

PR079/19  
20 December 2019

### **University Station on the East Rail Line to Reopen with Basic Services Available**

MTR Corporation announced today (20 December 2019) that University Station on the East Rail Line (EAL), which was seriously damaged by repeated acts of malicious vandalism and arson, will be reopened tomorrow (21 December 2019). Following extensive repair works by the maintenance team, risk assessment and safety assurance in consultation with relevant government departments, the station can be reopened to provide basic services for the public. As the repair works are still ongoing, some entrances/ exits will remain temporarily closed.

The earlier vandalism at University Station resulted in damages to a large number of facilities frequently used by passengers, including entry/ exit gates, Ticket Issuing Machines, escalators, lifts, and the Passenger Information Display System. In addition, station core systems such as the Automatic Fare Collection system and network facilities, power supply system, lighting system, fire service system, and the station plant room were also seriously damaged. The scale and complexity of the repair works are challenging.

With the concerted efforts of dedicated MTR operations engineering staff and the contractor's staff over the past five weeks, significant progress has been achieved in the recovery of basic station facilities. Entrances/ Exits A, B and C are ready to be reopened with basic systems and facilities restored and available for passengers' use, including some entry/ exit gates, Ticket Issuing Machines, Add Value Machines, the Customer Service Centre near Entrance/ Exit B, toilets and escalators.

However, some areas and facilities will remain temporarily closed for ongoing repair works. Due to serious damage caused by arson, a lift connecting to Entrance/ Exit C will require a longer time for repair. Passengers in need can make use of the ramp in the paid area when travelling to and from Platform 1. Entrance/ Exit D at University Station also remains temporarily closed as repair works of facilities are still underway. While the station's public announcement system has been recovered, the Passenger Information Display System at the station concourse and platforms requires further repair and will not be in service. Additional station staff will be posted at platforms to enhance station announcements and provide passengers with train service information. As some entry/ exit gates are still under repair, additional staff will also be arranged at the station concourse to maintain order and facilitate passengers entering or leaving the paid area with portable and mobile ticket processors. Extra queuing time is expected and we appeal to passengers for their patience.

-more-

The Corporation calls for a stop to vandalism of station facilities at the expense of the safety of passengers, MTR staff, and railway operations. Such unlawful acts should not be tolerated. The Corporation will continue repair works on other facilities at University Station and conduct risk assessment with relevant government departments. If the risk level increases or station facilities are damaged again, the Corporation may need to shorten the service hours. In the event that train or station service has to be adjusted, relevant information will be disseminated via the MTR website, MTR Mobile, station and in-train announcements as well as the media. Passengers are advised to pay attention to the latest service information.

- End -

#### About MTR Corporation

Every day, MTR connects people and communities. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with more than 40 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 40,000 dedicated staff\*, MTR carries over 13 million passenger journeys worldwide every weekday in Hong Kong, the United Kingdom, Sweden, Australia and the Mainland of China. MTR strives to grow and connect communities for a better future.

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

\*includes our subsidiaries and associates in Hong Kong and worldwide

Photo captions:

1. Deputy Operations Director Dr Tony Lee (left) and Chief of Operating Mr Sammy Wong (right) provide the latest updates on the recovery of station facilities at University Station on the East Rail Line.



2. Station staff will enhance station announcements and provide passengers with train service information.



3. As some entry/ exit gates are pending repair, additional staff will be arranged to maintain order and facilitate passengers entering or leaving the paid area with portable and mobile ticket processors.



4. With the concerted efforts of dedicated MTR operations engineering staff and the contractor staff over the past five weeks, the recovery of basic station facilities has been achieved.

