

### **MTR Offers Free Rides and Kicks Off Safety Awareness Campaign to Mark Senior Citizen's Day**

To support Senior Citizen's Day on 21 November 2021 (Sunday), the MTR Corporation is pleased to offer free rides on the MTR<sup>1</sup>, Light Rail and MTR Bus on the day to Elder Octopus cardholders aged 65 or above. No fare will be deducted when senior citizens use their Elder Octopus (including their Personalised Octopus) to enter and exit the ticket gates and Light Rail platform processors or board MTR Bus.

The MTR Corporation makes every effort to provide a seamless and inclusive travelling experience. Over the past few years, a number of improvement works including provision of accessible toilets, seats at platforms, giant signage, and multi-purpose spaces designated within train compartments have been implemented to provide fit-for-purpose and easy-access facilities in MTR stations and trains for the elderly, passengers with disabilities and those in need.

In an initiative to promote a safe travelling environment for the elderly, the Corporation is once again collaborating with Radio Television Hong Kong (RTHK) Radio 5 to organise the "Elderly Safety Promotion Campaign" from mid-November onwards. A series of posters featuring RTHK Radio 5 DJs and illustrating safety tips will be on display in the MTR network to remind elders the following four key tips:

- (1) Mind the platform gap when boarding or alighting;
- (2) Stand behind the yellow line when waiting for a train;
- (3) Always use the lift when travelling with bulky items, and
- (4) Do not exit or board trains when the warning chimes sound.

Railway safety tips with Q&A sessions will also be shared through the programme "MagaSenior" on RTHK TV 31 and Radio 5 from 17 November to 30 November 2021.

"To thank our senior citizens for their prominent contributions to the local community over the years, we continue to offer free rides to elders on Senior Citizen's Day as a token of gratitude," said Ms Jeny Yeung, Hong Kong Transport Services Director of MTR Corporation.

"To facilitate our elderly customers to have hassle-free journeys, we have rolled out various age-friendly initiatives including giant signage, adding double handrails in some passageways, and seats to enhance their travel experience. We also advise the elders to use our MTR Mobile app to plan their journeys. It is encouraging that MTR Mobile is recognised as one of the most easy-to-use applications among the elders, according to a recent survey conducted by The Hong Kong Council of Social Service. We will continue to enhance its functions and inclusivity to optimise elders' experience of using MTR Mobile," added Ms Yeung.

Apart from using the MTR Mobile, senior citizens may also consider to pay attention to the MTR website, station and in-train announcements for the latest train service information when

planning their journeys. For more details of the free ride offer, please call the MTR hotline at 2881 8888 or visit The Hong Kong Council of Social Service's website.

Remark:

1. The free ride offer is not applicable to the Airport Express, journeys to or from Lo Wu or Lok Ma Chau stations, Intercity Passenger Services or High Speed Rail (cross boundary train services are currently suspended). Passengers travelling on the East Rail Line First Class will be charged the First Class Premium.

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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 Captions:

1. Passengers aged 65 or above can enjoy free rides on the MTR, Light Rail and MTR Bus on 21 November 2021 (Sunday) by using their Elder Octopus or Personalised Octopus.



2. Posters featuring RTHK Radio 5 DJs with railway safety tips will be on display in MTR stations to remind elders to stay vigilant when travelling on the MTR.

