

PR009/18  
8 February 2018**MTR Maintains 99.9% On-Time Performance in 2017  
Keeps Service, Facility and Asset Enhancements Rolling under Rail Gen 2.0**

MTR Corporation today (8 February 2018) reported that it operated a record number of over 2.11 million train trips and carried over 1.76 billion passenger journeys on the heavy rail network in 2017. The overall passenger on-time service performance for the year remained high at a world-class level of 99.9%. In the months of January, March, November and December, the train service performance that MTR customers received day in and day out was the best for those respective months since the rail merger.

Thanks to the co-operation and vigilance of customers on safety, the hard work of MTR staff, together with the benefit of enhanced railway facilities, the Corporation has continued to achieve an excellent safety performance. In the lead up to the busy Lunar New Year holiday period, train services will be strengthened for passengers' travel convenience. To maintain a safe railway system, passengers are not allowed to bring floating LED balloons or inflammable materials into MTR premises.

"The 99.9% on-time performance of our train service is not a coincidence. It is, of course, due to the continuous efforts of our operating and maintenance staff, as well as the joint efforts of our customers. We will look into individual disruptions with longer delays in order to seek continuous improvement," said Operations Director of MTR Corporation Mr Adi Lau. "While operating more train services adds pressure to the network, we have substantially increased our railway operations and maintenance manpower, including Station and Platform Assistants, to over 12,000 staff in 2017, representing a total increase of over 45% since 2008."

Given the MTR network is busier than ever, the Corporation has launched a number of initiatives to ensure safe and efficient service. Starting from late 2017, special trains have been deployed to selected busy stations to relieve crowding at pinch points. To further maintain smooth passenger flow and good station order, special crowd management measures have been implemented at stations, in particular at major interchange stations during peak hours. These measures include temporarily shutting down some of the ticket entry gates, changing the direction of escalators, and deploying additional staff to assist passengers at the platforms during peak hours.

The MTR has made a long-term commitment to customers to upgrade its railway assets under the Rail Gen 2.0 programme. The replacement of signalling systems for seven urban railway lines and the East Rail Line, the procurement of 93 new trains and the replacement of station chillers, just to name a few, are all in full swing.

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The Corporation also continues to invest in service and facility enhancements such as the provision of breastfeeding facilities at 20 interchange stations, the newly launched digital initiative “Chatbot” on the MTR Mobile app, the introduction of mobile payment for buying single journey tickets and much more. (See details in Annex)

“Providing caring and quality service is always at the heart of MTR’s mission. With this in mind, we endeavour to enhance customer’s travelling experience at every step of their journey. In the past five years, we have invested a total of HK\$34 billion on maintaining, upgrading and replacing our Hong Kong railway assets and facilities, as well as lifting our customer service levels. Looking ahead, I can assure you that our efforts will continue in 2018 and beyond,” added Mr. Lau.

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#### About MTR Corporation

MTR Corporation is regarded as one of the world’s leading railway operators for safety, reliability, customer service and cost efficiency. In its home base of Hong Kong, the Corporation operates ten commuter railway lines, a Light Rail network and a high-speed Airport Express link on which about 5.6 million passenger trips are made on a normal week day. Another 5.6 million passenger trips are made on the rail services it operates outside Hong Kong in the Mainland of China, the United Kingdom, Sweden and Australia. In addition, the Corporation is involved in a range of railway construction projects as well as railway consultancy and contracting services around the world. Leveraging on its railway expertise, the Corporation is involved in the development of transit-related residential and commercial property projects, property management, shopping malls leasing and management, advertising media and telecommunication services.

For more information about MTR Corporation, please visit [www.mtr.com.hk](http://www.mtr.com.hk).

Photo captions:

1. Mr Adi Lau, Operations Director (right) and Mr CK Cheung, Head of Operating - West Region (left) of MTR Corporation announce that the overall passenger journeys on-time remained high at 99.9% in 2017, and provide updates on the service, facility and asset enhancements under Rail Gen 2.0.



2. Mr Adi Lau, Operations Director of MTR Corporation says thanks to the continuous efforts of operating and maintenance staff as well as the joint efforts of customers, overall train service performance in 2017 remained at a world-class level even as the Corporation provided a more frequent train service for passengers.



## Details of Service, Facility and Asset Enhancements

<b>“Rail Gen 2.0” Next Generation Rail</b>	
Replacement of Signalling System	<ul style="list-style-type: none"> <li>• The upgrading of the signalling system in the MTR network is now in full swing.</li> <li>• Upgrading works are concurrently being carried out on four railway lines. Dynamic tests have been taking place on the East Rail and Tsuen Wan lines and the construction of the new system on the Island Line and Kwun Tong Line has achieved good progress.</li> <li>• Upon completion of all of the signalling works, train service frequency, overall capacity and train reliability will be further enhanced.</li> </ul>
Procurement of 93 New 8-car Trains	<ul style="list-style-type: none"> <li>• To maintain high quality railway service for customers, the Corporation has purchased 93 new eight-car trains to replace all of the first-generation trains now operating on the Kwun Tong, Tsuen Wan, Island and Tseung Kwan O lines.</li> <li>• The first new train has been delivered to Hong Kong in January 2018. Trains will undergo stringent testing and commissioning procedures before they are put into service.</li> <li>• The remaining trains will arrive in batches between 2018 and 2023.</li> </ul>
Large-scale Replacement of Station Chillers	<ul style="list-style-type: none"> <li>• The replacement of chillers at Wan Chai Station with more advanced and environmentally friendly systems was completed in mid-2017.</li> <li>• Works are well underway to replace chillers at another 36 MTR stations and four railway depots by 2023.</li> </ul>
<b>Making journey planning more convenient and facilitating access with ease</b>	
New Digital Initiatives in MTR Mobile app	<ul style="list-style-type: none"> <li>• A series of MTR Mobile app functions, including “In-station Finder” and “Fast Exit” were launched in 2017 to provide customers with a new and more personalised travelling experience.</li> <li>• Another new function “Chatbot” was added to MTR Mobile in January 2018. With the help of AI technology, “Chatbot” allows users to more easily find their way and makes journey planning more convenient.</li> </ul>
New Station Entrances	<ul style="list-style-type: none"> <li>• New integrated entrances/exits were opened in Yuen Long and Wan Chai stations in 2017.</li> <li>• Preparatory works to provide a new entrance and widen a staircase on the Hung Hom-bound platform at Sheung Shui Station have commenced. The works are targeted to be completed in 2020.</li> </ul>

Station Lifts	<ul style="list-style-type: none"> <li>• From 2012 to 2017, passenger lifts connecting station concourse with the street level have been installed at 13 older stations.</li> <li>• To enhance the connectivity between platform and concourse within stations, new lift and escalator were installed in Kowloon Tong and Mong Kok stations respectively in 2017. Installation of new lifts/escalators in Tsuen Wan and Tung Chung stations is well underway.</li> <li>• 23 hydraulic lifts in 15 stations have been replaced with new traction lifts to provide more comfortable and swifter movement within stations. The replacement of the remaining two hydraulic lifts is well underway for targeted completion in 2018.</li> </ul>
Escalators	<ul style="list-style-type: none"> <li>• Under a refurbishment programme for escalators in the rail network launched in 2002, a total of 361 escalators have been refurbished as of 2017.</li> <li>• Refurbishment of five escalators at Shau Kei Wan, Lam Tin and Quarry Bay stations is targeted to be completed in the first quarter of 2018.</li> </ul>
Wide Gates	<ul style="list-style-type: none"> <li>• To enhance access especially for senior citizens, persons with disabilities, and those with bulky luggage or baby prams, additional wide gates had been installed at 55 stations by early 2018.</li> <li>• Installation continues in 13 stations and every MTR station will be equipped with at least two wide gates once the works are completed in 2018 (Except Racecourse Station and Airport Station).</li> </ul>
Mobile Payment for Buying Single Journey Tickets	<ul style="list-style-type: none"> <li>• Mobile payment (Alipay and WeChat Pay) for single journey ticketing was first launched in Lo Wu and Lok Ma Chau stations in late 2017, followed by East Tsim Sha Tsui and Tsim Sha Tsui stations in early 2018.</li> <li>• The scheme will be extended to Causeway Bay Station by the first half of 2018.</li> </ul>
Octopus Processors at Light Rail stops	<ul style="list-style-type: none"> <li>• For the convenience of passengers when they enter or leave the Light Rail system, the Corporation plans to replace close to 1,500 Octopus Processors at more than 150 platforms at all Light Rail stops by 2019.</li> <li>• The new processors feature a larger screen to provide more and clearer information to passengers.</li> <li>• The first batch of new Octopus Processors is undergoing a series of tests and is expected to be in operation in the second half of 2018.</li> </ul>

<b>Making MTR travel more comfortable and pleasant</b>	
Breastfeeding Areas/Babycare Rooms	<ul style="list-style-type: none"> <li>• Breastfeeding areas in 20 interchange stations (Kowloon Tong, Tsim Sha Tsui, Yau Ma Tei, Mong Kok, Prince Edward, Mei Foo, Lai King, Central, Admiralty, Quarry Bay, North Point, Yau Tong, Tiu Keng Leng, Hong Kong, Kowloon, Sunny Bay, Nam Cheong, Tsing Yi, Hung Hom, and Tai Wai stations) were opened in late 2017, so that passengers could breastfeed in a more comfortable environment.</li> <li>• The Corporation plans to provide babycare rooms in seven interchange stations alongside major enhancement works.</li> <li>• Babycare rooms will be provided in new stations when designing and planning for future new railway lines.</li> </ul>
Public Toilet Facilities	<ul style="list-style-type: none"> <li>• The Corporation has committed to provide public toilet facilities in 10 interchange stations to bring convenience to passengers, and the new toilets in Mong Kok, Prince Edward and Admiralty stations have been opened for use.</li> <li>• The toilet installation works in the remaining seven stations (Tsim Sha Tsui, Yau Ma Tei, Lai King, Central, North Point, Yau Tong and Tiu Keng Leng stations) will be carried out alongside major enhancement works, and the Corporation aims to complete the installation works by 2020.</li> <li>• The Corporation is also planning for the refurbishment of the toilets at Nam Cheong and Hung Hom stations in phases by 2018.</li> <li>• Public toilets will be provided in new stations when designing and planning for future new railway lines.</li> </ul>
Widen Platforms at Light Rail Stops	<ul style="list-style-type: none"> <li>• Preparatory works for the platform widening project at Tai Tong Road (Platform One), Lam Tei (Platform Two) and Tin Shui Wai (Platform Three) stops are underway to create a more spacious environment and to improve passenger flow.</li> </ul>
Seats at Light Rail Stops	<ul style="list-style-type: none"> <li>• The Corporation plans to replace and add more seats in selected Light Rail stops to enhance passengers' experience during their journeys.</li> </ul>
<b>Enhancing communication</b>	
Passenger Information Display System	<ul style="list-style-type: none"> <li>• New LCD passenger information display system for platforms have been installed on the Kwun Tong Line, Tsuen Wan Line, Island Line, Tung Chung Line, Airport Express and Ma On Shan Line to provide timely and useful information to passengers.</li> <li>• Works to replace the passenger information display systems on the Tseung Kwan O Line, East Rail Line and West Rail Line are well underway for targeted completion in 2018.</li> </ul>