

Smart Mobility at Your Fingertips with MTR Mobile

MTR Mobile will soon be making passengers' journeys even more seamless with new enhancements to be rolled out tomorrow (12 June 2019), providing better customer experience for those travelling with the MTR. The new functions include "Alighting Reminder" which will remind users when they are approaching the station where they should alight during journeys on MTR Heavy Rail network. Enabled by Beacon technology and GPS, the new function will prompt passengers who input their trips in the app with notifications when they need to get off the train for interchange and when they have arrived at their final destination.

Another enhancement to be available tomorrow is an upgrade of the trip planner. Currently, when a customer enquires about a trip on the MTR Mobile, the "Train Trip Planner" and "Light Rail Planner" provide information about MTR or Light Rail journeys closest to the starting point and destination selected. The first stage of the upgraded version combines these two planners and will fill the gap for the first and last mile of a trip, providing other connecting public transport information such as minibus, bus and ferry services to help customers plan their trips. In the next stage, transport data related to service disruption will also be incorporated into the function, such that alternative routes will be provided to offer passengers with real-time information.

Also coming to MTR Mobile is the new MTR Bus "Real-Time Schedule" function which provides real-time information of the arrival time of MTR buses starting from June 2019. Passengers can obtain the estimated arrival times for buses based on the real-time location of MTR buses. In addition, they can also switch on the location service of their mobile phones to look for MTR bus stops within a 500-metre radius (Please see annex for the implementation date for different MTR bus routes).

"There are currently 1.2 million devices with MTR Mobile in use and the MTR Corporation has been continuously rolling out enhancements on the app to improve passengers' experience in MTR. By providing more and more useful information at the fingertips of our passengers, we make their journeys even more convenient in support of promoting smart mobility on the MTR and in Hong Kong," said Ms Jeny Yeung, Commercial Director of MTR Corporation.

Following the launch of the new enhancements, in going forward the MTR Mobile will undergo a major revamp to integrate with the apps of the Corporation's other services as well as its loyalty programmes. Passengers will then be able to enjoy a one-stop service with the new MTR lifestyle app when they travel with the MTR and shop at MTR Malls.

- 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 12 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

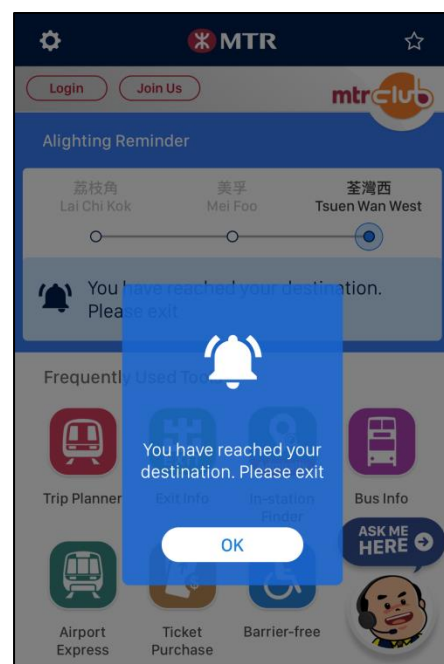
*includes our subsidiaries and associates in Hong Kong and worldwide

Photo Captions:

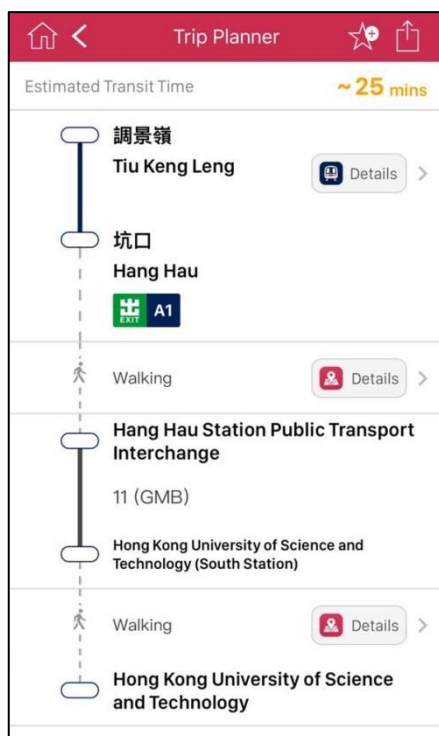
1. General Manager – Customer Experience Development of MTR Corporation Ms Annie Leung and Head of Operating – West Region Mr CK Cheung introduce the new enhancements of MTR Mobile which will be rolled out tomorrow (12 June 2019).



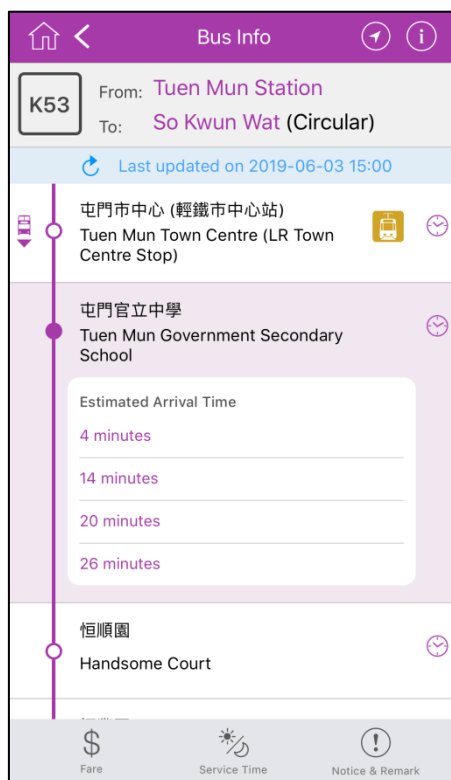
2. With the “Alighting Reminder” function, passengers will receive notifications to remind them to get off the train for interchange or their destination.



- The upgraded Trip Planner provides connecting transport information in addition to the existing information about MTR or Light Rail to help customers plan their trips.



- Passengers will soon be able to get real-time arrival times of MTR buses.



MTR Bus Routes with Real-time Schedule on MTR Mobile

Implementation Date	Route
12 June 2019	K52, K53, K58, K68, K74, K75, K75A, K75P
Second half of 2019	506, K12, K14, K17, K18, K51, K65, K66, K73, K76