Every journey, safely home.

Help every SEN child travel safely, and want to travel, on MTR's positioning network and Collectiv's Deep World Model, with staff in the loop.

1 The problem

46% autistic children 4–7 who wandered

41.5 min average time missing

35% rarely able to give name or phone

- **71,000+** SEN students in Hong Kong mainstream schools
- After the 「感囊」 launch, families asked MTR for the next step

3 Why MTR, why now

- **Built on what's there**: positioning network, MTR Care app and staff devices in place; a few extra points only where coverage is thin
- **Admiralty is already modelled** in the Deep World Model; more stations take days to weeks
- **MTR Care already wins awards**: UITP 2025, Triple Gold (DARS), HK ICT Awards 2024
- **Proven worldwide**: 23 cases, 8 in Asia (Japan, Singapore, Hong Kong)
- **One accountable partner**: Collectiv becomes MTR Care's primary vendor after Phase 1

2 What we propose: Phase 1 teaches the skills at home; Phase 2 is with the child on the real journey

Independence Ladder Practise at home → travel together → travel while a parent follows → travel alone, with staff as the safety net. Every idea below has a rung.

SAFE & GUIDED · ON THE DEEP WORLD MODEL

Journey Guardian
Parents see where their child is, gate to platform; staff get a photo, calming tips and the last-seen point

Calm Route
Live sensory map: the quietest path and carriage, the digital SEN carriage families asked for

Real-trip Check-in
Phase 1's five Daily Check-in skills, practised on the child's own route in 3D, plus their exit and calmest carriage

Assist Me
One discreet tap and staff bring the 「感囊」; "I need a break" opens Phase 1's calming game and the nearest quiet spot

HEARD & READY · NEW IN PHASE 2

My Voice
Tap a picture: the phone speaks for the child, and staff see it

Stop Countdown
Live count of stops to go, a buzz before the stop, pictures when plans change

4 Three ways to start

OPTION A	OPTION B · RECOMMENDED	OPTION C
Start small	**Prove the safety net**	**Every station**
Admiralty, Q1 2027: My Voice, Assist Me, Real-trip Check-in, staff alerts	2 stations, 2027: A + Guardian, Calm Route, Countdown, HKUST study	All 99 stations, H2 2027–2028, Octopus gate alerts, beyond SEN

Privacy by design under the PDPO, parent consent, short data retention, MTR IT security review, staff tools on existing devices.

5 What we ask

1. A working session with the MTR Care team first; Heep Hong, Caritas and others can join later
2. Choose a pilot option (we recommend B)
3. Agree measures, privacy approach and operations
4. Agree commercial terms

Q1 2027 · Admiralty trial | 2 Apr · Launch | H2 2027 · Scale

Sources: Anderson et al., Pediatrics 2012; IAN survey; EDB 2026; MTR Corporation; programme reports as cited in the web deck.