

## 新聞稿

### Press Release

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#### **MTR Offers Free Rides to the Elderly on Senior Citizen's Day and Promotes Railway Safety in Collaboration with RTHK 5**

As a railway company that has served Hong Kong for over four decades, MTR Corporation is committed to providing our city with caring service. As a token of appreciation to our senior citizens for their contributions to the socio-economic well-being of Hong Kong, we are delighted to offer free rides on the MTR<sup>1</sup>, Light Rail and MTR Bus to Elder Octopus and JoyYou Card holders aged 65 or above on Senior Citizen's Day on 20 November 2022 (Sunday). No fare will be deducted when eligible senior citizens use their Elder Octopus or their Personalised Octopus (including JoyYou Card) to enter and exit the ticket gates and Light Rail platform processors or board MTR Bus.

"We highly value senior citizens who have contributed to the economic and social development of Hong Kong. To thank them for their endeavours and demonstrate our appreciation, we are pleased to continue offering 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 in our network, we have rolled out various age-friendly initiatives including giant signage to improve the way-finding within stations for elderly passengers, adding the name of the station on the header of the Customer Service Centres across the network, providing seats at platforms, long passageways and MTR bus shelters. We have also embedded the Hong Kong Jockey Club Dementia's Secret Angel app into the tablets in the Customer Service Centres of our stations, leveraging technology to show our care for the elders with dementia. We will continue to strive for enhancement to optimise elders' experience," added Ms Yeung.

When planning their journeys on Senior Citizen's Day, passengers are advised to check the MTR Mobile, MTR website, station and in-train announcements for the latest train service information. For more details of the free ride offer, please call the MTR hotline at 2881 8888.

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Moreover, the Corporation is collaborating with Radio Television Hong Kong (RTHK) Radio 5 again to launch an “Elderly Safety Promotion Campaign” in mid-November 2022 to promote a safe travelling environment for the elderly. Radio hosts of the programme “MagaSenior” on RTHK Radio 5 will share safety tips to the audience in the programme and they will be featured in a series of posters displayed in the MTR network to remind elders of key safety 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 door-closing chimes sound.

Remarks:

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

To Keep Cities Moving, MTR makes encounters happen and rendezvous for a more connected tomorrow. 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 Mainland China. Together, we Go Smart and Go Beyond.

For more information about MTR Corporation, please visit [www.mtr.com.hk](http://www.mtr.com.hk)

\*includes our subsidiaries, associates and joint ventures in Hong Kong and worldwide

**Photo Caption:**

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

