

Press Release

**IPCC learns about the police's crowd management strategies
for large-scale festive celebration in Lan Kwai Fong on Halloween**

(HONG KONG – 4 November 2024) An Independent Police Complaints Council (IPCC) delegation of Council Members and Secretariat staff, led by IPCC Chairman Ms Priscilla WONG Pui-sze, SBS, JP, went to Lan Kwai Fong (LKF) in Central on Halloween night. During the occasion, Members learnt about the situations and sentiments of the public and tourists during Halloween activities, and the operation and challenges faced by frontline police officers as they implemented crowd management strategies for large-scale festive celebration. If any complaints arise on the occasion in the future, this firsthand experience will enable Members to conduct a comprehensive examination of such complaints.

IPCC Members were briefed by representatives of the Central Police District (CDIST) at the District Operations Room (DOR) on crowd management measures during Halloween. Police representatives introduced the various zones set up by the police in LKF and outlined how they harnessed technology to strengthen their crowd management capabilities.

Police representatives provided an overview to Members on the installation of new CCTVs over LKF. The CCTVs captured and transmitted real-time images from multiple angles to DOR to help the police monitor the crowd situation and develop appropriate crowd management measures, thereby

ensuring the smooth operation of events and maintaining public safety. Representatives of the CDIST also demonstrated the functions of “Crowd Estimation System” that was used for the first time on Halloween night. The system utilises image analysis technology to perform real-time estimation of on-site people density, allowing the police to identify potential safety hazards and perform pedestrian diversion measures as soon as necessary. Public broadcast devices were also installed in the area to issue public announcements and take contingency measures in case of an emergency.

Members then proceeded to several key locations on Hollywood Road, Wyndham Street, D’Aguilar Street and Queen’s Road Central to observe how frontline police officers diverted pedestrians and traffic through employing one-way and tidal flow crowd control measures in LKF during peak periods on Halloween night. The IPCC delegation also went to the temporary policing area at the junction of D’Aguilar Street and Wellington Street. Members engaged in discussions with frontline police officers to understand how they achieved the goals of their operational measures while taking into account the facilitation of festive celebrations and the protection of public safety.

IPCC Chairman Ms Priscilla WONG said, “Hong Kong is a hub for mega events. During large-scale activities, the police face great challenges not only in ensuring the smooth operation of the events but also in safeguarding the life and property of citizens and tourists in crowded environments. This on-site observation in LKF provided Members with insight into the environment and situations of a mega event, allowing Members to gain

firsthand experience of the sentiments expressed by citizens and tourists participating in such events. The Council also had an understanding of the considerations frontline police officers must take into account when enforcing the law and maintaining order in real-life settings. Should complaints arise from this festive event in the future, this experience will equip Members to better understand on-site circumstances and perform a thorough examination of complaint cases.”

When vetting complaints, IPCC always upholds the principle of handling each complaint “strictly on the basis of fact and evidence, honestly, without fear or favour” to ensure complaints are handled in a fair and impartial manner. The Council will continue to monitor the complaint figures and trends arising from large-scale festive celebration, while also seeking to propose Service Quality Improvement Initiatives to assist the police in enhancing their service quality and reducing unnecessary complaints.

With photos:





Ms Priscilla WONG Pui-sze (IPCC Chairman) and Council Members, accompanied by Mr Derek LUI Kam-ho (Director of Management Services) and other police representatives, learning about police's crowd management strategies in LKF on Halloween night.

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