

MTR Staff and Community Partners Take Part in Major Emergency Drill at Kowloon Tong Station

With the assistance of MTR staff, about 200 “passengers” were evacuated from an East Rail Line (EAL) train inside a tunnel to Kowloon Tong Station in a joint exercise conducted with the Fire Services Department and Hong Kong Police which started at 2:00 am this morning (1 December 2018).

Simulating a situation in which an electrical appliance cubicle smouldered in a train running from Tai Wai to Kowloon Tong, this exercise put the Corporation’s emergency evacuation procedures to the test. After receiving a report from passengers, the train captain monitored the situation through in-train CCTV cameras and maintained close communication with the Operations Control Centre (OCC). At the same time, there was a “train fault”, causing the train to stop in the tunnel. The OCC immediately instructed MTR staff to facilitate the “passengers” on board to leave the train via the emergency exit door on the train and walk along the tunnel to Kowloon Tong Station. Fire Services personnel arrived at the scene and rescued “injured” passengers from the train.

“Apart from emergency services personnel, about 130 MTR staff and 80 volunteers from MTR Society Link*, Youth Forum and Customer Service Ambassadors Alumni also took part in this morning’s drill. With public participation, we hope to enhance the public’s understanding of the emergency procedures in the railway system,” said Head of Operating - North & East Regions Mr Allen Ding.

This joint exercise was the 14th one among the 15 major emergency drills scheduled for this year. The Corporation conducts major emergency drills with emergency services to validate emergency procedures under different contingency scenarios to ensure effective use of the emergency equipment, and to practise evacuation and rescue procedures. It also allows MTR staff and emergency services personnel to test the effectiveness, efficiency and coordination in handling emergency situations.

* Established in 2009, MTR Society Link is a communications platform with professionals and NGOs which provides an important channel for the Corporation to listen to customers’ needs, exchange views on how to enhance customer service and contribute towards building an inclusive community. MTR Society Link currently has more than 20 member NGOs from different professional fields and social welfare agencies.

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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

Photo Caption:

1. With the assistance of station staff, "passengers" detrain onto the track via the emergency door detrainment ramp and walk to Kowloon Tong Station.



2. Fire Services personnel rescue "injured" passengers and carry them to safe locations in Kowloon Tong Station for further handling.



3. The joint exercise provides MTR Operations, Fire Services and Police personnel with a good opportunity to validate emergency procedures.



4. As part of the exercise, “free MTR shuttle buses” are arranged as train service on a section of the East Rail Line is “suspended” due to the incident.

