

PRESS STATEMENT

27 July 2019

Outbreak of Violence at West Rail Line Yuen Long Station on 21 July 2019

With regards to the outbreak of violence at Yuen Long Station (YUL) on 21 July 2019, there were videos and sound recordings circulated online in the past few days claiming to be related to the outbreak of violence. We will not comment on those as we are unable to ascertain the source of the videos and sound recordings and whether they have been modified. However, we would like to provide the following timeline which was collated from the station platform CCTV footages for public judgement.

In fact, during the outbreak of violence at YUL in the evening on 21 July, the station master, station officers, train captains, as well as the staff on duty at Operations Control Centre (OCC), had been providing railway service for passengers according to established railway operation procedures with their best effort and information of the rapidly changing situation as far as they could grasp at the material time. Unfortunately, they have been criticised and even attacked personally subsequent to the incident. The MTR Corporation strongly regrets about what the staff members have to face.

Similar incident has never happened to the MTR Corporation in the past 40 years. The Corporation understands that our staff are concerned and worried about the situation. The Senior Management had been meeting different staff in groups these few days and exchanged views on how to handle similar incidents in the future. The Corporation appeals to our staff to continue serving the passengers dutifully, and provide passengers with safe, reliable and smooth railway service prudently and wholeheartedly.

The timeline collated from the station platform CCTV footages is as below:

10:55pm	<ul style="list-style-type: none">● The concerned Tuen Mun-bound train arrived at YUL.● Passengers alighted and boarded the train as usual, there was no outbreak of violence on the platform.● After the train captain performed platform duty and prepared to depart YUL, the train captain noticed that train doors were being obstructed by passengers and could not be closed.
10:57pm	<ul style="list-style-type: none">● OCC arranged station staff to provide assistance on the platform, and to try to close the train door, without success.● There was no outbreak of violence on the platform. There were passengers obstructing train doors, as well as alighting and boarding the train.

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10:59pm	<ul style="list-style-type: none"> ● The train doors were still unable to be closed. ● In accordance with relevant procedures, OCC authorised the train captain to arrange detrainment according to the train service arrangement, and arrange another train to pick up passengers on YUL platform. ● The train captain made announcement of detrainment. ● There was no outbreak of violence on the platform.
11:06pm	<ul style="list-style-type: none"> ● Large number of people moved to the platform from the concourse and went into the train compartment.
11:07pm	<ul style="list-style-type: none"> ● The train captain received passengers' report about fighting on the platform. ● The train captain immediately reported the situation to the OCC, and was aware of train doors continued to be obstructed and could not depart YUL immediately.
11:13pm	<ul style="list-style-type: none"> ● Train doors were closed after several attempts.
11:14pm	<ul style="list-style-type: none"> ● The train departed the platform.

As for today's public activity which is being held near the station, the MTR Corporation will closely monitor the stations. The Corporation has maintained close communication with the police, and requested the police to deploy additional manpower to patrol the stations and handle law and order-related matters. We will also flexibly deploy manpower to maintain service as far as possible.

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1. At 10:55pm on 21 July, train doors of the concerned train were being obstructed and could not be closed after performing platform duty at YUL.



2. At 10:57pm on 21 July, station staff arrived at YUL platform to handle train door closure issues and were being scolded.



3. At 10:59pm on 21 July, the train captain made announcement of detrainment.



4. At 11:05pm on 21 July, the train doors of the concerned train were still unable to be closed and there was no outbreak of violence on the platform.



5. At 11:06pm on 21 July, large number of people moved to the platform from the concourse and went into the train compartment.



6. At 11:07pm on 21 July, the train captain received passengers' report about fighting on the platform.



7. At 11:13pm on 21 July, train doors were closed after several attempts.