

HKPF Self-Service Kiosk at Admiralty MTR Station launched (with photos)

The Hong Kong Police Force (HKPF) held the launching ceremony of the first MTR Self-Service Kiosk (SSK) at the Admiralty MTR Station today (October 5). The Commissioner of Police, Mr Siu Chak-ye; the Operations and Innovation Director of MTR Corporation (MTRC), Dr Tony Lee Kar-yun; the Director of Operations, Mr Chan Tung; the Acting Director of Management Services, Ms Kwan Chui-ching; the Head of Line Group Management (Urban Lines) of MTRC, Mr Ben Lui Gon-ye; and the Station Service Manager (Island Line, South Island Line and Tseung Kwan O Line) of MTRC, Ms Joey Chow Yin-leung, officiated at the ceremony.

Speaking at the ceremony, Mr Siu said that since 2019, the HKPF has included "Digital Policing" as one of the strategic directions for the Force, aiming to provide the public with high-quality police services by leveraging innovative technology. Since September 2021, the Force has introduced SSKs in the report rooms of different police stations by phases, offering a convenient way for the public to report lost properties and non-emergency cases through an electronic platform. Mr Siu emphasised that the SSK is also one of the key performance indicators under the "Building a Smart Government" initiative mentioned in the Chief Executive's 2022 Policy Address. The HKPF had achieved the target of having 12 SSKs in operation by January 2023. In the past three months, the SSKs have also successfully processed over 15 000 lost property reports, accounting for over 70% of the total lost property cases reported to the report rooms of the police stations concerned. This reflected the wide acceptance of the SSK by the public and allowed officers in report rooms more time to focus on responding to other calls for assistance. The Admiralty MTR Station is the first public place to have SSK installed, aiming to provide greater convenience for citizens and tourists, as well as integrating technology into daily lives. This is also a milestone in the development of digital policing services.

Dr Lee mentioned in his speech that the MTRC is committed to providing safe, reliable, and high-quality railway services to the public. The digitalisation of the lost property handling system of the MTR has been implemented since 2021. He stated that the HKPF has been an important partner of the MTRC for many years, jointly maintaining a safe railway environment. The collaboration on the SSK between the two organisations demonstrates how technology brings about more efficient and convenient public services, as well as their shared commitment to community service and the development of a Smart City. Dr Lee highlighted that the brand new "One-Stop Loss Reporting Service", jointly developed by the MTRC and the HKPF, allows the public to authorise Police to upload their lost property reports to the MTR's "Online Lost Property Platform," saving them from making separate report to the MTR and increasing the chances of recovering lost properties.

The installation of the SSKs by the HKPF has provided a convenient way for citizens and tourists to report lost properties, and make use of 14 other

services, including filing “Crime Report”, “Miscellaneous Report” and “Road Traffic Incident Report”, provided by the e-Report Centre. In view of the positive response, the HKPF is actively considering expanding the coverage of SSKs to more police stations, public places, and other locations with high traffic flow, such as other suitable MTR stations, boundary control points and large shopping malls.

