

**Free Rides on MTR on 19 December
Public Encouraged to Allow Sufficient Time for Travelling
and Pay Attention to Station Signage**

MTR Corporation would like to remind the public that under the free ride arrangement this Sunday (19 December 2021), passengers can simply pass through the gates and they do not need to tap their Octopus or pay any fare¹ to enter or exit MTR stations, Light Rail stops or board MTR Bus when travelling on the MTR (except Airport Express), Light Rail and MTR Bus.

In view of the free ride arrangement, the distribution of passengers in the MTR network may differ from normal Sundays and patronage during certain periods may be higher than usual. The Corporation will enhance train service on that day and closely monitor the situation. Special trains will be arranged when necessary to meet passenger demand. On top of station staff, the Corporation will deploy the Customer Service Support Team (i.e. "Pink Rangers") including Headquarters staff as well as other operating staff and additional station assistants to stations. There will be about an extra 600 staff members assisting passengers on that day.

Passengers are advised to note signage indicating in or out at ticket gates, including flap gates that are usually used for both directions (please refer to the enclosed photo), which will guide passengers on that day to ensure smooth passenger flow in stations. Passengers may have to queue in front of gates when there are many passengers in the station, and staff will provide assistance on site. Crowd control measures including entry or exit only for certain entrances/exits may be implemented at busy or interchange stations to ensure smooth passenger flow and station operations. For example, Entrance/Exit E of Causeway Bay Station will be set for exiting only when many passengers head towards Victoria Park. Passengers should pay attention to notices and public announcement in stations as well as direction from staff. They can also refer to MTR Mobile for alternative routes and information about station entrances/exits that are temporarily closed because of crowd control measures to plan their journeys.

We anticipate a higher ridership than usual on that day and the waiting time for boarding trains may hence be longer. We appeal to passengers to set off earlier based on their journeys and allow sufficient time for travelling.

¹ The interchange discount for MTR and designated routes of Green Minibus as well as Kaito Ferry and the MTR Park & Ride Scheme will not be applicable on that day.

The Corporation also reminds passengers in need and their companions to note the arrangement and crowd control measures on that day. Passengers in wheelchairs who need to use a portable ramp for boarding and alighting trains will have to note that they may have to wait longer for the service this Sunday. The Corporation appeals to all passengers to remain courteous during their MTR travel, and allow those in need including the elderly, mobility impaired passengers and passengers with baby prams to use barrier-free facilities such as lifts and wide gates first. MTR operating staff will be geared up to provide safe, reliable and efficient railway service to passengers as usual, and provide timely assistance to passengers in need on that day.

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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.

*includes our subsidiaries and associates in Hong Kong and worldwide

Photo captions:

1. Flap gates at MTR stations will remain open on 19 December and passengers do not need to tap their Octopus. For turnstile gates, passengers can simply push the turnstiles.



2. Crowd control measures including entry or exit only for certain entrances/exits may be implemented at busy or interchange stations on that day.

