

### **Listening • Responding Programme Brings 329 Extra Weekly Train Trips in Evening Peak and Non-Peak Periods**

MTR passengers will enjoy more frequent train services on various rail lines starting from April 2014 as part of the train service enhancement effort under the MTR Corporation's Listening • Responding Programme. A total of 329 weekly train trips will be added in two phases in April and August to enhance travel convenience and comfort.

Starting from 7 April 2014, train service frequencies will be enhanced at the specified times on the following lines:

- Evening peak, immediate post-evening peak period and weekends on Island Line, Kwun Tong Line and East Rail Line
- Sundays on East Rail Line, Tsuen Wan Line and Kwun Tong Line

In August, train service on the West Rail Line will be enhanced on Friday and Saturday nights with a total of 16 extra train trips. (Details in Annex)

"These latest enhancements will bring to a total of 1,600 extra weekly train trips we have added since starting our Listening • Responding Programme in 2012. This is all done in direct response to feedback from our customers to reduce waiting time and ease crowding, as well as meeting the strong demand for rail transport," said Mr Jay Walder, Chief Executive Officer of MTR Corporation.

During peak travel periods, the smooth flow of passengers on and off trains is critical to ensuring an efficient train service. To this end, MTR will be adding an extra 300 staff this year to strengthen platform management work in stations and to assist passengers. When they are in place, the number of extra platform staff recruited would have increased by nearly 1,000 under the Listening • Responding Programme.

"With trains arriving every two minutes on our busy urban lines during peak periods, every second counts to ensure smooth operations. The additional staff will assist passengers on platforms and encourage them to move inside the carriages. This would allow other passengers to board more easily and reduce delays caused by doors having to be re-opened and re-closed, which could have a ripple effect in causing delays down the line," said Dr Jacob Kam, Operations Director of MTR Corporation.

For smoother train operations, a new initiative will start this year to install new door bottom guides on 93 trains to reduce the chance of train doors being blocked by foreign objects. A new queuing arrangement will also be introduced on Platform 2 of Kowloon Tong Station in Kwun Tong Line in April to help ensure the on-time departure of trains.

- End -

Photo caption:

Mr Jacob Kam, Operations Director of MTR Corporation announces the addition of 329 weekly train trips on the MTR Island, Kwun Tong, Tsuen Wan and East Rail Lines under the MTR Corporation's Listening • Responding Programme.



## Annex

**Train service enhancements from 7 April 2014**

<b>Line</b>	<b>Day</b>	<b>Period</b>	<b>Additional train trips (daily)</b>	<b>New Frequency (sec) (Existing Frequency)</b>
Island Line	Monday- Friday	5pm-7pm	18	124 (156/130)
Kwun Tong Line	Monday- Friday	5pm-7 pm	4	140 (144)
	Monday- Thursday	8:30pm-11:30pm	12	250 (300)
	Sunday	5pm-8pm	17	185 (213)
Tsuen Wan Line	Monday- Thursday	8:30pm-11:30pm	16	250 (300)
	Sunday	5pm-8pm	16	185 (213)
East Rail Line	Monday- Friday	6pm-8pm	2	200 (212)
	Friday	8pm-9pm	4	212 (240)
	Saturday	8pm-9pm	4	212 (240)
	Sunday	9am-5pm 9pm-10pm	36 4	212 (240)

**Train service enhancements from 29 and 30 August 2014**

<b>Line</b>	<b>Day</b>	<b>Period</b>	<b>Additional train trips (daily)</b>	<b>New Frequency (sec) (Existing Frequency)</b>
West Rail Line	Friday	7:30pm-11:20pm	8	300 (330)
	Saturday	7:30pm-11:20pm	8	300 (330)