

**MTR Tuen Ma Line to Commence Passenger Service on 27 June 2021  
Enhancing Railway Connectivity and Bring More Convenient Travelling Experiences  
with More Commuting Options**

MTR Corporation announced today (28 May 2021) that the Tuen Ma Line (TML) full line will commence passenger service on Sunday, 27 June 2021. This follows the official completion of statutory safety tests and inspections and approval from relevant Government departments. The TML will be the longest railway line in Hong Kong, linking the east and west of the New Territories and east Kowloon, and the start of passenger service will mark another milestone in Hong Kong's railway network development.

With a route length of 56km and serving 27 stations, the TML consists of six interchange stations connecting to the East Rail Line, Kwun Tong Line, Tung Chung Line and Tsuen Wan Line, allowing passengers to travel around the city more conveniently. The TML also extends the railway network to Kowloon City with new stations at Sung Wong Toi and To Kwa Wan, bringing convenient, efficient, environmentally friendly and comfortable railway service to local residents.

"I would like to extend my heartfelt thanks to various sectors of the community for their support which enable us to commission the longest railway line of Hong Kong at an early date. Connecting the east and west of the New Territories and serving areas of To Kwa Wan, Kowloon City and the new Kai Tak Development Site, TML further enhances the railway network coverage. In the coming month, our team will be gearing up for the final preparation for the full line opening of Tuen Ma Line, so as to provide the public with a safe, reliable and high quality railway service," said Dr Jacob Kam, Chief Executive Officer of MTR Corporation.

**New Journey Experiences**

With the opening of the TML, MTR Corporation strives to provide passengers with brand new journey experiences. As the first line in Hong Kong offering train car loading information, TML will enable its passengers to see the loading capacity of each train car via the Passenger Information Display System at platforms, so the passengers could choose to board cars with more space. Besides, a new customers service concept will be applied to To Kwa Wan and Sung Wong Toi stations, where roving teams consisting of station staff and robots will serve passengers in the concourse, such as handling enquiries and ticketing issues. There will also be robots responsible for cleaning works, assisting station staff, and giving safety reminders to passengers using escalators.

"The Corporation attaches great importance to passenger experience. Apart from providing extensive facilities including toilets and baby care rooms, the new stations also introduce a new service concept by making more use of technology, including a roving service team, robot assistants and smart Customer Service Centres. While passengers will be provided with more real-time information, station staff will patrol around and provide assistance to passengers proactively, bringing them a new customer experience," said Dr Tony Lee, Operations Director of MTR Corporation.

As the TML extends railway service to Kowloon City District, a place full of history and diverse cultural influences, the designs of To Kwa Wan and Sung Wong Toi stations have included local features and will facilitate residents' access to different parts of the community. At To Kwa Wan Station, an art piece created in collaboration with the local community, entitled "Home", is filled out by items collected from the residents, reflecting their stories and the sentiment of the community. Sung Wong Toi Station is located near the core areas of Kowloon City and its Entrance/ Exit B on Nam Kok Road is surrounded by specialty shops and livelihood facilities such as the Kowloon City Market.

### **New Interchange Arrangement at Hung Hom Station**

Apart from the two new stations, new TML platforms have also been added to the extended part of Hung Hom Station. As the West Rail Line will become part of the TML, Hung Hom Station will be the interchange station of the TML and the East Rail Line (EAL) in the future. Passengers will have to walk from the current EAL platforms to the new TML platforms for interchange. The new TML platforms at Hung Hom Station will commence service on 20 June 2021 (Sunday). Starting from that day, West Rail Line trains will use the new platforms and the new interchange arrangements for passengers will also be implemented on the same day.

Meanwhile, MTR Corporation will introduce special fare promotions to celebrate the commissioning of the TML full line. Passengers travelling on MTR domestic and cross-boundary journeys who enter or exit at Hin Keng, Kai Tak, Sung Wong Toi or To Kwa Wan stations can enjoy a fare discount. Adult Octopus holders can save \$1 whilst other Octopus holders (including children, elderly, persons with disabilities and students) will enjoy a \$0.5 fare discount. Meanwhile, the special interchange discount for designated Bus and Green Minibus routes for the opening of Tuen Ma Line Phase 1 will also be extended. All these special fare promotion programmes will be available until 1 January 2022.

"The TML will provide passengers with more travelling choices. They could opt for the commuting option which is faster, more comfortable or more convenient according to their own needs. To encourage more passengers to enjoy the benefits brought by the TML and to celebrate its service commencement with the public, we will introduce our special fare promotion. Coverage of existing fare promotion programmes such as "City Saver", "Monthly Pass Extra", and "Early Bird Discount" will also be extended to the TML new stations," said Ms Jeny Yeung, Commercial Director of the MTR Corporation.

To allow members of public to have a first-hand experience of the new stations and facilities, the Corporation will organise To Kwa Wan and Sung Wong Toi station Open Days on 12 June (Saturday) and 13 June (Sunday) respectively. Due to the pandemic-control considerations, time slots will be arranged for participants in the Open Days so as to maintain proper social distance. Members of the public who are interested in attending the Open Days may obtain free tickets via MTR Mobile or mobile app GULU starting from 2 and 3 June respectively (please refer to the annex for details). Free tickets will be distributed on a first-come first-served basis. Each ticket is valid for admission of up to four persons only for entry at the same time.

-End-

## About MTR Corporation

Every day, MTR connects people and communities. 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 more than 40 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 40,000 dedicated staff\*, MTR carries over 13 million passenger journeys worldwide every weekday in Hong Kong, the United Kingdom, Sweden, Australia and the Mainland of China. MTR strives to grow and connect communities for a better future.

For more information about MTR Corporation, please visit [www.mtr.com.hk](http://www.mtr.com.hk).

\*includes our subsidiaries and associates in Hong Kong and worldwide

Photo Caption:

1. Ms Jeny Yeung, Commercial Director (left) and Dr Tony Lee, Operations Director (right), of MTR Corporation, announce that statutory safety tests of the Tuen Ma Line (TML) have been officially completed, and the TML will commence passenger service on 27 June 2021 (Sunday).



2. New service concepts will be introduced to the TML stations, as roving service team and robot assistants will be deployed at stations to provide more proactive services to passengers. Ms Jeny Yeung, Commercial Director (second left) and Dr Tony Lee, Operations Director (second right), of MTR Corporation take photos with members of the roving service team and the robot assistants.



## Tuen Ma Line Full Line Opening Background Information

### Background: New Interconnectivity on MTR's Comprehensive Network

- The full Tuen Ma Line (TML) will open on 27 June 2021 (Sunday). It is the longest railway line in the city with a total length of 56 kilometres and 27 stations, connecting the Tuen Ma Line Phase 1 with the existing West Rail Line.
- TML covers 6 interchange stations, connecting the East Rail Line, Kwun Tong Line, Tung Chung Line and Tsuen Wan Line. Upon its opening, TML will link with 4 heavy rail lines which account for almost half of MTR's other heavy rail lines, bringing an enhanced railway network with enhanced accessibility for passengers.
- Passengers can interchange at Tai Wai, Diamond Hill, Ho Man Tin, Hung Hom, Nam Cheong and Mei Foo stations, which provides more convenient and faster travelling options when compared to the existing interchange stations, such as Kowloon Tong, Prince Edward and Mong Kok stations.
- TML can divert passengers from the East Rail Line, Kwun Tong Line and Tsuen Wan Line. Since the opening of Tuen Ma Line Phase I in February 2020, a significant number of passengers heading to Kowloon from the New Territories have shifted to TML Phase 1, alleviating the bottle neck between Tai Wai and Kowloon Tong stations on the East Rail Line. This diverting function will be more significant after the commissioning of full TML line.



## Train Service: More Direct and Faster Journeys

將鐵路網絡帶入九龍城區  
Bringing the railway network into Kowloon City District



### 轉綫次數

No. of time required for interchange




### 車程(對比原有路綫)

Journey time (compared with previous routing)

<p>啟德 Kai Tak ↔ 尖東 East Tsim Sha Tsui</p>	<p>2次 → <b>毋須轉綫</b> No need to interchange compared with interchanging twice previously</p>	<p>32分鐘 &gt; 13分鐘 32 to 13 mins</p> <p><b>快19分鐘</b> 19 minutes faster</p>
<p>何文田 Ho Man Tin ↔ 元朗 Yuen Long</p>	<p>2次 → <b>毋須轉綫</b> No need to interchange compared with interchanging twice previously</p>	<p>40分鐘 &gt; 29分鐘 40 to 29 mins</p> <p><b>快11分鐘</b> 11 mins faster</p>
<p>美孚 Mei Foo ↔ 啟德 Kai Tak</p>	<p>2次 → <b>毋須轉綫</b> No need to interchange compared with interchanging twice previously</p>	<p>28分鐘 &gt; 21分鐘 28 to 21 mins</p> <p><b>快7分鐘</b> 7 mins faster</p>
<p>鑽石山 Diamond Hill ↔ 紅磡 Hung Hom</p>	<p>1次 → <b>毋須轉綫</b> No need to interchange compared with interchanging once previously</p>	<p>20分鐘 &gt; 12分鐘 20 to 12 mins</p> <p><b>快8分鐘</b> 8 mins faster</p>

## Station Features

Kowloon City is a unique community with extensive history and diverse cultures. Upon the full TML opening, the new To Kwa Wan and Sung Wong Toi stations will bring new dynamics and vibrancy to the areas. Local residents and visitors can enjoy more convenient and seamless transportation options, enhancing the mobility of the community.

To Kwa Wan Station	Sung Wong Toi Station	Hung Hom Station
		
<ul style="list-style-type: none"> <li>• The station design is fused with community sentiment</li> <li>• A central point connecting different community facilities</li> <li>• <b>Art-in-Station: “Home”</b> <ul style="list-style-type: none"> <li>○ Created by artist Ms Leung Mee-ping in collaboration with the community and printed on glass panels</li> <li>○ Photographs of over 100 To Kwa Wan residents’ shared items and the unique stories behind them help transform the station into a time capsule of the community</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Located at the centre of Kowloon City, the station design has incorporated cultural and historical elements, integrating ancient and modern features</li> <li>• Passengers can easily access community facilities and shops via different entrances/exits</li> <li>• <b>Art-in-Station: “Earth Song”</b> <ul style="list-style-type: none"> <li>○ Designed by artist Ms Fiona Wong and displayed at the platform</li> <li>○ Using ceramic sculptures as modern interpretations of the aesthetics of the Song Dynasty</li> <li>○ The photo collage installed at the adjacent connecting Entrance/Exit B showcases preparation processes</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Two platform levels added for the Tuen Ma Line and East Rail Line respectively</li> <li>• Adopting white colour as the main ceiling colour whilst the mezzanine level at the concourse was enhanced with a stylish way design, creating a more spacious and modern environment</li> <li>• <b>Art-in-Station: “Lost and Found”</b> <ul style="list-style-type: none"> <li>○ Designed by artist Ms Jaffa Lam and installed at platforms</li> <li>○ Located across the station, the art pieces were created with sculptures and glass patterns, symbolising the hustle and bustle of the station</li> </ul> </li> </ul>

## Station Facilities

- The Corporation attaches great importance to passenger experience. To Kwa Wan and Sung Wong Toi stations are equipped with extensive station facilities to provide passengers with more convenience.



### Station Facilities:

- Lifts and escalators are provided at all entrances/exits. There are a total of 6 lifts and 10 escalators in the station
- Toilet facilities and baby care rooms are available in the paid area of the station

Escalator



Babycare Room



### Station Facilities:

- The mid-level concourse is linked with the podium concourse by escalators, facilitating passengers to reach the station from Hung Hom district, the Cross-Harbour Tunnel area and East Tsim Sha Tsui

Mid-level Concourse





## To Kwa Wan Station – Connecting the Community

- Rectangular station design with station entrances/exits built at 4 ends
- Station entrances/exits are near to main roads and living facilities located in To Kwa Wan, including Ma Tau Wai Road, “Red Apple Market” (i.e. To Kwa Wan Market) and Ko Shan Theatre, etc., for residents’ convenient access



Entrance/Exit	Places
A	Cattle Depot Artist Village, To Kwa Wan Market, To Kwa Wan Sports Centre

Entrance/Exit	Places
B	Lok Man Sun Chuen Phase I, Ying Choi Vocational Skills Training Centre

Entrance/Exit	Places
C	Lok Man Sun Chuen Phase II & III, Ko Shan Theatre

Entrance/Exit	Places
D	Chit Kiang Street, Kowloon City Government Offices, Ma Tau Wai Road



## Sung Wong Toi Station – Connecting the Community

- Sung Wong Toi Station is an underground station located at the south-west of the Kai Tak Development area, next to Olympic Avenue and Sung Wong Toi Garden in Kowloon City
- The Entrance/Exit B links to the core areas of Kowloon City, providing convenient access to restaurants, historical sites, hospitals and schools in the surrounding areas.
- The station has numerous entrances/ exits and connects to comprehensive underground road network, which provides convenient access for residents living nearby the station



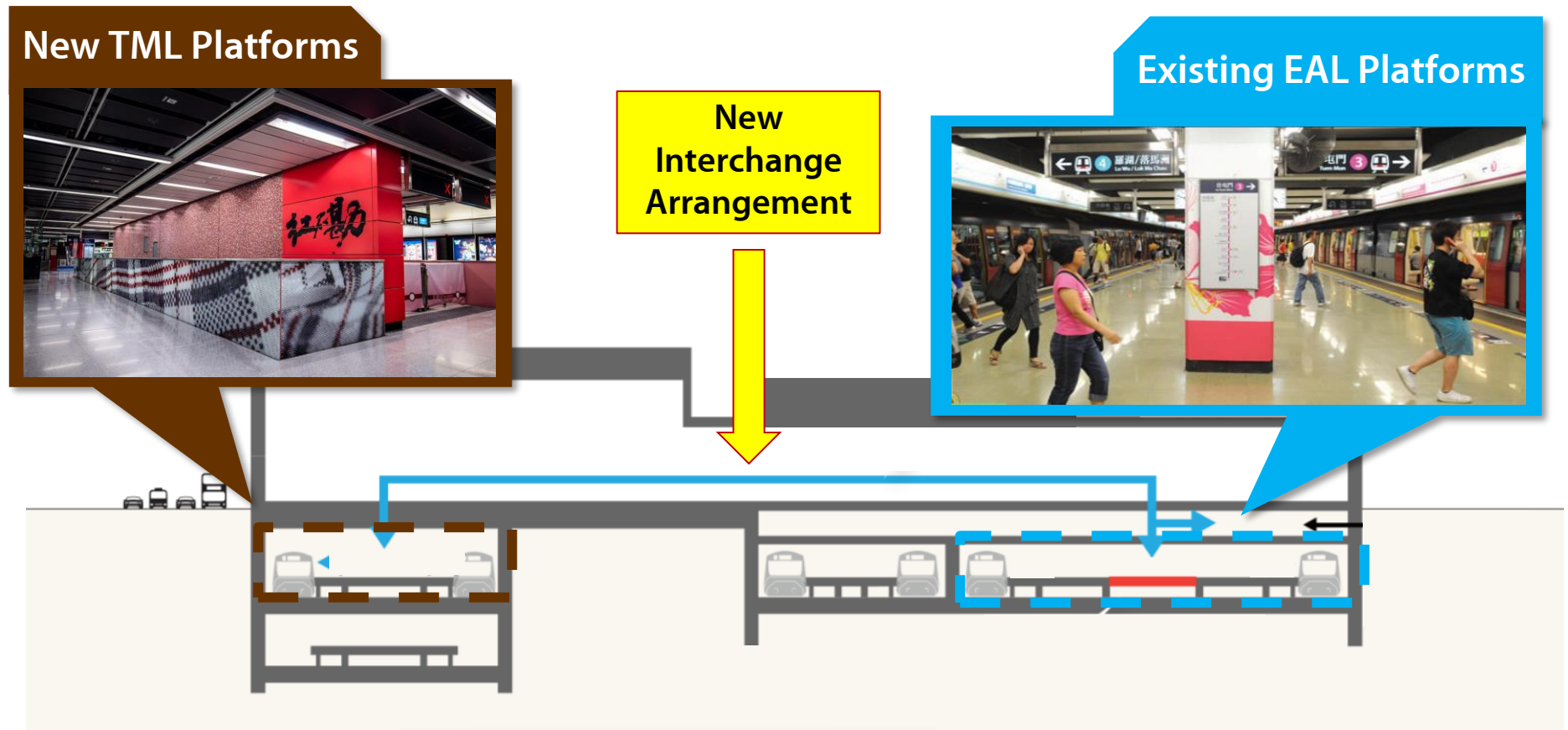
Entrance/Exit	Places
B	Kowloon City Market, Saint Teresa's Hospital, Evangel Hospital, Holy Trinity Bradbury Centre, Hong Kong Eye Hospital, Kowloon City Law Courts Building, Ma Tau Wai Estate, Kowloon Walled City Park, La Salle College, Pool To Middle School, Tung Tau Estate

Entrance/Exit	Places
A	Olympic Avenue

Entrance/Exit	Places
D	Sung Wong Toi Garden, Hong Kong Aviation Club

## New Platform and New Interchange Arrangement at Hung Hom Station

- Hung Hom Station will be transformed from an existing terminus for the East Rail Line (EAL) and West Rail Line to an interchange station for the TML and EAL in the future, serving as an upgraded Interchange Hub
- New platforms will commence service one week before the TML opening (27 June 2021) and new interchange arrangements will be implemented
- Passengers of EAL are required to walk from the existing EAL platform to the new TML platform for interchange, as shown below:



## Brand New Customer Experience




The Corporation is committed to creating an excellent passenger experience and enhancing customer service by adopting new technologies.

- Tuen Ma Line is the first commuter line adopting Train Car Loading Indicator which enables customers to choose and board train cars with more space
- Complement to the “Next Train” function on MTR Mobile and the waiting time information of Tai Wai Station Platform 2 (East Rail Line Hung Hom-bound) and Platform 3 (Tuen Ma Line Tuen Mun-bound) which will be displayed on the gate-top Passenger Information Display System and MTR Mobile, enabling passengers to better plan ahead their journeys



### Train Car Loading Indicator

- Analyses the monitoring data of real-time train weight to estimate spatial conditions of train compartments




Signage	Train Car Loading Condition
	0% to ~50% filled
	~50% to 90% filled
	Over 90% filled

**New Customer Service Concept**

**New Experience Brought by Robot Assistants x Smart Customer Service Centres (Smart CuC) x Roving Service Team**

- Staff from the roving service team would patrol around stations and proactively assist passengers in need
- Smart CuC provides more real-time information to passengers while passengers can also contact station staff by clicking the button
- Robot assistants will patrol around the station with station staff and help handle ticketing issues



Robot Assistants		
Station Cleaning	Assisting Station Staff	Escalator Safety Ambassador
		
<p><b><u>Functions</u></b></p> <ul style="list-style-type: none"> <li>• Responsible for the cleaning of Sung Wong Toi Station</li> </ul>	<p><b><u>Functions</u></b></p> <ul style="list-style-type: none"> <li>• Patrolling around with station staff to assist passengers proactively, e.g. handling ticketing issues</li> </ul>	<p><b><u>Functions</u></b></p> <ul style="list-style-type: none"> <li>• Reminding passengers to use lifts when it senses passengers are carrying a handcart, baby pram, or luggage</li> </ul>

## **New Line Opening Special Offers**

### **Launch of Sung Wong Toi/ To Kwa Wan Stations Fare Discounts; Extend Hin Keng/ Kai Tak Stations Fare Discounts**



- Travelling on MTR domestic and cross-boundary journeys by entering or exiting Hin Keng, Kai Tak, Sung Wong Toi and To Kwa Wan stations
  - Save HK\$1 every journey for Adult Octopus holders
  - Save HK\$0.5 every journey for Child, Elder and other Octopus holders
- Promotion period till 1 January 2022

### **Special Interchange Discount**

- Will extend the interchange discount of Tuen Ma Line Phase 1 covering 4 Green Minibus routes and 18 Franchised Bus routes in total. Among them, the interchange discount of Green Minibus No. 49, Citybus No. 22 and 22M will also cover Sung Wong Toi Station.
- Will provide interchange discount for 2 more Green Minibus routes: No. 25A (applicable to Sung Wong Toi Station) and No. 25B (applicable to Sung Wong Toi and Kai Tak)
- Save HK\$1 for Adult Octopus holders or HK\$0.5 for Child, Elder or other Octopus holders when travelling between MTR and designated Bus and Green Minibus routes by entering or exiting at designated MTR stations.
- Promotion period till 1 January 2022

## Station Open Days: Environment and Layout at a Glance

- The public can visit Sung Wong Toi and To Kwa Wan stations on the two respective Station Open Days. Participants can visit the station facilities, station artwork and new platforms. There will be different activities for participants to experience the new stations.
- In view of the pandemic, Station Open Days are divided into different sessions with limited participants to ensure social distancing. The Corporation will arrange regular sanitisation of the visiting areas.
- Interested parties can register via MTR Mobile and The GULU to obtain tickets. Each ticket is valid for a maximum of 4 participants to enter the station at the same time. First come, first served.
- Please visit MTR website ([http://www.mtr.com.hk/en/customer/main/tml\\_open\\_days.html](http://www.mtr.com.hk/en/customer/main/tml_open_days.html)) for details of the Station Open Days. For enquiries, please contact MTR Hotline (2881 8888)

	Date of Station Open Days	Sessions	Date of Obtaining Ticket	Channel of Obtaining Ticket
<b>To Kwa Wan Station Open Day</b>	12 June (Saturday)	10:15 am - 11:15 am 11:30 am - 12:30 pm 12:45 pm - 1:45 pm	From 2:00 pm on 2 June onwards	Via MTR Mobile (Pre-registration required) 
<b>Sung Wong Toi Station Open Day</b>	13 June (Sunday)			
<b>To Kwa Wan Station Open Day</b>	12 June (Saturday)	2:30 pm - 3:30 pm 3:45 pm - 4:45 pm 5:00 pm - 6:00 pm	From 2:00 pm on 3 June onwards	Via THE GULU 
<b>Sung Wong Toi Station Open Day</b>	13 June (Sunday)			