incidents, and disseminates the latest traffic and transport information to the public via TD's mobile application "HKeMobility", the department's website (www.td.gov.hk) and variable message signs on highways. In addition, designated staff are deployed by ETCC to make radio broadcasts on information relating to the incidents and call for public attention to the unexpected road situation of individual districts and the latest arrangements on public transport service.

ETCC also updates the incident information on "HKeMobility" in a timely manner and announces specific traffic and transport arrangements, including individual roads being affected, links to websites on public transport service arrangements of franchised bus companies, etc. Text version of the above-mentioned messages aside, TD also uses graphics to display information about affected stations and road situation. In this regard, maps about the railway service status and major road status are added to "HKeMobility", enabling the public to have a better grasp of the detailed traffic information and make appropriate travel arrangements accordingly.

So far, the cumulative number of downloads of the mobile application “HKeMobility” has reached 2.1 million. We will continue to enhance its functions with a view to providing various road users with more comprehensive and accurate traffic and transport information.

Moreover, in case of railway service disruption, the MTRCL will disseminate promptly updated train information to passengers via its website, its mobile application “MTR Mobile”, broadcasts at stations and inside train compartments as well as the media, so that passengers can make early planning for their trips.

Yours Sincerely,



(Miss Ezrela CHEUNG)

for Secretary for Transport and Housing

c.c.
Transport Department

Attn: Ms Candy KWOK