

High Speed Rail (Hong Kong Section) Carried About 880,000 Passenger Trips Since Service Commencement

Since the commencement of service on 23 September 2018, the Guangzhou-Shenzhen-Hong Kong High Speed Rail (Hong Kong Section) (HSR) has carried about 880,000 passenger trips to and from Hong Kong West Kowloon Station and train service operations have been smooth. During the National Day and Golden Week holiday period (28 September to 7 October), the HSR served a total of around 650,000 passenger journeys between Hong Kong and different Mainland cities. The cumulative number of tickets sold, including those sold in the pre-sale period has exceeded 1 million.

“The HSR provides comfortable and convenient cross-boundary train services for passengers travelling between Hong Kong and Mainland cities. On behalf of the Corporation, I would like to express our gratitude to passengers for their support of the HSR. Thanks to the hard work and determination of our HSR operating team and MTR colleagues from various departments to provide quality rail services, station operations and train services have been generally smooth since service commencement. I would also like to express my heartfelt thanks to the Mainland operators who have been working closely with the Corporation and providing us with the essential support in rectifying interface issues on the ticketing system and train services,” said Mr Lincoln Leong, Chief Executive Officer of MTR Corporation.

Operations Director of the Corporation Mr Adi Lau said, “The Golden Week and National Day holiday come shortly after the opening of the HSR and this has been a great challenge to the new cross boundary railway. The Corporation has set up a special task force operating every day during the early days of operations at Hong Kong West Kowloon Station. The task force responded immediately to different issues, including optimising passenger flow management and queuing arrangements, adding Octopus vending machines to cater for passenger needs etc. To cater for passengers’ needs to redeem tickets purchased through the Mainland ticketing system at the West Kowloon Station, the Mainland railway operator increased the number of counters from five to ten in a short period of time and also installed eight Mainland ticket redemption machines at the Station. We have also deployed over 100 extra personnel at the Station during each duty shift to assist passengers.”

“As we are still in the early days of operations, there may still be teething issues which may cause some inconvenience to passengers. We will continue to listen to passengers’ views and seek continuous improvements. Our aim is to provide passengers with high quality HSR service,” added Mr Lau.

The High Speed Rail (Hong Kong Section) connects Hong Kong with 44 mainland stations without interchange, including six short-haul stations and 38 long-haul stations. For more details, please see www.mtr.com.hk/highspeed.

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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, an Airport Express link as well as a new High Speed Rail service connecting Hong Kong to the Mainland of China that was launched in September 2018. These services carry about 5.8 million passenger trips on a normal week day. Another 6.5 million passenger trips are made on the rail services MTR 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