Today, Sing’s family is taking the MTR to a concert of an international superstar. They are all very excited.

Sing’s family includes Sing, Mama, Papa and Grandpa, who take the MTR a lot. What will happen to them today? Let’s see and enjoy....
At the Light Rail pedestrian crossings, we have to obey the pedestrian signals. Stop, look around and take note the Light Rail safety signs.

Wait behind the yellow line. Take note the “Look left” or “Look right” indication before crossing.

That’s right! We should also pay attention to the audio warnings from Light Rail vehicles, and watch out for turning vehicles as they will pass very close. If you are cycling, get off your bicycle and push it across the crossing.
Entry gates

Super Star! Super Star! Here I come!

Mom, you should first tap your Octopus on the reader. Make sure the arrow is on and the “Please enter” message is shown before passing through the gate. Don’t rush through it!

Grandpa, you can use the wide gate when carrying baggage. Take your time! We are not in a hurry.
Look, Mama! The escalators move in different directions. Let’s take the escalator on this side. Sing is going down!

Wait for me, Sing. Don’t ride on the escalator alone!

Mrs Cheung has sent me a message. Let me reply to her! Ho ho!

Mom, don’t keep your eyes only on your phone. Be careful and stand still! We should always hold the handrail and stand clear of the step edges when riding on an escalator. Take extra care if you are wearing sandals.
As you are carrying baggage, Grandpa, why don’t we take the lift to the platform? It is more convenient, safer and more comfortable. Mama and Sing will be waiting for us on the platform.
The train has come, let’s go! Super Star, here I come!

Stop! Stop!

When you hear the warning chimes, do not rush in or forcibly board. This may hurt other passengers on the train or even yourself!
Platform screen doors

When we are waiting for the train on the platform, we should stand in the areas marked by the queuing lines and behind the directional arrows.

Do not lean against platform screen doors

Do not place your hand on any moving part of the platform screen doors
On the platform

- Let passengers exit from the train before boarding
- Please mind the platform gap

Be careful, Sing!
Inside the train compartment

Mom, look at me!

Attaboy!

Sing, this is dangerous! You may hurt yourself and disturb other passengers.

This will spoil Sing, Grandpa.

Mom, I want to buy a metallic balloon to take to the concert. I hope Super Star can do his best!

You must not bring metallic balloons onto the train, Sing! It may affect the power supply system if the metallic balloon flies away.
Be careful, Mama! Don’t keep talking on phone. Your finger was almost caught by the doors! It is safer to stand close to the handrails.

That’s so thoughtful of you, Papa!

Grandpa, there is an empty seat. You may sit there.
Sing, you know what to do, right?

Thank you, little boy!

Yes! I will offer my seat to passengers in need. Please sit here, Madam. Be careful!
On platforms without automatic platform gates / platform screen doors

Grandpa, you should put your baggage behind the yellow line.

Alright.

Well done, Sing. We should queue behind the yellow line on the platforms without platform screen doors or automatic platform gates.

We have to take extra care during rainy days, as the floor may be slippery.

Got it!
If a passenger on the train feels unwell, you may ask station staff for help at the next station. Only operate the Emergency Call handle or Call button in an emergency.
Something drops onto the track

Dad… dad, that man dropped something onto the track!

I will get down and pick it up after the train leaves.

Excuse me, sir. You should ask MTR staff for help instead of trying to pick the object up yourself. That’s dangerous!

Thank you, sir. I am going to tell the station staff now!
Exit from the train

We have arrived in time!

Super Star… Super Star, here I come!
Never under any circumstances trespass onto the track.

If you accidentally fall from a platform onto the track:

- Remain calm and shout for help
- Ensure your body is clear of the rails
- If possible, try to lie in the space underneath the platform edge or the space between the rails and the wall where there is more clearance
- Wait for MTR staff to assist you back onto the platform

**Emergencies**

**Passenger Information Display System**

- In an emergency, the Passenger Information Display System will show specific evacuation messages.

**Illuminated exit signs**

- In an emergency, follow the evacuation route indicated by the illuminated exit signs.
Reminders from Sing

Evacuation from a station
• Remain calm
• Pay attention to station announcements and electronic display messages
• Use the nearest exit as directed by MTR staff, emergency services personnel or as indicated by illuminated exit signs to immediately exit from the station
• Use the nearest escalator or staircase to exit

Evacuation from a train
• Remain calm
• Pay attention to train announcements and electronic display messages
• Evacuation from a train will normally take place at the nearest station
• Evacuation from a train between stations will only take place under exceptional circumstances
• Follow the instructions and directions from MTR staff or emergency services personnel
Evacuation from a train

Emergency exit doors
Emergency exit doors on trains are for use only under the direction of MTR staff or emergency services personnel in the event of an evacuation.

Dangerous Goods

MTR staff have the legal right to refuse entry to any part of the MTR to any passenger carrying Dangerous Goods or permitted goods in large quantities.

* Passengers who need an oxygen cylinder for breathing purposes can carry an oxygen cylinder which does not exceed 1.25 litres in volume and is stored in a proper container.