

# 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況加以修訂，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 barrier-free 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-to-date 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.

