

**MTR Maintains 99.9% Passenger On-time Service Performance in 2018
Signalling Replacement of Tsuen Wan and East Rail Lines Reaches Key Stages**

The MTR network achieved an overall passenger journey on-time performance of 99.9% in 2018 while its ridership reached a record high with an average of 5.8 million passenger trips every weekday. It was the best passenger journey on-time performance for January to September since the Rail Merger. During the year, there were twelve incidents causing a delay or service disruption of 31 minutes or more in the MTR network, and every effort will be made by the Corporation to seek redress and improvement. Meanwhile, the High Speed Rail (Hong Kong Section) has been operating smoothly since the commencement of passenger service on 23 September 2018, and carried more than 5.2 million passenger trips up to the end of December 2018.

“Thanks to the dedication and hard work of our operations and maintenance colleagues, we have maintained our 99.9% on-time performance even when we are operating more train trips and carrying more passengers than before. This achievement would not have been possible without the cooperation of our customers and we are grateful for their support,” said Mr Adi Lau, Operations Director of MTR Corporation.

“With growing patronage, we are very conscious of our duty to provide good services as a single incident would cause inconvenience to many passengers. We will continue to make significant investment in maintaining and upgrading our railway assets to keep them in prime conditions so as to continuously enhance our train service, facilities and customer experience,” he added.

In 2018, the Corporation spent over \$9 billion on the maintenance, upgrade and replacement of railway assets.

One of the major asset upgrades underway is the replacement of the signalling systems of railway lines with steady progress being made in respect of the Tsuen Wan, Island, Kwun Tong and East Rail lines where works are underway. The signalling replacement programme for the Tsuen Wan Line has reached its final stages and full line train tests are being carried out during non-traffic hours. Stability tests for the new signalling system on the Tsuen Wan Line are scheduled for the second quarter of this year during which trains will simulate normal daily operations during non-traffic hours. The new signalling system will be gradually put into service on the Tsuen Wan Line in the second half of 2019. While we will use our best efforts to manage risks, teething problems in major system overhauls cannot be totally avoided. Appropriate contingency measures will be put in place to minimise the impact on the travelling public.

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For the East Rail Line, full line functional and integration testing of the new signalling system and trains commenced in 2018. Reliability tests have commenced since the fourth quarter of 2018 and are expected to be completed in 2019. As train testing may cause some inconvenience, such as noise impacts on nearby residents, the Corporation appeals to the public for their understanding and will adopt measures to minimise the impact as far as practicable.

In addition to the signalling system and other major asset replacement, station facilities of the heavy and light rail networks have also been enhanced and new facilities such as baby care rooms, public toilets and drinking-water dispensers will be ready to serve passengers at various stations soon. A drinking-water dispenser has been installed at Tung Chung Station in 2018 under a trial scheme. The trial scheme will be extended to Tsuen Wan and Prince Edward stations where water dispensers will be installed. Substantial investments in railway assets and facilities will continue to be made to ensure that the MTR service is maintained at a world class level. (Please refer to the annex for details of the key enhancements of facilities)

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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 captions:

1. Operations Director of MTR Corporation Mr Adi Lau (2nd from left), Corporate Affairs Director Ms Linda So (2nd from right), Head of Operating – West Region Mr CK Cheung (1st from right) and General Manager – Rolling Stock Fleet Mr Lu Wong (1st from left) announce that the MTR network maintained an overall passenger on-time service performance of 99.9% in 2018.



2. New baby care rooms equipped with nappy changing mats and sinks will be opened at Tiu Keng Leng and Yau Tong stations by the second quarter of 2019.



3. New drinking-water dispensers will be added to Tsuen Wan and Prince Edward stations by the second quarter of 2019 for the convenience of customers.



4. Full line train tests during non-traffic hours are in progress on the Tsuen Wan Line and stability tests during non-traffic hours are scheduled to commence in the second quarter of 2019.



Key Enhancements of MTR Facilities

Heavy Rail	
Station entrance/exit	<ul style="list-style-type: none"> Entrance/exit D3 connecting Tsim Sha Tsui Station to Carnarvon Road and the K11 Mall was opened in November 2018.
Station seats	<ul style="list-style-type: none"> Seats were added along long adits of Sai Ying Pun and HKU stations.
Drinking-water dispensers	<ul style="list-style-type: none"> A drinking-water dispenser was installed in Tung Chung Station in October 2018 under a trial scheme. Drinking-water dispensers will be installed at Tsuen Wan and Prince Edward stations by the second quarter of 2019.
Baby care rooms	<ul style="list-style-type: none"> Baby care rooms equipped with various facilities including nappy changing mats and sinks will be added to seven interchange stations. The baby care rooms at Tiu Keng Leng and Yau Tong stations will be opened by the second quarter of 2019.
Public toilets	<ul style="list-style-type: none"> New public toilets in Tiu Keng Leng and Yau Tong stations will be opened by the second quarter of 2019.
Vertical lifting platform and external lifts	<ul style="list-style-type: none"> Planning and design are underway for the new vertical lifting platform at Tin Hau Station and the new external lift at Mei Foo Station with works targeted to be completed in 2021 and 2022 respectively.
Wide gates	<ul style="list-style-type: none"> A total of 16 wide gates went into service at 14 stations in 2018.
Entry gates	<ul style="list-style-type: none"> Two additional entry gates were installed at Kwun Tong Station.
MTR Ticket and Octopus Selling Machine	<ul style="list-style-type: none"> A new MTR Ticket and Octopus Selling Machine accepting payment with QR Code, credit card and Octopus was introduced at Airport Station.
Mobile payment for buying Single Journey Tickets	<ul style="list-style-type: none"> 20 ticket issuing machines at eight stations were upgraded to accept mobile payment (Alipay and WeChat Pay) for purchase of Single Journey Tickets.

Light Rail	
Light Rail Vehicles	<ul style="list-style-type: none"> • The first two of 40 new Light Rail Vehicles (LRVs) were delivered to Hong Kong in December 2018 and are undergoing stringent testing. • The first batch of the new LRVs is expected to be ready for passenger service in 2019.
Integrated Speed and Position Supervision System (iSPS)	<ul style="list-style-type: none"> • The iSPS system has been put on trial on LRVs in the Tin Shui Wai area. • The system will be progressively rolled out to the whole Light Rail network from the second quarter of 2019.
Smart Pedestrian Warning Bollards	<ul style="list-style-type: none"> • Smart Pedestrian Warning Bollards were installed at designated pedestrian crossings in late 2018 under a trial scheme to alert pedestrians of approaching LRVs to further enhance the safety of the Light Rail service.
Zigzag barriers	<ul style="list-style-type: none"> • Zigzag barriers were installed at selected locations to remind pedestrians to pay attention to any approaching LRV before crossing the tracks.
Inter-car barriers	<ul style="list-style-type: none"> • Inter-car barriers were installed at selected platforms to prevent passengers from falling down from the inter-car gap between LRVs.
Enhanced road marks and features for preventing vehicle intrusion	<ul style="list-style-type: none"> • Red zone with rumble strips and castellated kerb were implemented at designated Light Rail junctions to prevent external vehicle intrusion and traffic incident.
Full-length platform gap filler	<ul style="list-style-type: none"> • Full-length platform gap fillers are being installed in the Light Rail network to minimise the gap between the LRV and platform in order to protect passengers from platform gap incident.
New Exit/Entry Fare Deduction Processors and Enquiry Processors	<ul style="list-style-type: none"> • Nearly 1,500 new Exit/Entry Fare Deduction Processors and Enquiry Processors are being installed at all of the Light Rail stops to replace the existing ones with the installation targeted to be completed by 2019.