



殘疾人士 公共交通指南

*A Guide to Public Transport for
People with Disabilities*



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第一章 引言

政府一直与公共交通营办商携手改善公共交通设施，推行「无障碍运输」政策，以照顾不同乘客群组（包括残疾人士）的需要。在「无障碍运输」理念下，政府与各公共交通营办商致力推动「更畅达的运输服务」、「更优良的公共运输基建及设施」及「更良好的伙伴关系」，务使不同公共交通工具因应情况在其车厢及车站／月台／码头设置无障碍设施。为建立更好的伙伴关系，运输署一直积极透过「残疾人士使用公共交通工具工作小组」的平台，与各公共交通营办商、相关政府部门及残疾人士团体定期举行会议，以了解残疾人士的需要，并商讨改善无障碍设施的建议。

本指南在 1993 年首次印行，其后曾多次按照最新情况加以修订，以提供最新资讯，方便残疾人士计划交通行程。

本指南第二章介绍铁路、电车、专营巴士、的士、公共小型巴士及渡轮的设施。第三章介绍专为行动不便人士开办的复康巴士服务。第四章提供有关残疾乘客在限制区上落车证明书的资料。第五章则列出常用的公共交通机构电话号码、传真号码、网址和电邮地址的资料。残疾人士可透过电话、传真或电邮，直接向有关交通机构查询或投诉。



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.



第二章 现有的公共交通设施

本港有多种公共交通工具，包括铁路、电车、巴士、的士、公共小型巴士及渡轮。各主要公共交通机构均有提供特别设施，以切合残疾人士的需要。以下章节列述香港各项公共交通工具所提供的特别设施。

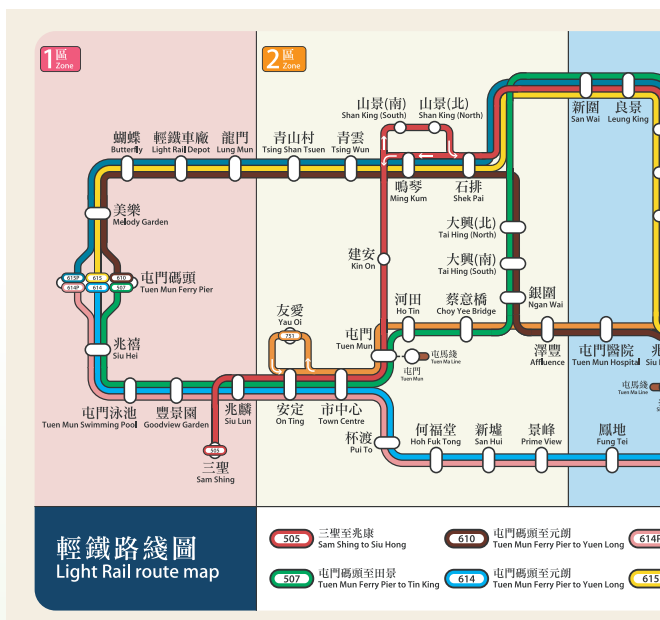
港铁

「新设及经改良的设施将为港铁的乘客提供更佳服务」

港铁一直致力改善乘客设施，务求更方便残疾人士、长者、携同婴儿或幼童的人士，以及需要无阶梯通道人士等各类乘客使用。港铁在多个现有车站进行无障碍通道改善工程，日后亦会在所有新车站提供方便乘客出入的设施。



第二章 现有的公共交通设施



为视障乘客提供的设施

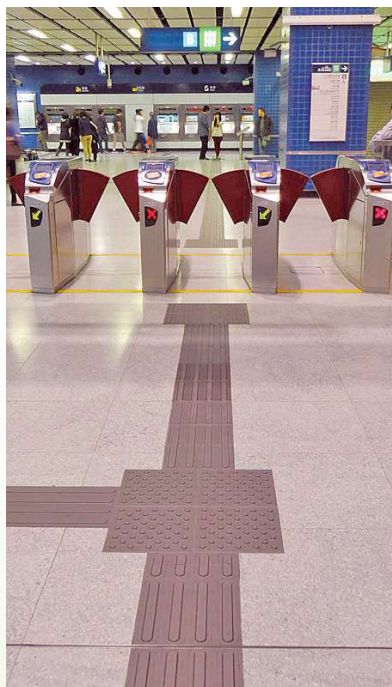
- 所有港铁站及轻铁站均设有触觉引路径。
- 所有港铁站已完成改装障碍物如废纸箱和车费表等，让使用盲人杆的乘客能更易察觉障碍物的位置。
- 所有港铁站均已装设扶手电梯发声器，协助月台及 / 或大堂的乘客确定扶手电梯的位置及运行方向。
- 所有没有月台幕门的港铁站月台均铺有黄色凸条。



扶手电梯附设发声器
Audible device at escalators

第二章 现有的公共交通设施

- 机场快线、东铁线、港岛线、观塘线、南港岛线、将军澳线、东涌线及屯马线全线车站，以及荃湾线的佐敦、油麻地、旺角、太子、深水埗、长沙湾、荔枝角、美孚、荔景、葵芳、葵兴、大窝口、荃湾站及迪士尼线的欣澳站，均设有触觉车站布置图。
- 所有港铁站内连接触觉引路径的出入闸机均已装设发声器，入闸时发出「请入闸」语音讯息，出闸时报读从八达通扣除的车费和余额。
- 部分港铁站的售票机、增值机、无障碍洗手间和升降机，以及轻铁月台的出/入站处理器，均设有点字板
- 列车车厢内设有色彩分明的扶手杆。
- 列车车门关闭前会发出蜂鸣声。
- 列车车厢外各个车卡之间装有色彩鲜明的栏障，防止乘客进入轨道。
- 港铁巴士上设有报站器，显示及广播下一站的名称。视障乘客亦可要求巴士车长在抵达其目的地时提示他们下车。



所有港铁站内连接触觉引路径的出入闸机均已装设发声器，入闸时发出「请入闸」语音讯息，出闸时报读从八达通扣除的车费和余额

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

Chapter 2 Existing Public Transport Facilities



- 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.

第二章 现有的公共交通设施

为听障乘客提供的设施

- 所有车站的客务中心均已装设感应环回系统，方便使用助听器的乘客。
- 所有港铁客务中心均备有谘询卡，方便乘客与职员沟通。
- 港铁站入口、大堂及月台均已装设乘客资讯显示系统。
- 南港岛线、将军澳线、荃湾线和部分观塘线及港岛线列车均已装设闪灯路线图，显示列车位置、行驶方向及车门开启的一边。
- 机场快线、东涌线、东铁线、屯马线和部分观塘线及港岛线的列车已装设动感行车路线图 / 动态路线图。
- 港岛线、观塘线、将军澳线、荃湾线及轻铁列车已装设资趣台，而机场快线、东铁线、南港岛线、屯马线和观塘线部分列车则已装设屏幕，两者同样为乘客提供下一站及铁路运作的资讯。
- 港铁巴士上设有报站器，显示及广播下一站的名称。



闪灯路线图
Flashing System Map

Chapter 2 Existing Public Transport Facilities



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.



动态路线图

Dynamic Route Map

第二章 现有的公共交通设施

为行动不便的乘客提供的设施

- 所有列车均设有多用途空间。
- 所有港铁站均设有阔闸机，让使用轮椅或携带婴儿车 / 行李的乘客，在不需职员协助的情况下出入闸。
- 所有港铁站（轻铁站除外）均提供手携式折板，方便使用轮椅的乘客上落列车。



阔闸机
Wide Gate



接驳路面及港铁车站大堂的升降机
External lift connecting street level to concourse



无障碍洗手间
Accessible Toilet

Chapter 2 Existing Public Transport Facilities

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



手携式折板
Portable Ramp



车厢内的多用途空间
Multi-purpose space inside train compartments

以下港铁站设有无障碍洗手间

港铁站	无障碍洗手间位置
机场快线 - 全线车站（机场站除外） 港岛线 - 坚尼地城站 荃湾线 - 尖沙咀站	大堂非付费区
东铁线 - 全线车站（马场站除外） 港岛线 - 香港大学、西营盘、上环、 中环、金钟、北角及鲗鱼涌站 南港岛线 - 全线车站 观塘线 - 牛头角、钻石山、何文田及 黄埔站 将军澳线 - 油塘及调景岭站 荃湾线 - 油麻地、旺角、太子及荔景站 屯马线 - 全线车站 迪士尼线 - 全线车站	大堂已付车费区域



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 Tsuen Wan Line – Tsim Sha Tsui Station	Concourse unpaid area
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 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	Concourse paid area

第二章 现有的公共交通设施

港铁站	无障碍洗手间位置
港岛线 - 湾仔、铜锣湾、天后、炮台山、太古、西湾河、筲箕湾、杏花邨及柴湾站	非公共区域 (请联络车站职员协助)
观塘线 - 石硖尾、乐富、黄大仙、彩虹、九龙湾、观塘及蓝田站	
将军澳线 - 将军澳、康城、坑口及宝琳站	
荃湾线 - 佐敦、深水埗、长沙湾、荔枝角、美孚、葵芳、葵兴、大窝口及荃湾站	
东涌线 - 全线车站	

- 所有港铁巴士属于车厢地板较低的款式，并配备固定斜道，可供轮椅上落。巴士车长也会协助使用轮椅的乘客上落巴士。
- 港铁巴士上近出口位置设有特定空间供轮椅停泊，该位置配备轮椅背板及安全带，并有标志指示乘客，停泊轮椅更为容易。



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	Non-public area (please contact station staff for assistance)
Kwun Tong Line – Shek Kip Mei, Lok Fu, Wong Tai Sin, Choi Hung, Kowloon Bay, Kwun Tong and Lam Tin stations	
Tseung Kwan O Line – Tseung Kwan O, LOHAS Park, Hang Hau and Po Lam stations	
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.

第二章 现有的公共交通设施

表一

港铁车站的出入口设施（按行车线的英文字母排列）

车站	电话号码	路面 / 大堂	大堂 / 月台
机场快线			
香港	2523 3627	客用升降机	客用升降机
九龙	2736 0162	客用升降机	客用升降机
青衣	2449 9059	客用升降机	客用升降机
机场	2261 0522	经接机大堂两侧的通道直接进入月台	
博览馆	2215 3568	经亚洲国际博览馆乘搭客用升降机	客用升降机
迪士尼线			
欣澳	2983 6961	斜道	客用升降机
迪士尼	2983 6809	同一层	客用升降机
东铁线			
会展	2687 6211	同一层 / 斜道 / 客用升降机	客用升降机
红磡	2946 4405	同一层 / 客用升降机 / 站外升降机连接 C2 及 D1 入口	客用升降机
旺角东	2395 4986	同一层	客用升降机
九龙塘	2926 7310	同一层 / 客用升降机 / 站外升降机连接 C2 入口	客用升降机
大围	2605 9997	同一层	客用升降机
沙田	2605 3577	同一层	客用升降机
火炭	2604 8809	同一层 / 客用升降机	客用升降机
马场	2604 8809	同一层	轮椅升降台
大学	2605 9039	同一层 / 斜道 / 客用升降机	客用升降机 / 斜道
大埔墟	2658 7657	同一层	客用升降机
太和	2650 7097	经太和商场升降机	同一层 / 客用升降机

Chapter 2 Existing Public Transport Facilities



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			
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 via side walkways	
AsiaWorld-Expo	2215 3568	Passenger lift via AsiaWorld-Expo	Passenger lift
Disneyland Resort 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

第二章 现有的公共交通设施

车站	电话号码	路面 / 大堂	大堂 / 月台
粉岭	2676 1716	同一层 / 斜道 / 站外轮椅升降台连接 A 入口	客用升降机
上水	2673 0769	同一层 / 斜道	客用升降机
罗湖	2673 5406	同一层 / 由车站职员协助使用升降机	客用升降机
落马洲	3404 6007	同一层 / 由车站职员协助使用升降机	客用升降机
港岛线			
坚尼地城	2307 5366	客用升降机 / 斜道	客用升降机
香港大学	2517 0933	客用升降机 / 斜道	客用升降机
西营盘	2803 7696	客用升降机 / 斜道	客用升降机
上环	2921 6700	客用升降机 / 离开车站用的轮椅辅助车（最高负重 200 公斤）设于 A1 入口，车站职员会提供协助	客用升降机
中环	2921 2710	客用升降机	客用升降机
金钟	2922 1400	客用升降机 / 轮椅升降台设于 A 及 D 入口	客用升降机
湾仔	2923 5026	客用升降机	客用升降机
铜锣湾	2923 5031	客用升降机	客用升降机
天后	2922 3740	垂直升降台设于 B 入口	客用升降机
炮台山	2922 3741	轮椅辅助车（最高负重 200 公斤）设于 B 入口，车站职员会提供协助	客用升降机
北角	2922 4750	客用升降机	客用升降机
鲗鱼涌	2922 4751	斜道	客用升降机
太古	2922 4752	客用升降机	客用升降机

Chapter 2 Existing Public Transport Facilities



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

第二章 现有的公共交通设施

车站	电话号码	路面 / 大堂	大堂 / 月台
西湾河	2922 7760	客用升降机	客用升降机
筲箕湾	2922 7761	客用升降机 / 斜道	客用升降机
杏花邨	2921 5770	经杏花新城商场升降机	客用升降机
柴湾	2921 5771	经新翠商场及 D 入口行人天桥升降机	客用升降机
观塘线			
黄埔	2274 2622	客用升降机 / 斜道	客用升降机
何文田	2274 5722	客用升降机 / 斜道	客用升降机
油麻地	2928 6210	客用升降机 / 轮椅升降台设于 A1 入口	客用升降机
旺角	2928 4220	客用升降机	客用升降机
太子	2928 4221	客用升降机 / 轮椅升降台设于 B1 入口	客用升降机
石硤尾	2928 2300	客用升降机 / 轮椅升降台设于 C 入口，车站职员会提供协助	客用升降机
九龙塘	2926 7310	客用升降机 / 经又一城商场升降机	客用升降机
乐富	2926 7311	斜道	客用升降机
黄大仙	2927 6320	客用升降机 / 轮椅升降台设于 C1 入口 / 经龙翔广场升降机	客用升降机
钻石山	2431 1588	客用升降机	客用升降机
彩虹	2927 6322	斜道	客用升降机
九龙湾	2927 4330	客用升降机 / 站外轮椅升降台及升降机连接 A 入口天桥 / 同一层	客用升降机

Chapter 2 Existing Public Transport Facilities



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 Line			
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

第二章 现有的公共交通设施

车站	电话号码	路面 / 大堂	大堂 / 月台
牛头角	2927 3340	斜道	客用升降机
观塘	2927 3341	客用升降机 / 经 apm 商场升降机 / 经 D2 入口行人天桥升降机	客用升降机
蓝田	2927 7350	斜道	客用升降机
油塘	2927 3110	客用升降机 / 经大本型商场升降机 / 同一层	客用升降机
调景岭	2927 2086	经路面落客区进出	客用升降机
轻铁			
屯门	2630 2801	客用升降机	不适用
其他轻铁站	2881 8888	斜道	不适用
南港岛线			
金钟	2922 1400	客用升降机 / 轮椅升降台设于 A 及 D 入口	客用升降机
海洋公园	2728 9316	客用升降机 / 同一层	客用升降机
黄竹坑	2728 7319	客用升降机 / 同一层	客用升降机
利东	2728 6932	客用升降机 / 斜道	客用升降机
海怡半岛	2728 5510	客用升降机	客用升降机
将军澳线			
北角	2922 4750	客用升降机	客用升降机
鲗鱼涌	2922 4751	斜道	客用升降机
油塘	2927 3110	客用升降机 / 经大本型商场升降机 / 同一层	客用升降机
调景岭	2927 2086	经路面落客区进出	客用升降机
将军澳	2927 2087	经路面落客区进出	客用升降机

Chapter 2 Existing Public Transport Facilities



Station	Telephone Number	Street / Concourse	Concourse / Platform
Ngau Tau Kok	2927 3340	Ramp	Passenger lift
Kwun Tong	2927 3341	Passenger lift / External lift via apm / via footbridge lift at Entrance D2	Passenger lift
Lam Tin	2927 7350	Ramp	Passenger lift
Yau Tong	2927 3110	Passenger lift / External lift via Domain Mall / Same level	Passenger lift
Tiu Keng Leng	2927 2086	Street level access from drop-off area	Passenger lift
Light Rail			
Tuen Mun	2630 2801	Passenger lift	NA
All other Light Rail stops	2881 8888	Ramp	NA
South Island Line			
Admiralty	2922 1400	Passenger lift / Stair lift at Entrances A and D	Passenger lift
Ocean Park	2728 9316	Passenger lift / Same level	Passenger lift
Wong Chuk Hang	2728 7319	Passenger lift / Same level	Passenger lift
Lei Tung	2728 6932	Passenger lift / Ramp	Passenger lift
South Horizons	2728 5510	Passenger lift	Passenger lift
Tseung Kwan O Line			
North Point	2922 4750	Passenger lift	Passenger lift
Quarry Bay	2922 4751	Ramp	Passenger lift
Yau Tong	2927 3110	Passenger lift / External lift via Domain Mall / Same level	Passenger lift
Tiu Keng Leng	2927 2086	Street level access from drop-off area	Passenger lift
Tseung Kwan O	2927 2087	Street level access from drop-off area	Passenger lift

第二章 现有的公共交通设施

车站	电话号码	路面 / 大堂	大堂 / 月台
康城	2927 2087	客用升降机 / 经 The LOHAS 康城升降机	客用升降机
坑口	2927 2085	经路面落客区进出	客用升降机
宝琳	2927 2700	客用升降机 / 斜道	同一层
荃湾线			
中环	2921 2710	客用升降机	客用升降机
金钟	2922 1400	客用升降机 / 轮椅升降台 设于 A 及 D 入口	客用升降机
尖沙咀	2926 1200	客用升降机 / 经 H 及 R 入口 国际广场升降机	客用升降机
佐敦	2926 1201	客用升降机	客用升降机
油麻地	2928 6210	客用升降机 / 轮椅升降台 设于 A1 入口	客用升降机
旺角	2928 4220	客用升降机	客用升降机
太子	2928 4221	客用升降机 / 轮椅升降台 设于 B1 入口	客用升降机
深水埗	2928 7230	客用升降机 / 轮椅升降台 设于 A1 入口	客用升降机
长沙湾	2928 7231	客用升降机	客用升降机
荔枝角	2928 3040	客用升降机 / 轮椅升降台 设于 D1 及 D4 入口 / 经 D3 入口升悦居商场升降机	客用升降机
美孚	2175 2801	客用升降机 / 斜道 / 轮椅升降台 设于 C2 入口	客用升降机
荔景	2928 3042	客用升降机	客用升降机
葵芳	2920 2050	斜道	客用升降机
葵兴	2920 2051	斜道 / 经行人天桥站外升降机	客用升降机

Chapter 2 Existing Public Transport Facilities



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 Line			
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

第二章 现有的公共交通设施

车站	电话号码	路面 / 大堂	大堂 / 月台
大窝口	2920 3566	客用升降机	客用升降机
荃湾	2920 3560	同一层 / 经绿杨新邨南丰中心商场升降机	客用升降机
东涌线			
香港	2523 3627	客用升降机 / 同一层	客用升降机
九龙	2736 0162	客用升降机 / 同一层	客用升降机
奥运	2625 9635	客用升降机 / 经奥海城商场升降机	客用升降机
南昌	2624 2801	客用升降机	客用升降机
荔景	2928 3042	客用升降机	客用升降机
青衣	2449 9059	客用升降机 / 经青衣城商场升降机	客用升降机
欣澳	2983 6961	斜道	客用升降机
东涌	2109 2516	斜道 / 同一层	客用升降机
屯马线			
乌溪沙	2631 6217	同一层	客用升降机
马鞍山	2630 5903	同一层	客用升降机
恒安	2630 5954	客用升降机 / 斜道	客用升降机
大水坑	2630 5125	客用升降机	客用升降机
石门	2635 4209	斜道 / 同一层	客用升降机
第一城	2637 5741	斜道	客用升降机
沙田围	2144 5736	斜道	客用升降机
车公庙	2696 9790	客用升降机 / 斜道	客用升降机
大围	2605 9997	同一层	客用升降机
显径	2171 4700	斜道	客用升降机

Chapter 2 Existing Public Transport Facilities



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 Line			
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

第二章 现有的公共交通设施

车站	电话号码	路面 / 大堂	大堂 / 月台
钻石山	2431 1588	客用升降机 / 斜道	客用升降机
启德	2445 2028	客用升降机 / 斜道	客用升降机
宋皇台	2870 2455	客用升降机 / 斜道	客用升降机
土瓜湾	2870 2455	客用升降机 / 斜道	客用升降机
何文田	2927 2087	客用升降机 / 斜道	客用升降机
红磡	2946 4405	同一层 / 客用升降机 / 站外升降机连接 C2 及 D1 入口	客用升降机 / 轮椅升降台
尖东	3471 5201	客用升降机 / 经 K-11 商场升降机 / 斜道	客用升降机
柯士甸	2314 5201	客用升降机 / 斜道	客用升降机
南昌	2624 2801	客用升降机	客用升降机
美孚	2175 2801	客用升降机 / 斜道 / 轮椅升降台设于 C2 入口	客用升降机
荃湾西	2252 2801	客用升降机	客用升降机
锦上路	2208 2801	斜道 / 同一层	客用升降机
元朗	2256 2801	客用升降机 / 斜道 / 轮椅升降台设于 F 入口，车站职员会提供协助	客用升降机
朗屏	2257 2801	客用升降机 / 斜道	客用升降机
天水围	2296 2801	客用升降机 / 斜道 / 站外升降机连接 C 入口行人天桥	客用升降机
兆康	2214 2801	客用升降机 / 斜道	客用升降机
屯门	2630 2801	客用升降机 / 斜道	客用升降机

Chapter 2 Existing Public Transport Facilities



Station	Telephone Number	Street / Concourse	Concourse / Platform
Diamond Hill	2431 1588	Passenger lift / Ramp	Passenger lift
Kai Tak	2445 2028	Passenger lift / Ramp	Passenger lift
Sung Wong Toi	2870 2455	Passenger lift / Ramp	Passenger lift
To Kwa Wan	2870 2455	Passenger lift / Ramp	Passenger lift
Ho Man Tin	2927 2087	Passenger lift / Ramp	Passenger lift
Hung Hom	2946 4405	Same level / Passenger Lift / External lift connecting Entrances C2 and D1	Passenger lift / Stair lift
East Tsim Sha Tsui	3471 5201	Passenger lift / External lift via K-11 / Ramp	Passenger lift
Austin	2314 5201	Passenger lift / Ramp	Passenger lift
Nam Cheong	2624 2801	Passenger lift	Passenger lift
Mei Foo	2175 2801	Passenger lift / Ramp / Stair lift at Entrance C2	Passenger lift
Tsuen Wan West	2252 2801	Passenger lift	Passenger lift
Kam Sheung Road	2208 2801	Ramp / Same level	Passenger lift
Yuen Long	2256 2801	Passenger lift / Ramp / Stair lift with staff assistance at Entrance F	Passenger lift
Long Ping	2257 2801	Passenger lift / Ramp	Passenger lift
Tin Shui Wai	2296 2801	Passenger lift / Ramp / External lift via footbridge at Entrance C	Passenger lift
Siu Hong	2214 2801	Passenger lift / Ramp	Passenger lift
Tuen Mun	2603 2801	Passenger lift / Ramp	Passenger lift

第二章 现有的公共交通设施

电车

香港电车有限公司沿港岛北岸营运六条路线。电车在固定轨道上行驶。电车轨一般沿马路中央铺设，而电车运作环境大部分属人多及车多路段，而且绝大部分路段均与其他道路使用者共用路面。

电车已服务香港逾一百二十年，有相当的历史文化价值，亦有其固有设计及空间限制，包括月台与车厢的有限阔度、以及登车及落车位置与月台及路面的高低差距等，接待轮椅乘客存在实际困难。不过，视障和轻微行动不便的乘客，可要求电车司机协助他们由前门落客位置上车而无需使用后门的上客位置登车或经过后门的旋转入闸机（此装置只见于旧型号的电车）。此外，车厢内设有供有需要人士优先使用的座位。

电车公司持续更新车队，现时大部分新款电车已装设感应式自动闸门，乘车上车时闸门会自动打开，乘客即可畅通无阻地登上电车。车厢内增设更多扶手予乘客使用，并设有广播及显示系统，以声音及文字显示的方式，为车上所有乘客提供下一车站的资料。此外，所有电车后门亦装设响号，提醒上车乘客车门即将关上。

专营巴士服务

本港共有四间专营巴士公司为市民提供巴士服务。在 2024 年 9 月底，这些巴士公司共设有 5,890 辆已领有牌照的巴士，经营约 760 条巴士线。这些巴士公司包括：

- 城巴有限公司；
- 九龙巴士（一九三三）有限公司；
- 龙运巴士有限公司；及
- 新大屿山巴士（一九七三）有限公司。

现时方便轮椅上落的巴士共有 5,843 辆，约占巴士总数的 99%。这些巴士的车厢设有固定斜板，并提供一个或两个轮椅停泊区，方便使用轮椅的乘客。所有专营巴士均设有广播及显示系统，以声音及文字显示的方式，分别为视障及听障乘客提供下一车站的资料。



车头装有显眼的路线显示牌，车身及车尾均有路线编号

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

Chapter 2 Existing Public Transport Facilities



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 fixed ramps and provide single or dual wheelchair parking

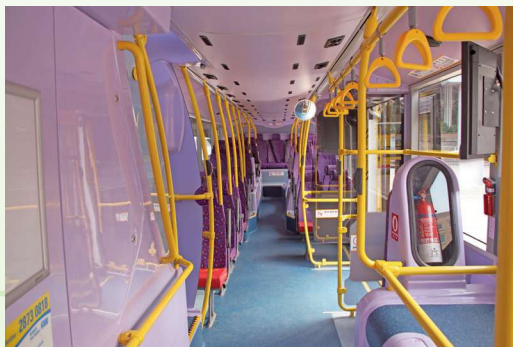
第二章 现有的公共交通设施

各间专营巴士公司已在其辖下巴士上装设下列设施，方便残疾乘客：

- 固定斜板；
- 附设靠背及安全带的轮椅停放处；
- 降低车身功能，并设有闸门；
- 车厢内设有颜色分明的扶手；
- 特低地台并铺有防滑地板；
- 伸手可及的按铃；
- 优先座位；
- 下一站的报站广播及电子资讯显示；



优先座
Priority Seats



车厢设颜色鲜明及连贯性的扶手，由上车门位置伸延至车尾，方便视障人士进出车厢
Coherent handrails of high colour contrast are installed in bus compartment from front to rear for easy movement of the visually impaired



车厢地台使用防滑地台胶
Non-slip material is used in bus flooring

Chapter 2 Existing Public Transport Facilities

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 non-slippery floor material;
- easily reached bell;
- priority seats;
- next bus stop announcement and display system;



轮椅斜板设于入口，可伸出至行人路地面方便轮椅使用者上落

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



车厢下车区附近设有轮椅停放区域，并加设扶手及下车按钮

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

第二章 现有的公共交通设施

- 车头设有大字体终点站及路线编号的电子显示；
- 车身侧面及后面设有大字体路线编号的电子显示；
- 巴士出口设有车门关闭蜂鸣器及提示灯；及
- 车厢内设有显示车牌号码及顾客服务专线的点字板。

同时，有需要人士亦可透过「巴士到站时间预报系统」查阅巴士路线实时班次讯息。另外，城巴和九巴手机应用程序配备无障碍功能，方便有需要人士透过手机内的读屏软件，查阅沿途巴士站资讯、巴士预计抵站时间等资讯。城巴手机应用程序的「到站提示功能」，在巴士到站前以讯息显示距离、巴士站名称及安全资讯，提醒乘客巴士将到达目的地，而其简易版手机应用程序「城巴易」字体更大、画面对比度更高，展现特大的实时到站时间界面，并支援各智能手机系统的语音助理或旁白模式，方便长者及视障人士出行；九巴手机应用程序中的「落车提示」功能，则提醒乘客在预定的车站下车，并同时提供尚余车站数目和尚余行车时间资讯。



车厢内设有提供车队编号及顾客服务资料的点字告示牌

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



城巴超过 1,100 辆巴士的车身侧设特大显示牌，除路线编号外，亦会根据巴士的当时位置显示途经地点及目的地

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

Chapter 2 Existing Public Transport Facilities



- 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.



城巴全线巴上的「动态路线显示屏」，能清晰显示沿途巴士站资讯、巴士预计抵站时间、车资等资讯

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

的士

本港现有 18,163 辆的士提供个人化公共交通服务，分为市区的士、新界的士和大屿山的士三类。对残疾乘客来说，的士大概是最方便的点到点交通服务。的士车资按核准的收费表计算，款额以咪表所示者为准。残疾乘客赖以行动的轮椅及拐杖，均无须额外收费。

现时，的士车主须在的士内后座左边的车门安装点字及摸读字汽车登记号码牌。的士普遍已装设具备发声功能的的士咪表，以广东话、普通话或英语广播向乘客提供该程的士车费及车牌号码。摸读字牌及发声咪表均有助视障乘客得悉的士的车牌号码，以便乘客就的士服务加以表扬或作出投诉。





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.



的士内点字及摸读字汽车登记号码牌

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.



公共小型巴士

本港有两类公共小型巴士，分别为红色小巴及绿色专线小巴。绿色专线小巴依照运输署所批核的固定路线、班次及收费营运。红色小巴的营运较为灵活，可因应市场需求调整，路线、班次和收费均不受监管，惟在营运方面仍有某些限制。全港现有 4,350 辆公共小巴，全部设有空调系统。

政府已于 2017 年 7 月将小巴座位数目上限由 16 个增加至 19 个，以提升小巴的整体载客量，应付尤其是繁忙时段的乘客需求。随着小巴座位上限增至 19 个，政府已要求新登记的公共小巴，须配备额外座椅扶手及备有提示灯的落车钟等设施，以方便有需要人士。

除此之外，政府亦鼓励营办商在小巴内提供下列方便残疾人士的设施：

- 有需要人士的优先座位；
- 显示车牌号码的点字牌；
- 额外扶手；及
- 防滑地板。



可供轮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 routings, 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 air-conditioned.

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:

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

第二章 现有的公共交通设施

现时视障、听障及中度行动不便的乘客，可方便地使用小巴服务。然而，一般公共小巴设有梯级，为进一步推动无障碍公共交通，便利轮椅使用者及行动严重不便者乘搭，下列专线小巴路线设有低地台小巴服务：

路线编号	起点—终点	营办商热线
新界第 413 号线 *	青衣码头 - 玛嘉烈医院	9889 6526/ 9889 6512
九龙第 90A 号线 *	油塘（油丽邨）— 香港儿童医院	9681 6623
新界第 503 号线 *	线皇后山邨 - 北区医院	4661 4133
九龙第 CX1 号线 *	柯士甸站 - 香港故宫文化博物馆 （循环线）	9326 2007
新界第 505 号线	上水（新发街）— 沙田（圆洲角）	5576 6250

（截至 2025 年 2 月）

* 可供轮椅上落

营办商会为轮椅人士提供电话预约服务，乘客可在乘搭小巴前致电相关营办商热线预留轮椅泊位。

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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.

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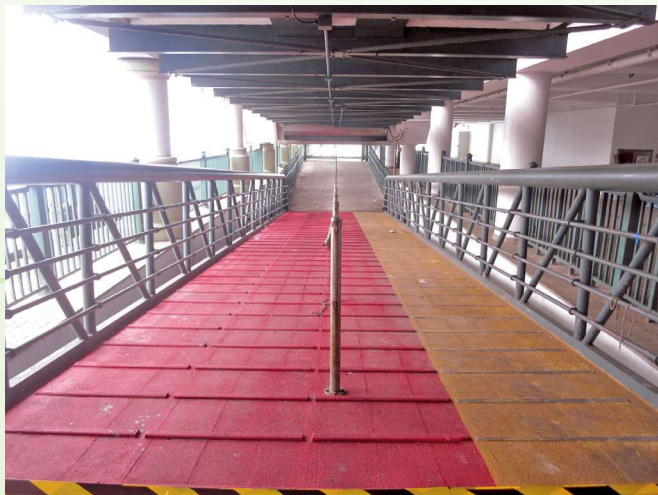
渡轮

本地的客运渡轮服务主要由专营及持牌渡轮营办商提供。现时，所有提供专营及持牌客运渡轮服务的政府渡轮码头皆已设置触觉引路径，供视障人士使用。另外，大部分专营及持牌渡轮路线所使用的码头，都已装设升降台及码头斜道，以供轮椅使用者使用，而码头斜道及跳板均铺有防滑物料或设有槽纹，提升使用轮椅乘客的安全。残疾乘客出入码头和上落渡轮（靠泊在趸船和公众码头的渡轮除外），一般不会感到十分困难。大部分营运专营及持牌渡轮航线的船只均设有轮椅人士专用位置。登上渡轮下层较上层容易，因为乘客无须经过任何梯级。部分渡轮亦设有无障碍洗手间。

此外，大部分专营及持牌渡轮码头入口处设有求助电铃及较宽阔的入闸机，渡轮公司亦会派员在入口处协助有困难使用入闸机的乘客。



渡轮码头内的求助电铃
Call bell at ferry pier



铺有防滑物料及设有槽纹的码头斜道
Ramps with anti-skid gangplanks and grooves at pier



Ferries

Local passenger ferry services are primarily provided by franchised 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.



渡轮码头内的触觉引路径
Tactile guide path at pier



渡轮码头内的触觉平面图
Tactile Floor Plan at ferry pier

残疾人士如何透过公共交通服务往返内地

残疾人士现时可使用已配置无障碍设施的公共运输服务（包括专营巴士及口岸穿梭巴士）经道路过境通道（包括深圳湾口岸、落马洲管制站、港珠澳大桥香港口岸及香园围管制站）或铁路服务经铁路过境通道（包括罗湖管制站、落马洲支线管制站及香港西九龙站）往返内地。此外，残疾人士亦可透过电召服务，预约可载乘轮椅的无障碍的士及复康巴士往返包括深圳湾口岸、落马洲支线管制站、落马洲管制站、香园围管制站及港珠澳大桥香港口岸等。

有关的陆路管制站的公共运输服务¹ 详列如下：

深圳湾口岸

专营巴士服务	
路线号码	起点 / 终点
B2	元朗站 - 深圳湾口岸
B2P	天水围（天慈邨） - 深圳湾口岸
B3	屯门码头 - 深圳湾口岸 [经屯门市中心]
B3A	山景邨 - 深圳湾口岸
B3M	深圳湾口岸 - 屯门站（循环线）
B3X	屯门市中心 - 深圳湾口岸
的士服务	
的士种类	服务区域
市区的士（红色）	香港各区（东涌道及大屿山南部除外）
新界的士（绿色）	主要为新界东北及西北地区，包括屯门、元朗、大埔、上水、粉岭，以及荃湾、沙田及西贡的部份地点 [即列于道路交通（车辆登记及领牌）规例（第374E章）的附表7内的地区]



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]
B3A	Shan King Estate – Shenzhen Bay Port
B3M	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))

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落马洲管制站

穿梭巴士服务	
路线	起点 / 终点
落马洲 - 皇岗过境穿梭巴士 (皇巴)	落马洲 (新田) 公共运输交汇处 - 皇岗口岸
的士服务 ²	
的士种类	服务区域
市区的士 (红色)	香港各区 (东涌道及大屿山南部除外)
新界的士 (绿色)	主要为新界东北及西北地区, 包括屯门、元朗、大埔、上水、粉岭, 以及荃湾、沙田及西贡的部份地点 [即列于道路交通(车辆登记及领牌)规例(第374E章)的附表7内的地区]

港珠澳大桥香港口岸

穿梭巴士服务	
路线	起点 / 终点
港珠澳大桥穿梭巴士 (金巴)(港珠线)	港珠澳大桥香港口岸 - 港珠澳大桥珠海口岸
港珠澳大桥穿梭巴士 (金巴)(港澳线)	港珠澳大桥香港口岸 - 港珠澳大桥澳门口岸
专营巴士服务	
路线号码	起点 / 终点
A10	鸭脷洲 - 机场 (经港珠澳大桥香港口岸)
A11	北角码头 - 机场 (经港珠澳大桥香港口岸)
A12	小西湾 (蓝湾半岛) - 机场 (经港珠澳大桥香港口岸)
A17	深湾 - 机场 (经港珠澳大桥香港口岸)
A21	红磡站 - 机场 (经港珠澳大桥香港口岸)



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)

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A22	蓝田站 - 机场（经港珠澳大桥香港口岸）
A23	慈云山北 - 机场（经港珠澳大桥香港口岸）
A25	启德公共运输交汇处 - 机场（经港珠澳大桥香港口岸）
A26	油塘公共运输交汇处 - 机场（经港珠澳大桥香港口岸）
A28	康城站公共运输交汇处 - 机场（经港珠澳大桥香港口岸）
A29	将军澳（宝琳） - 机场（经港珠澳大桥香港口岸）
A30	梨木树邨公共运输交汇处 - 机场（经港珠澳大桥香港口岸）
A31	荃湾（如心广场） - 机场（经港珠澳大桥香港口岸）
A32	葵涌邨公共运输交汇处 - 机场（经港珠澳大桥香港口岸）
A33X	屯门（富泰） - 机场（经港珠澳大桥香港口岸）
A34	洪水桥（洪元路） - 机场（经港珠澳大桥香港口岸）
A36	元朗（锦上路站） - 机场（经港珠澳大桥香港口岸）
A37	元朗（朗屏站（北）公共运输交汇处） - 机场（经港珠澳大桥香港口岸）
A38	荃湾（荃威花园） - 机场（经港珠澳大桥香港口岸）
A41	沙田（硕门） - 机场（经港珠澳大桥香港口岸）
A41P	乌溪沙站 - 机场（经港珠澳大桥香港口岸）
A42	沙田（黄泥头） - 机场（经港珠澳大桥香港口岸）
A43	粉岭（联和墟） - 机场（经港珠澳大桥香港口岸）
A46	火炭（骏景园） - 机场（经港珠澳大桥香港口岸）
A47X	大埔（太和） - 机场（经港珠澳大桥香港口岸）
B4	机场 - 港珠澳大桥香港口岸（循环线）
B5	欣澳公共运输交汇处 - 港珠澳大桥香港口岸
B6	东涌（满东邨） - 港珠澳大桥香港口岸

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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 现有的公共交通设施

的士服务	
的士种类	服务区域
市区的士（红色）	香港各区（东涌道及大屿山南部除外）
新界的士（绿色）	主要为新界东北及西北地区，包括屯门、元朗、大埔、上水、粉岭，以及荃湾、沙田及西贡的部份地点 [即列于道路交通（车辆登记及领牌）规例（第374E章）的附表7内的地区]
大屿山的士（蓝色）	只限在大屿山、赤鱲角（包括机场岛）及港珠澳大桥香港口岸公共运输交汇处行走

香园围管制站

专营巴士服务	
路线号码	起点 / 终点
B7	上水（宝运路） - 香园围管制站
B8	大围站公共运输交汇处 - 香园围管制站
B9	屯门站 - 香园围管制站
B9A	元朗（西） - 香园围管制站 *

的士服务	
的士种类	服务区域
市区的士（红色）	香港各区（东涌道及大屿山南部除外）
新界的士（绿色）	主要为新界东北及西北地区，包括屯门、元朗、大埔、上水、粉岭，以及荃湾、沙田及西贡的部份地点 [即列于道路交通（车辆登记及领牌）规例（第374E章）的附表7内的地区]

* 以试办形式于星期六、日及公众假期提供服务。

罗湖管制站

港铁服务
残疾人士可乘搭港铁东铁线往返罗湖管制站。

Chapter 2 Existing Public Transport Facilities



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))
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 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))

* 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.

第二章 现有的公共交通设施

落马洲支线管制站

港铁服务	
残疾人士可乘搭港铁东铁线往返落马洲支线管制站。	
专营巴士服务	
路线号码	起点 / 终点
B1	天水围（天慈邨） - 落马洲站
的士服务	
的士种类	服务区域
市区的士（红色）	香港各区（东涌道及大屿山南部除外）
新界的士（绿色）	主要为新界东北及西北地区，包括屯门、元朗、大埔、上水、粉岭，以及荃湾、沙田及西贡的部份地点 [即列于道路交通（车辆登记及领牌）规例（第374E章）的附表7内的地区]

香港西九龙站

跨境铁路服务
残疾人士可于香港西九龙站乘搭高速铁路往返内地。
港铁服务
残疾人士可经港铁屯马线柯士甸站或港铁东涌线 / 机场快线九龙站前往香港西九龙站。
专营巴士服务
残疾人士可选乘专营巴士往来香港西九龙站。 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 现有的公共交通设施

的士服务	
的士种类	服务区域
市区的士（红色）	香港各区（东涌道及大屿山南部除外）

注 1：有关资料为截至 2024 年 12 月底。如欲查询最新详情，可使用运输署「香港出行易」流动应用程式或联络有关的公共运输营办商。

注 2：市区的士及新界的士可于晚上 11 时至翌日上午 6 时 30 分期间于落马洲管制站提供服务。

注 3：如欲查询有关香港西九龙站附近的专营巴士服务详情，请使用运输署「香港出行易」流动应用程式或联络专营巴士公司。

Chapter 2 Existing Public Transport Facilities



Taxi Services	
Taxi Type	Service Area
Urban taxis (Red)	All areas in Hong Kong (except Tung Chung Road and South 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 复康巴士服务

复康巴士服务由劳工及福利局提供资助，由香港复康会及冠忠无障碍交通服务有限公司营运，日常运作由运输署监管。该服务采用经过特别改装的车辆，专为未能使用公共交通工具的残疾人士提供安全便捷的点到点特别交通服务。

截至 2024 年 12 月底，复康巴士共有 221 部营运车辆。车上设施包括：

- 自动轮椅升降台
- 中门自动梯级
- 轮椅固定扣锁及座位设有全龄 3 点式乘客安全带
- 可装拆座位安全警示系统
- 伸手可及的求救钟
- 黄色扶手
- 升降台操作指示灯

香港复康会及冠忠无障碍交通服务有限公司先后于 2003 年及 2023 年获得 ISO 9001 品质管理系统标准认证，获确认在设计及提供残疾人士交通服务方面达到国际认可的标准。



自动轮椅升降台
Automatic wheelchair lift



全龄 3 点式乘客安全带
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 respectively.



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



乘客可使用中门自动梯级上落
复康巴士

Passengers can get on and off rehabus by using auto-step at middle door

服务类别

复康巴士主要提供三大类服务，简述如下：

固定路线服务（由香港复康会提供）

固定路线服务旨在平日繁忙时段接载行动不便的残疾人士往返工作地点、学校、训练中心及医疗机构。服务时间由星期一至六（公众假期除外）上午 6 时 30 分至上午 10 时及下午 3 时至晚上 7 时，以及星期六（公众假期除外）中午 12 时至下午 2 时。

电召服务（由香港复康会提供）

电召服务为行动不便的残疾人士提供可预约的接载服务，以满足他们复诊或参与社交活动等交通需要。这项服务按乘客人数分大组（5 人或以上）及细组（4 人及以下）安排服务。路线相近的细组乘客会获安排共用一部复康巴士，以善用资源。此外，复康巴士为行动不便的残疾人士（特别是寄宿人士）提供每星期两程联播服务。每星期按固定时间到固定地点且路线相近的乘客可共用此项联播服务，往返学校、工场宿舍和居所，以善用资源。

穿梭巴士服务（由冠忠无障碍交通服务有限公司提供）

穿梭巴士服务主要在平日提供，按照固定的行车路线和时间表营运，往返医院、诊所和港铁站等交通需求殷切频繁的地点。同时亦设有周末旅游线，方便行动不便的残疾人士在周末或公众假期前往香港有特色的旅游景点，以助推广香港成为无障碍城市。



黄色扶手及伸手可及的求救钟

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 routings 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 残疾乘客在限制区上落车证明书

司机在限制区内上落乘客，乃属违法。不过，为方便残疾人士出入，警方同意行使酌情权，在不会对其他道路使用者构成危险或造成重大阻碍的情况下，容许的士、私家车、私家小巴和私家巴士的司机在限制区（高速公路和24小时限制区除外）上落残疾乘客。残疾乘客可将一份填妥的「残疾乘客在限制区上落车证明书」交给司机，上面列出有关该次车程的资料（日期、时间及上落车地点）和车牌号码（下图）。视障乘客可以点字填写该证明书。司机倘遭警务人员查问，可出示该张证明书。

属于指定类别的残疾人士可向香港社会服务联会（简称「社联」）负责统筹的80间联络机构申请此类证明书。有关社联和各联络机构的联络电话号码，请参阅表二。

No.: 編號: CD	No.: 編號: CD	
The Hong Kong Council of Social Service 香港社會服務聯會		
Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones 殘疾乘客在限制區上落車證明書		
(This certificate is only applicable to taxi, private car, private light bus and private bus) (此證明書只適用於的士、私家車、私家小巴及私家巴士)		
Veh. Reg. No.: 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		
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: 時間: _____	Name of Contact Organization: 聯絡機構: _____
Date: 日期: _____	Date: 日期: _____	Tel. No.: 電話: _____

残疾乘客在限制区上落车证明书（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

1. 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。
2. 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。
3. 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。
4. 請注意此證明書只供獲簽發予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 残疾乘客在限制区上落车证明书

表二

申请残疾乘客在限制区上落车证明书

香港社会服务联会负责统筹由残疾人士提交的「残疾乘客在限制区上落车证明书」申请。申请人士可致电香港社会服务联会（2864 2929）或联络以下非政府机构查询详情：

联络机构名称		联络电话	服务地区
1	香港伤健协会—港岛东伤健中心	2557 1631	全港各区
2	香港伤健协会—九龙东伤健中心	2351 1811	全港各区
3	香港伤健协会—九龙西伤健中心	2361 2323	全港各区
4	香港伤健协会—新界伤健中心	2638 9011	全港各区
5	香港复康联盟	2337 0826	全港各区
6	香港复康力量	2554 9594 2915 9452	全港各区
7	复康资源协会	2364 2345	全港各区
8	香港复康会复康巴士	2817 8154	只为会员服务
9	香港复康会社区复康网络 康山中心 横头磡中心 李郑屋中心 大兴中心 太平中心 威尔斯中心	2549 7744 2794 3010 2361 2838 2775 4414 2639 9969 2636 0666	只为会员服务
10	香港伤残青年协会	2337 9311	只为会员服务

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 残疾乘客在限制区上落车证明书

	联络机构名称	联络电话	服务地区
11	路德会—长青群康中心	2495 0118	只为会员服务
12	香港耀能协会	2527 8978	只为会员服务
13	匡智会	2664 4373	只为会员服务
14	明爱康复服务	2524 2071 内线 555	只为会员服务
15	明爱特殊教育及训练服务	2524 2071 内线 555	只为会员服务
16	东华三院	2859 7610	只为会员服务
17	香港心理卫生会	2865 4883	只为会员服务
18	救世军	2332 4531	只为会员服务
19	扶康会	2745 0424	只为会员服务
20	基督教怀智服务处	2776 2622	只为会员服务
21	保良局	2576 3386 内线 162	只为会员服务
22	保良局罗氏信托学校	2481 0828	只为会员服务
23	雅丽珊郡主红十字会学校	2340 1329	只为会员服务
24	灵实恩光学校	2703 1722	只为会员服务
25	香港失明人协进会	2339 0666	只为会员服务
26	香港盲人辅导会	2778 8332 内线 322	只为会员服务
27	香港失明人互联会	2343 5363	只为会员服务
28	心光盲人院暨学校	2817 6076	只为会员服务
29	五旬节圣洁会—灵光白普理失明人中心	2320 3519	只为会员服务
30	路德会石硤尾失明者中心	2776 0033	只为会员服务
31	香港视网膜病变协会	2708 9363	只为会员服务

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 残疾乘客在限制区上落车证明书

联络机构名称		联络电话	服务地区
32	耆康会柴湾长者地区中心	2558 0187	柴湾 筲箕湾 西湾河
33	耆康会东区长者地区中心	2563 0187	鲗鱼涌 北角 铜锣湾
34	耆康会怀熙葵涌长者地区中心	2425 1281	葵青
35	耆康会荃湾长者地区中心	2412 3651	荃湾
36	圣雅各福群会—湾仔长者地区中心	2835 4319	湾仔
37	圣雅各福群会—中西区长者地区中心	2805 1250	中西区
38	香港仔坊会—南区长者地区中心	2553 6333	黄竹坑 鸭脷洲 赤柱 石澳
39	香港仔坊会—赛马会黄志强长者地区中心	2555 0851 内线 16	香港仔 田湾 薄扶林
40	香港圣公会—黄大仙长者综合服务中心	2352 3082	黄大仙
41	香港圣公会—竹园马田法政牧师长者综合服务中心	2323 0632	黄大仙
42	香港圣公会—西环长者综合服务中心	2818 3717	西环
43	香港圣公会—乐民郭凤轩综合服务中心	2333 1854	土瓜湾
44	圣公会—圣匠堂长者地区中心	3960 4306	九龙城
45	香港圣公会麦理浩夫人中心—林植宣博士老人综合服务中心	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 Limited 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 District 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 残疾乘客在限制区上落车证明书

联络机构名称		联络电话	服务地区
46	旺角街坊会—陈庆社会服务中心	2395 3107	旺角
47	明爱郑承峰长者社区中心（深水埗）	2729 1211	深水埗
48	明爱元朗长者社区中心	2479 7383	元朗
49	啬色园主办可健耆英地区中心	2725 4875	深水埗
50	香港基督教女青年会—秀群松柏社区服务中心	2676 2525	粉岭
51	东华三院—王泽森长者地区中心	2647 2711	沙田
52	救世军—油麻地长者社区服务中心	2332 0005	油尖
53	救世军—大埔长者综合服务	2653 6811	大埔
54	循道卫理杨震社会服务处—彩虹长者综合服务中心	2329 6366	彩虹
55	基督教家庭服务中心—顺安长者地区中心	2727 1234	观塘
56	基督教家庭服务中心—真光苑长者地区中心	2357 9963	观塘
57	基督教香港信义会—沙田多元化金龄服务中心	2691 7163	沙田
58	浸信会医院—区树洪健康中心	2339 8411	九龙塘
59	博爱医院—王东源夫人长者地区中心	2476 2227	元朗
60	香港基督教服务处—乐晖傲创	2717 0822	观塘

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 残疾乘客在限制区上落车证明书

	联络机构名称	联络电话	服务地区
61	邻舍辅导会—深水埗康龄社区服务中心	2784 7440	深水埗
62	圣公会—将军澳安老服务大楼	2702 9897	将军澳 西贡
63	华三院—方树泉长者地区中心	2967 9211	筲箕湾
64	香港基督教信义会—颂安长者邻舍中心	2144 3199	马鞍山
65	邻舍辅导会—屯门区综合康龄服务中心	2466 6591	屯门
66	邻舍辅导会—富泰邻里康龄中心	2453 7737	屯门
67	循道卫理—湾仔长者服务中心	2527 4123	湾仔
68	中国基督教播道会—美孚长者中心	2745 8839	美孚
69	中国基督教播道会—兴田村道真堂爱礼信长者中心	2772 7789	观塘
70	中国基督教播道会—福安堂耆趣天地	2497 3333	青衣
71	宣道会方舟之家	3565 1636	沙田
72	基督教香港信义会—马鞍山长者地区中心	3124 7633	马鞍山
73	保良局—刘陈小宝长者地区中心	2177 6299	观塘
74	灵实—日间社区康复中心	3553 3188	湾仔
75	邻舍辅导会—新界西日间社区康复中心	2456 9577	屯门
76	坚毅忍者·障残人士国际互助协会	2273 9794	新蒲岗

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

第五章 乘客服务查询

各公共运输机构及复康巴士营运机构的电话号码、传真号码、网址及电子邮箱（如有），载于下列各页。

香港铁路有限公司

港铁热线	2881 8888
传真号码	2795 9991
网址	www.mtr.com.hk
星期一至五	上午八时半至下午六时
星期六	上午八时半至下午一时
星期日及公众假期	设有电话录音服务，职员会于下一个工作天答复电话录音查询。

香港电车有限公司

热线电话	2548 7102 (二十四小时电车服务录音资料)
热线员服务时间	星期一至星期五（公众假期除外）： 上午八时四十五分至下午五时
传真号码	2118 6038
网址	www.hktramways.com
电子邮箱	enquiry@hktramways.com

Chapter 5 Passenger Services Information



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

专营巴士

城巴有限公司

热线电话	2136 8888（二十四小时巴士路线录音资料） 有顾客服务员接听时间为每日早上八时至晚上八时。（在顾客服务员服务时间以外，电话会自动接驳至留言系统，顾客服务员会尽快回复。）	
传真号码	2136 2136	
网址	www.citybus.com.hk	
电子邮箱	enquiry@citybus.com.hk	
顾客服务中心		
香港国际机场地面运输中心巴士总站	每日上午八时至晚上八时	
金钟道 95 号金钟（东）巴士总站	星期一至六（星期三及公众假期除外） 下午二时四十五分至下午六时四十五分	



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.com.hk
E-mail address	enquiry@citybus.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.

第五章 乘客服务查询

九龙巴士（一九三三）有限公司

热线电话	2745 4466 (二十四小时巴士路线录音资料)	
热线员服务时间	每日上午八时至晚上九时 (在热线员服务时间以外,电话会自动接驳至留言系统,工作人员会尽快回复。)	
即时对话	透过九巴网页或手机应用程式的即时讯息功能,乘客可直接与人工智能客服小助手进行即时查询及获得回复。	
传真号码	2745 0600	
网址	www.kmb.hk	
电子邮箱	kowloonbus@kmb.hk	
顾客服务中心		
1.	尖沙咀天星码头巴士总站	每日 上午十一时至下午二时 下午三时至晚上八时
2.	大榄隧道转车站(往元朗方向)	每日 上午七时至下午十一时



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

第五章 乘客服务查询

龙运巴士有限公司

热线电话	2261 2791 (二十四小时巴士路线录音资料)
热线员服务时间	每日上午八时至晚上九时 (在热线员服务时间以外,电话会自动接驳至留言系统,工作人员会尽快回复。)
即时对话	透过龙运网页或手机应用程式的即时讯息功能,乘客可直接与人工智能客服小助手进行即时查询及获得回复。
传真号码	2745 0600
网址	www.lwb.hk
顾客服务中心	
香港国际机场地面运输中心巴士总站	每日 下午一时至六时 晚上七时至九时

新大屿山巴士(1973)有限公司

热线电话	2984 9848 每日(包括星期日及公众假期)上午九时至晚上六时 (在热线员服务时间以外,电话会自动接驳至留言系统,工作人员会尽快回复。)
传真号码	2984 8812
网址	www.nlb.com.hk
电子邮箱	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	
<i>Customer Service Centres</i>		
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	

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	

渡轮

全记渡有限公司

热线电话	2375 7883 2982 8225	航线 香港仔 - 索罟湾 (经模达)
传真号码	2317 0819	
网址	www.ferry.com.hk	
电子邮箱	info@ferry.com.hk	

珊瑚海船务有限公司

热线电话	2513 1103	航线 西湾河 - 三家村 西湾河 - 观塘
传真号码	2513 8020	
网址	https://www.coralseaferryservice.com.hk/	
电子邮箱	info@coralseaferryservice.com.hk	

愉景湾航运服务有限公司

热线电话	2987 7351	航线 中环 - 愉景湾
传真号码	2987 5246	
网址	https://www.visitdiscoverybay.com	
电子邮箱	dbtpl@hkri.com	



Ferries

Chuen Kee Ferry Ltd.

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

Coral Sea Ferry Service Company Ltd.

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

Discovery Bay Transportation Services Ltd.

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

第五章 乘客服务查询

富裕小轮有限公司

热线电话	5801 2200	航线 北角 - 观塘 - 启德 屯门 - 东涌 - 沙螺湾 - 大澳 中环 - 红磡 水上的士
传真号码	2155 9535	
网址	https://www.fortuneferry.com.hk	
电子邮箱	cs_fortuneferry@cks.com.hk	

港九小轮有限公司

热线电话	2815 6063	航线 中环 - 坪洲 中环 - 榕树湾 中环 - 索罟湾
传真号码	2815 6263	
网址	www.hkkf.com.hk	
电子邮箱	info@hkkf.com.hk	

顾客服务中心

中环 4 号码头地下	星期一至星期日： 上午九时至下午一时 下午二时至下午六时
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新渡轮服务有限公司

热线电话	2131 8181	航线 中环 - 长洲 中环 - 梅窝 坪洲 - 梅窝 - 芝麻湾 - 长洲 北角 - 红磡 北角 - 九龙城
传真号码	2131 8877	
网址	www.sunferry.com.hk	
电子邮箱	ferry_ideas@sferry.com.hk	



Fortune Ferry Company Ltd.

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

Hong Kong & Kowloon Ferry Ltd.

Telephone hotline	2815 6063	Route Central - Peng Chau Central - Yung Shue Wan Central - Sok Kwu Wan
Fax number	2815 6263	
Website address	www.hkkf.com.hk	
E-mail address	info@hkkf.com.hk	

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.
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Sun Ferry Services Company Limited

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

第五章 乘客服务查询

天星小轮有限公司

热线电话	2367 7065	航线 中环 - 尖沙咀 湾仔 - 尖沙咀
传真号码	2118 6028	
网址	www.starferry.com.hk	
电子邮箱	sf@starferry.com.hk	

翠华船务(香港)有限公司

热线电话	2272 2022	航线 香港仔 - 北角村 - 榕树湾 愉景湾 - 坪洲 / 圣母神乐院
传真号码	2528 3320	
网址	www.traway.com.hk	
电子邮箱	info@traway.com.hk	

珀丽湾客运有限公司

热线电话	2946 8899	航线 马湾 - 荃湾 马湾 - 中环
传真号码	2525 5556	
网址	www.pitcl.com.hk	
电子邮箱	enquiry@pitcl.com.hk	

坪洲街渡有限公司

热线电话	2983 8617	航线 愉景湾 - 梅窝
传真号码	3740 0646	

Chapter 5 Passenger Services Information



The “Star” Ferry Company, Limited

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

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

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

Park Island Transport Company Ltd.

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

Peng Chau Kai To Ltd.

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

绿色专线小巴

绿色专线小巴（绿专）总商会有限公司

热线电话	2836 5191
传真号码	2836 5192

香港专线小巴持牌人协会

热线电话	2873 6808
传真号码	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

第五章 乘客服务查询

的士电召台（截至 2023 年 2 月）

服务类别	电召台名称	电话
市区的士	卫星的士电召服务中心	2729 6600
市区的士	全利电召的士联会	2390 0331
市区的士	友联的士车主联谊会	2529 8748
市区的士	车马乐的士联会	2728 8282
市区的士	香港的士电召中心	2186 6866
市区的士	香港的士商会	2574 7311 2574 7312
市区的士	港九电召的士车主联会	2760 0455
市区的士 / 新界的士	新界四海合众的士联会	2697 4333 2720 6877
市区的士	九龙的士车主联会	2760 0411
市区的士	的士同业联会	2362 2337
市区的士	联友的士同业联会	2760 0477
市区的士	伟发的士车主联会	2861 1008 2866 1298
市区的士	惠益港九及新界的士车主联会	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

第五章 乘客服务查询

服务类别	电召台名称	电话
新界的士	新界电召的士联会	2657 2267
新界的士	香港无线电的士联谊会	2669 1088 2675 7688
新界的士	新界的士车主司机同业总会	2457 2266 2457 2267
新界的士	新界的士商会	2476 4247
新界的士	北区的士商会	2677 8888
新界的士	西贡卫星新界的士电召服务中心	2383 0168
新界的士	新兴的士电召联会	2450 2288
大屿山的士	大屿山的士联会	2984 1328
大屿山的士	大屿山蓝的士会	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

复康巴士

香港复康会

热线电话	2824 6500
传真号码	2855 7106
网址	www.rehabsociety.org.hk/transport/rehabus/zh-hant/
电子邮箱	rehabus@rehabsociety.org.hk

冠忠无障碍交通服务有限公司

热线电话	2979 8777
传真号码	2322 2966
网址	https://www.kcis.com.hk/
电子邮箱	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

运输署

热线电话	2804 2600
传真号码	2804 2652
网址	www.td.gov.hk
电子邮箱	tdenq@td.gov.hk

交通投诉组

服务投诉热线	2889 9999
传真号码	2577 1858
网址	www.tcu.gov.hk
电子邮箱	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

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