



## 新聞稿

## Press Release

PR106/18  
16 December 2018

### MTR Invites Passenger Feedback and Celebrates Christmas with Passengers at Hong Kong West Kowloon Station

Since the commencement of service on 23 September 2018, the train operation of Guangzhou-Shenzhen-Hong Kong High Speed Rail (Hong Kong Section) (HSR) has been smooth in general. HSR has served over 4.2 million passenger journeys between Hong Kong and different Mainland cities, with the average daily patronage reaching around 50,000 passenger journeys and the average patronage on first three Saturdays of December (1, 8 and 15 December) reaching over 70,000 passenger journeys.

To invite feedback and opinions with a view to making continuous enhancement to the service of HSR, the MTR Corporation set up opinion zones at the Waiting Hall for Departure on Level B3 at Hong Kong West Kowloon Station on 13, 14 and 16 December 2018 to solicit the views of HSR users. CEO Mr Lincoln Leong, Operations Director Mr Adi Lau, Commercial Director Ms Jeny Yeung and Chief of Operating – High Speed Rail Mr Francis Li and about 80 managers and staff participated in different sessions to hear feedback on train services as well as station facilities. Over 600 passengers gave their views at the Opinion Zone. In addition, Santa Claus and Santa girls greeted the passengers at the zones and presented them with Christmas gifts.

“MTR has always strived to provide our passengers with safe and high-quality train service. This year, we will be celebrating Christmas with passengers at the newly opened High Speed Rail Hong Kong West Kowloon Station. The opinion zone is an excellent platform for us to find out what is in the mind of our passengers and the feedback collected will be invaluable to enable us to further enhance the High Speed Rail service,” said Mr Lincoln Leong, CEO of MTR Corporation.

MTR will closely monitor the passenger demand during the upcoming Christmas and New Year festive periods. The Corporation will deploy additional staff to assist passengers at the station. We will also maintain close communication with the Mainland railway authorities and train frequency will be adjusted when necessary.

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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](http://www.mtr.com.hk).

## Photo Caption:

1. Mr Lincoln Leong (3<sup>rd</sup> left), CEO of MTR Corporation, visits the opinion zone to show support for staff collecting feedback from passengers. Chief of Operating – High Speed Rail Mr Francis Li (3<sup>rd</sup> right) also briefs passengers on HSR service.



2. Mr Adi Lau, Operations Director of MTR Corporation speaks to the passengers and receives their feedback on High Speed Rail (Hong Kong Section) service.



3. Passengers share their opinions on HSR service and station facilities with Ms Jeny Yeung, Commercial Director of MTR Corporation.



4. Passengers enjoy the festive season with Santa Claus at Hong Kong West Kowloon Station.

