

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。第五章则胪列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.

