

## 新聞稿

### Press Release

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#### **MTR Enhances Cross-Boundary Train Services During the Tuen Ng Festival Holiday Preparations Made at Lo Wu and Lok Ma Chau Stations on the East Rail Line Enhanced Network Data Capacity to Facilitate Additional Demand**

To facilitate travel for local passengers and tourists during the Tuen Ng Festival holiday, MTR Corporation will enhance cross-boundary train services over three consecutive days starting this Saturday (31 May 2025). Train frequencies will be increased during certain periods on the East Rail Line, while short-haul train services on the High Speed Rail (Hong Kong Section) ("HSR") will also be enhanced. The Corporation has requested mobile network operators to boost mobile data capacity at cross-boundary stations and expand Wi-Fi capacity at Lo Wu and Lok Ma Chau stations to supplement internet access in case mobile data falls short.

Moreover, relevant stations will implement additional crowd management measures, increase manpower and enhance passenger information to assist passengers.

#### Enhanced Train Services

On Tuen Ng Festival and the following day (31 May and 1 June 2025), the East Rail Line will operate more train trips during certain periods in the morning and evening. Furthermore, as the following Monday (2 June 2025) is a public holiday in the Mainland, the East Rail Line will also increase train frequencies at various time periods to accommodate passenger demand. (Please refer to the annex for details.)

In response to strong travel demand from tourists for the HSR, following coordination with mainland railway authorities, the HSR will deploy 16-car trains for a number of short-haul trips from 30 May to 3 June, thereby increasing passenger capacity.

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## Arrangements at Lo Wu and Lok Ma Chau Stations

MTR stations have crowd management measures in place to address operational needs and ensure smooth operations. In preparation for the peak passenger flow during the Tuen Ng Festival holiday, MTR has made advance arrangements to deploy additional staff at Lo Wu and Lok Ma Chau stations to assist passengers. Additional station signage, passenger information and crowd diversion measures will also be implemented to facilitate passengers using different payment means. Meanwhile, “courtesy channels” will be operated as needed to assist passengers with special needs, including the elderly, families with infants, and mobility impaired passengers, further enhancing their travel experience and ensuring a smooth cross-boundary journey for all passengers.

Given the potential increase in demand for mobile network data during the peak period of passenger flow, MTR has coordinated with mobile network operators to boost mobile network capacity at cross-boundary stations. Additionally, Wi-Fi capacity at Lo Wu and Lok Ma Chau stations has been expanded to provide an alternative for passengers who require internet services but do not have mobile data.

MTR fare payment service is now fully digitised, allowing passengers to use Octopus, QR code, or contactless bank cards to pay for their MTR rides. MTR will strengthen promotional efforts to remind tourists to prepare their QR code in advance to minimise the time spent at the gates. It is understood that the Octopus Cards Limited will also continue to strengthen its promotion and promote the use of the “Octopus App for Tourists”, offering tourists an additional payment option that does not require network connectivity. MTR will maintain close communication with relevant departments to ensure smooth operations during peak passenger flow periods.

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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 over 45 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 50,000 dedicated staff\*, MTR carries over 10 million passenger journeys worldwide every weekday in Hong Kong, Mainland China, Australia, the United Kingdom and Sweden. Together, we Go Smart and Go Beyond.

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

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

Photo Caption:

1. MTR has enhanced crowd management arrangements at the two cross-boundary stations, Lo Wu and Lok Ma Chau, including implementing diversion measures to direct passengers using different payment means to designated gates, with staff providing guidance.



2. Additional passenger information has been placed in prominent locations at Lo Wu and Lok Ma Chau stations to offer travel tips for passengers using different payment means, helping minimise the time spent at the gates.



3. During peak passenger flow over the holiday, Lo Wu and Lok Ma Chau stations will operate “courtesy channels” as needed to facilitate passengers with special needs, such as the elderly, families with infants, and mobility impaired passengers, with staff providing assistance.



## Annex

### Details of Enhanced Train Services on the East Rail Line During the Tuen Ng Festival Period

(31 May 2025)

Railway Line	Train Frequency (mins)	
	Current	Enhanced
<b>East Rail Line</b> (To Lok Ma Chau)	<b>7:00 am – 8:00 am</b>	
	Admiralty to Lok Ma Chau: 12 Admiralty to Sheung Shui: 4	10 3.8
	<b>9:00 am – 10:00 am and 7:00 pm – 8:00 pm</b>	
	Admiralty to Lok Ma Chau: 10 Admiralty to Sheung Shui: 3.8	8.6 3.5
	<b>9:00 pm – 10:00 pm</b>	
	Admiralty to Lok Ma Chau: 10 Admiralty to Sheung Shui: 4.2	8.6 3.9
<b>East Rail Line</b> (To Admiralty)	<b>8:00 am – 9:00 am</b>	
	Lok Ma Chau to Admiralty: 10 Sheung Shui to Admiralty: 3.8	8.6 3.5
	<b>10:00 am – 11:00 am</b>	
	Lok Ma Chau to Admiralty: 12 Sheung Shui to Admiralty: 4	8.6 3.5
	<b>8:00 pm – 9:00 pm</b>	
	Lok Ma Chau to Admiralty: 10 Sheung Shui to Admiralty: 4.2	8.6 3.9
	<b>10:00 pm – 10:55 pm</b>	
	Lo Wu to Admiralty: 7 Sheung Shui to Admiralty: 3.9	6.3 3.7

(1 June 2025)

Railway Line	Train Frequency (mins)	
	Current	Enhanced
East Rail Line	9:00 am – 10:00 am	
	Lok Ma Chau – Admiralty: 10 Sheung Shui – Admiralty: 3.8	8.6 3.5
	10:00 am – 12:00 nn	
	Lok Ma Chau – Admiralty: 12 Sheung Shui – Admiralty: 4	10 3.8
East Rail Line (To Lok Ma Chau / Lo Wu)	4:00 pm – 5:00 pm	
	Admiralty to Lok Ma Chau: 12 Admiralty to Sheung Shui: 4	10 3.8
	7:00 pm – 8:00 pm	
	Admiralty to Lok Ma Chau: 10 Admiralty to Sheung Shui: 3.8	8.6 3.5
	9:00 pm – 10:00 pm	
	Admiralty to Lo Wu: 7 Admiralty to Sheung Shui: 4.2	6.3 3.9
East Rail Line (To Admiralty)	5:00 pm – 6:00 pm	
	Lok Ma Chau to Admiralty: 12 Sheung Shui to Admiralty: 4	10 3.8
	8:00 pm – 9:00 pm	
	Lok Ma Chau to Admiralty: 10 Sheung Shui to Admiralty: 4.2	8.6 3.9

(2 June 2025)

Railway Line	Train Frequency (mins)	
	Current	Enhanced
East Rail Line	6:00 pm – 7:00 pm	
	Tai Po Market – Admiralty: 3.2	3
East Rail Line ( To Lok Ma Chau)	8:30 pm – 9:30 pm	
	Admiralty to Lok Ma Chau: 8.6 Admiralty to Sheung Shui: 3.6	7.5 3.4
East Rail Line (To Admiralty)	9:00 am – 10:00 am	
	Lo Wu to Admiralty: 5.5 Sheung Shui to Admiralty: 3.6	5 3.4
	10:00 am – 12:00 nn	
	Lok Ma Chau to Admiralty: 12 Sheung Shui to Admiralty: 4	10 3.8