

PRESS STATEMENT

22 July 2019

### Outbreak of Violence at West Rail Line Yuen Long Station

In response to media enquiries on the outbreak of violence which occurred at West Rail Line Yuen Long Station (YUL) yesterday (21 July 2019), the MTR Corporation would like to provide the following supplementary information.

The MTR Operations Control Centre (OCC) called the police at 10:47pm after receiving a report from station staff about the situation in YUL. As the conflicts escalated into violence, the Corporation had repeatedly called the police for assistance. According to records at YUL, police officers arrived at the station at around 10:53pm to get more details of the situation while fully equipped police officers arrived at the station at around 11:15pm.

MTR staff had handled the situation the best we could. Given the sudden outbreak of violence involving a large number of persons, and the fact that at the time there were only three MTR staff and one contractor staff who are all civilians, they could not handle the situation and had to rely on the assistance of law enforcement authorities. Ultimately fully equipped police officers were sent to the station. MTR staff had diligently worked with the OCC on train regulation to cope with the situation as far as they could. The Corporation and our staff were also deeply upset that there were passengers injured during the incident.

The Corporation is concerned about the response time in this serious incident and we will communicate with the police on how similar situation can be better handled in future. The Corporation has also requested the police to investigate into the outbreak of violence at YUL yesterday as a matter of priority.

Regarding enquiries on an earlier announcement of detrainment of a train at Platform 1 of YUL last night, according to our initial findings, the train captain was only aware that train doors were being obstructed and Passenger Alarm Devices were being activated at the time, which prevented the train from leaving the station. She did not notice any outbreak of violence in train or at the platform at the time. As train doors could not be closed, the train captain informed the OCC of the situation and the OCC, based on its understanding at the time, arranged passengers to alight the train so that the following train can come to pick up the passengers.

The train captain subsequently received requests for help from passengers because of fights and she immediately reported the situation to the OCC. The OCC immediately arranged train regulation and the train then departed from the YUL platform once its doors could be closed.

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The situation last night was very chaotic and changed rapidly. The MTR staff who were on duty at the station at the time have been doing their best to cope with the challenging situation.

The Corporation condemns acts of violence inside railway premises which have affected the safety of our passengers. We express our deepest sympathy to passengers who have been injured or affected. Any affected passengers or members of the public requiring assistance are encouraged to call the psychological support hotline of the Hong Kong Red Cross, which runs from today to 24 July 2019. The hotline number is 3628 1180 and details can be found at this link:

<https://www.facebook.com/174986200676/posts/10156473785935677?s=680082029&sfns=mo>

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