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1 December 2014

New “2+1” Train Service Arrangement And Next Train App Enhance MTR Tseung Kwan O Line Service

The addition of 237 train trips a week, an upgraded “Next Train” app and standardised door chimes will bring more comfortable and convenient journeys for passengers travelling on MTR Tseung Kwan O Line from December 2014 under the MTR Corporation’s Listening • Responding Programme.

“The most important enhancement in our latest series of Listening • Responding initiatives is the addition of train services during the morning and evening peak periods on the Tseung Kwan O Line. This will increase passenger carrying capacity and ease congestion along the busiest corridor between Yau Tong and Quarry Bay stations,” said Mr Adi Lau, Deputy Director – Operating of MTR Corporation.

New “2+1” Train Service Arrangement on Tseung Kwan O Line

To increase capacity, a new “2+1” train service arrangement will be introduced on Tseung Kwan O Line from 8 December 2014 (Monday) during the morning and evening peak periods. Added together, an extra 201 train trips will be operated weekly, boosting overall passenger carrying capacity of peak periods by about 11.5%.

Under the new arrangement, every group of three trains will depart North Point Station at intervals of 2.5 minutes, 2 minutes and 2 minutes (current frequency a flat 2.5 minutes). The first two trains will head to Po Lam Station while the third train will terminate at LOHAS Park Station.

At the Tseung Kwan O end, the number of train trips from Po Lam Station to North Point Station during peak periods will remain the same at 18 per hour. However, passengers will note a slight adjustment in the service schedule with trains departing at alternate intervals of 2.5 minutes and 4 minutes.

From LOHAS Park Station, trains will depart approximately every 7 minutes. (See Annex 1 for details)

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More Train Service Enhancements on Tseung Kwan O Line

As an added convenience to Tseung Kwan O Line passengers travelling at other times of the day, a weekly total of 36 extra train trips will be added after the evening peak on weekdays and before the morning peak on Saturdays.

Together with the "2+1" peak period enhancements, a total of 237 extra services will be operated on the line each week.

Upgraded "Next Train" App

To make journey planning easier for passengers, real time information on Tseung Kwan O Line train service will be available from tomorrow afternoon (2 December 2014) in an upgraded version of the "Next Train" app. Using their mobile devices, passengers will be able to find out when the next four trains will arrive at their specified Tseung Kwan O Line Station.

Currently, the app provides train service information for the West Rail Line, Tung Chung Line and Airport Express.

Door Chimes Standardisation Programme

Furthermore, the Tseung Kwan O Line will lead the roll out of standardised platform and train door chimes across MTR lines from 10 December 2014 to facilitate smoother train operations and to raise passenger awareness of door safety by providing clearer audio signals to indicate when doors are opening and closing.

When implemented, Tseung Kwan O Line passengers will hear a new "ding-dong" chime when trains arrive at the platform. This indicates that the platform and train doors are opening and passengers waiting on the platform should let those on the train alight first before boarding.

When the platform and train doors are closing, the familiar "do-do-do" chime will sound to alert passengers to stop boarding and wait for the next train. As part of the standardisation programme, the door chimes will be synchronized and audible on platforms as well as inside train compartments for the convenience of everyone, especially the visually impaired.

The standardisation of door chimes on all MTR lines will be completed in the first quarter of 2015. Passengers will be informed about the change through public announcements, posters and videos. Additional station staff will also be deployed to assist passengers. (See Annex 2 for details)

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Photo caption:

1. Deputy Director – Operating Mr Adi Lau announces that Tseung Kwan O Line service will be enhanced from 8 December by 237 train trips a week. The extra train trips will help ease congestion along the busiest corridor between Yau Tong and Quarry Bay Stations during peak periods.



2. A Door Chimes Standardisation Programme is being rolled out across all MTR lines to facilitate smoother train operations and raise door safety awareness. Universal colour codes (i.e. green for “go” and red for “stop”) will be used in posters to convey that the standardised door chimes will make boarding and alighting from trains as simple as crossing the road.



3. Real-time information about Tseung Kwan O Line train service will be available in the upgraded "Next Train" app from afternoon of 2 December 2014.



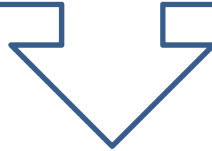
Tseung Kwan O Line Train Service Enhancements

New "2+1" Train Service Arrangement Starting from 8 December 2014

"2+1" Train Service Arrangement on Tseung Kwan O Line during peak periods

- Monday – Saturday, 7:30am – 9:30am
- Monday – Friday, 5pm – 8pm

	Frequency (in minutes)	
	Current "3+1" Arrangement	New "2+1" Arrangement
North Point Station <--> Po Lam Station	2.5 / 2.5 / 5	2.5 / 4
North Point Station <-> LOHAS Park Station	10	7



North Point Station <--> Tseung Kwan O Station

Frequency (in minutes)	
Current "3+1" Arrangement	New "2+1" Arrangement
2.5	2.5 / 2 / 2

Total Additional Train Trips (weekly)

Period	Additional train trips (weekly)
New "2+1" Train Service Arrangement on Tseung Kwan O Line Monday - Saturday (morning and evening peak periods)	201
More Train Service Enhancement on Tseung Kwan O Line Monday - Friday (after the evening peak periods)	30
More Train Service Enhancement on Tseung Kwan O Line Saturday (before the morning peak periods)	6
Total	237

Schedule for Standardisation of Door Chimes

Lines	Changeover Period
Tseung Kwan O Line	10-12 December 2014
Island Line	13-15 December 2014
Tsuen Wan Line	16-18 December 2014
Kwun Tong Line	19-21 December 2014
Tung Chung Line, Disneyland Resort Line, Airport Express	22-23 December 2014
West Rail Line, Ma On Shan Line and East Rail Line	Q1 2015