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MTR Temporarily Adjusts Non-peak Hours Train Services Peak Hours Services Remain Unchanged

In view of drop in patronage due to the recent impact of the COVID-19 outbreak, the MTR Corporation will temporarily adjust the non-peak hour train frequency of various railway lines starting from 29 February 2020 (Saturday).

The train service during peak hours on weekdays of most of the railway lines, including the Tsuen Wan Line, Kwun Tong Line, Island Line, Tseung Kwan O Line and South Island Line, as well as the East Rail Line, West Rail Line, Tung Chung Line and Tuen Ma Line Phase 1 will remain unchanged. Non-peak services of these lines will be maintained at an average interval of 3 to 8 minutes. Passengers may experience an extra waiting time of half a minute to about two minutes on average during non-peak periods. The service of the Airport Express and Disneyland Resort Line will be maintained at an interval of 15 and 20 minutes respectively, all day.

The patronage of MTR train services has fallen since the outbreak of the COVID-19 in the city in January this year. A year-on-year drop of patronage by an average of about 50% has been recorded on MTR railway lines in the first two weeks of February 2020, particularly in the non-peak hours. Various factors have contributed to the severe impacts on MTR's domestic and cross boundary patronage, including the work-from-home arrangement by the Government and private sector, the delayed resumption of the school term, a significant decrease in tourist arrivals to Hong Kong, as well as the temporary closure of the Lo Wu and Lok Ma Chau Spur Line checkpoints and of the Hong Kong West Kowloon Station High Speed Rail service. Moreover, reduced flights and the temporary closure of Hong Kong Disneyland Park also led to a significant drop of passenger demand on the Airport Express and Disneyland Resort Line.

The carrying capacity after the service-frequency adjustment in non-peak hours will still meet current passenger demand without affecting travel comfort. At the same time, it will reduce unnecessary electricity consumption. The Corporation will continue to closely monitor railway operations and passenger demand to make appropriate arrangements. Should the patronage pick up after the epidemic, the train service will be adjusted gradually to normal according to the latest situation. For details of the temporary service adjustments, please refer to the annex.

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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.

*includes our subsidiaries and associates in Hong Kong and worldwide

Table: Details of temporary train service adjustment

Line	Monday-Friday Non-Peak hours (mins)		Saturday, Sunday and Public Holidays (mins)	
	Current	After Adjustment	Current	After Adjustment
Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, South Island Line, West Rail Line, Tuen Ma Line Phase 1, East Rail Line, Tung Chung Line	3-7	3-8	2-6.5	3-8
	Monday-Friday (mins)		Saturday, Sunday and Public Holidays (mins)	
Airport Express*	10	15	10	15
Disneyland Resort Line	10	20	10	20

*Note: With effect from 29 February 2020, the In-town Check-in service at Kowloon and Hong Kong stations will close 120 minutes prior to departure of flights until further notice.