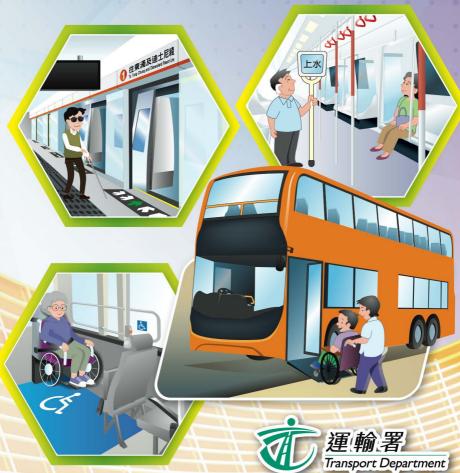


残疾人士 公共交通指南

A Guide to Public Transport for People with Disabilities





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第一章 引言

政府一直與公共交通營辦商攜手改善公共交通設施,推行「無障礙運輸」政策,以照顧不同乘客群組(包括殘疾人士)的需要。在「無障礙運輸」理念下, 政府與各公共交通營辦商致力推動「更暢達的運輸服務」、「更優良的公共運輸基建及設施」及「更良好的夥伴關係」,務使不同公共交通工具因應情況在其車廂及車站/月台/碼頭設置無障礙設施。為建立更好的夥伴關係, 運輸署一直積極透過「殘疾人士使用公共交通工具工作小組」的平台,與各公共交通營辦商、相關政府部門及殘疾人士團體定期舉行會議,以了解殘疾人士的需要,並商討改善無障礙設施的建議。

本指南在 1993 年首次印行,其後曾多次按照最新情况加以修訂,以提供最新資訊,方便殘疾人士計劃交通行程。

本指南第二章介紹鐵路、電車、專營巴士、的士、公共小型巴士及渡輪的設施。第三章介紹專為行動不便人士開辦的復康巴士服務。第四章提供有關殘疾乘客在限制區上落車證明書的資料。第五章則臚列常用的公共交通機構電話號碼、傳真號碼、網址和電郵地址的資料。殘疾人士可透過電話、傳真或電郵,直接向有關交通機構查詢或投訴。



Chapter 1 Introduction

The Government has all along been engaging public transport operators in enhancing public transport facilities and promoting the concept of "Transport for All", in order to cater for the travel needs of different passenger groups, including people with disabilities. Under the concept of "Transport for All", the Government and various public transport operators have been striving to promote "Better accessible transport services for all", "Better public transport infrastructure and facilities for all" and "Better partnership", so that barrierfree facilities are provided in the compartments and at stations / platforms / piers of various public transport having regard to the actual circumstances. Furthermore, to build up better partnership, the Transport Department has actively engaged the public transport operators, relevant government departments and people with disabilities groups through regular meetings of the Working Group on Access to Public Transport by People with Disabilities. Through these meetings, the Transport Department has sought to understand the needs of people with disabilities and deliberated proposals for improving barrier-free facilities.

First published in 1993, this Guide has been revised periodically to give up-todate information to people with disabilities to help them plan their journeys.

Chapter 2 of this Guide describes the facilities provided by various public transport modes, including trains, trams, franchised buses, taxis, public light buses and ferries. Chapter 3 presents the Rehabus services available to people with mobility difficulties. Chapter 4 provides information on the "Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones". Chapter 5 contains a list of useful telephone numbers, fax numbers, websites and e-mail addresses of major public transport operators. People with disabilities may contact the operators direct through telephone, fax, or e-mail to make enquiry or lodge complaint.



本港有多種公共交通工具,包括鐵路、電車、巴士、的士、公共小型巴士及 渡輪。各主要公共交通機構均有提供特別設施,以切合殘疾人士的需要。以 下章節列述香港各項公共交通工具所提供的特別設施。

港鐵

「新設及經改良的設施將為港鐵的乘客提供更佳服務」

港鐵一直致力改善乘客設施,務求更方便殘疾人士、長者、攜同嬰兒或幼童的人士,以及需要無階梯通道人士等各類乘客使用。港鐵在多個現有車站進行無障礙通道改善工程,日後亦會在所有新車站提供方便乘客出入的設施。





We have diversified transport modes operating in Hong Kong. They include railways, trams, buses, taxis, public light buses and ferries. Major operators of public transport services provide special facilities to cater for the needs of people with disabilities. The following sections describe the special facilities provided by each of the transport modes in Hong Kong.

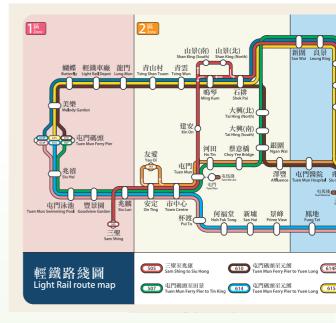
Mass Transit Railway (MTR)

'New and improved facilities mean better service for all passengers'

MTR has been striving to improve access and facilities for all passengers - not only those with disabilities, but also the elderly, people travelling with babies or small children, and those who need step-free access. MTR is carrying out barrier-free access improvement works at many of its existing stations, and all future stations will incorporate easy access facilities.



港鐵路線圖 MTR System Map



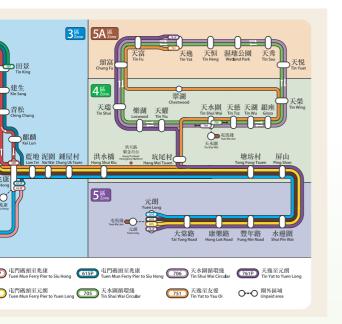
為視障乘客提供的設施

- 所有港鐵站及輕鐵站均設有觸覺引路 徑。
- 所有港鐵站已完成改裝障礙物如廢紙 箱和車費表等, 讓使用盲人桿的乘客 能更易察覺障礙物的位置。
- 所有港鐵站均已裝設扶手電梯發聲器, 協助月台及/或大堂的乘客確定扶手 電梯的位置及運行方向。
- 所有沒有月台幕門的港鐵站月台均鋪 有黃色凸條。



扶手電梯附設發聲器 Audible device at escalators





輕鐵路線圖 Light Rail Route Map

For Visually Impaired Passengers

- TACTILE GUIDE PATHS are installed at all MTR stations and Light Rail stops.
- MODIFICATION OF OBSTRUCTIONS such as litter bins and fare maps making them more easily detectable to cane users has been completed in all MTR stations.
- ESCALATOR AUDIBLE SIGNALS are installed at all MTR stations to help passengers at platform and / or concourse level to identify the location and running direction of escalators.
- PLATFORM TACTILE YELLOW LINES are installed at all MTR stations without Platform Screen Doors.



觸覺車站佈置圖 Tactile Station Layout Map

- 機場快線、東鐵線、港島線、觀塘線、 南港島線、將軍澳線、東涌線及屯馬 線全線車站,以及荃灣線的佐敦、油 麻地、旺角、太子、深水埗、長沙灣、 荔枝角、美孚、荔景、葵芳、葵興、 大窩口、荃灣站及迪士尼線的欣澳站, 均設有觸覺車站佈置圖。
- 所有港鐵站內連接觸覺引路徑的出入 閘機均已裝設發聲器,入閘時發出「請 入閘」語音訊息,出閘時報讀從八達 通扣除的車費和餘額。
- 部分港鐵站的售票機、增值機、無障 礙洗手間和升降機,以及輕鐵月台的 出/入站處理器,均設有點字板
- 列車車廂內設有色彩分明的扶手桿。
- 列車車門關閉前會發出蜂鳴聲。
- 列車車廂外各個車卡之間裝有色彩鮮明的欄障,防止乘客進入軌道。
- 港鐵巴士上設有報站器,顯示及廣播下一站的名稱。視障乘客亦可要求巴士車長在抵達其目的地時提示他們落車。



所有港鐵站內連接觸覺引路徑的 出入閘機均已裝設發聲器,入閘 時發出「請入閘」語音訊息,出 閘時報讀從八達通扣除的車費和 餘額

An audible device is installed in the gate reached by the tactile guide path in every MTR station for audible reading of a "please enter" message at entry, and of fare deducted from and remaining value on the Octopus Card at exit



- TACTILE STATION LAYOUT MAPS are installed at all stations along the Airport Express, East Rail Line, Island Line, Kwun Tong Line, South Island Line, Tseung Kwan O Line, Tung Chung Line and Tuen Ma Line, as well as at Jordan, Yau Ma Tei, Mong Kok, Prince Edward, Sham Shui Po, Cheung Sha Wan, Lai Chi Kok, Mei Foo, Lai King, Kwai Fong, Kwai Hing, Tai Wo Hau and Tsuen Wan stations of Tsuen Wan Line and Sunny Bay station of Disneyland Resort Line.
- An AUDIBLE DEVICE is installed in the gate that is reached by the tactile guide path in every MTR station for audible reading of a "please enter" message at entry, and of fare deducted from and remaining value on the Octopus Card at exit.
- BRAILLE plates are installed on Ticket Machines, Add Value Machines, Accessible Toilets and lifts in certain MTR stations as well as on Entry / Exit Processors at Light Rail platforms.
- COLOR CONTRAST GRAB POLES are provided inside train compartments.
- BUZZER sound is emitted when train doors are closing.
- COLOUR CONTRAST INTER-CAR BARRIERS are fitted between train carriages outside the train compartment to prevent passengers from entering the track.
- Next bus stop announcement system is installed on every MTR Bus to display and broadcast the name of next stop. Bus captains will remind visually impaired passengers when their destinations are reached if asked to do so when the passengers board the buses.

為聽隨乘客提供的設施

- 所有車站的客務中心均已裝設感應環迴系統,方便使用助聽器的乘客。
- 所有港鐵客務中心均備有諮詢卡,方便乘客與職員溝通。
- 港鐵站入口、大堂及月台均已裝設乘客資訊顯示系統。
- 南港鳥線、將軍澳線、荃灣線和部分觀塘線及港鳥線列車均已裝設閃燈 路線圖,顯示列車位置、行駛方向及車門開啟的一邊。
- 機場快線、東涌線、東鐵線、屯馬線和部分觀塘線及港島線的列車已裝 設動感行車路線圖/動態路線圖。
- 港島線、觀塘線、將軍澳線、荃灣線及輕鐵列車已裝設資趣台, 而機場 快線、東鐵線、南港島線、屯馬線和觀塘線部分列車則已裝設屏幕,兩 者同樣為乘客提供下一站及鐵路運作的資訊。
- 港鐵巴士上設有報站器,顯示及廣播下一站的名稱。



閃燈路線圖 Flashing System Map



For Hearing Impaired Passengers

- INDUCTION LOOPS to assist hearing aid users are installed at all Customer Service Centres.
- INFORMATION CARDS to facilitate communication between passengers and staff are available at all MTR Customer Service Centres.
- PASSENGER INFORMATION DISPLAY SYSTEMS are installed at the entrances, concourses and platforms of MTR stations.
- FLASHING SYSTEM MAPS showing the location, direction of the train and the side on which the doors will open for exiting passengers are provided on all trains of the South Island Line, Tseung Kwan O Line, Tsuen Wan Line and some trains of Kwun Tong Line and Island Line.
- ACTIVE LINE DIAGRAMS / DYNAMIC ROUTE MAPS are installed on trains of Airport Express, Tung Chung Line, East Rail Line, Tuen Ma Line and some trains on Kwun Tong Line and Island Line.
- IN-TRAIN INFORMATION PANELS are installed on trains of Island Line, Kwun Tong Line, Tseung Kwan O Line, Tsuen Wan Line and Light Rail trains, whilst television screens are installed on trains of Airport Express, East Rail Line, South Island Line, Tuen Ma Line and some trains on Kwun Tong Line. Both facilities display next station information and operational messages for passengers.
- Next bus stop announcement system is installed on every MTR Bus to display and broadcast the name of next stop.



動態路線圖 Dynamic Route Map

為行動不便的乘客提供的設施

- 所有列車均設有多用途空間。
- 所有港鐵站均設有闊閘機,讓使用輪椅或攜帶嬰兒車/行李的乘客,在不需職員協助的情況下出入閘。
- 所有港鐵站(輕鐵站除外)均提供手 攜式摺板,方便使用輪椅的乘客上落 列車。



闊閘機 Wide Gate



接駁路面及港鐵車站大 堂的升降機 External lift connecting

External lift connecting street level to concourse



無障礙洗手間 Accessible Toilet

For Mobility Impaired Passengers

- MULTI-PURPOSE SPACES are provided on all trains.
- WIDE GATES are provided at all MTR stations allowing passengers in wheelchair or with baby prams / baggage to enter or exit gates freely without staff assistance.
- PORTABLE RAMPS are provided at all MTR stations (except Light Rail stops) facilitating wheelchair users to board and alight from trains.



斜道 Ramp



手攜式摺板 Portable Ramp



車廂內的多用途空間 Multi-purpose space inside train compartments

以下港鐵站設有無障礙洗手間

港鐵站	無障礙洗手間位置
機場快線 — 全線車站(機場站除外)	
港 島 線 一堅尼地城站	大堂非付費區
荃 灣 線 一尖沙咀站	
東 鐵 線 一全線車站(馬場站除外)	
港 島 線 一香港大學、西營盤、上環、中環、金鐘、北角及鰂魚涌站	
南港島線 一全線車站	
觀 塘 線 一牛頭角、鑽石山、何文田及 黃埔站	大堂已付車費區域
將軍澳線 一油塘及調景嶺站	
荃 灣 線 一油麻地、旺角、太子及荔景站	
屯 馬 線 一全線車站	
迪士尼線 一全線車站	



Accessible Toilets are available in these MTR stations

MTR stations	Locations of accessible toilets
Airport Express – All stations (except Airport Station)	
Island Line – Kennedy Town Station	Concourse unpaid area
Tsuen Wan Line - Tsim Sha Tsui Station	
East Rail Line - All stations (except Racecourse Station),	
Island Line - HKU, Sai Ying Pun, Sheung Wan, Central, Admiralty, North Point and Quarry Bay stations	
South Island Line – All stations	
Kwun Tong Line - Ngau Tau Kok, Diamond Hill, Ho Man Tin and Whampoa stations	Concourse paid area
Tseung Kwan O Line – Yau Tong and Tiu Keng Leng stations	
Tsuen Wan Line – Yau Ma Tei, Mong Kok, Prince Edward and Lai King stations	
Tuen Ma Line – All stations	
Disneyland Resort Line – All stations	

港鐵站	無障礙洗手間位置
港 島 線 —灣仔、銅鑼灣、天后、炮台山、 太古、西灣河、筲箕灣、杏花邨 及柴灣站	
觀 塘 線 一石硤尾、樂富、黃大仙、彩虹、 九龍灣、觀塘及藍田站	非公共區域
將軍澳線 — 將軍澳、康城、坑口及寶琳站	(請聯絡車站職員協助)
荃 灣 線 一佐敦、深水埗、長沙灣、荔枝 角、美孚、葵芳、葵興、大窩口 及荃灣站	
東 涌 線 一全線車站	

- 所有港鐵巴士屬於車廂地板較低的款式,並配備固定斜道,可供輪椅上落。巴士車長也會協助使用輪椅的乘客上落巴士。
- 港鐵巴士上近出口位置設有特定空間供輪椅停泊,該位置配備輪椅背板 及安全帶,並有標誌指示乘客,停泊輪椅更為容易。



MTR stations	Locations of accessible toilets
Island Line - Wan Chai, Causeway Bay, Tin Hau, Fortress Hill, Tai Koo, Sai Wan Ho, Shau Kei Wan, Heng Fa Chuen and Chai Wan stations	
Kwun Tong Line – Shek Kip Mei, Lok Fu, Wong Tai Sin, Choi Hung, Kowloon Bay, Kwun Tong and Lam Tin stations	Non-public area
Tseung Kwan O Line – Tseung Kwan O, LOHAS Park, Hang Hau and Po Lam stations	(please contact station staff for assistance)
Tsuen Wan Line – Jordan, Sham Shui Po, Cheung Sha Wan, Lai Chi Kok, Mei Foo, Kwai Fong, Kwai Hing, Tai Wo Hau and Tsuen Wan stations	
Tung Chung Line – All stations	

- All MTR Buses, with low floor and equipped with fixed ramps, are wheelchair accessible. Bus captains will also assist wheelchair users in boarding and alighting if required.
- Wheelchair areas near exits that are equipped with wheelchair back rests and safety belts are provided inside MTR Buses, with signage to make them easy to locate.



表一

港鐵車站的出入口設施(按行車線的英文字母排列)

車站	電話號碼	路面 / 大堂	大堂 / 月台
機場快線			
香港	2523 3627	客用升降機	客用升降機
九龍	2736 0162	客用升降機	客用升降機
青衣	2449 9059	客用升降機	客用升降機
機場	2261 0522	經接機大堂兩側的通道直接進入月	台
博覽館	2215 3568	經亞洲國際博覽館乘搭 客用升降機	客用升降機
迪士尼線			
欣澳	2983 6961	斜道	客用升降機
迪士尼	2983 6809	同一層	客用升降機
東鐵線			
會展	2687 6211	同一層 / 斜道 / 客用升降機	客用升降機
紅磡	2946 4405	同一層 / 客用升降機 / 站外升降機連接 C2 及 D1 入口	客用升降機
旺角東	2395 4986	同一層	客用升降機
九龍塘	2926 7310	同一層 / 客用升降機 / 站外升降機連接 C2 入口	客用升降機
大圍	2605 9997	同一層	客用升降機
沙田	2605 3577	同一層	客用升降機
火炭	2604 8809	同一層 / 客用升降機	客用升降機
馬場	2604 8809	同一層	輪椅升降台
大學	2605 9039	同一層 / 斜道 / 客用升降機	客用升降機 / 斜道
大埔墟	2658 7657	同一層	客用升降機
太和	2650 7097	經太和商場升降機	同一層 / 客用升降機



Table 1

Barrier-free facilities at entrances of MTR stations (listed according to the alphabetical order of railway line)

Station	Telephone Number	Street / Concourse	Concourse / Platform
Airport Express	3		
Hong Kong	2523 3627	Passenger lift	Passenger lift
Kowloon	2736 0162	Passenger lift	Passenger lift
Tsing Yi	2449 9059	Passenger lift	Passenger lift
Airport	2261 0522	Arrivals Hall leads direct to platform walkways	m via side
AsiaWorld-Expo	2215 3568	Passenger lift via AsiaWorld-Expo	Passenger lift
Disneyland Res	sort Line		
Sunny Bay	2983 6961	Ramp	Passenger lift
Disneyland Resort	2983 6809	Same Level	Passenger lift
East Rail Line			
Exhibition Centre	2687 6211	Same level / Ramp / Passenger lift	Passenger lift
Hung Hom	2946 4405	Same level / Passenger Lift / External lift connecting Entrances C2 and D1	Passenger lift
Mong Kok East	2395 4986	Same level	Passenger lift
Kowloon Tong	2926 7310	Same level / Passenger lift / External lift connecting Entrance C2	Passenger lift
Tai Wai	2605 9997	Same level	Passenger lift
Sha Tin	2605 3577	Same level	Passenger lift
Fo Tan	2604 8809	Same level / Passenger lift	Passenger lift
Racecourse	2604 8809	Same level	Stair lift
University	2605 9039	Same level / Ramp / Passenger lift	Passenger lift / Ramp
Tai Po Market	2658 7657	Same level	Passenger lift
Tai Wo	2650 7097	External lift via Tai Wo Shopping Centre	Same level / Passenger lift

車站	電話號碼	路面 / 大堂	大堂 / 月台
粉嶺	2676 1716	同一層 / 斜道 / 站外輪椅升降台 連接 A 入口	客用升降機
上水	2673 0769	同一層 / 斜道	客用升降機
羅湖	2673 5406	同一層 / 由車站職員協助使用升降機	客用升降機
落馬洲	3404 6007	同一層 / 由車站職員協助使用升降機	客用升降機
港島線			
堅尼地城	2307 5366	客用升降機 / 斜道	客用升降機
香港大學	2517 0933	客用升降機 / 斜道	客用升降機
西營盤	2803 7696	客用升降機 / 斜道	客用升降機
上環	2921 6700	客用升降機/離開車站用的輪椅輔助車(最高負重 200 公斤)設於 A1 入口,車站職員會提供協助	客用升降機
中環	2921 2710	客用升降機	客用升降機
金鐘	2922 1400	客用升降機/輪椅升降台設於 A 及 D 入口	客用升降機
灣仔	2923 5026	客用升降機	客用升降機
銅鑼灣	2923 5031	客用升降機	客用升降機
天后	2922 3740	垂直升降台設於 B 入口	客用升降機
炮台山	2922 3741	輪椅輔助車(最高負重 200 公斤) 設於 B 入口,車站職員會提供協助	客用升降機
北角	2922 4750	客用升降機	客用升降機
鰂魚涌	2922 4751	斜道	客用升降機
太古	2922 4752	客用升降機	客用升降機

Station	Telephone Number	Street / Concourse	Concourse / Platform
Fanling	2676 1716	Same level / Ramp / External stair lift connecting Entrance A	Passenger lift
Sheung Shui	2673 0769	Same level / Ramp	Passenger lift
Lo Wu	2673 5406	Same level / Lift with staff assistance	Passenger lift
Lok Ma Chau	3404 6007	Same level / Lift with staff assistance	Passenger lift
Island Line			
Kennedy Town	2307 5366	Passenger lift / Ramp	Passenger lift
HKU	2517 0933	Passenger lift / Ramp	Passenger lift
Sai Ying Pun	2803 7696	Passenger lift / Ramp	Passenger lift
Sheung Wan	2921 6700	Passenger lift / Wheelchair Aid (with maximum loading of 200 kg) with staff assistance through Entrance A1 for exit only	Passenger lift
Central	2921 2710	Passenger lift	Passenger lift
Admiralty	2922 1400	Passenger lift / Stair lift at Entrances A and D	Passenger lift
Wan Chai	2923 5026	Passenger lift	Passenger lift
Causeway Bay	2923 5031	Passenger lift	Passenger lift
Tin Hau	2922 3740	Vertical lifting platform at Entrance B.	Passenger lift
Fortress Hill	2922 3741	Wheelchair Aid (with maximum loading of 200 kg) with staff assistance through Entrance B	Passenger lift
North Point	2922 4750	Passenger lift	Passenger lift
Quarry Bay	2922 4751	Ramp	Passenger lift
Tai Koo	2922 4752	Passenger lift	Passenger lift

車站	電話號碼	路面 / 大堂	大堂 / 月台
西灣河	2922 7760	客用升降機	客用升降機
筲箕灣	2922 7761	客用升降機 / 斜道	客用升降機
杏花邨	2921 5770	經杏花新城商場升降機	客用升降機
柴灣	2921 5771	經新翠商場及 D 入口行人天橋升 降機	客用升降機
觀塘線			
黃埔	2274 2622	客用升降機 / 斜道	客用升降機
何文田	2274 5722	客用升降機 / 斜道	客用升降機
油麻地	2928 6210	客用升降機/輪椅升降台設於 A1 入口	客用升降機
旺角	2928 4220	客用升降機	客用升降機
太子	2928 4221	客用升降機/輪椅升降台設於 B1 入口	客用升降機
石硤尾	2928 2300	客用升降機/輪椅升降台設於 C 入口,車站職員會提供協助	客用升降機
九龍塘	2926 7310	客用升降機 / 經又一城商場升降 機	客用升降機
樂富	2926 7311	斜道	客用升降機
黃大仙	2927 6320	客用升降機/輪椅升降台設於 C1 入口/經龍翔廣場升降機	客用升降機
鑽石山	2431 1588	客用升降機	客用升降機
彩虹	2927 6322	斜道	客用升降機
九龍灣	2927 4330	客用升降機/站外輪椅升降台及 升降機連接A入口天橋/同一層	客用升降機

Station	Telephone Number	Street / Concourse	Concourse / Platform
Sai Wan Ho	2922 7760	Passenger lift	Passenger lift
Shau Kei Wan	2922 7761	Passenger lift / Ramp	Passenger lift
Heng Fa Chuen	2921 5770	External lift via Paradise Mall	Passenger lift
Chai Wan	2921 5771	External lift via New Jade Commercial Complex and footbridge at Entrance D	Passenger lift
Kwun Tong Lin	е		
Whampoa	2274 2622	Passenger lift / Ramp	Passenger lift
Ho Man Tin	2274 5722	Passenger lift / Ramp	Passenger lift
Yau Ma Tei	2928 6210	Passenger lift / Stair lift at Entrance A1	Passenger lift
Mong Kok	2928 4220	Passenger lift	Passenger lift
Prince Edward	2928 4221	Passenger lift / Stair lift at Entrance B1	Passenger lift
Shek Kip Mei	2928 2300	Passenger lift / Stair lift with staff assistance at Entrance C	Passenger lift
Kowloon Tong	2926 7310	Passenger lift / External lift via Festival Walk	Passenger lift
Lok Fu	2926 7311	Ramp	Passenger lift
Wong Tai Sin	2927 6320	Passenger lift / Stair lift at Entrance C1 / External lift via Lung Cheung Plaza	Passenger lift
Diamond Hill	2431 1588	Passenger lift	Passenger lift
Choi Hung	2927 6322	Ramp	Passenger lift
Kowloon Bay	2927 4330	Passenger lift / External stair lift and passenger lift through footbridge at Entrance A / Same level	Passenger lift

車站	電話號碼	路面 / 大堂	大堂 / 月台
牛頭角	2927 3340	斜道	客用升降機
觀塘	2927 3341	客用升降機 / 經 apm 商場升降機 / 經 D2 入口行人天橋升降機	客用升降機
藍田	2927 7350	斜道	客用升降機
油塘	2927 3110	客用升降機 / 經大本型商場 升降機 / 同一層	客用升降機
調景嶺	2927 2086	經路面落客區進出	客用升降機
輕鐵			
屯門	2630 2801	客用升降機	不適用
其他輕鐵站	2881 8888	斜道	不適用
南港島線			
金鐘	2922 1400	客用升降機 / 輪椅升降台設於 A 及 D 入口	客用升降機
海洋公園	2728 9316	客用升降機 / 同一層	客用升降機
黃竹坑	2728 7319	客用升降機 / 同一層	客用升降機
利東	2728 6932	客用升降機 / 斜道	客用升降機
海怡半島	2728 5510	客用升降機	客用升降機
將軍澳線			
北角	2922 4750	客用升降機	客用升降機
鰂魚涌	2922 4751	斜道	客用升降機
油塘	2927 3110	客用升降機 / 經大本型商場 升降機 / 同一層	客用升降機
調景嶺	2927 2086	經路面落客區進出	客用升降機
將軍澳	2927 2087	經路面落客區進出	客用升降機



車站	電話號碼	路面 / 大堂	大堂 / 月台
康城	2927 2087	客用升降機 / 經 The LOHAS 康城升降機	客用升降機
坑口	2927 2085	經路面落客區進出	客用升降機
寶琳	2927 2700	客用升降機 / 斜道	同一層
荃灣線			
中環	2921 2710	客用升降機	客用升降機
金鐘	2922 1400	客用升降機/輪椅升降台 設於A及D入口	客用升降機
尖沙咀	2926 1200	客用升降機 / 經 H 及 R 入口 國際廣場升降機	客用升降機
佐敦	2926 1201	客用升降機	客用升降機
油麻地	2928 6210	客用升降機/輪椅升降台 設於 A1 入口	客用升降機
旺角	2928 4220	客用升降機	客用升降機
太子	2928 4221	客用升降機/輪椅升降台 設於 B1 入口	客用升降機
深水埗	2928 7230	客用升降機/輪椅升降台 設於 A1 入口	客用升降機
長沙灣	2928 7231	客用升降機	客用升降機
荔枝角	2928 3040	客用升降機/輪椅升降台 設於 D1 及 D4 入口/經 D3 入口昇悅居商場升降機	客用升降機
美孚	2175 2801	客用升降機/斜道/輪椅升降台 設於 C2 入口	客用升降機
茘景	2928 3042	客用升降機	客用升降機
葵芳	2920 2050	斜道	客用升降機
葵興	2920 2051	斜道 / 經行人天橋站外升降機	客用升降機

Station	Telephone Number	Street / Concourse	Concourse / Platform
LOHAS Park	2927 2087	Passenger lift / External lift via The LOHAS	Passenger lift
Hang Hau	2927 2085	Street level access from drop-off area	Passenger lift
Po Lam	2927 2700	Passenger lift / Ramp	Same level
Tsuen Wan Lin	е		
Central	2921 2710	Passenger lift	Passenger lift
Admiralty	2922 1400	Passenger lift / Stair lift at Entrances A and D	Passenger lift
Tsim Sha Tsui	2926 1200	Passenger lift / External lift via iSQUARE at Entrances H and R	Passenger lift
Jordan	2926 1201	Passenger lift	Passenger lift
Yau Ma Tei	2928 6210	Passenger lift / Stair lift at Entrance A1	Passenger lift
Mong Kok	2928 4220	Passenger lift	Passenger lift
Prince Edward	2928 4221	Passenger lift / Stair lift at Entrance B1	Passenger lift
Sham Shui Po	2928 7230	Passenger lift / Stair lift at Entrance A1	Passenger lift
Cheung Sha Wan	2928 7231	Passenger lift	Passenger lift
Lai Chi Kok	2928 3040	Passenger lift / Stair lift at Entrances D1 and D4 / External lift via liberté at Entrance D3	Passenger lift
Mei Foo	2175 2801	Passenger lift / Ramp / Stair lift at Entrance C2	Passenger lift
Lai King	2928 3042	Passenger lift	Passenger lift
Kwai Fong	2920 2050	Ramp	Passenger lift
Kwai Hing	2920 2051	Ramp / External lift via footbridge	Passenger lift

車站	電話號碼	路面 / 大堂	大堂 / 月台
大窩口	2920 3566	客用升降機	客用升降機
荃灣	2920 3560	同一層 / 經綠楊新邨南豐中心 商場升降機	客用升降機
東涌線			
香港	2523 3627	客用升降機 / 同一層	客用升降機
九龍	2736 0162	客用升降機 / 同一層	客用升降機
奧運	2625 9635	客用升降機 / 經奧海城商場 升降機	客用升降機
南昌	2624 2801	客用升降機	客用升降機
荔景	2928 3042	客用升降機	客用升降機
青衣	2449 9059	客用升降機 / 經青衣城商場升降機	客用升降機
欣澳	2983 6961	斜道	客用升降機
東涌	2109 2516	斜道/同一層	客用升降機
屯馬線			
烏溪沙	2631 6217	同一層	客用升降機
馬鞍山	2630 5903	同一層	客用升降機
恆安	2630 5954	客用升降機 / 斜道	客用升降機
大水坑	2630 5125	客用升降機	客用升降機
石門	2635 4209	斜道/同一層	客用升降機
第一城	2637 5741	斜道	客用升降機
沙田圍	2144 5736	斜道	客用升降機
車公廟	2696 9790	客用升降機 / 斜道	客用升降機
大圍	2605 9997	同一層	客用升降機
顯徑	2171 4700	斜道	客用升降機

Station	Telephone Number	Street / Concourse	Concourse / Platform
Tai Wo Hau	2920 3566	Passenger lift	Passenger lift
Tsuen Wan	2920 3560	Same level / External lift via Luk Yeung Sun Chuen and Nam Fung Centre	Passenger lift
Tung Chung Li	ne		
Hong Kong	2523 3627	Passenger lift / Same level	Passenger lift
Kowloon	2736 0162	Passenger lift / Same level	Passenger lift
Olympic	2625 9635	Passenger lift / External lift via Olympian City	Passenger lift
Nam Cheong	2624 2801	Passenger lift	Passenger lift
Lai King	2928 3042	Passenger lift	Passenger lift
Tsing Yi	2449 9059	Passenger lift / External lift via Maritime Square	Passenger lift
Sunny Bay	2983 6961	Ramp	Passenger lift
Tung Chung	2109 2516	Ramp / Same level	Passenger lift
Tuen Ma Line			
Wu Kai Sha	2631 6217	Same level	Passenger lift
Ma On Shan	2630 5903	Same level	Passenger lift
Heng On	2630 5954	Passenger lift / Ramp	Passenger lift
Tai Shui Hang	2630 5125	Passenger lift	Passenger lift
Shek Mun	2635 4209	Ramp / Same level	Passenger lift
City One	2637 5741	Ramp	Passenger lift
Sha Tin Wai	2144 5736	Ramp	Passenger lift
Che Kung Temple	2696 9790	Passenger lift / Ramp	Passenger lift
Tai Wai	2605 9997	Same level	Passenger lift
Hin Keng	2171 4700	Ramp	Passenger lift

車站	電話號碼	路面 / 大堂	大堂 / 月台
鑽石山	2431 1588	客用升降機 / 斜道	客用升降機
啟德	2445 2028	客用升降機 / 斜道	客用升降機
宋皇臺	2870 2455	客用升降機 / 斜道	客用升降機
土瓜灣	2870 2455	客用升降機 / 斜道	客用升降機
何文田	2927 2087	客用升降機 / 斜道	客用升降機
紅磡	2946 4405	同一層 / 客用升降機 / 站外升降機連接 C2 及 D1 入口	客用升降機 / 輪椅升降台
尖東	3471 5201	客用升降機 / 經 K-11 商場升降機 / 斜道	客用升降機
柯士甸	2314 5201	客用升降機 / 斜道	客用升降機
南昌	2624 2801	客用升降機	客用升降機
美孚	2175 2801	客用升降機/斜道/輪椅升降台 設於 C2 入口	客用升降機
荃灣西	2252 2801	客用升降機	客用升降機
錦上路	2208 2801	斜道 / 同一層	客用升降機
元朗	2256 2801	客用升降機/斜道/輪椅升降台 設於 F 入口,車站職員會提供協 助	客用升降機
朗屏	2257 2801	客用升降機 / 斜道	客用升降機
天水圍	2296 2801	客用升降機 / 斜道 / 站外升降機 連接 C 入口行人天橋	客用升降機
兆康	2214 2801	客用升降機 / 斜道	客用升降機
屯門	2630 2801	客用升降機 / 斜道	客用升降機



電車

香港電車有限公司沿港島北岸營運六條路線。電車在固定軌道上行駛。電車 軌一般沿馬路中央鋪設,而電車運作環境大部分屬人多及車多路段,而且絕 大部分路段均與其他道路使用者共用路面。

電車已服務香港逾一百二十年,有相當的歷史文化價值,亦有其固有設計及空間限制,包括月台與車廂的有限闊度、以及登車及落車位置與月台及路面的高低差距等,接待輪椅乘客存在實際困難。不過,視障和輕微行動不便的乘客,可要求電車司機協助他們由前門落客位置上車而無需使用後門的上客位置登車或經過後門的旋轉入閘機(此裝置只見於舊型號的電車)。此外,車廂內設有供有需要人士優先使用的座位。

電車公司持續更新車隊,現時大部分新款電車已裝設感應式自動閘門,乘車上車時閘門會自動打開,乘客即可暢通無阻地登上電車。車廂內增設更多扶手予乘客使用,並設有廣播及顯示系統,以聲音及文字顯示的方式,為車上所有乘客提供下一車站的資料。此外,所有電車後門亦裝設響號,提醒上車乘客車門即將關上。

專營巴士服務

本港共有四間專營巴士公司為市民提供巴士服務。在 2024 年 9 月底, 這些巴士公司共設有 5,890 輛已領有牌照的巴士,經營約 760 條巴士線。這些巴士公司包括:

- 城巴有限公司;
- 九龍巴士(一九三三)有限公司;
- 龍運巴士有限公司;及
- 新大嶼山巴士(一九七三)有限公司。



車頭裝有顯眼的路線顯示 牌,車身及車尾均有路線編 號

Large destination display on the front with route number display on the side and rear of buses

現時方便輪椅上落的巴士共有 5,843 輛,約佔巴士總數的 99%。這些巴士的車廂設有固定斜板,並提供一個或兩個輪椅停泊區,方便使用輪椅的乘客。所有專營巴士均設有廣播及顯示系統,以聲音及文字顯示的方式,分別為視障及聽障乘客提供下一車站的資料。



Tramway

Hong Kong Tramways Limited operates six tram routes along the northern shore of Hong Kong Island. Trams run on fixed tracks and the tram network primarily traverses areas teeming with pedestrians and vehicles, majority of its tramline sections are sharing road space with other road users.

The tram, having served Hong Kong for over 120 years and embodying significant historical and culture value, faces inherent design and space limitations, including the narrow width of the platform and tram compartment, along with height disparities between the platform, the road surface as well as the boarding and alighting positions of the tram car. Accommodating wheelchair passengers presents practical challenges in this context. For passengers with visual impairments with minor walking difficulties, they can board a tram via the front door, which is the designated exit of a tram car, with assistance from the tram driver instead of using the usual boarding entrance at the rear door or the turnstile at the rear door(for older generation trams). Priority seats are available inside the tram compartments for those in need.

Hong Kong Tramways is consistently upgrading its fleet by introducing a new model equipped with automatic flag gates at the rear entrance, replacing the traditional turnstiles. This enhancement allows for safer and seamless boarding for all passengers. The updated trams also feature additional handrails throughout the compartment and provide clear announcements and displays to inform all passengers on-board about upcoming stops and the latest service information. All trams are also equipped with a buzzer at the rear boarding door to signal when the door is about to close.

Franchised Bus Services

Four franchised bus companies are providing bus services to the travelling public, deploying 5,890 licensed buses and operating about 760 routes by end September 2024. The bus operators are:

- · Citybus Limited;
- Kowloon Motor Bus Company (1933) Limited;
- Long Win Bus Company Limited; and
- New Lantao Bus Company (1973) Limited.

Currently, 5,843 buses or 99% of the bus fleet are wheelchair accessible. They are equipped with fi xed ramps and provide single or dual wheelchair parking

各間專營巴士公司已在其轄下巴士上裝設下列設施,方便殘疾乘客:

- 固定斜板;
- 附設靠背及安全帶的輪椅停放處;
- 降低車身功能,並設有闊門;
- 車廂內設有顏色分明的扶手;
- 特低地台並鋪有防滑地板;
- 伸手可及的按鈴;
- 優先座位;
- 下一站的報站廣播及電子資訊顯示;



優先座 Priority Seats



車廂設顏色鮮明及連貫性的扶手,由上車門位置伸延至車尾,方便視障人士進出車廂 Coherent handrails of high colour contrast are installed in bus compartment from front to rear for easy movement of the visually impaired



車廂地台使用防滑地台膠 Non-slip material is used in bus flooring

spaces inside their compartments for carriage of wheelchair users. Next bus stop announcement and display system is provided on board every bus to announce and display the next bus stop for the benefit of visually impaired passengers and hearing impaired passengers respectively.

The franchised bus companies have installed the following features on board their buses to meet the transport needs of passengers with disabilities:

- fixed ramp;
- wheelchair space with back rest and restraint lap belt;
- front kneeling capability with wide entrance;
- colour contrast handrail system inside compartment;
- super low floor covered with nonslippery floor material;
- easily reached bell;
- priority seats;
- next bus stop announcement and display system;



輪椅斜板設於入口,可伸出至行人 路地面方便輪椅使用者上落

Wheelchair ramp installed at entrance can slide out to the pavement to allow wheelchair users to get on



車廂下車區附近設有輪椅停放區 域,並加設扶手及下車按鈕

Wheelchair parking space is available next to the exit door with extra handrails and call bell

第二章 /現有的公共交通設施

- 車頭設有大字體終點站及路線編號的電子顯示;
- 車身側面及後面設有大字體路線編號的電子顯示;
- 巴士出口設有車門關閉蜂鳴器及提示燈;及
- 車廂內設有顯示車牌號碼及顧客服務專線的點字板。

同時,有需要人士亦可透過「巴士到站時間預報系統」查閱巴士路線實時班次訊息。另外,城巴和九巴手機應用程式配備無障礙功能,方便有需要人士透過手機內的讀屏軟件,查閱沿途巴士站資訊、巴士預計抵站時間等資訊。城巴手機應用程式的「到站提示功能」,在巴士到站前以訊息顯示距離、巴士站名稱及安全資訊,提醒乘客巴士將到達目的地,而其簡易版手機應用程式「城巴易」字體更大、畫面對比度更高,展現特大的實時到站時間界面,並支援各智能手機系統的語音助理或旁白模式,方便長者及視障人士出行;九巴手機應用程式中的「落車提示」功能,則提醒乘客在預定的車站下車,並同時提供尚餘車站數目和尚餘行車時間資訊。



車廂內設有提供車隊編號及顧客服務 資料的點字告示牌

A Braille sign is put up at bus compartment to provide bus fleet number and customer service information



城巴超過 1,100 輛巴士的車身側設特大顯示牌,除路線編號外,亦會根據巴士的當時位置顯示途經地點及目的地Location based rolling destination display panel is available on the sides of more than 1,100 Citybus buses, which can display route number as well as en-route stops and forthcoming destinations



- large electronic destination and route number display on the front;
- large electronic route number display on the side and rear;
- closing door buzzer and warning lamp at exit; and
- Braille registration number plate and customer service hotline inside compartment.

Meanwhile, passengers in need can check the real-time bus arrival information through the "Estimated Bus Arrival Time System". Moreover, the mobile applications of Citybus as well as KMB all feature barrier-free functions which enable passengers in need to easily obtain bus information, such as en-route bus stops and estimated bus arrival time, through the screen reader function available on their mobile phones. The mobile application of Citybus includes an "Alight Reminder" function which informs passengers of the remaining distance, bus stop name and safety tips when the bus is approaching their destinations, whereas its simplified mobile applications of "Citybus Lite" provide enlarged font size and higher contrast with a more legible interface showing estimated bus arrival time. It also integrates voice assistants or narrative modes across various smartphone operating systems, providing a more convenient travel experience to elderly and visually impaired users. The mobile application of KMB also incorporates an "Alight Reminder" function to remind passengers to get off at their destinations as well as to provide information of the number of remaining stops and the estimated arrival time.



城巴全線巴上的「動態路線顯示屏」,能清晰顯示沿途巴士站資訊、巴士預計抵站時間、車 資等資訊

The entire bus fleet of Citybus are equipped with "Motion Route Display Panel" which can display en-route bus stop information, estimated bus arrival time and fare information

第二章 規有的公共交通設施

的士

本港現有 18,163 輛的士提供個人化公共交通服務,分為市區的士、新界的士和大嶼山的士三類。對殘疾乘客來說,的士大概是最方便的點到點交通服務。的士車資按核准的收費表計算,款額以咪錶所示者為準。殘疾乘客賴以行動的輪椅及拐杖,均無須額外收費。

現時,的士車主須在的士內後座左邊的車門安裝點字及摸讀字汽車登記號碼牌。的士普遍已裝設具備發聲功能的的士咪錶,以廣東話、普通話或英語廣播向乘客提供該程的士車費及車牌號碼。摸讀字牌及發聲咪錶均有助視障乘客得悉的士的車牌號碼,以便乘客就的士服務加以表揚或作出投訴。





Taxis

At present, there are 18,163 taxis providing personalized public transport services. There are three types of taxis, namely urban taxis, New Territories taxis and Lantau taxis. Taxis probably provide the most convenient point-to-point transportation services for people with disabilities. Taxi fares as recorded by the taximeters are charged according to approved fare scales. No additional charge is levied on wheelchairs and crutches carried by passengers with disabilities as an aid to or a means of mobility.



的士內點字及摸讀字汽車登記號 碼牌

Braille and tactile vehicle registration number plate

At present, a taxi owner is required to install the Braille and tactile vehicle registration number plate on the rear left hand side door of the taxi. Besides, taxis are commonly installed with talking taximeters capable of announcing the message of taxi fare and vehicle registration number to passengers in Cantonese, Putonghua or English. Both the tactile plate and talking taximeter can help passengers with visual impairment to know the vehicle registration number in case they want to give commendation or lodge complaint on the taxi service provided.



第二章 /現有的公共交通設施

公共小型巴士

本港有兩類公共小型巴士,分別為紅色小巴及綠色專線小巴。綠色專線小巴 依照運輸署所批核的固定路線、班次及收費營運。紅色小巴的營運較為靈活, 可因應市場需求調整,路線、班次和收費均不受監管,惟在營運方面仍有某 些限制。全港現有 4,350 輛公共小巴,全部設有空調系統。

政府已於 2017 年 7 月將小巴座位數目上限由 16 個增加至 19 個,以提升 小巴的整體載客量,應付尤其是繁忙時段的乘客需求。隨着小巴座位上限增 至 19 個,政府已要求新登記的公共小巴,須配備額外座椅扶手及備有提示 燈的落車鐘等設施,以方便有需要人士。

除此之外,政府亦鼓勵營辦商在小巴內提供下列方便殘疾人士的設施:

- 有需要人士的優先座位;
- 顯示車牌號碼的點字牌;
- 額外扶手;及
- 防滑地板。



可供輪椅上落的低地台小巴 Low-floor wheelchair accessible Public Light Bus



Public Light Buses

There are two types of public light buses (PLBs), namely red minibuses (RMBs) and green minibuses (GMBs). GMBs operate on fixed routings, frequencies and fares authorised by the Transport Department. RMBs operate flexibly in response to market demand with their routeings, frequencies and fares not subject to regulation, though being subject to certain restrictions on their operation. At present, there are 4,350 public light buses in operation in the territory and all of them are airconditioned.

In July 2017, the Government increased the maximum seating capacity of PLBs from 16 seats to 19 seats in order to increase the overall carrying capacity of PLBs to meet passenger demand, particularly during peak periods. In tandem with this measure, the Government has required newly registered PLBs to be equipped with passenger facilities, such as additional seat handles and call bells with indicator lights, for the convenience of passengers in need.

Moreover, PLB operators are encouraged to provide the following features on board the PLBs to facilitate passengers with disabilities to use the service:

- piority seats for persons in need;
- braille registration number plate inside compartment;
- provision of extra handrails; and
- non-slippery floor.

第二章 /現有的公共交通設施

現時視障、聽障及中度行動不便的乘客,可方便地使用小巴服務。然而,一 般公共小巴設有梯級,為進一步推動無障礙公共交通,便利輪椅使用者及行 動嚴重不便者乘搭,下列專線小巴路線設有低地台小巴服務:

路線編號	起點一終點	營辦商熱線
新界第 413 號線 *	青衣碼頭 — 瑪嘉烈醫院	9889 6526/ 9889 6512
九龍第 90A 號線 *	油塘(油麗邨)— 香港兒童醫院	9681 6623
新界第 503 號線 *	線皇后山邨 — 北區醫院	4661 4133
九龍第 CX1 號線 *	柯士甸站 — 香港故宮文化博物館 (循環線)	9326 2007
新界第 505 號線	上水(新發街)— 沙田(圓洲角)	5576 6250

(截至2025年2月) *可供輪椅上落

營辦商會為輪椅人士提供電話預約服務,乘客可在乘搭小巴前致電相關營辦 商熱線預留輪椅泊位。



Passengers with visual or hearing impairment or with moderate walking difficulties may conveniently use PLB services. However, steps normally exist on PLBs. In order to further promote the concept of "Transport for All" and to facilitate wheelchair users and people with severe walking difficulties, low-floor PLB service has been provided on the following green minibus routes:

Route no.	Origin – Destination	Operator's hotline
New Territories Route No. 413*	Tsing Yi Ferry Pier – Princess Margaret Hospital	9889 6526/ 9889 6512
Kowloon Route No. 90A*	Yau Tong (Yau Lai Estate) – Hong Kong Children's Hospital	9681 6623
New Territories Route No. 503*	Queen's Hill Estate – North District Hospital	4661 4133
Kowloon Route No. CX1*	Austin Station – Hong Kong Palace Museum (Circular route)	9326 2007
New Territories Route No. 505	Sheung Shui (San Fat Street) – Sha Tin (Yuen Chau Kok)	5576 6250

(As of February 2025) *Wheelchair-accessible

The operators provide telephone reservation services for wheelchair users. Passengers may call the operator hotlines to reserve the wheelchair space before using the service.

第二章 /現有的公共交通設施

渡輪

本地的客運渡輪服務主要由專營及持牌渡輪營辦商提供。現時,所有提供專營及持牌客運渡輪服務的政府渡輪碼頭皆已設置觸覺引路徑,供視障人士使用。另外,大部分專營及持牌渡輪路線所使用的碼頭,都已裝設升降台及碼頭斜道,以供輪椅使用者使用,而碼頭斜道及跳板均鋪有防滑物料或設有槽

紋,提升使用輪椅乘客的安全。殘疾 乘客出入碼頭和上落渡輪(靠泊在臺 船和公眾碼頭的渡輪除外),一般不 會感到十分困難。大部分營運專營及 持牌渡輪航線的船隻均設有輪椅人士 專用位置。登上渡輪下層較上層容 易,因為乘客無須經過任何梯級。部 分渡輪亦設有無障礙洗手間。

此外,大部分專營及持牌渡輪碼頭入口處設有求助電鈴及較寬闊的入閘機,渡輪公司亦會派員在入口處協助有困難使用入閘機的乘客。



渡輪碼頭內的求助電鈴 Call bell at ferry pier



鋪有防滑物料及設有槽紋的碼頭斜道 Ramps with anti-skid gangplanks and grooves at pier



Ferries

Local passenger ferry services are primarily provided byfranchised and licensed ferry operators. Currently, all Government ferry piers at which franchised and licensed passenger ferry services are provided have been installed with tactile guide paths for use by visually impaired persons. Besides, lifts and ramps are provided at most of the franchised and licensed ferry piers, and anti-skid gangplanks and grooves on the landing ramps are provided to enhance the safety of passengers using wheelchairs. Except for ferries berthing alongside pontoons and public piers, passengers with disabilities in general can gain access to piers and vessels without much difficulty. Designated wheelchair spaces are available on most vessels operating franchised and licensed ferry services. The lower decks of the vessels are more accessible than the upper decks as passengers need not negotiate any steps. Some ferries are also equipped with accessible toilets.

Moreover, call bells and wider gates are provided at the entrance of some of the franchised and licensed ferry piers, and staff assistance is available at most pier entrances for passengers having difficulty to pass through the gates.



渡輪碼頭內的觸覺引路徑 Tactile guide path at pier



渡輪碼頭內的觸覺平面圖 Tactile Floor Plan at ferry pier

第二章 現有的公共交通設施

殘疾人士如何透過公共交通服務往返內地

殘疾人士現時可使用已配置無障礙設施的公共運輸服務(包括專營巴士及口 岸穿梭巴士)經道路過境通道(包括深圳灣口岸、落馬洲管制站、港珠澳大 橋香港口岸及香園圍管制站)或鐵路服務經鐵路過境通道(包括羅湖管制站、 落馬洲支線管制站及香港西九龍站)往返內地。此外,殘疾人士亦可透過電 召服務,預約可載乘輪椅的無障礙的士及復康巴士往返包括深圳灣口岸、落 馬洲支線管制站、落馬洲管制站、香園圍管制站及港珠澳大橋香港口岸等。

有關的陸路管制站的公共運輸服務 1 詳列如下:

深圳灣口岸

專營巴士服務	
路線號碼	起點 / 終點
B2	元朗站 — 深圳灣口岸
B2P	天水圍(天慈邨)— 深圳灣口岸
B3	屯門碼頭 — 深圳灣口岸
D3	[經屯門市中心]
ВЗА	山景邨 — 深圳灣口岸
ВЗМ	深圳灣口岸 — 屯門站(循環線)
B3X	屯門市中心 — 深圳灣口岸
的士服務	
的士種類	服務區域
市區的士(紅色)	香港各區(東涌道及大嶼山南部除外)
	主要為新界東北及西北地區,包括屯門、元朗、大埔、
新界的士(綠色)	上水、粉嶺,以及荃灣、沙田及西貢的部份地點
	[即列於道路交通(車輛登記及領牌)規例(第 374E
	章)的附表了內的地區]



How could People with Disabilities travel to / from the Mainland by public transport services?

People with disabilities could use public transport services equipped with barrier-free facilities (including franchised bus and cross-boundary shuttle bus) to travel to/from the Mainland via road-based land crossings (including Shenzhen Bay Port, Lok Ma Chau Control Point, Hong Kong-Zhuhai-Macao Bridge (HZMB) Hong Kong Port and Heung Yuen Wai Control Point) or via rail-based crossings (Lo Wu Control Point, Lok Ma Chau Spur Line Control Point and Hong Kong West Kowloon Station) by using railway service. In addition, people with disabilities may book wheelchair accessible taxis and Rehabus Dial-a-ride service for travelling to/from Shenzhen Bay Port, Lok Ma Chau Spur Line Control Point, Lok Ma Chau Control Point, Heung Yuen Wai Control Point and HZMB Hong Kong Port, etc.

A detailed list of relevant public transport services at land boundary control points1 is as follows:

Shenzhen Bay Port

Franchised Bus Services	
Route Nos.	Origin / Destination
B2	Yuen Long Station – Shenzhen Bay Port
B2P	Tin Shui Wai (Tin Tsz Estate) – Shenzhen Bay Port
B3	Tuen Mun Pier Head – Shenzhen Bay Port [via Tuen Mun Town Centre]
ВЗА	Shan King Estate – Shenzhen Bay Port
ВЗМ	Shenzhen Bay Port – Tuen Mun Station (Circular Route)
B3X	Tuen Mun Town Centre – Shenzhen Bay Port
Taxi Services	
Taxi Type	Service Area
Urban taxis (Red)	All areas in Hong Kong (except Tung Chung Road and South Lantau)
New Territories taxis (Green)	Mainly in the Northeastern and Northwestern parts of the New Territories including Tuen Mun, Yuen Long, Tai Po, Sheung Shui, Fanling and part of Tsuen Wan, Sha Tin and Sai Kung (Areas listed in Schedule 7 of the Road Traffic (Registration and Licensing of Vehicles) Regulations (Cap 374E))

第二章 現有的公共交通設施

落馬洲管制站

穿梭巴士服務		
路線	起點 / 終點	
落馬洲 - 皇崗過境穿梭巴士(皇巴)	落馬洲(新田)公共運輸交匯處 — 皇崗口岸	
的士服務2	的士服務²	
的士種類	服務區域	
市區的士(紅色)	香港各區(東涌道及大嶼山南部除外)	
新界的士(綠色)	主要為新界東北及西北地區,包括屯門、元朗、大埔、上水、粉嶺,以及荃灣、沙田及西貢的部份地點 [即列於道路交通(車輛登記及領牌)規例(第374E章)的附表7內的地區]	

港珠澳大橋香港口岸

穿梭巴士服務	
路線	起點/終點
港珠澳大橋穿梭巴士(金巴)(港珠線)	港珠澳大橋香港口岸 — 港珠澳大橋珠海口岸
港珠澳大橋穿梭巴士(金巴)(港澳線)	港珠澳大橋香港口岸 — 港珠澳大橋澳門口岸
專營巴士服務	
路線號碼	起點 / 終點
A10	鴨脷洲 — 機場(經港珠澳大橋香港口岸)
A11	北角碼頭 — 機場(經港珠澳大橋香港口岸)
A12	小西灣(藍灣半島)—機場(經港珠澳大橋香港口岸)
A17	深灣 — 機場(經港珠澳大橋香港口岸)
A21	紅磡站 — 機場(經港珠澳大橋香港口岸)



Lok Ma Chau Control Point

Shuttle Bus Service		
Route	Origin / Destination	
Lok Ma Chau – Huanggang Cross- boundary Shuttle Bus Service (Yellow Bus)	Lok Ma Chau (San Tin) Public Transport Interchange – Huanggang Port	
Taxi Services ²		
Taxi Type	Service Area	
Urban taxis (Red)	All areas in Hong Kong (except Tung Chung Road and South Lantau)	
New Territories taxis (Green)	Mainly in the Northeastern and Northwestern parts of the New Territories including Tuen Mun, Yuen Long, Tai Po, Sheung Shui, Fanling and part of Tsuen Wan, Sha Tin and Sai Kung (Areas listed in Schedule 7 of the Road Traffic (Registration and Licensing of Vehicles) Regulations (Cap 374E))	

HZMB Hong Kong Port

Shuttle Bus Service	
Route	Origin / Destination
HZMB Shuttle Bus (Gold Bus)(Hong Kong – Zhuhai Route)	HZMB Hong Kong Port – HZMB Zhuhai Port
HZMB Shuttle Bus (Gold Bus) (Hong Kong – Macao Route)	HZMB Hong Kong Port – HZMB Macao Port
Franchised Bus Services	

Route Nos.	Origin / Destination
A10	Ap Lei Chau – Airport (via HZMB Hong Kong Port)
A11	North Point Ferry Pier – Airport (via HZMB Hong Kong Port)
A12	Siu Sai Wan (Island Resort) - Airport (via HZMB Hong Kong Port)
A17	Sham Wan – Airport (via HZMB Hong Kong Port)
A21	Hung Hom Station – Airport (via HZMB Hong Kong Port)

第二章 現有的公共交通設施

A22	藍田站 — 機場(經港珠澳大橋香港口岸)
A23	慈雲山北 — 機場(經港珠澳大橋香港口岸)
A25	啟德公共運輸交匯處 ─ 機場(經港珠澳大橋香港口岸)
A26	油塘公共運輸交匯處 — 機場(經港珠澳大橋香港口岸)
A28	康城站公共運輸交匯處 — 機場(經港珠澳大橋香港口岸)
A29	將軍澳(寶琳)— 機場(經港珠澳大橋香港口岸)
A30	梨木樹邨公共運輸交匯處 — 機場(經港珠澳大橋香港口岸)
A31	荃灣(如心廣場)— 機場(經港珠澳大橋香港口岸)
A32	葵涌邨公共運輸交匯處 — 機場(經港珠澳大橋香港口岸)
A33X	屯門(富泰)— 機場(經港珠澳大橋香港口岸)
A34	洪水橋(洪元路)— 機場(經港珠澳大橋香港口岸)
A36	元朗(錦上路站)— 機場(經港珠澳大橋香港口岸)
A37	元朗(朗屏站(北)公共運輸交匯處)— 機場(經港 珠澳大橋香港口岸)
A38	荃灣(荃威花園)— 機場(經港珠澳大橋香港口岸)
A41	沙田(碩門)— 機場(經港珠澳大橋香港口岸)
A41P	烏溪沙站 — 機場(經港珠澳大橋香港口岸)
A42	沙田(黃泥頭)— 機場(經港珠澳大橋香港口岸)
A43	粉嶺(聯和墟)— 機場(經港珠澳大橋香港口岸)
A46	火炭(駿景園)— 機場(經港珠澳大橋香港口岸)
A47X	大埔(太和)— 機場(經港珠澳大橋香港口岸)
B4	機場 — 港珠澳大橋香港口岸(循環線)
B5	欣澳公共運輸交匯處 — 港珠澳大橋香港口岸
B6	東涌(滿東邨)— 港珠澳大橋香港口岸



A22	Lam Tin Station – Airport (via HZMB Hong Kong Port)
A23	Tsz Wan Shan North – Airport (via HZMB Hong Kong Port)
A25	Kai Tak Public Transport Interchange – Airport (via HZMB Hong Kong Port)
A26	Yau Tong Public Transport Interchange – Airport (via HZMB Hong Kong Port)
A28	LOHAS Park Station Public Transport Interchange – Airport (via HZMB Hong Kong Port)
A29	Tseung Kwan O (Po Lam) – Airport (via HZMB Hong Kong Port)
A30	Lei Muk Shue Estate Public Transport Interchange – Airport (via HZMB Hong Kong Port)
A31	Tsuen Wan (Nina Tower) - Airport (via HZMB Hong Kong Port)
A32	Kwai Chung Estate Public Transport Interchange – Airport (via HZMB Hong Kong Port)
A33X	Tuen Mun (Fu Tai) – Airport (via HZMB Hong Kong Port)
A34	Hung Shui Kiu (Hung Yuen Road) – Airport (via HZMB Hong Kong Port)
A36	Yuen Long (Kam Sheung Road Station) – Airport (via HZMB Hong Kong Port)
A37	Yuen Long (Long Ping Station (North) Public Transport Interchange) – Airport (via HZMB Hong Kong Port)
A38	Tsuen Wan (Allway Garden) – Airport (via HZMB Hong Kong Port)
A41	Sha Tin (Shek Mun) – Airport (via HZMB Hong Kong Port)
A41P	Wu Kai Sha Station – Airport (via HZMB Hong Kong Port)
A42	Sha Tin (Wong Nai Tau) – Airport (via HZMB Hong Kong Port)
A43	Fanling (Luen Wo Hui) – Airport (via HZMB Hong Kong Port)
A46	Fo Tan (Royal Ascot) – Airport (via HZMB Hong Kong Port)
A47X	Tai Po (Tai Wo) – Airport (via HZMB Hong Kong Port)
B4	Airport – HZMB Hong Kong Port (Circular Route)
B5	Sunny Bay Public Transport Interchange – HZMB Hong Kong Port
B6	Tung Chung (Mun Tung Estate) – HZMB Hong Kong Port

第二章/現有的公共交通設施

的士服務	
的士種類	服務區域
市區的士(紅色)	香港各區(東涌道及大嶼山南部除外)
新界的士(綠色)	主要為新界東北及西北地區,包括屯門、元朗、大埔、上水、粉嶺,以及荃灣、沙田及西貢的部份地點[即列於道路交通(車輛登記及領牌)規例(第374E章)的附表7內的地區]
大嶼山的士(藍色)	只限在大嶼山、赤鱲角(包括機場島)及港珠澳大橋 香港口岸公共運輸交匯處行走

香園圍管制站

專營巴士服務				
路線號碼	起點 / 終點			
B7	上水(寶運路)— 香園圍管制站			
B8	大圍站公共運輸交匯處 — 香園圍管制站			
B9	屯門站 一 香園圍管制站			
B9A	元朗(西)一香園圍管制站*			
的士服務				
的士種類	服務區域			
市區的士(紅色)	香港各區(東涌道及大嶼山南部除外)			
新界的士(綠色)	主要為新界東北及西北地區,包括屯門、元朗、大埔、上水、粉嶺,以及荃灣、沙田及西貢的部份地點 [即列於道路交通(車輛登記及領牌)規例(第374E章)的附表7內的地區]			

* 以試辦形式於星期六、日及公眾假期提供服務。

羅湖管制站

港鐵服務

殘疾人士可乘搭港鐵東鐵線往返羅湖管制站。



Taxi Services ²			
Taxi Type	Service Area		
Urban taxis (Red)	All areas in Hong Kong (except Tung Chung Road and South Lantau)		
Mainly in the Northeastern and Northwestern parts of the Territories including Tuen Mun, Yuen Long, Tai Po, Sheun Fanling and part of Tsuen Wan, Sha Tin and Sai Kung (Areas listed in Schedule 7 of the Road Traffic (Registration Licensing of Vehicles) Regulations (Cap 374E))			
Lantau taxis (Blue)	Permitted to operate on Lantau Island, in Chek Lap Kok (including the airport island) and the Public Transport Interchange at the Hong Kong Port of the Hong Kong-Zhuhai-Macao Bridge		

Heung Yuen Wai Control Point

Franchised Bus Services				
Route Nos.	Origin / Destination			
B7	Sheung Shui (Po Wan Road) - Heung Yuen Wai Control Point			
B8	Tai Wai Station Public Transport Interchange – Heung Yuen Wai Control Point			
B9	Tuen Mun Station – Heung Yuen Wai Control Point			
B9A	Yuen Long (West) – Heung Yuen Wai Control Point*			
Taxi Services				
Taxi Type	Service Area			
Urban taxis (Red)	All areas in Hong Kong (except Tung Chung Road and South Lantau)			
New Territories taxis (Green)	Mainly in the Northeastern and Northwestern parts of the Ne Territories including Tuen Mun, Yuen Long, Tai Po, Sheung Shu Fanling and part of Tsuen Wan, Sha Tin and Sai Kung (Areas listed in Schedule 7 of the Road Traffic (Registration ar Licensing of Vehicles) Regulations (Cap 374E))			

^{*} Service provided on a trial basis on Saturdays, Sundays and Public Holidays.

Lo Wu Control Point

MTR Service

People with disabilities could travel to/from Lo Wu Control Point via MTR East Rail Line.



落馬洲支線管制站

港鐵服務

殘疾人士可乘搭港鐵東鐵線往返落馬洲支線管制站。

專營巴士服務

路線號碼	起點 / 終點
B1	天水圍(天慈邨)—落馬洲站

的士服務

的工服務		
的士種類	服務區域	
市區的士(紅色)	香港各區(東涌道及大嶼山南部除外)	
新界的士(綠色)	主要為新界東北及西北地區,包括屯門、元朗、大埔、上水、粉嶺,以及荃灣、沙田及西貢的部份地點[即列於道路交通(車輛登記及領牌)規例(第374E章)的附表7內的地區]	

香港西九龍站

跨境鐵路服務

殘疾人士可於香港西九龍站乘搭高速鐵路往返內地。

港鐵服務

殘疾人士可經港鐵屯馬線柯士甸站或港鐵東涌線/機場快線九龍站前往香港西九龍站。

專營巴士服務

殘疾人士可選乘專營巴士往來香港西九龍站。³



Lok Ma Chau Spur Line Control Point

MTR Service

People with disabilities could travel to/from Lok Ma Chau Spur Line Control Point via MTR East Rail Line.

Franchised Bus Services

Route Nos.	Origin / Destination			
B1	Tin Shui Wai (Tin Tsz Estate) – Lok Ma Chau Station			
Taxi Services				
Taxi Type	Service Area			
Urban taxis (Red)	All areas in Hong Kong (except Tung Chung Road and South Lantau)			
New Territories taxis (Green)	Mainly in the Northeastern and Northwestern parts of the New Territories including Tuen Mun, Yuen Long, Tai Po, Sheung Shui, Fanling and part of Tsuen Wan, Sha Tin and Sai Kung (Areas listed in Schedule 7 of the Road Traffic (Registration and Licensing of Vehicles) Regulations (Cap 374E))			

Hong Kong West Kowloon Station

Cross-boundary Railway Services

People with disabilities could travel to/from the Mainland by taking High Speed Rail at Hong Kong West Kowloon Station.

MTR Service

People with disabilities could travel to Hong Kong West Kowloon Station via Austin Station of MTR Tuen Ma Line or Kowloon Station of MTR Tung Chung Line / Airport Express Line.

Franchised Bus Services

People with disabilities could take franchised bus to / from Hong Kong West Kowloon Station.³

第二章 想有的公共交通設施

的士服務	
的士種類	服務區域
市區的士(紅色)	香港各區(東涌道及大嶼山南部除外)

註 1: 有關資料為截至 2024 年 12 月底。如欲查詢最新詳情,可使用運輸署「香港出行易」流動應用程式或聯絡有關的公共運輸營辦商。

註 2: 市區的士及新界的士可於晚上 11 時至翌日上午 6 時 30 分期間於落馬洲管制站提供服務。

註 3: 如欲查詢有關香港西九龍站附近的專營巴士服務詳情,請使用運輸署「香港出行易」流動應用程式或聯絡專營巴士公司。



Taxi Services			
Taxi Type Service Area			
Urban taxis (Red) All areas in Hong Kong (except Tung Chung Road and S Lantau)			

- Note 1: The information is as of the end of December 2024. For the latest details, please refer to the Transport Department's mobile application"HKeMobility" or contact the relevant public transport operators.
- Note 2: From 11.00 p.m. to 6.30 a.m. the next day, both Urban taxis and New Territories taxis can provide services at the Lok Ma Chau Control Point.
- Note 3: For information on the franchised bus services in the vicinity of the Hong Kong West Kowloon Station, please visit the Transport Department's mobile application "HKeMobility" or contact the franchised bus operators.

第三章/復康巴士服務

復康巴士服務由勞工及福利局提供資助,由香港復康會及冠忠無障礙交通服務有限公司營運,日常運作由運輸署監管。該服務採用經過特別改裝的車輛, 專為未能使用公共交通工具的殘疾人士提供安全便捷的點到點特別交通服務。

截至 2024 年 12 月底, 復康巴士共有 221 部營運車輛。車上設施包括:

- 自動輪椅升降台
- 中門自動梯級
- 輪椅固定扣鎖及座位設有全齡 3 點式乘客安全帶
- 可裝拆座位安全警示系統
- 伸手可及的求救鐘
- 黄色扶手
- 升降台操作指示燈

香港復康會及冠忠無障礙交通服務有限公司先後於 2003 年及 2023 年獲得 ISO 9001 品質管理系統標準認證,獲確認在設計及提供殘疾人士交通服務方面達到國際認可的標準。



自動輪椅升降台 Automatic wheelchair lift



全齡 3 點式乘客安全帶 All ages three-point seat belt

Chapter 3 Rehabus Service



The Rehabus service is operated by the Hong Kong Society for Rehabilitation and Kwoon Chung Inclusive and Accessible Transport Services Company Limited under the subvention from the Labour and Welfare Bureau. Its daily operation is monitored by the Transport Department. Using specially-fitted out vehicles, it provides safe and convenient point-to-point special transport service for people with disabilities who have difficulties in using public transport.

As at end-December 2024, Rehabus has a fleet of 221 vehicles. Each vehicle is equipped with:

- automatic wheelchair lift
- auto-step at middle door
- wheelchair restraint systems and all ages three-point seat belts on the seats
- moveable-seat safety warning system
- easily reached bell
- handrails painted in yellow
- warning signal during lift operation

The Hong Kong Society for Rehabilitation and Kwoon Chung Inclusive and Accessible Transport Services Company Limited acquired the internationally recognised ISO 9001 certification for designing and providing quality transport services for people with disabilities in 2003 and 2023 resepctively.



升降台操作指示燈 Warning signal during lift operation



乘客<mark>可使用中門自動梯級上落</mark> 復康巴士

Passengers can get on and off rehabus by using autostep at middle door

第三章/復康巴士服務

服務類別

復康巴士主要提供三大類服務, 簡述如下:

固定路線服務(由香港復康會提供)

固定路線服務旨在於平日繁忙時段接載行動不便的殘疾人士往返工作地點、學校、訓練中心及醫療機構。服務時間由星期一至六(公眾假期除外)上午6時30分至上午10時及下午3時至晚上7時,以及星期六(公眾假期除外)中午12時至下午2時。

電召服務(由香港復康會提供)

電召服務為行動不便的殘疾人士提供可預約的接載服務,以滿足他們覆診或參與社交活動等交通需要。這項服務按乘客人數分大組(5 人或以上)及細組(4 人或以下)安排服務。路線相近的細組乘客會獲安排共用一部復康巴士,以善用資源。此外,復康巴士為行動不便的殘疾人士(特別是寄宿人士)提供每星期兩程聯載服務。每星期按固定時間到固定地點且路線相近的乘客可共用此項聯載服務,往返學校、工場宿舍和居所,以善用資源。

穿梭巴士服務(由冠忠無障礙交通服務有限公司提供)

穿梭巴士服務主要在平日提供,按照固定的行車路線和時間表營運,往返醫

院、診所和港鐵站等交通需求殷切頻繁的地點。 同時亦設有週末旅遊線,方便行動不便的殘疾人 士在週末或公眾假期前往香港有特色的旅遊景 點,以助推廣香港成為無障礙城市。





黃色扶手及伸手<mark>可及的求</mark> 救鐘

Handrail painted in yellow and easily reached bell

Chapter 3 Rehabus Service



Scope of Service

There are three main types of Rehabus service which are briefly described below:

Scheduled Route Service (Provided by The Hong Kong Society for Rehabilitation)

Scheduled Route Service is a weekday peak hour service taking passengers with mobility disabilities to and from workplaces, schools, training centres and medical institutions. Its operating hours run from 6:30 a.m. to 10:00 a.m. and from 3:00 p.m. to 7:00 p.m. from Mondays to Saturdays (except public holidays), and from 12:00 noon to 2:00 p.m. on Saturdays (except public holidays).

Dial-a-Ride Service (Provided by The Hong Kong Society for Rehabilitation)

Dial-a-Ride service is provided through advance booking to meet the irregular transport needs of people with mobility disabilities, such as attending medical appointments or other social activities. The service is arranged according to large group (five or more passengers) and small group (four or less passengers), depending on the number of passengers. Small group passengers with similar routes will be arranged to share a rehabus for efficient use of resources. Rehabus also provides Pooled Dial-a-Ride Service taking people with mobility disabilities (especially those living in boarding facilities and care homes) to and from schools, workshops and care homes. Two regular trips are provided per week, and passengers with similar routes will be pooled together to share a rehabus for efficient use of resources.

Feeder Service (Provided by Kwoon Chung Inclusive and Accessible Transport Services Company Limited)

Feeder Service is provided generally on weekdays and operate according to fixed routeings and timetables to and from places with high transport demand such as hospitals, clinics and MTR stations. To promote Hong Kong as a barrier-free city, the Weekend Recreational Rehabus Service is also provided to enable people with mobility disabilities to visit local tourist attractions at weekends and on public holidays.

, 第四章 /殘疾乘客在限制區上落車證明書

司機在限制區內上落乘客,乃屬違法。不過,為方便殘疾人士出入,警方同意行使酌情權,在不會對其他道路使用者構成危險或造成重大阻礙的情況下,容許的士、私家車、私家小巴和私家巴士的司機在限制區(快速公路和 24 小時限制區除外)上落殘疾乘客。殘疾乘客可將一份填妥的「殘疾乘客在限制區上落車證明書」交給司機,上面列出有關該次車程的資料(日期、時間及上落車地點)和車牌號碼(下圖)。視障乘客可以點字填寫該證明書。司機倘遭警務人員查問,可出示該張證明書。

屬於指定類別的殘疾人士可向香港社會服務聯會(簡稱「社聯」)負責統籌的 80 間聯絡機構申請此類證明書。有關社聯和各聯絡機構的聯絡電話號碼,請參閱表二。

No.: 編號:CD	No.: 編號: CD The Hong Kong Council of Social Service 香港社會服務聯會		
Veh. Reg. No.:	of Passengers wi	r Picking Up or Setting Down th Disabilities in Restricted Zones 平在限制區上落車證明書	
車輛登記號碼: taxi/private car/private light bus/ private bus 的士/私家車/私家小巴/私家巴士		to taxi, private car, private light bus and private b 合的士、私家車、私家小巴及私家巴士)	
Pick up place: 上車地點:	Veh. Reg. No.: 車輛登記號碼:	Pick up place: 上車地點:	
Set down place: 落車地點:	Name of Passenger: 乘客姓名:	Set down place: 落車地點:	
Time: 時間:	Time: Name of Contact Organization: 聯節機構 :		
Date: 日期:	Date: 日期:	Tel. No.: 電話:	

殘疾乘客在限制區上落車證明書(正面)

Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones (Front)

Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

It is an offence in law for a driver to pick up or set down passengers in restricted zones. However, for the convenience of people with disabilities, the police have agreed to exercise discretion to allow drivers of taxis, private cars, private light buses and private buses to pick up or set down passengers with disabilities in restricted zones (except expressways and 24 hours restricted zones), provided that no hazard or major disruption is caused to other road users. As evidence of the journey, passengers with disabilities can issue a completed "Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones" to the driver, with information on the journey (date, time and pick up / set down place) and vehicle registration number (diagram below). People with visual impairment can fill in the certificate in Braille. In the event that the driver is interrogated by a police officer, he / she can show the certificate to the latter for consideration.

People with specified types of disabilities can apply for the certificate from 80 contact organisations under the coordination of the Hong Kong Council of Social Service (HKCSS). For details of the contact telephone number of HKCSS and contact organisations, please refer to Table 2.

運 輸 署 TRANSPORT DEPARTMENT

致市區的士、新界的士、大嶼山的士、私家車、私家小巴及私家巴士司機:

殘疾乘客在限制區上落車證明書

- 為方便殘疾乘客,警方同意在不嚴重阻礙或危及其他道路使用者的情況下,行使酌情權,准許的士、私家車、私家小巴及私家巴士在限制區內上落殘疾乘客,快速公路或全日24小時限制區除外。
- 在限制區內,的士、私家車、私家小巴及私家巴士司機只可上落殘疾乘客,不得等 候。
- 警務處及運輸署特委託香港社會服務聯會發出證明書,以便你證明曾經在前頁所述 的日期、時間和地點上落殘疾乘客。
- 請注意此證明書只供獲簽發予以在限制區上落車的的士、私家車、私家小巴及私家 巴士殘疾乘客使用,不得轉讓。
- 5. 視障人士可使用點字填寫此證明書上之資料。

運輸署署長

殘疾乘客在限制區上落車證明書(背面)

Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones (Back)

第四章 核疾乘客在限制區上落車證明書

表二

申請殘疾乘客在限制區上落車證明書

香港社會服務聯會負責統籌由殘疾人士提交的「殘疾乘客在限制區上落車證明書」申請。申請人士可致電香港社會服務聯會(2864 2929)或聯絡以下 非政府機構查詢詳情:

	聯絡機構名稱	聯絡電話	服務地區
1	香港傷健協會一港島東傷健中心	2557 1631	全港各區
2	香港傷健協會一九龍東傷健中心	2351 1811	全港各區
3	香港傷健協會一九龍西傷健中心	2361 2323	全港各區
4	香港傷健協會一新界傷健中心	2638 9011	全港各區
5	香港復康聯盟	2337 0826	全港各區
6	香港復康力量	2554 9594 2915 9452	全港各區
7	復康資源協會	2364 2345	全港各區
8	香港復康會復康巴士	2817 8154	只為會員服務
9	香港復康會社區復康網絡 康山中心 橫頭磡中心 李鄭屋中心 大興中心 太平中心 威爾斯中心	2549 7744 2794 3010 2361 2838 2775 4414 2639 9969 2636 0666	只為會員服務
10	香港傷殘青年協會	2337 9311	只為會員服務

Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

Table 2

Application for the "Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones"

The Hong Kong Council of Social Service (HKCSS) coordinates application from people with disabilities for the issue of "Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones". Applicants can call the HKCSS at 2864 2929 or contact the following non-government organisations for detail:

	Contact Organizations	Tel. No.	Service Area
1	Hong Kong PHAB Association Hong Kong Island PHAB Centre	2557 1631	All Districts
2	Hong Kong PHAB Association Kowloon East PHAB Centre	2351 1811	All Districts
3	Hong Kong PHAB Association Kowloon West PHAB Centre	2361 2323	All Districts
4	Hong Kong PHAB Association New Territories PHAB Centre	2337 0826	All Districts
5	Rehabilitation Alliance Hong Kong	2337 0826	All Districts
6	Hong Kong Rehabilitation Power	2554 9594 2915 9452	All Districts
7	Rehabaid Society	2364 2345	All Districts
8	The Hong Kong Society for Rehabilitation - Rehabus	2817 8154	Members Only
9	The Hong Kong Society for Rehabilitation - Community Rehabilitation Network Kornhill Centre Wang Tau Hom Centre Lei Cheng Uk Centre Tai Hing Centre Tai Ping Centre Prince of Wales Centre	2549 7744 2794 3010 2361 2838 2775 4414 2639 9969 2636 0666	Members Only
10	Hong Kong Federation of Handicapped Youth	2337 9311	Members Only

第四章 殘疾乘客在限制區上落車證明書

	—————————————————————————————————————	聯絡電話	服務地區
11	路德會一長青群康中心	2495 0118	只為會員服務
12	香港耀能協會	2527 8978	只為會員服務
13	匡智會	2664 4373	只為會員服務
14	明愛康復服務	2524 2071 內線 555	只為會員服務
15	明愛特殊教育及訓練服務	2524 2071 內線 555	只為會員服務
16	東華三院	2859 7610	只為會員服務
17	香港心理衛生會	2865 4883	只為會員服務
18	救世軍	2332 4531	只為會員服務
19	扶康會	2745 0424	只為會員服務
20	基督教懷智服務處	2776 2622	只為會員服務
21	保良局	2576 3386 內線 162	只為會員服務
22	保良局羅氏信託學校	2481 0828	只為會員服務
23	雅麗珊郡主紅十字會學校	2340 1329	只為會員服務
24	靈實恩光學校	2703 1722	只為會員服務
25	香港失明人協進會	2339 0666	只為會員服務
26	香港盲人輔導會	2778 8332 內線 322	只為會員服務
27	香港失明人互聯會	2343 5363	只為會員服務
28	心光盲人院暨學校	2817 6076	只為會員服務
29	五旬節聖潔會一靈光白普理失明人中心	2320 3519	只為會員服務
30	路德會石硤尾失明者中心	2776 0033	只為會員服務
31	香港視網膜病變協會	2708 9363	只為會員服務

Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

	Contact Organizations	Tel. No.	Service Area
11	Cheung Ching Lutheran Centre for the Disabled	2495 0118	Members Only
12	The Spastics Association of Hong Kong	2527 8978	Members Only
13	Hong Chi Association	2664 4373	Members Only
14	Caritas Rehabilitation Service	2524 2071 ext.555	Members Only
15	Caritas Special Education & Vocational Training Service	2524 2071 ext.555	Members Only
16	Tung Wah Group of Hospitals	2859 7610	Members Only
17	Mental Health Association of Hong Kong	2865 4883	Members Only
18	Salvation Army	2332 4531	Members Only
19	Fu Hong Society	2745 0424	Members Only
20	Wai Chi Christian Service	2776 2622	Members Only
21	Po Leung Kuk	2576 3386 ext. 162	Members Only
22	Po Leung Kuk Law's Foundation School	2481 0828	Members Only
23	Princess Alexandra Red Cross Residential School	2340 1329	Members Only
24	Haven of Hope Sunnyside School	2703 1722	Members Only
25	Hong Kong Blind Union	2339 0666	Members Only
26	Hong Kong Society for the Blind	2778 8332 ext. 322	Members Only
27	Hong Kong Federation of the Blind	2343 5363	Members Only
28	Ebenezer School and Home for the Visually Impaired	2817 6076	Members Only
29	PHC Ling Kwong Bradbury Centre for the Blind	2320 3519	Members Only
30	Shep Kip Mei Lutheran Centre for the Blind	2776 0033	Members Only
31	Retina Hong Kong	2708 9363	Members Only

第四章 殘疾乘客在限制區上落車證明書

	聯絡機構名稱	聯絡電話	服務地區
32	耆康會柴灣長者地區中心	2558 0187	柴灣 筲箕灣 西灣河
33	耆康會東區長者地區中心	2563 0187	鰂魚涌 北角 銅鑼灣
34	耆康會懷熙葵涌長者地區中心	2425 1281	葵青
35	耆康會荃灣長者地區中心	2412 3651	荃灣
36	聖雅各福群會一灣仔長者地區中心	2835 4319	灣仔
37	聖雅各福群會—中西區長者地區中心	2805 1250	中西區
38	香港仔坊會一南區長者地區中心	2553 6333	黃竹坑 鴨脷洲 赤柱 石澳
39	香港仔坊會一賽馬會黃志強長者地區中心	2555 0851 內線 16	香港仔 田灣 薄扶林
40	香港聖公會一黃大仙長者綜合服務中心	2352 3082	黃大仙
41	香港聖公會一竹園馬田法政牧師長者綜合服務中心	2323 0632	黃大仙
42	香港聖公會一西環長者綜合服務中心	2818 3717	西環
43	香港聖公會—樂民郭鳳軒綜合服務中心	2333 1854	土瓜灣
44	聖公會—聖匠堂長者地區中心	3960 4306	九龍城
45	香港聖公會麥理浩夫人中心—林植宣博 士老人綜合服務中心	2423 5489	葵涌

Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

	Contact Organizations	Tel. No.	Service Area
32	SAGE Chai Wan District Elderly Community Centre	2558 0187	Chai Wan Shau Kei Wan Sai Wan Ho
33	SAGE Eastern District Elderly Community Centre	2563 0187	Quarry Bay North Point Causeway Bay
34	SAGE Chan Tseng Hsi Kwai Chung District Elderly Community Centre	2425 1281	Kwai Tsing
35	SAGE Tsuen Wan District Elderly Community Centre	2412 3651	Tsuen Wan
36	St. James' Settlement Wanchai District Elderly Community Centre	2835 4319	Wan Chai
37	St. James' Settlement Central and Western District Elderly Community Centre	2805 1250	Central and Western
38	Aberdeen Kai-fong Welfare Association Limted Southern District Elderly Community Centre	2553 6333	Wong Chuk Hang Ap Lei Chau Stanley Shek O
39	Aberdeen Kai-fong Welfare Association Social Service Centre Jockey Club Wong Chi Keung Distrct Elderly Community Centre	2555 0851 ext. 16	Southern District
40	Hong Kong Sheng Kung Hui Wong Tai Sin District Elderly Community Centre	2352 3082	Wong Tai Sin
41	Hong Kong Sheng Kung Hui Chuk Yuen Canon Martin District Elderly Community Centre	2323 0632	Wong Tai Sin
42	Hong Kong Sheng Kung Hui Western District Elderly Community Centre	2818 3717	Western District
43	Hong Kong Sheng Kung Hui Lok Man Alice Kwok Integrated Service Centre	2333 1854	To Kwa Wan
44	S.K.H. Holy Carpenter Church District Elderly Community Centre	3960 4306	Kowloon City
45	H.K.S.K.H. Lady MacLehose Centre Dr. Lam Chik Suen District Elderly Community Centre	2423 5489	Kwai Chung

第四章 殘疾乘客在限制區上落車證明書

	聯絡機構名稱	聯絡電話	服務地區
46	旺角街坊會一陳慶社會服務中心	2395 3107	旺角
47	明愛鄭承峰長者社區中心(深水埗)	2729 1211	深水埗
48	明愛元朗長者社區中心	2479 7383	元朗
49	嗇色園主辦可健耆英地區中心	2725 4875	深水埗
50	香港基督教女青年會一秀群松柏社區服 務中心	2676 2525	粉嶺
51	東華三院一王澤森長者地區中心	2647 2711	沙田
52	救世軍—油麻地長者社區服務中心	2332 0005	油尖
53	救世軍—大埔長者綜合服務	2653 6811	大埔
54	循道衛理楊震社會服務處一彩虹長者綜 合服務中心	2329 6366	彩虹
55	基督教家庭服務中心—順安長者地區中心	2727 1234	觀塘
56	基督教家庭服務中心一真光苑長者地區中心	2357 9963	觀塘
57	基督教香港信義會一沙田多元化金齡服 務中心	2691 7163	沙田
58	浸信會醫院一區樹洪健康中心	2339 8411	九龍塘
59	博愛醫院一王東源夫人長者地區中心	2476 2227	元朗
60	香港基督教服務處—樂暉傲創	2717 0822	觀塘

Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

	Contact Organizations	Tel. No.	Service Area
46	The Mong Kok Kai Fong Association Limited Chan Hing Social Service Centre	2395 3107	Mong Kok
47	Caritas Cheng Shing Fung District Elderly Centre (Shamshuipo)	2729 1211	Sham Shui Po
48	Caritas District Elderly Centre - Yuen Long	2479 7383	Yuen Long
49	Ho Kin District Community Centre for Senior Citizens (Sponsored by Sik Sik Yuen)	2725 4875	Sham Shui Po
50	Hong Kong Y.W.C.A. Ellen Li District Elderly Community Centre	2676 2525	Fanling
51	TWGHs Wilson T.S. Wang District Elderly Community Centre	2647 2711	Sha Tin
52	Salvation Army Tai Po Multi-service Centre for Senior Citizens	2332 0005	Yau Tsim
53	Salvation Army Tai Po Multi-Service Centre for the Elderly	2653 6811	Tai Po
54	Yang Memorial Methodist Social Service Choi Hung Community Centre for Senior Citizens	2329 6366	Choi Hung
55	Christian Family Service Centre Shun On District Elderly Community Centre	2727 1234	Kwun Tong
56	Christian Family Service Centre True Light Villa District Elderly Community Centre	2357 9963	Kwun Tong
57	ELCHK, Shatin District Community Centre for the Golden-Aged	2691 7163	Sha Tin
58	Hong Kong Baptist Hospital Au Shue Hung Health Centre	2339 8411	Kowloon Tong
59	Pok Oi Hospital Mrs. Wong Tung Yuen District Elderly Community Centre	2476 2227	Yuen Long
60	Hong Kong Christian Service Bliss Oplus	2717 0822	Kwun Tong

第四章 | 殘疾乘客在限制區上落車證明書

	聯絡機構名稱	聯絡電話	服務地區
61	鄰舍輔導會—深水埗康齡社區服務中心	2784 7440	深水埗
62	聖公會一將軍澳安老服務大樓	2702 9897	將軍澳 西貢
63	華三院一方樹泉長者地區中心	2967 9211	筲箕灣
64	香港基督教信義會一頌安長者鄰舍中心	2144 3199	馬鞍山
65	鄰舍輔導會—屯門區綜合康齡服務中心	2466 6591	屯門
66	鄰舍輔導會—富泰鄰里康齡中心	2453 7737	屯門
67	循道衛理一灣仔長者服務中心	2527 4123	灣仔
68	中國基督教播道會一美孚長者中心	2745 8839	美孚
69	中國基督教播道會一興田村道真堂愛禮信長者中心	2772 7789	觀塘
70	中國基督教播道會一福安堂耆趣天地	2497 3333	青衣
71	宣道會方舟之家	3565 1636	沙田
72	基督教香港信義會一馬鞍山長者地區中心	3124 7633	馬鞍山
73	保良局—劉陳小寶長者地區中心	2177 6299	觀塘
74	靈實—日間社區康復中心	3553 3188	灣仔
75	鄰舍輔導會—新界西日間社區康復中心	2456 9577	屯門
76	堅毅忍者·障殘人士國際互助協會	2273 9794	新蒲崗

Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

	Contact Organizations	Tel. No.	Service Area
61	NAAC Sham Shui Po District Elderly Community Centre	2784 7440	Sham Shui Po
62	SKH Tseung Kwan O Aged Care Complex	2702 9897	Tseung Kwan O Sai Kung
63	TWGHs. Fong Shu Chuen District Elderly Community Centre	2967 9211	Shau Kei Wan
64	ELCHK Chung On Neighbourhood Elderly Centre	2144 3199	Ma On Shan
65	NAAC Tuen Mun District Integrated Services Centre for the Elderly	2466 6591	Tuen Mun
66	NAAC Fu Tai Neighbourhood Elderly Centre	2453 7737	Tuen Mun
67	Wan Chai Methodist Centre for the Seniors	2527 4123	Wan Chai
68	EFCC Mei Foo Elderly Centre	2745 8839	Mei Foo
69	EFCC Hing Tin Wendell Memorial Church Alison Lam Elderly Centre	2772 7789	Kwun Tong
70	EFCC Fook On Church Elderly Centre	2497 3333	Tsing Yi
71	The Ark Community	3565 1636	Sha Tin
72	ELCHK Ma On Shan District Elderly Community Centre	3124 7633	Ma On Shan
73	Po Leung Kuk Lau Chan Siu Po District Elderly Community Centre	2177 6299	Kwun Tong
74	Haven of Hope Community Rehabilitation Day Centre	3553 3188	Wan Chai
75	NAAC NT West Community Rehabilitation Day Centre	2456 9577	Tuen Mun
76	People of Fortitude International Mutual- aid Association for the Disabled	2273 9794	San Po Kong

各公共運輸機構及復康巴士營運機構的電話號碼、傳真號碼、網址及電子郵箱(如有),載於下列各頁。

香港鐵路有限公司

港鐵熱線	2881 8888
傳真號碼	2795 9991
網址	www.mtr.com.hk
星期一至五	上午八時半至下午六時
星期六	上午八時半至下午一時
星期日及公眾假期	設有電話錄音服務 [,] 職員會於下一個工作天答覆電話錄音查詢。

香港電車有限公司

熱線電話	2548 7102 (二十四小時電車服務錄音資料)
熱線員服務時間	星期一至星期五(公眾假期除外): 上午八時四十五分至下午五時
傳真號碼	2118 6038
網址	www.hktramways.com
電子郵箱	enquiry@hktramways.com



The telephone numbers, fax numbers, websites and e-mail addresses (if any) of major public transport operators and Rehabus operator are provided in the following pages.

MTR Corporation Limited

MTR hotline	2881 8888
Fax number	2795 9991
Website address	www.mtr.com.hk
Mondays to Fridays	8:30 a.m 6:00 p.m.
Saturdays	8:30 a.m 1:00 p.m.
Sundays and Public Holidays	Voice mail service is provided. Recorded calls will be followed up on the next working day.

Hong Kong Tramways Limited

Telephone hotline	2548 7102 (24-hour pre-recorded tram service information)
Operator service hours	Mondays to Fridays, except public holidays: 8:45 a.m 5:00 p.m.
Fax number	2118 6038
Website	www.hktramways.com
E-mail address	enquiry@hktramways.com



專營巴士

城巴有限公司

熱線電話	2136 8888(二十四小時巴士路線錄音資料) 有顧客服務員接聽時間為每日早上八時至晚上八時。(在顧客服 務員服務時間以外,電話會自動接駁至留言系統,顧客服務員會 盡快回覆。)	
傳真號碼	2136 2136	
網址	www.citybus.com.hk	
電子郵箱	enquiry@citybus.com.hk	
顧客服務	务中心	
香港國際機場地面運輸中心巴士總站每日上午八時至晚上八時		
星期一至六(星期三及公眾假期除外) 金鐘道 95 號金鐘(東)巴士總站 下午二時四十五分至下午六時四十五分		



Franchised Buses

Citybus Limited

Telephone hotline	2136 8888 (24-hour pre-recorded bus route information) Daily Customer Service operator service: 8:00 a.m 8:00 p.m. (Voice mail service is provided outside Customer Service operator service hours. Customer Service Staff will respond to recorded messages as soon as possible.)	
Fax number	2136 2136	
Website address	www.citybus.co	m.hk
E-mail address enquiry@citybo		s.com.hk
Customer Service Centres		
Ground Transportation Centre Bus Terminus, Hong Kong International Airport		8:00 a.m 8:00 p.m. daily
Admiralty (East) Bus Terminus, 95 Queensway, Admiralty		Mondays to Saturdays (Except Wednesdays, and Public Holidays) 2:45 p.m 6:45 p.m.

九龍巴士(一九三三)有限公司

熱線電調	話	2745 4466 (二十四小時巴士路線錄音資料)		
熱線員 務時間	追服	每日上午八時至晚上九時 (在熱線員服務時間以外,電話會自動接駁至留言系統,工作人 員會盡快回覆。)		
即時對詞	話	透過九巴網頁或手機應用程式的即時訊息功能,乘客可直接與人工智能客服小助手進行即時查詢及獲得回覆。		
傳真號	碼	2745 0600		
網址		www.kmb.hk		
電子郵箱 kowloonbus@kmb.hk				
顧客服務中心				
1. 尖	タウェス タイプ			
2. 大村	タリスト (全元明 (全元明) は (全元明) は (本元明) は			



The Kowloon Motor Bus Co. (1933) Ltd.

Telephone hotline	2745 4466 (24-hour pre-recorded bus route information)
Operator service hours	8:00 a.m 9:00 p.m. daily (Voice mail service is provided outside operator service hours. The staff will respond to recorded messages as soon as possible.)
LiveChat service	Passenger can communicate with artificial intelligence Chatbot channel to make enquiries or get instant response via KMB website and APP1933.
Fax number	2745 0600
Website address	www.kmb.hk
E-mail address	kowloonbus@kmb.hk

Customer Service Centres

1.	Star Ferry Bus Terminus, Tsim Sha Tsui	11:00 a.m 2:00 p.m. and 3:00 p.m 8:00 p.m. daily
2.	Tai Lam Tunnel BBI (Yuen Long bound)	7:00 a.m 11:00 p.m. daily

龍運巴士有限公司

熱線電話	2261 2791 (二十四小時巴士路線錄音資料)
熱線員服務時間	每日上午八時至晚上九時 (在熱線員服務時間以外,電話會自動接駁至留言系統, 工作人員會盡快回覆。)
即時對話	透過龍運網頁或手機應用程式的即時訊息功能,乘客可直接與人工智能客服小助手進行即時查詢及獲得回覆。
傳真號碼	2745 0600
網址	www.lwb.hk

顧客服務中心

香港國際機場地面運輸中心巴士總站

每日 下午一時至六時 晚上七時至九時

新大嶼山巴士(1973)有限公司

熱線電話	2984 9848 每日(包括星期日及公眾假期)上午九時至晚上六時 (在熱線員服務時間以外,電話會自動接駁至留言系統, 工作人員會盡快回覆。)
傳真號碼	2984 8812
網址	www.nlb.com.hk
電子郵箱	info@nlb.com.hk



Long Win Bus Co., Ltd.

Telephone hotline	2261 2791 (24-hour pre-recorded bus route information)
Operator service hours	8:00 a.m 9:00 p.m. daily (Voice mail service is provided outside operator service hours. The staff will respond to recorded messages as soon as possible.)
LiveChat service	Passengers can communicate with artificial intelligence Chatbot channel to make enquiries or get instant response via LWB website and APP1933.
Fax number	2745 0600
Website address	www.lwb.hk

Customer Service Centres

Ground Transportation Centre, Bus Terminus, Hong Kong International Airport	1:00 p.m. – 6:00 p.m. 7:00 p.m. – 9:00 p.m. daily
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New Lantao Bus Co., (1973) Ltd.

Telephone hotline	2984 9848 Daily (including Sundays and Public Holidays): 9:00 a.m 6:00 p.m. (Voice mail service is provided outside Customer Service operator service hours. Customer Service Staff will respond to recorded messages as soon as possible.)
Fax number	2984 8812
Website address	www.nlb.com.hk
E-mail address	info@nlb.com.hk



渡輪

全記渡有限公司

熱線電話	2375 7883 2982 8225	
傳真號碼	2317 0819	航線 香港仔-索罟灣(經模達)
網址	www.ferry.com.hk	食港け ⁻
電子郵箱	info@ferry.com.hk	

珊瑚海船務有限公司

熱線電話	2513 1103	
傳真號碼	2513 8020	航線 西灣河 - 三家村
網址	https://www.coralseaferryservice.com.hk/	西灣河 - 觀塘
電子郵箱	info@coralseaferryservice.com.hk	

愉景灣航運服務有限公司

熱線電話	2987 7351	
傳真號碼	2987 5246	航線
網址	https://www.visitdiscoverybay.com	中環 - 愉景灣
電子郵箱	dbtpl@hkri.com	



Ferries

Chuen Kee Ferry Ltd.

Telephone hotline	2375 7883 2982 8225	Route
Fax number	2317 0819	Aberdeen - Sok Kwu Wan
Website address	www.ferry.com.hk	(via Mo Tat)
E-mail address	info@ferry.com.hk	

Coral Sea Ferry Service Company Ltd.

Telephone hotline	2513 1103	
Fax number	2513 8020	Route Sai Wan Ho - Sam Ka Tsuen
Website address	https://www.coralseaferryservice.com.hk/	Sai Wan Ho - Kwun Tong
E-mail address	info@coralseaferryservice.com.hk	· · · · · ·

Discovery Bay Transportation Services Ltd.

Telephone hotline	2987 7351	
Fax number	2987 5246	Route Central -
Website address	https://www.visitdiscoverybay.com	Discovery Bay
E-mail address	dbtpl@hkri.com	

富裕小輪有限公司

熱線電話	5801 2200	航線
傳真號碼	2155 9535	北角 - 觀塘 - 啟德 屯門 - 東涌 - 沙螺灣 - 大澳
網址	https://www.fortuneferry.com.hk	中環・紅磡
電子郵箱	cs_fortuneferry@cks.com.hk	水上的士

港九小輪有限公司

熱線電話	2815 6063		A-L
傳真號碼	2815 6263		航線 中環 - 坪洲
網址	www.hkkf.com.hk		中環 - 榕樹灣 中環 - 索罟灣
電子郵箱	info@hkkf.com.hk		↑ %
顧客服務中心			
中環 4 號碼頭地下		星期一至星期日 上午九時至下午- 下午二時至下午:	一時

新渡輪服務有限公司

熱線電話	2131 8181	航線
傳真號碼	2131 8877	中環 - 長洲 中環 - 梅窩
網址	www.sunferry.com.hk	坪洲 - 梅窩 - 芝麻灣 - 長洲 北角 - 紅磡
電子郵箱	ferry_ideas@sferry.com.hk	北角 - 九龍城



Fortune Ferry Company Ltd.

Telephone hotline	5801 2200	Route North Point - Kwun Tong
Fax number	2155 9535	- Kai Tak Tuen Mun - Tung Chung
Website address	https://www.fortuneferry.com.hk	- Sha Lo Wan - Tai O
E-mail address	cs_fortuneferry@cks.com.hk	Central – Hung Hom Water Taxi

Hong Kong & Kowloon Ferry Ltd.

Telephone hotline	2815 6063	
Fax number	2815 6263	Route Central - Peng Chau
Website address	www.hkkf.com.hk	Central - Yung Shue Wan Central - Sok Kwu Wan
E-mail address	info@hkkf.com.hk	Contrair Con Two War
Customer Service Centres		
G/F, Central Pier 4	Mondays to Sundays : 9:00 a.m 1:00 p.m. 2:00 p.m 6:00 p.m.	

Sun Ferry Services Company Limited

Telephone hotline	2131 8181	Route
Fax number	2131 8877	Central - Cheung Chau Central - Mui Wo
Website address	www.sunferry.com.hk	Peng Chau - Mui Wo - Chi Ma Wan - Cheung Chau North Point - Hung Hom
E-mail address	ferry_ideas@sferry.com.hk	North Point - Kowloon City



天星小輪有限公司

熱線電話	2367 7065	
傳真號碼	2118 6028	航線 中環 - 尖沙咀
網址	www.starferry.com.hk	灣仔 - 尖沙咀
電子郵箱	sf@starferry.com.hk	

翠華船務(香港)有限公司

熱線電話	2272 2022	
傳真號碼	2528 3320	航線 香港仔 - 北角村 - 榕樹灣
網址	www.traway.com.hk	情景灣·坪洲/聖母神樂院
電子郵箱	info@traway.com.hk	

珀麗灣客運有限公司

熱線電話	2946 8899	
傳真號碼	2525 5556	航線 馬灣 - 荃灣
網址	www.pitcl.com.hk	馬灣 - 中環
電子郵箱	enquiry@pitcl.com.hk	

坪洲街渡有限公司

熱線電話	2983 8617	航線
傳真號碼	3740 0646	愉景灣 - 梅窩



The "Star" Ferry Company, Limited

Telephone hotline	2367 7065	
Fax number	2118 6028	Route Central - Tsim Sha Tsui
Website address	www.starferry.com.hk	Wan Chai - Tsim Sha Tsui
E-mail address	sf@starferry.com.hk	

Tsui Wah Ferry Service (H.K.) Ltd.

Telephone hotline	2272 2022	Route
Fax number	2528 3320	Aberdeen - Pak Kok Tsuen -
Website address	www.traway.com.hk	Yung Shue Wan Discovery Bay – Peng Chau/
E-mail address	info@traway.com.hk	Trappist Monastery

Park Island Transport Company Ltd.

Telephone hotline	2946 8899	
Fax number	2525 5556	Route Ma Wan - Tsuen Wan
Website address	www.pitcl.com.hk	Ma Wan - Central
E-mail address	enquiry@pitcl.com.hk	

Peng Chau Kai To Ltd.

Telephone hotline	2983 8617	Route	
Fax number	3740 0646	Discovery Bay - Mui Wo	



綠色專線小巴

綠色專線小巴(綠專)總商會有限公司

熱線電話	2836 5191
傳真號碼	2836 5192

香港專線小巴持牌人協會

熱線電話	2873 6808
傳真號碼	2873 2042



Green minibus (GMB)

The G.M.B. Maxicab Operators General Association Ltd.

Telephone hotline	2836 5191
Fax number	2836 5192

Hong Kong Scheduled (GMB) Licensee Association

Telephone hotline	2873 6808
Fax number	2873 2042

的士電召台(截至2023年2月)

服務類別	電召台名稱	電話
市區的士	衛星的士電召服務中心	2729 6600
市區的士	全利電召的士聯會	2390 0331
市區的士	友聯的士車主聯誼會	2529 8748
市區的士	車馬樂的士聯會	2728 8282
市區的士	香港的士電召中心	2186 6866
市區的士	香港的士商會	2574 7311 2574 7312
市區的士	港九電召的士車主聯會	2760 0455
市區的士/新界的士	新界四海合眾的士聯會	2697 4333 2720 6877
市區的士	九龍的士車主聯會	2760 0411
市區的士	的士同業聯會	2362 2337
市區的士	聯友的士同業聯會	2760 0477
市區的士	偉發的士車主聯會	2861 1008 2866 1298
市區的士	惠益港九及新界的士車主聯會	2776 7888



Taxi Call Station (as at February 2023)

Service Type	Name of Call Station	Telephone
Urban Taxis	ABA Taxi Radio Call Services Centre	2729 6600
Urban Taxis	Chuen Lee Radio Taxis Association	2390 0331
Urban Taxis	Fraternity Taxi Owners Association	2527 6324 2529 8748
Urban Taxis	Happy Taxi Operator's Association	2728 8282
Urban Taxis	Hong Kong Taxicab Call Centre	2186 6866
Urban Taxis	Hong Kong Taxi Owners' Association	2574 7311 2574 7312
Urban Taxis	Hong Kong & Kowloon Radio Car Owners Association	2760 0455
Urban Taxis / New Territories Taxis	Taxi Association	2697 4333 2720 6877
Urban Taxis	The Kowloon Taxi Owners Association	2760 0411
Urban Taxis	The Taxi Operators Association	2362 2337
Urban Taxis	United Friendship Taxi Owners & Drivers Association	2760 0477
Urban Taxis	Wai Fat Taxi Owners Association	2861 1008 2866 1298
Urban Taxis	Wai Yik HK & KLN & NT Taxi Owners Association	2776 7888

服務類別	電召台名稱	電話
新界的士	新界電召的士聯會	2657 2267
新界的士	香港無線電的士聯誼會	2669 1088 2675 7688
新界的士	新界的士車主司機同業總會	2457 2266 2457 2267
新界的士	新界的士商會	2476 4247
新界的士	北區的士商會	2677 8888
新界的士	西貢衛星新界的士電召服務中心	2383 0168
新界的士	新興的士電召聯會	2450 2288
大嶼山的士	大嶼山的士聯會	2984 1328
大嶼山的士	大嶼山藍的士會	2776 7885 2776 7888



Service Type	Name of Call Station	Telephone
New Territories Taxis	Association of N.T. Radio Taxicabs	2657 2267
New Territories Taxis	H.K. Tele-call Taxi Association	2669 1088 2675 7688
New Territories Taxis	N.T. Taxi Owners & Drivers Fraternal Association	2457 2266 2457 2267
New Territories Taxis	New Territories Taxi Merchants Association	2476 4247
New Territories Taxis	North District Taxi Merchants Association	2677 8888
New Territories Taxis	Sai Kung ABA N.T. Taxi Radio Call Services Centre	2383 0168
New Territories Taxis Sun Hing Taxi Radio Association		2450 2288
Lantau Taxis	Lantau Taxi Association	2984 1328
Lantau Taxis	Lantau Blue Taxi Association	2776 7885 2776 7888



復康巴士

香港復康會

熱線電話	2824 6500	
傳真號碼	2855 7106	
網址	www.rehabsociety.org.hk/transport/rehabus/zh-hant/	
電子郵箱	rehabus@rehabsociety.org.hk	

冠忠無障礙交通服務有限公司

熱線電話	2979 8777	
傳真號碼	2322 2966	
網址	https://www.kcis.com.hk/	
電子郵箱	info@kcis.com.hk	



Rehabus

The Hong Kong Society for Rehabilitation

Telephone hotline	2824 6500
Fax number	2855 7106
Website address	www.rehabsociety.org.hk/transport/rehabus/
E-mail address	rehabus@rehabsociety.org.hk

Kwoon Chung Inclusive and Accessible Transport Services Company Limited

Telephone hotline	2979 8777
Fax number	2322 2966
Website address	https://www.kcis.com.hk/
E-mail address	info@kcis.com.hk



運輸署

熱線電話	2804 2600
傳真號碼	2804 2652
網址	www.td.gov.hk
電子郵箱	tdenq@td.gov.hk

交通投訴組

服務投訴熱線	2889 9999
傳真號碼	2577 1858
網址	www.tcu.gov.hk
電子郵箱	info@tcu.gov.hk



Transport Department

Enquiry hotline	2804 2600
Fax number	2804 2652
Website address	www.td.gov.hk
E-mail address	tdenq@td.gov.hk

Transport Complaints Unit

Complaint hotline	2889 9999
Fax number	2577 1858
Website address	www.tcu.gov.hk
E-mail address	info@tcu.gov.hk

備忘錄 Notes

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