

## 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，日后亦会在所有新行车线提供方便乘客出入的设施。



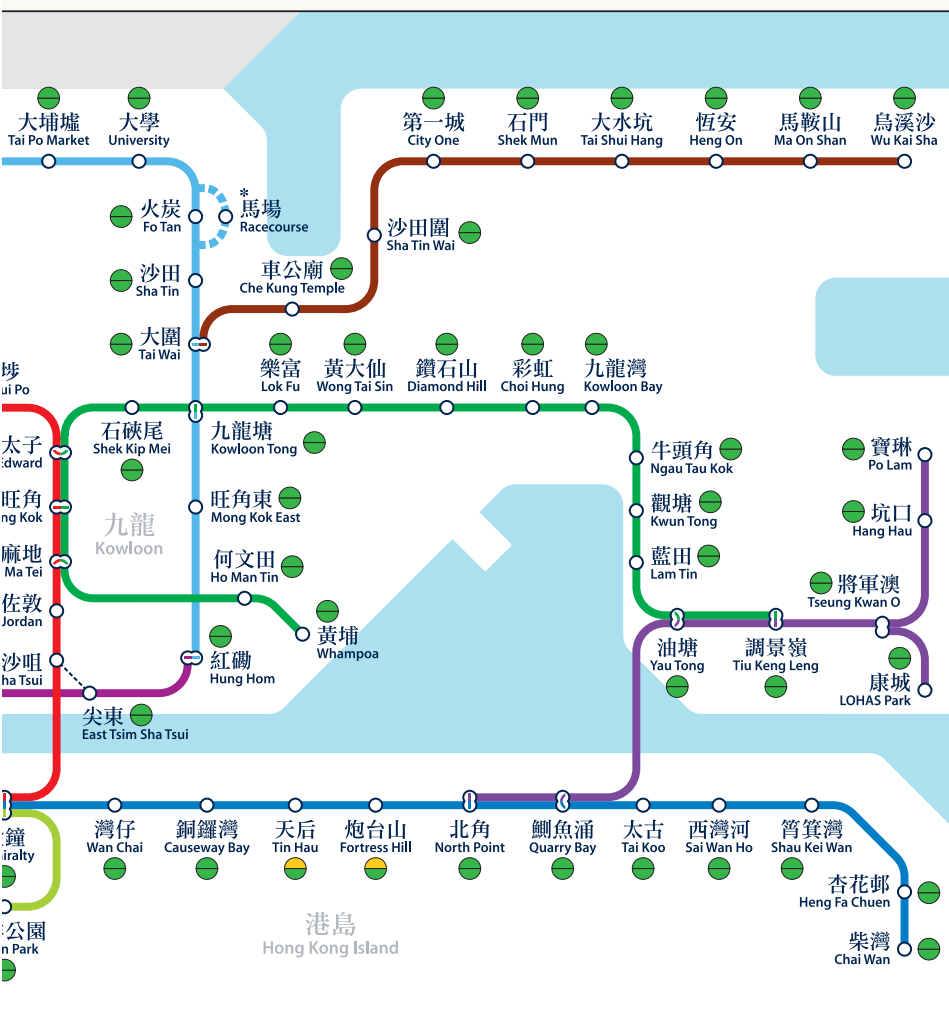
# Chapter 2 Existing Public Transport Facilities

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 special facilities provided by each of the transport modes in Hong Kong.

## Mass Transit Railway (MTR)

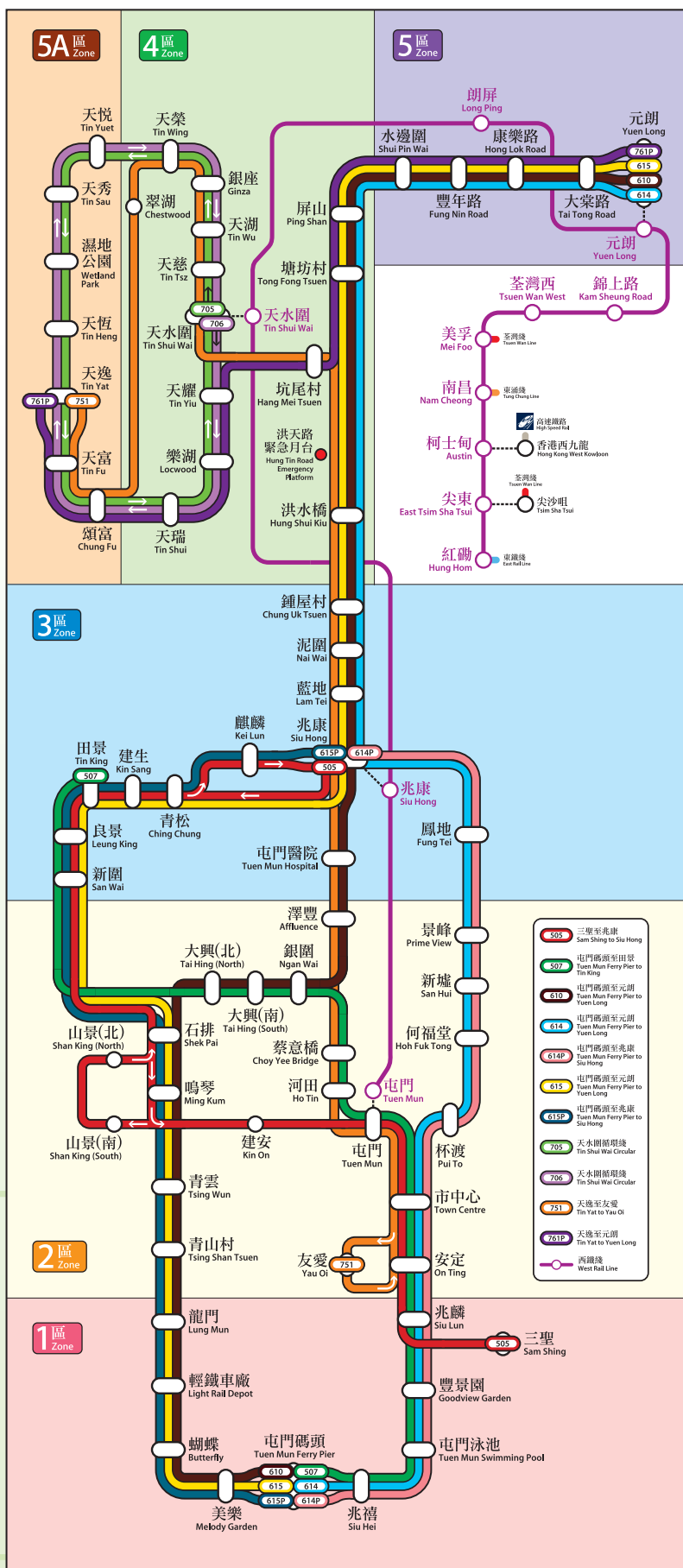
*'New and improved facilities mean better service for all passengers'*

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 lines will incorporate easy access facilities.



港铁路线图  
MTR System Map

# 第二章 现有的公共交通设施



轻铁路线图  
Light Rail Route Map

## 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

## 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.

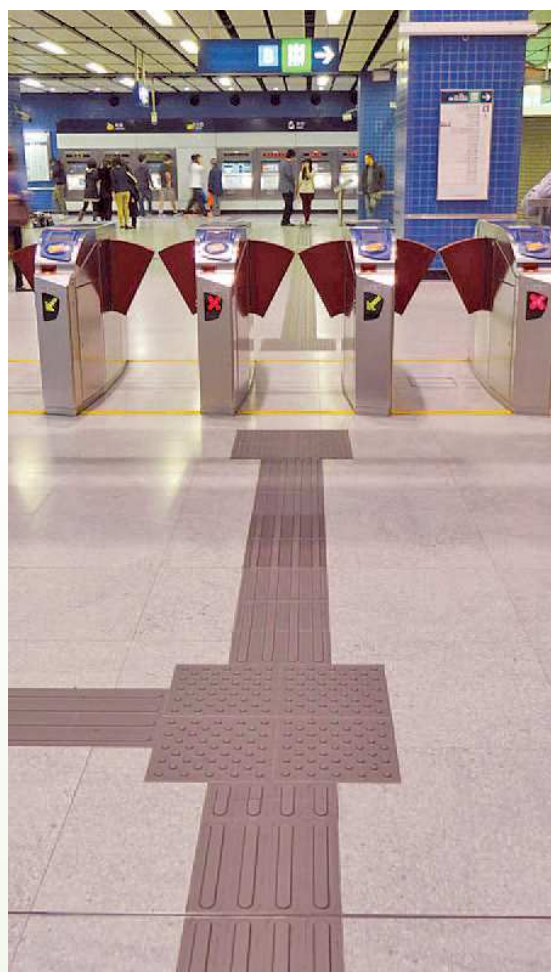


触觉车站布置图  
Tactile Station Layout Map



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- 机场快线、东铁线、港岛线、观塘线、马鞍山线、南港岛线、将军澳线、东涌线及西铁线全线车站，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落车。



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, Ma On Shan Line, South Island Line, Tseung Kwan O Line, Tung Chung Line and West Rail 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。
- 港岛线、观塘线、南港岛线、将军澳线及荃湾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、马鞍山线及西铁线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、马鞍山线、南港岛线及西铁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



## *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 Island Line, Kwun Tong Line, South Island Line, Tseung Kwan O Line and Tsuen Wan Line.
- ACTIVE LINE DIAGRAMS / DYNAMIC ROUTE MAPS are installed on trains of Airport Express, Tung Chung Line, Ma On Shan Line and West Rail 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, Ma On Shan Line, South Island Line, West Rail 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

## 第二章 现有的公共交通设施

### 以下港铁站设有无障碍洗手间

港铁站	无障碍洗手间位置
香港、九龙、青衣及坚尼地城	大堂闸外区域
迪士尼线、东铁线（马场站除外）、马鞍山线、南港岛线及西铁线全线车站，以及香港大学、西营盘、上环、金钟、鰂鱼涌、牛头角、何文田、黄埔、旺角及太子	大堂已付车费区域
机场快线 - 博览馆站  港岛线 - 中环、湾仔、铜锣湾、天后、炮台山、北角、太古、西湾河、筲箕湾、杏花邨及柴湾  观塘线 - 石硤尾、乐富、黄大仙、钻石山、彩虹、九龙湾、观塘及蓝田  将军澳线 - 全线车站  荃湾线 - 尖沙咀、佐敦、油麻地、深水埗、长沙湾、荔枝角、美孚、荔景、葵芳、葵兴、大窝口及荃湾  东涌线 - 全线车站	非公共区域  （如需使用职员无障碍洗手间，请联络车站职员）

- 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。



## Accessible Toilets are available in these MTR stations

MTR stations	Locations of accessible toilets
Hong Kong, Kowloon, Tsing Yi and Kennedy Town	Concourse unpaid area
All stations along Disneyland Resort Line, East Rail Line (except Racecourse Station), Ma On Shan Line, South Island Line and West Rail Line, and HKU, Sai Ying Pun, Sheung Wan, Admiralty, Quarry Bay, Ngau Tau Kok, Ho Man Tin, Whampoa, Mong Kok and Prince Edward	Concourse paid area
<p>Airport Express – AsiaWorld-Expo</p> <p>Island Line – Central, Wan Chai, Causeway Bay, Tin Hau, Fortress Hill, North Point, Tai Koo, Sai Wan Ho, Shau Kei Wan, Heng Fa Chuen and Chai Wan</p> <p>Kwun Tong Line – Shek Kip Mei, Lok Fu, Wong Tai Sin, Diamond Hill, Choi Hung, Kowloon Bay, Kwun Tong and Lam Tin</p> <p>Tseung Kwan O Line – All stations</p> <p>Tsuen Wan Line – Tsim Sha Tsui, Jordan, Yau Ma Tei, Sham Shui Po, Cheung Sha Wan, Lai Chi Kok, Mei Foo, Lai King, Kwai Fong, Kwai Hing, Tai Wo Hau and Tsuen Wan</p> <p>Tung Chung Line – All stations</p>	<p>Non-public area</p> <p>(staff accessible toilets are available for use upon request)</p>

- 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
<b>机场快线</b>			
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
<b>迪士尼线</b>			
欣澳	2983 6961	斜道	客用升降机
迪士尼	2983 6809	同一层	客用升降机
<b>东铁线</b>			
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
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
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

## 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
<b>Airport Express</b>			
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
<b>Disneyland Resort Line</b>			
Sunny Bay	2983 6961	Ramp	Passenger lift
Disneyland Resort	2983 6809	Same Level	Passenger lift
<b>East Rail Line</b>			
Hung Hom	2946 4405	Same level / Passenger Lift / External lift connecting Entrances C2 and D1	Passenger lift / Stair 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
Fanling	2676 1716	Same level / Ramp / External stair lift connecting Entrance A	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
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
<b>港岛线</b>			
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	为配合加建扶手电梯及垂直升降台的工程，A 入口的轮椅升降台暂停使用。轮椅乘客可使用港铁公司安排的易达车服务往返铜锣湾站或北角站。请于抵达车站时联络职员以便作出安排。此项服务会维持至工程完成为止（预计 2021 年下半年）。	客用升降机

## Chapter 2 Existing Public Transport Facilities



Station	Telephone Number	Street / Concourse	Concourse / Platform
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
<b>Island Line</b>			
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	The stair lift at Entrance A is temporarily suspended while the construction works of new escalators and vertical lifting platform are in progress. Accessible-car service is provided to carry passengers in wheelchair to / from Causeway Bay Station or North Point Station. Please contact station staff for arrangement upon arrival at the station. The service will be available until the scheduled completion of the works in the second half of 2021.	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
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
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
<b>观塘线</b>			
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

## Chapter 2 Existing Public Transport Facilities



Station	Telephone Number	Street / Concourse	Concourse / Platform
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
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
<b>Kwun Tong Line</b>			
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

## 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	2927 6321	客用升降机及轮椅升降台设于 A1 入口 / 轮椅辅助车 (最高负重 200 公斤) 设于 A2 入口, 车站职员会提供协助	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
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
<b>轻铁</b>			
屯门	2630 2801	客用升降机	不适用
其他轻铁站	2881 8888	斜道	不适用
<b>马鞍山线</b>			
大围	2605 9997	同一层	客用升降机
车公庙	2696 9790	客用升降机 / 斜道	客用升降机
沙田围	2144 5736	斜道	客用升降机
第一城	2637 5741	斜道	客用升降机
石门	2635 4209	斜道 / 同一层	客用升降机
大水坑	2630 5125	客用升降机	客用升降机

## Chapter 2 Existing Public Transport Facilities



Station	Telephone Number	Street / Concourse	Concourse / Platform
Diamond Hill	2927 6321	Passenger lift and Stair lift at Entrance A1 / Wheelchair Aid (with maximum loading of 200 kg) with staff assistance at Entrance A2	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
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
<b>Light Rail</b>			
Tuen Mun	2630 2801	Passenger lift	NA
All other Light Rail stops	2881 8888	Ramp	NA
<b>Ma On Shan Line</b>			
Tai Wai	2605 9997	Same level	Passenger lift
Che Kung Temple	2696 9790	Passenger lift / Ramp	Passenger lift
Sha Tin Wai	2144 5736	Ramp	Passenger lift
City One	2637 5741	Ramp	Passenger lift
Shek Mun	2635 4209	Ramp / Same level	Passenger lift
Tai Shui Hang	2630 5125	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
恒安	2630 5954	客用升降机 / 斜道	客用升降机
马鞍山	2630 5903	同一层	客用升降机
乌溪沙	2631 6217	同一层	客用升降机
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
鰂鱼涌	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
康城	2927 2087	客用升降机	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

## Chapter 2 Existing Public Transport Facilities



Station	Telephone Number	Street / Concourse	Concourse / Platform
Heng On	2630 5954	Passenger lift / Ramp	Passenger lift
Ma On Shan	2630 5903	Same level	Passenger lift
Wu Kai Sha	2631 6217	Same level	Passenger lift
<b>South Island Line</b>			
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
<b>Tseung Kwan O Line</b>			
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
LOHAS Park	2927 2087	Passenger lift	Passenger lift
Hang Hau	2927 2085	Street level access from drop-off area	Passenger lift
Po Lam	2927 2700	Passenger lift / Ramp	Same level
<b>Tsuen Wan Line</b>			
Central	2921 2710	Passenger lift	Passenger lift
Admiralty	2922 1400	Passenger lift / Stair lift at Entrances A and D	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
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
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
<b>东涌线</b>			
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

## Chapter 2 Existing Public Transport Facilities



Station	Telephone Number	Street / Concourse	Concourse / Platform
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
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
<b>Tung Chung Line</b>			
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



## 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
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
西铁线			
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
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
<b>West Rail Line</b>			
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，旁边有其他车辆行走。

由于电车站的月台狭窄，月台与电车地板的高度不一，加上车厢出入口设有梯级，电车并不适合使用轮椅人士使用。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上车而无须经过后门的入闸机。此外，车厢内设有供残疾乘客等优先使用的座位。

电车公司已在所有电车上层安装「电车故障—请即离开」的显示牌和警告响号。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。乘客现时可透过「叮叮新资」连结电车公司网页，查阅各站下三班将到站电车的目的地和估算尚余到站时间。此外，乘客亦可使用流动装置二维码扫描器扫描电车站上路线图二维码，查阅所在车站，以及随后三班将到站电车的目的地和估算尚余到站时间。

### 专营巴士服务

本港共有五间专营巴士公司为市民提供巴士服务。在2018年9月底，这些巴士公司共设有6,151辆巴士，经营约570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；
- 新大屿山巴士（一九七三）有限公司；及
- 新世界第一巴士服务有限公司。

现时方便轮椅上落的巴士共有6,088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



### Tramway

Hong Kong Tramways Limited operates six tram routes along the northern shore of Hong Kong Island. Trams run on fixed tracks normally stretching along the middle of roads alongside other vehicles.

Tram service is not suitable for wheelchair users because of the narrow width of the tram stop platform, the step height between the tram stop platform and the tram floor, and the steps at tram entrance and exit doors. For passengers with visual impairment or with minor walking difficulties, they can board a tram via the front door with assistance from the tram driver instead of passing through the turnstile at the rear door. Priority seats for passengers such as those with disabilities are provided inside tram compartments.

A “Tram Break Down-Please Alight” sign and an accompanying warning buzzer on the upper deck are provided on all trams. A buzzer is also installed at the rear boarding door to indicate that the door is about to close. Meanwhile, passengers can check the estimated arrival times and the destinations of the next three trams approaching any tram station by using the “NexTram” system on the website of Hong Kong Tramways, or by using mobile device to scan the QR code in the route map provided at the tram station.

### Franchised Bus Services

Five franchised bus companies are providing bus services to the travelling public, deploying 6,151 buses and operating about 570 routes by end September 2018. The bus operators are:

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

Currently, 6,088 buses or 99% of the bus fleet are wheelchair accessible. They are equipped with fixed ramps and provide single or dual wheelchair parking 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.



## 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，并设有阔门；
- 车厢内设有颜色分明及有纹理的扶手；
- 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；
- 车头设有大字体终点站及路线编号的电子显示；



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

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 and textured 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;
- large electronic destination and route number display on the front;



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

凹凸花纹防滑粗身扶手，符合国际标准。  
鲜黄色的设计更方便弱视的乘客

Full international specification handrails which are brightly coloured, textured and larger in diameter provide aid to partially-sighted passengers



## 第二章 现有的公共交通设施

- 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，新巴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。新巴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；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



新巴城巴超过 900 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 900 NWFB and Citybus buses, which can display route number as well as en-route stops and forthcoming destinations

## Chapter 2 Existing Public Transport Facilities

- 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 NWFB and 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 NWFB and 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 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.



新巴城巴全線巴上的「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 NWFB and 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 现有的公共交通设施

### 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.





## 第二章 现有的公共交通设施

### 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。

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。由于一般公共小巴设有梯级，因此较不适合轮椅使用者及行动严重不便者乘搭。不过，为进一步推动无障碍公共交通，运输署已逐步展开可供轮椅上



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

落的低地台小巴试验计划。首辆该款公共小巴已由 2018 年 1 月 26 日起在途经玛丽医院的港岛专线小巴 54M 号线（营办商热线：2873 6808）试行，第二辆亦由 2018 年 5 月 28 日开始在途经威尔斯亲王医院的新界专线小巴 808 号线（营办商热线：9163 8589）试行。营办商会为轮椅人士提供电话预约服务，乘客可最早在乘搭小巴前 14 天内及最迟一个工作天前，致电上述营办商热线预订轮椅泊位。经预约服务留座的轮椅乘客可由最多一名同行人士陪同，并须在预约时说明。另外一辆可供轮椅上落的低地台小巴，预计将于 2019 年第一季内在一条途经圣德肋撒医院的九龙专线小巴路线试行。



### 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.

Passengers with visual or hearing impairment or with moderate walking difficulties may conveniently use PLB services. Due to the existence of steps on PLBs, wheelchair users and people with severe walking difficulties may find this mode unsuitable for commuting. However, in order to further promote the concept of “Transport for All”, TD has been launching the low-floor wheelchair accessible PLB trial scheme in phases. The first low-floor wheelchair accessible PLB was put into service on Hong Kong Island GMB route No. 54M (travelling via Queen Mary Hospital) in a trial operation on 26 January 2018 (Operator hotline: 2873 6808), whereas the second low-floor wheelchair accessible PLB has been deployed on New Territories GMB route No. 808 (travelling via Prince of Wales Hospital ) on a trial basis starting from 28 May 2018 (Operator hotline: 9163 8589). Both operators provide telephone reservation services for wheelchair users. Passengers may call the operator hotlines to reserve the wheelchair space up to 14 days in advance but at least one working day before using the service. Wheelchair passengers with reservation may use the service with one accompanying person as long as they have stated such request when making the reservation. The low-floor wheelchair accessible PLB trial scheme will be extended to another GMB route travelling via St. Teresa’s Hospital in Kowloon in the first quarter of 2019 tentatively.

## 第二章 现有的公共交通设施

### 渡轮

本地的客运渡轮服务主要由持牌或专营渡轮营办商提供。现时，所有提供持牌及专营客运渡轮服务的渡轮码头皆已设置触觉引路径，供视障人士使用。另外，大部分持牌及专营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（部分高速船，以及靠泊在趸船和公众码头的渡轮除外），不会感到十分困难。大部分渡轮均设有轮椅停放位置。登上渡轮下层较上层容易，因为乘客无须经过任何梯级。部分渡轮亦设有伤健人士适用洗手间。

此外，部分渡轮码头入口处设有求助电铃，渡轮公司亦会派员在入口处协助有困难使用入闸机的残疾乘客。



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

Domestic passenger ferry services are primarily provided by licensed or franchised ferry operators. Currently, all ferry piers at which licensed and franchised 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 licensed and franchised ferry piers, and anti-skid gangplanks and grooves on the landing ramps are provided to enhance the safety of passengers using wheelchairs. Except for some fast ferries and ferries berthing alongside pontoons and public piers landing steps, passengers with disabilities can gain access to the pier and ferry vessels without much difficulty. Wheelchair spaces are available on most ferry vessels. The lower decks of vessels are more accessible than the upper decks as passengers need not negotiate any steps. Some ferries are also equipped with toilets suitable for disabled persons.

Moreover, call bells are provided at the entrance of some of the ferry piers, and staff assistance is available at most pier entrances for passengers with disabilities who find it difficult to pass through the turnstiles.



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