

新聞稿

Press Release

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MTR's Smart Ridership System Wins UITP Award for Effective Passenger Flow Management at Kai Tak Sports Park Recognised at Summit in Hamburg, Germany

MTR Corporation was honoured with two recognitions at the International Association of Public Transport (UITP) Summit 2025 currently being held in Hamburg, Germany, which fully demonstrated the Corporation's forward-thinking and outstanding performance in continuous innovation and promoting inclusion. In the Summit's most contested Operational Excellence category, MTR's "Future-Ready Transit Operations: A Trilogy to Operations Preparedness" project prevailed over seven other shortlisted projects from different regions across the world to claim the top honour in its category. The project showcases how MTR uses its "Ridership Prediction Model and Intelligent Crowd Diversion System" to effectively plan and manage passenger flow through the MTR network during mega events at Kai Tak Sports Park. Meanwhile, the "MTR · Care" App received Special Recognition in the Design category for its diverse features to assist passengers with varying travel needs.

The UITP Summit is a highly anticipated global event in the public transport industry. The event attracted over 10,000 participants including public transport operators, authorities and industry suppliers from 110 countries and regions for interactive exchanges and knowledge sharing. Nine UITP Awards under respective categories were also unveiled at the Summit, selected by an international expert jury with the project's innovation, contribution and transferability as the key evaluation criteria. This year, MTR Corporation has once again been honoured with an Award in the Summit, marking its second consecutive win following its Award in the Technological Innovation category at the 2023 Summit for its smart mobility solutions and inclusive initiatives.

"Railways are a cornerstone of sustainable urban development, and at MTR, we are committed to advancing urban mobility, connecting people and building communities via railways with innovation and technology as enablers. MTR's two consecutive UITP Awards are recognition of our efforts by the industry and reflect the Corporation's remarkable achievements in promoting innovation and inclusive mobility under the Corporate Strategy 'Transforming the Future'," said Dr Jacob Kam, Chief Executive Officer of MTR Corporation.

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Dr Kam added, "MTR is dedicated to being a pioneer in sustainable rail transport, actively participating in international events to exchange ideas with industry peers and foster global collaboration. We will continue creating long-term positive impact for the cities we serve through international cooperation and knowledge sharing."

The winning project "Future-Ready Transit Operations: A Trilogy to Operations Preparedness" demonstrates the holistic approach of MTR in making use of big data and artificial intelligence to effectively plan and manage passenger flow through the MTR network during mega events, enabling comprehensive early-stage preparations to deliver smooth and safe services, and ensure staff preparedness. The Ridership Prediction Model enables the operator to accurately predict spectators' flow and conduct online drills simulating various scenarios for advance planning and optimising contingency plans, while its Intelligent Crowd Diversion System provides real-time monitoring of the stations that helps in optimising railway operation and crowd management during the mega events.

As for the "MTR · Care" App, with "MTR Smart Mobility: Transformation for an Inclusive Railway Journey" as its project title, exemplifies the Corporation's commitment to leveraging innovation and technology to bring caring and inclusive travel to the next level. The App empowers passengers with special needs including elderly, mobility impaired, visually impaired and hearing impaired groups to travel across the city at ease with various technology-enabled functions.

During the UITP Summit from 15 to 18 June 2025, the Corporation also held an exhibition booth with the theme "Keep Cities Moving Sustainably" that showcases its railway operations, "Rail plus Community" integrated development model and advancements in sustainability, as well as innovation and technology.

The UITP Summit was previously held biennially in cities with outstanding achievements in the industry. Starting this year, the Summit will transition to be held annually, with this year's summit inaugurated on 15 June in Hamburg, Germany.

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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 and beyond. 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

Photo Captions:

1. Mr HK Chan, Chief of Operations Engineering Service & Innovation (2nd from right), and Ms May Tso, Senior Technology Development Manager - Operations Systems Integration (2nd from left), received the prestigious UITP Award in the Operational Excellence category for the "Future-Ready Transit Operations: A Trilogy to Operations Preparedness" project from Ms Renée Amilcar, UITP President (1st from right) and Mr Ahmed Hashim Bahrozyan, CEO, Roads and Transport Authority, Dubai (1st from left).



2. In the Summit's most contested Operational Excellence category, MTR's "Future-Ready Transit Operations: A Trilogy to Operations Preparedness" project prevailed over seven other shortlisted projects from different regions across the world to claim the top honour in its category. The project showcases how MTR uses its "Ridership Prediction Model and Intelligent Crowd Diversion System" to effectively plan and manage passenger flow through the MTR network during mega events at Kai Tak Sports Park. Meanwhile, the "MTR · Care" App received Special Recognition in the Design category for its diverse features to assist passengers with varying travel needs.



Annex

UITP Awards 2025

Winner for Operational Excellence – “Future-Ready Transit Operations: A Trilogy to Operations Preparedness”

MTR Corporation consistently leverages innovative technologies and artificial intelligence to build a "Smart Railway", with this aspiration being fully demonstrated under this project.

With the opening of the Kai Tak Sports Park in March 2025, technologies are harnessed to predict and manage passenger flow, and arrange manpower during mega events to ensure safe, smooth and efficient operations. The Corporation predicted and analysed ridership and spectators' flow with its Ridership Prediction Model, and combined with big data to develop and facilitate multiple drills for strategic planning in advance.

During an event, the Intelligent Crowd Diversion System is adopted to provide real-time field situation and data analysis to facilitate on-site proactive management and staff deployment to enhance response efficiency. These initiatives were successfully deployed during the Kai Tak Sports Park opening, where MTR served as the primary transport system for up to 65,000 audience members, maintaining seamless travel and resilient service capacity.



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Special Recognition for Design - "MTR Smart Mobility: Transformation for an Inclusive Railway Journey"

MTR Corporation is committed to providing caring services and fostering a safe, inclusive and barrier-free travelling experience. The highlight of this project is the "MTR · Care" App, which enhances accessibility and convenience for passengers in need. Equipped with various technology-enabled functions, the App empowers passengers with special needs to navigate the railway environment independently and travel across the city at ease. Some of the functions include Trip Planner, In-station Navigation, Wheelchair Portable Ramp Booking and Non-emergency In-station Assistance.

The project also focuses on bridging gaps with technology, such as the "Door Pre-closing Alert Indicators" installed at platform screen doors at interchange stations to further enhance safety for hearing-impaired passengers.

To ensure staff readiness and enable their empathetic approach, MTR also conducted over 200 experiential workshops, fostering a deeper understanding of inclusive customer service.

All in all, the project exemplifies the Corporation's commitment to leveraging innovation and technology to bring caring and inclusive travel to the next level.



The "MTR · Care" app features a "Wheelchair Portable Ramp Booking" function for wheelchair customers, bringing more convenience to their trip planning.