

**Passenger flow management measures adopted by the
Mass Transit Railway Corporation Limited
(Applicable to ordinary stations)**

As observed by the Mass Transit Railway Corporation Limited (MTRCL), under normal circumstances, passengers will not uniformly occupy the space in train compartments. Train compartments that are closest to escalator landings generally attract more passengers, while those located at the far ends of a platform carry relatively fewer passengers. In view of this, the MTRCL has implemented the following measures to even out passenger distribution on platforms and in trains to make passenger flow smoother and optimise the efficiency of train operations:

- (a) To better utilise the space on trains and facilitate the smooth alighting and boarding of passengers, the MTRCL has launched a courtesy campaign to encourage passengers to move into the centre of the train compartment and let others alight first before boarding. Such message will be broadcasted through announcements on platforms and displayed regularly on passenger information panels to enhance passengers' awareness.
- (b) The MTRCL continues to step up platform management measures across the whole network to achieve smoother alighting and boarding of passengers, thereby optimising the efficiency of train operations during peak periods. More than 1 300 additional station staff were recruited in the past few years to assist and give directions to passengers so as to help rationalise passenger flow and allow on-time train departures.
- (c) Last year, the MTRCL installed new door bottom guides on trains to reduce the chance of train doors being blocked by foreign objects and thus avoid the extra time spent by trains on platforms because of re-opening and re-closing of doors, in order to reduce the number of times of repeated opening and closing of train doors. In addition, the Door Chimes Standardisation Programme has been rolled out along various railway lines to facilitate smooth train operation and to raise passenger awareness of door safety by providing clearer audio signals. Platform assistants are also deployed to encourage passengers to move towards the centre of train compartments after boarding, instead of staying near train doors.
- (d) The MTRCL will continue to update and enhance passenger flow management measures at platforms to improve the alighting and boarding arrangement of passengers. The MTRCL will review the measures from

time to time, optimise the application, and introduce new measures as and when necessary, taking into account the actual situation (including the commencement of service of new railway lines). Before the implementation of new measures, the MTRCL will put them on trial to ensure its smooth operation and effectiveness. The MTRCL will also maintain communication with passengers to allow them to understand thoroughly the operation mode of the new measures. The MTRCL will continue to step up its efforts on this front.

- (e) As part of its ongoing efforts to ensure a safe, efficient and high-quality railway service, the MTRCL invests over several billion dollars annually to keep its railway assets and station facilities in their best condition and enhance their functions to provide better services.
- (f) Besides, to alleviate the heavy loading of trains during peak periods, the MTRCL has been offering the Early Bird Discount Promotion since September 2014. The main objective of the promotion programme is to encourage passengers to take MTR before the peak period so as to relieve the heavy train loading situation during the morning peak on the busiest sections of the network. Under this fare concession, an average daily of around 130 000 passenger trips enjoyed the discount, in which around 3.7% of the passenger trips of the morning peak period have been successfully transferred to the non-peak period.