

HONG KONG

BRINGING INNOVATIONS INTO A LEGACY SYSTEM WITH NO SERVICE DISRUPTION



BRINGING INNOVATIONS INTO A LEGACY SYSTEM WITH NO SERVICE DISRUPTION

Hong Kong MTR is one of the most innovative metro system in the world. The introduction of the contactless ticketing in the late 90s is the most obvious example. Today, MTR keeps its innovation leadership by introducing new passenger experience with renewed ergonomics and look and feel. Honk Kong MTR is also one of the world's busiest metro systems with more than 5 million passengers a day.

WHAT WAS THE CHALLENGE?

To replace the existing devices to provide new ticketing features in order to integrate cuttingedge innovations to provide a better passenger experience. The gates and vending machines installation was to be conducted without service interruption to maintain revenue service of MTR. This was a particular sharp challenge for the two busiest stations of the network.

HOW DID WE ANSWER?

Thales replaced all aging front-end devices with innovative equipment following a very careful migration plan.

Deployment was conducted within a limited time window during closing hours at night to make the project happen without impacting the passenger flow during operations hours.

The newly-provided devices introduce an enhanced passenger experience with an user-centric design and a look and feel embracing MTR corporate identity.

THE RESULTS

Today, Hong Kong provides an enhanced passenger experience with an improved man-machine interface by the use a new surfacing material.

The ticket vending machines offer enlarged operating displays.

The selection flow is enhanced for better access able-bodied and disabled travelers.

The control panel swap feature adapts to customer height.

Lights have been added to catch traveler attention.

Also, the touch and go provision with holding device for Octopus Card reader is a major userfriendly new feature.

In stations, the vending machines are ready for 24/7 customer assistance service via video conferencing and features to remotely control the fare media purchase procedures.

DEVICES PROVIDED

- 87 standard access gates aisles
- 15 wide access gates aisles
- 40 Ticket Vending Machines
- 10 Enquiry Machines

