

Knowledge about barrier-free facilities in taxis

- Sir, are you waiting for a taxi?
- Right!
- Hold on, let me help you in.
- Thank you!
- You're welcome!
- Come over. This way!
- Thanks!
- Be careful. No hurry! I'll get the door!
- Thanks!
- Mind your head!
- Okay, take it slow!
- Be careful, Sir. I'll help you buckle up now.
- Thank you!
- My pleasure!
- Thank you, driver!
- Thanks, driver!
- Don't mention it! It's my job!
- If every taxi driver acts like you, how good is that!
- The other day, I ran into a taxi driver with horrible manners!
- Too bad I was not able to see the registration mark,
- or I'd definitely have lodged a complaint against him.

- Sir, next time, you can find on the rear left side door
- a Braille and tactile vehicle registration mark plate.
- Then you can tell the registration mark from it.
- Also, many taxis are installed with talking taximeters.
- “Welcome to ride on taxi KG3668.
- Please fasten your seat belt.”
- It will read out the vehicle registration mark and taxi fare to you.
- If you find yourself deceived
- or offended,
- you can act under the Disability Discrimination Ordinance,
- and lodge a complaint to the Equal Opportunities Commission.
- That’s good.
- Last time, the driver even charged surcharge for the crutch.
- You must file a complaint against him next time.
- According to Laws of Hong Kong,
- crutches and wheelchair carried by disabled passengers
- are not deemed as baggage for which additional fares are charged.
- Driver, you know the laws quite well!
- There’re guidelines.
- The Equal Opportunities Commission, in order to foster better cooperation between taxi drivers and disabled passengers,
- published publications like Disability Discrimination Ordinance

Guideline for Taxi Services.

- The Transport Department also published the Hong Kong Taxi Service Guidelines,
- and Hong Kong Taxi Service Standards,
- and related publicity stickers.
- They set out what taxi drivers and passengers should be mindful of.
- That's why I'm so well informed.
- I see. No wonder you're doing so well!
- It'll be even better if I'm driving a barrier-free taxi!
- It has a taller vehicle body, gives better access to enable easier boarding/alighting,
- and is equipped with wheelchair accessible facilities!
- Ah! Is it the taxis of bigger size?
- Will it charge higher taxi fare?
- Generally speaking, the fare of any taxi waved down on streets will be charged according to taximeter.
- The taxi fare will be the same!
- You may feel free to wave down those taxis!
- Also, have you been issued with a "Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones"?
- I can set you down in restricted zones if you have such need.
- I do have one. But I know that the certificate
- doesn't give drivers the permission to stop at restricted zones on expressways

- or 24-hour restricted zones.
- Sir, I almost forgot. Where do you want to go?
- I'd like to go to the Prince of Wales Hospital to see a doctor.
- Alright, I'll drive you there now!
- Thanks a lot!