

新聞稿

Press Release

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MTR Service under Extreme Weather Conditions on 7 and 8 September

From last night (7 September) until today (8 September), MTR station operations and train services have been severely impacted by the heaviest rainfall since records began in 1884. Due to the sudden rainstorm, several stations had been facing varying degrees of flooding threats. Following overnight efforts of prompt actions and clean-up, stations along the railway line, including Chai Wan and Austin stations, have resumed service on time this morning. However, due to the impact of the rainstorm and the geographical location of Wong Tai Sin Station, severe flooding occurred at Wong Tai Sin Station and several nearby stations. With our maintenance team working diligently to carry out maintenance work, we are striving to resume normal service of the entire Kwun Tong Line by tomorrow morning. We will inform the public of the train service before the regular service time tomorrow morning (at 5:57am).

Due to the heavy rain, a large amount of rainwater rushed into Wong Tai Sin Station last night, flooding the platform within a short period of time and subsequently entering the track area. Track is an essential infrastructure for railway operations, and ensuring its smoothness is crucial for safe train services. Therefore, MTR Corporation has implemented emergency measures, including suspending train services on the Kwun Tong Line tunnel section, specifically between Whampoa and Kwun Tong stations, and closing the stations along this section. MTR staff have been working tirelessly overnight during non-traffic hours to handle the flooding and conduct maintenance work, in order to restore train services between Whampoa and Shek Kip Mei stations and between Choi Hung and Tiu Keng Leng stations. However, the service between Shek Kip Mei and Choi Hung stations was suspended today.

After tremendous efforts from various teams of MTR for over 24 hours, we expect to resume train service and reopen Wong Tai Sin Station after the maintenance engineering team finishes pumping out accumulated water in Wong Tai Sin Station tunnel section and ensuring that the facilities can provide safe railway services.

However, part of the facilities in Wong Tai Sin Station will provide limited services. Due to significant damage to various facilities in the station, including escalators, elevators, gates, platform screen doors, and public announcement systems, it will take time to perform maintenance work, and these facilities will not be available for service tomorrow. Some entrances/exits of Wong Tai Sin Station will also remain closed tomorrow. Additional staff will assist passengers entering and exiting the station, and passengers can use mobile gates to tap their Octopus cards for entry and exit, while station staff will use handheld devices to assist passengers using QR code tickets. We anticipate that there may be longer queues and waiting

times and urge passengers to be patient and follow the staff's instructions when entering and exiting the gates and boarding trains. As the platform screen doors at Wong Tai Sin Station will remain open, passengers are also advised to pay attention to their safety while waiting for trains.

Due to the extensive damage, it is expected that it may take several days to repair the affected facilities at Wong Tai Sin Station, and some facilities may require a complete replacement, which means that some services may not be available for the next few weeks. There are also multiple instances of water leakage within the station. Passengers are advised to be more careful when entering and exiting the station. As maintenance work on the elevators and escalators at Wong Tai Sin Station will take time, we advise passengers to consider using Lok Fu and Diamond Hill stations to take the Kwun Tong Line and allow adequate time for their journeys.

In addition to Wong Tai Sin Station, other MTR stations have faced significant challenges in the past 24 hours. For example, Shau Kei Wan Station on the Island Line and Kowloon Tong Station on the East Rail Line experienced flooding this morning due to the heavy rain. We have made efforts to maintain services under safe conditions and arranged for trains in both directions to use Platform 1 of the East Rail Line for passenger boarding.

"In the face of this unexpected incident, the Corporation sincerely appreciates passengers' understanding. I also want to express my gratitude towards the entire MTR team, especially frontline maintenance and operations colleagues, for their professionalism and dedication in responding to the situation. At present, there is still a significant amount of follow-up work to be done, and the team will work together to maintain and resume train services as soon as possible," said Dr Jacob Kam, Chief Executive Officer of MTR Corporation.

MTR will continue to provide the latest service information to passengers through the media, MTR Mobile, the MTR Facebook page, and the MTR website. Passengers are advised to stay tuned for relevant announcements.

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About MTR Corporation

To Keep Cities Moving, MTR makes encounters happen and rendezvous for a more connected tomorrow. 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 Mainland China. Together, we Go Smart and Go Beyond.

For more information about MTR Corporation, please visit www.mtr.com.hk.

*includes our subsidiaries, associates and joint ventures in Hong Kong and worldwide