

第二章 現有的公共交通設施

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

港鐵

「新設及經改良的設施將為港鐵的乘客提供更佳服務」

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



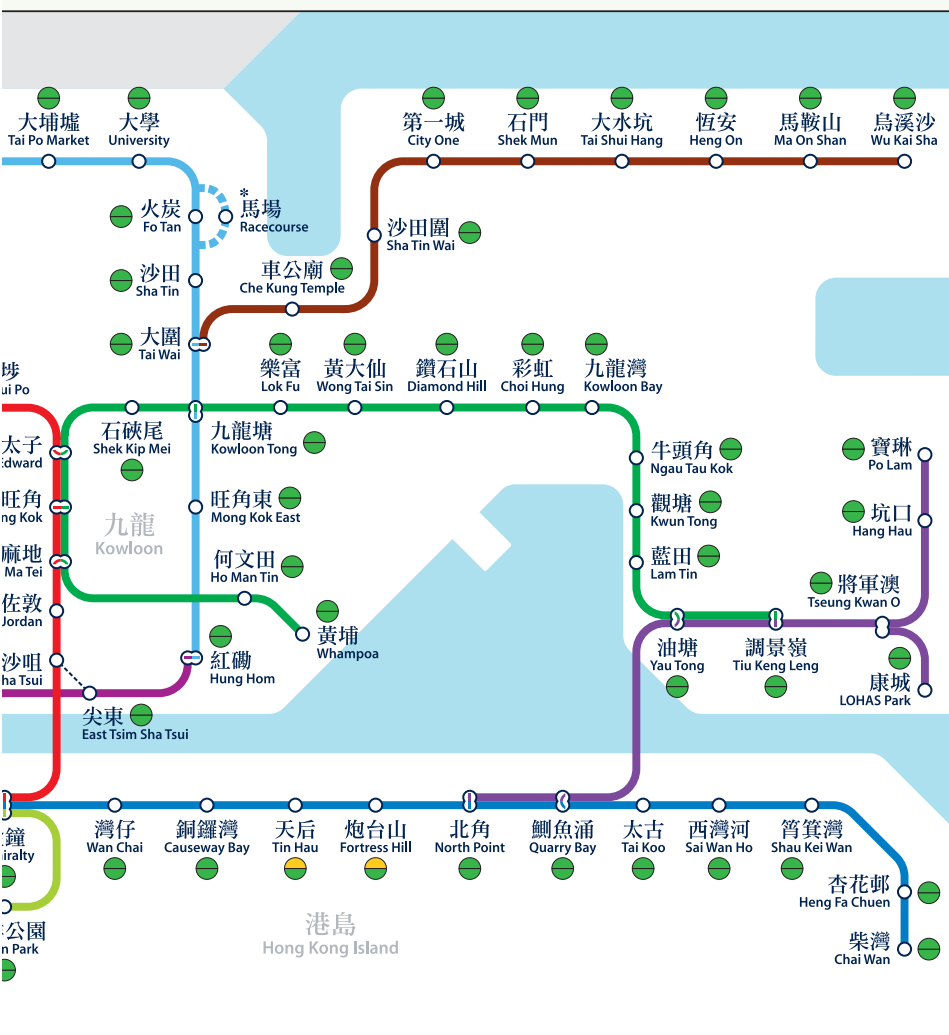
Chapter 2 Existing Public Transport Facilities

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

Mass Transit Railway (MTR)

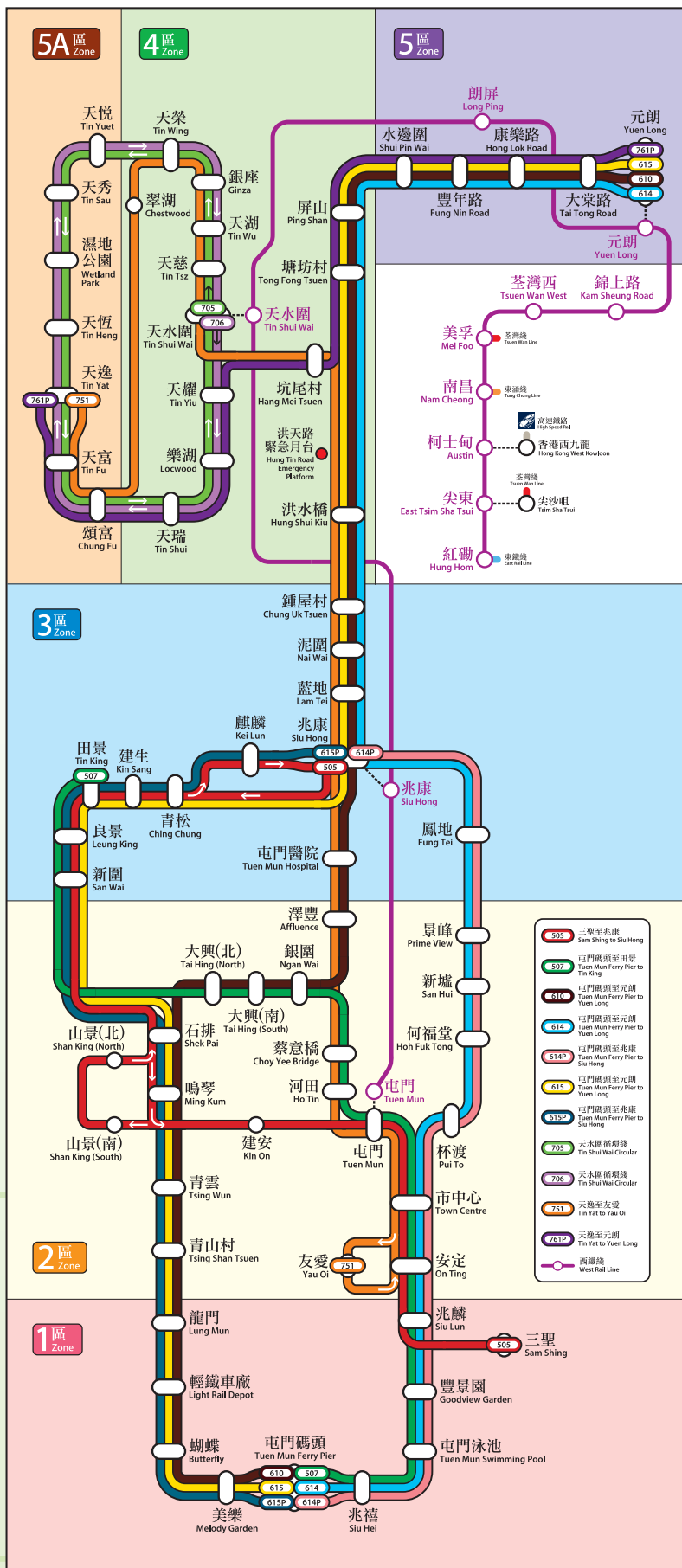
'New and improved facilities mean better service for all passengers'

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



港鐵路線圖
MTR System Map

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輕鐵路線圖

Light Rail Route Map

為視障乘客提供的設施

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



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

For Visually Impaired Passengers

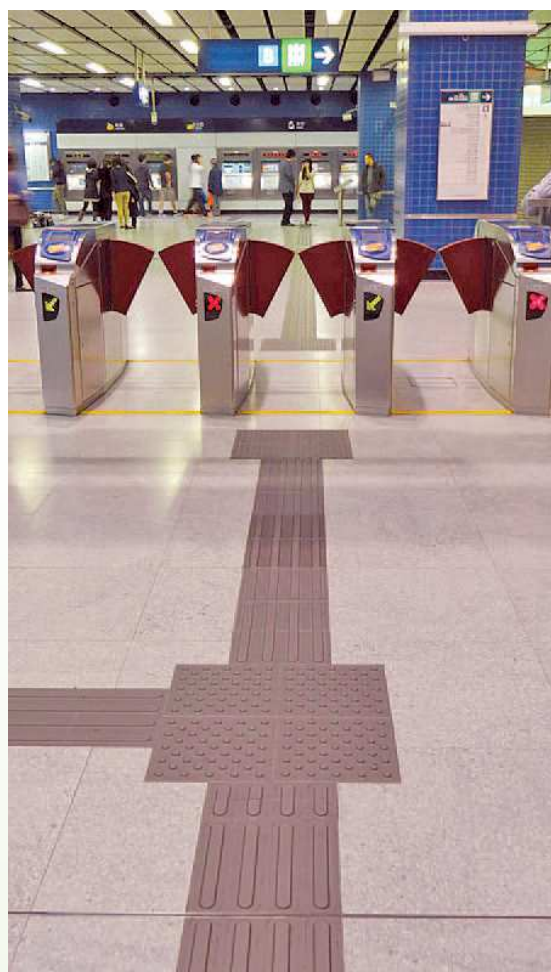
- TACTILE GUIDE PATHS are installed at all MTR stations and Light Rail stops.
- MODIFICATION OF OBSTRUCTIONS such as litter bins and fare maps making them more easily detectable to cane users has been completed in all MTR stations.
- ESCALATOR AUDIBLE SIGNALS are installed at all MTR stations to help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



觸覺車站佈置圖
Tactile Station Layout Map

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



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

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

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.

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為聽障乘客提供的設施

- 所有車站的客務中心均已裝設感應環迴系統，方便使用助聽器的乘客。
- 所有港鐵客務中心均備有諮詢卡，方便乘客與職員溝通。
- 港鐵站入口、大堂及月台均已裝設乘客資訊顯示系統。
- 港島線、觀塘線、南港島線、將軍澳線及荃灣線列車均已裝設閃燈路線圖，顯示列車位置、行駛方向及車門開啟的一邊。
- 機場快線、東涌線、馬鞍山線及西鐵線列車已裝設動感行車路線圖 / 動態路線圖。
- 港島線、觀塘線、將軍澳線、荃灣線及輕鐵列車已裝設資訊台，而機場快線、東鐵線、馬鞍山線、南港島線及西鐵線和觀塘線部分列車則已裝設屏幕，兩者同樣為乘客提供下一站及鐵路運作的資訊。
- 港鐵巴士上設有報站器，顯示及廣播下一站的名稱。



閃燈路線圖
Flashing System Map



For Hearing Impaired Passengers

- INDUCTION LOOPS to assist hearing aid users are installed at all Customer Service Centres.
- INFORMATION CARDS to facilitate communication between passengers and staff are available at all MTR Customer Service Centres.
- PASSENGER INFORMATION DISPLAY SYSTEMS are installed at the entrances, concourses and platforms of MTR stations.
- FLASHING SYSTEM MAPS showing the location, direction of the train and the side on which the doors will open for exiting passengers are provided on all trains of the 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.



動態路線圖

Dynamic Route Map

第二章 現有的公共交通設施

為行動不便的乘客提供的設施

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



闊閘機
Wide Gate



接駁路面及港鐵車站大堂的升降機
External lift connecting street level to concourse



無障礙洗手間
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



手攜式摺板
Portable Ramp



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

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以下港鐵站設有無障礙洗手間

港鐵站	無障礙洗手間位置
香港、九龍、青衣及堅尼地城	大堂閘外區域
迪士尼線、東鐵線（馬場站除外）、馬鞍山線、南港島線及西鐵線全線車站，以及香港大學、西營盤、上環、金鐘、鰂魚涌、牛頭角、何文田、黃埔、旺角及太子	大堂已付車費區域
機場快線 — 博覽館站 港島線 — 中環、灣仔、銅鑼灣、天后、炮台山、北角、太古、西灣河、筲箕灣、杏花邨及柴灣 觀塘線 — 石硤尾、樂富、黃大仙、鑽石山、彩虹、九龍灣、觀塘及藍田 將軍澳線 — 全線車站 荃灣線 — 尖沙咀、佐敦、油麻地、深水埗、長沙灣、荔枝角、美孚、荔景、葵芳、葵興、大窩口及荃灣 東涌線 — 全線車站	非公共區域 （如需使用職員無障礙洗手間，請聯絡車站職員）

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



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.

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表一

港鐵車站的出入口設施（按行車線的英文字母排列）

車站	電話號碼	路面 / 大堂	大堂 / 月台
機場快線			
香港	2523 3627	客用升降機	客用升降機
九龍	2736 0162	客用升降機	客用升降機
青衣	2449 9059	客用升降機	客用升降機
機場	2261 0522	經接機大堂兩側的通道直接進入月台	
博覽館	2215 3568	經亞洲國際博覽館乘搭 客用升降機	客用升降機
迪士尼線			
欣澳	2983 6961	斜道	客用升降機
迪士尼	2983 6809	同一層	客用升降機
東鐵線			
紅磡	2946 4405	同一層 / 客用升降機 / 站外升降機連接 C2 及 D1 入口	客用升降機 / 輪椅升降台
旺角東	2395 4986	同一層	客用升降機
九龍塘	2926 7310	同一層 / 客用升降機 / 站外升降機連接 C2 入口	客用升降機
大圍	2605 9997	同一層	客用升降機
沙田	2605 3577	同一層	客用升降機
火炭	2604 8809	同一層 / 客用升降機	客用升降機
馬場	2604 8809	同一層	輪椅升降台
大學	2605 9039	同一層 / 斜道 / 客用升降機	客用升降機 / 斜道
大埔墟	2658 7657	同一層	客用升降機
太和	2650 7097	經太和商場升降機	同一層 / 客用升降機
粉嶺	2676 1716	同一層 / 斜道 / 站外輪椅升降台 連接 A 入口	客用升降機

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			
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

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車站	電話號碼	路面 / 大堂	大堂 / 月台
上水	2673 0769	同一層 / 斜道	客用升降機
羅湖	2673 5406	同一層 / 由車站職員協助使用升降機	客用升降機
落馬洲	3404 6007	同一層 / 由車站職員協助使用升降機	客用升降機
港島線			
堅尼地城	2307 5366	客用升降機 / 斜道	客用升降機
香港大學	2517 0933	客用升降機 / 斜道	客用升降機
西營盤	2803 7696	客用升降機 / 斜道	客用升降機
上環	2921 6700	客用升降機 / 離開車站用的輪椅輔助車（最高負重 200 公斤）設於 A1 入口，車站職員會提供協助	客用升降機
中環	2921 2710	客用升降機	客用升降機
金鐘	2922 1400	客用升降機 / 輪椅升降台設於 A 及 D 入口	客用升降機
灣仔	2923 5026	客用升降機	客用升降機
銅鑼灣	2923 5031	客用升降機	客用升降機
天后	2922 3740	為配合加建扶手電梯及垂直升降台的工程，A 入口的輪椅升降台暫停使用。輪椅乘客可使用港鐵公司安排的易達車服務往返銅鑼灣站或北角站。請於抵達車站時聯絡職員以便作出安排。此項服務會維持至工程完成為止（預計 2021 年下半年）。	客用升降機

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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
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	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

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車站	電話號碼	路面 / 大堂	大堂 / 月台
炮台山	2922 3741	輪椅輔助車（最高負重 200 公斤）設於 B 入口，車站職員會提供協助	客用升降機
北角	2922 4750	客用升降機	客用升降機
鰂魚涌	2922 4751	斜道	客用升降機
太古	2922 4752	客用升降機	客用升降機
西灣河	2922 7760	客用升降機	客用升降機
筲箕灣	2922 7761	客用升降機 / 斜道	客用升降機
杏花邨	2921 5770	經杏花新城商場升降機	客用升降機
柴灣	2921 5771	經新翠商場及 D 入口行人天橋升降機	客用升降機
觀塘線			
黃埔	2274 2622	客用升降機 / 斜道	客用升降機
何文田	2274 5722	客用升降機 / 斜道	客用升降機
油麻地	2928 6210	客用升降機 / 輪椅升降台設於 A1 入口	客用升降機
旺角	2928 4220	客用升降機	客用升降機
太子	2928 4221	客用升降機 / 輪椅升降台設於 B1 入口	客用升降機
石硤尾	2928 2300	客用升降機 / 輪椅升降台設於 C 入口，車站職員會提供協助	客用升降機
九龍塘	2926 7310	客用升降機 / 經又一城商場升降機	客用升降機
樂富	2926 7311	斜道	客用升降機
黃大仙	2927 6320	客用升降機 / 輪椅升降台設於 C1 入口 / 經龍翔廣場升降機	客用升降機

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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
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

第二章 現有的公共交通設施

車站	電話號碼	路面 / 大堂	大堂 / 月台
鑽石山	2927 6321	客用升降機及輪椅升降台設於 A1 入口 / 輪椅輔助車 (最高負重 200 公斤) 設於 A2 入口, 車站職員會提供協助	客用升降機
彩虹	2927 6322	斜道	客用升降機
九龍灣	2927 4330	客用升降機 / 站外輪椅升降台及升降機連接 A 入口天橋 / 同一層	客用升降機
牛頭角	2927 3340	斜道	客用升降機
觀塘	2927 3341	客用升降機 / 經 apm 商場升降機 / 經 D2 入口行人天橋升降機	客用升降機
藍田	2927 7350	斜道	客用升降機
油塘	2927 3110	客用升降機 / 經大本型商場升降機 / 同一層	客用升降機
調景嶺	2927 2086	經路面落客區進出	客用升降機
輕鐵			
屯門	2630 2801	客用升降機	不適用
其他輕鐵站	2881 8888	斜道	不適用
馬鞍山線			
大圍	2605 9997	同一層	客用升降機
車公廟	2696 9790	客用升降機 / 斜道	客用升降機
沙田圍	2144 5736	斜道	客用升降機
第一城	2637 5741	斜道	客用升降機
石門	2635 4209	斜道 / 同一層	客用升降機
大水坑	2630 5125	客用升降機	客用升降機

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
Light Rail			
Tuen Mun	2630 2801	Passenger lift	NA
All other Light Rail stops	2881 8888	Ramp	NA
Ma On Shan Line			
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 現有的公共交通設施

車站	電話號碼	路面 / 大堂	大堂 / 月台
恆安	2630 5954	客用升降機 / 斜道	客用升降機
馬鞍山	2630 5903	同一層	客用升降機
烏溪沙	2631 6217	同一層	客用升降機
南港島線			
金鐘	2922 1400	客用升降機 / 輪椅升降台設於 A 及 D 入口	客用升降機
海洋公園	2728 9316	客用升降機 / 同一層	客用升降機
黃竹坑	2728 7319	客用升降機 / 同一層	客用升降機
利東	2728 6932	客用升降機 / 斜道	客用升降機
海怡半島	2728 5510	客用升降機	客用升降機
將軍澳線			
北角	2922 4750	客用升降機	客用升降機
鰂魚涌	2922 4751	斜道	客用升降機
油塘	2927 3110	客用升降機 / 經大本型商場升降機 / 同一層	客用升降機
調景嶺	2927 2086	經路面落客區進出	客用升降機
將軍澳	2927 2087	經路面落客區進出	客用升降機
康城	2927 2087	客用升降機	客用升降機
坑口	2927 2085	經路面落客區進出	客用升降機
寶琳	2927 2700	客用升降機 / 斜道	同一層
荃灣線			
中環	2921 2710	客用升降機	客用升降機
金鐘	2922 1400	客用升降機 / 輪椅升降台設於 A 及 D 入口	客用升降機

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
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
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
Tsuen Wan Line			
Central	2921 2710	Passenger lift	Passenger lift
Admiralty	2922 1400	Passenger lift / Stair lift at Entrances A and D	Passenger lift

第二章 現有的公共交通設施

車站	電話號碼	路面 / 大堂	大堂 / 月台
尖沙咀	2926 1200	客用升降機 / 經 H 及 R 入口 國際廣場升降機	客用升降機
佐敦	2926 1201	客用升降機	客用升降機
油麻地	2928 6210	客用升降機 / 輪椅升降台 設於 A1 入口	客用升降機
旺角	2928 4220	客用升降機	客用升降機
太子	2928 4221	客用升降機 / 輪椅升降台 設於 B1 入口	客用升降機
深水埗	2928 7230	客用升降機 / 輪椅升降台 設於 A1 入口	客用升降機
長沙灣	2928 7231	客用升降機	客用升降機
荔枝角	2928 3040	客用升降機 / 輪椅升降台 設於 D1 及 D4 入口 / 經 D3 入口昇悅居商場升降機	客用升降機
美孚	2175 2801	客用升降機 / 斜道 / 輪椅升降台 設於 C2 入口	客用升降機
荔景	2928 3042	客用升降機	客用升降機
葵芳	2920 2050	斜道	客用升降機
葵興	2920 2051	斜道 / 經行人天橋站外升降機	客用升降機
大窩口	2920 3566	客用升降機	客用升降機
荃灣	2920 3560	同一層 / 經綠楊新邨南豐中心 商場升降機	客用升降機
東涌線			
香港	2523 3627	客用升降機 / 同一層	客用升降機
九龍	2736 0162	客用升降機 / 同一層	客用升降機
奧運	2625 9635	客用升降機 / 經奧海城商場 升降機	客用升降機

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
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

第二章 現有的公共交通設施

車站	電話號碼	路面 / 大堂	大堂 / 月台
南昌	2624 2801	客用升降機	客用升降機
荔景	2928 3042	客用升降機	客用升降機
青衣	2449 9059	客用升降機 / 經青衣城商場升降機	客用升降機
欣澳	2983 6961	斜道	客用升降機
東涌	2109 2516	斜道 / 同一層	客用升降機
西鐵線			
紅磡	2946 4405	同一層 / 客用升降機 / 站外升降機連接 C2 及 D1 入口	客用升降機 / 輪椅升降台
尖東	3471 5201	客用升降機 / 經 K-11 商場升降機 / 斜道	客用升降機
柯士甸	2314 5201	客用升降機 / 斜道	客用升降機
南昌	2624 2801	客用升降機	客用升降機
美孚	2175 2801	客用升降機 / 斜道 / 輪椅升降台設於 C2 入口	客用升降機
荃灣西	2252 2801	客用升降機	客用升降機
錦上路	2208 2801	斜道 / 同一層	客用升降機
元朗	2256 2801	客用升降機 / 斜道 / 輪椅升降台設於 F 入口，車站職員會提供協助	客用升降機
朗屏	2257 2801	客用升降機 / 斜道	客用升降機
天水圍	2296 2801	客用升降機 / 斜道 / 站外升降機連接 C 入口行人天橋	客用升降機
兆康	2214 2801	客用升降機 / 斜道	客用升降機
屯門	2630 2801	客用升降機 / 斜道	客用升降機

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
West Rail Line			
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 現有的公共交通設施

電車

香港電車有限公司沿港島北岸營運六條路線。電車在固定軌道上行駛。電車軌一般沿馬路中央鋪設，旁邊有其他車輛行走。

由於電車站的月台狹窄，月台與電車地板的高度不一，加上車廂出入口設有梯級，電車並不適合使用輪椅人士使用。不過，視障和輕微行動不便的乘客，可要求電車司機協助他們由前門上車而無須經過後門的入閘機。此外，車廂內設有供殘疾乘客等優先使用的座位。

電車公司已在所有電车上層安裝「電車故障－請即離開」的顯示牌和警告響號。此外，所有電車後門亦裝設響號，提醒上車乘客車門即將關上。乘客現時可透過「叮叮新資」連結電車公司網頁，查閱各站下三班將到站電車的目的地和估算尚餘到站時間。此外，乘客亦可使用流動裝置二維碼掃描器掃描電車站上路線圖的二維碼，查閱所在車站，以及隨後三班將到站電車的目的地和估算尚餘到站時間。

專營巴士服務

本港共有五間專營巴士公司為市民提供巴士服務。在 2018 年 9 月底，這些巴士公司共設有 6,151 輛巴士，經營約 570 條巴士線。這些巴士公司包括：

- 城巴有限公司；
- 九龍巴士（一九三三）有限公司；
- 龍運巴士有限公司；
- 新大嶼山巴士（一九七三）有限公司；及
- 世界第一巴士服務有限公司。

現時方便輪椅上落的巴士共有 6,088 輛，約佔巴士總數的 99%。這些巴士的車廂設有固定斜板，並提供一個或兩個輪椅停泊區，方便使用輪椅的乘客。所有專營巴士均設有廣播及顯示系統，以聲音及文字顯示的方式，分別為視障及聽障乘客提供下一車站的資料。



車頭裝有顯眼的路線顯示牌，車身及車尾均有路線編號

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



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 現有的公共交通設施

各間專營巴士公司已在其轄下巴士上裝設下列設施，方便殘疾乘客：

- 固定斜板；
- 附設靠背及安全帶的輪椅停放處；
- 降低車身功能，並設有闊門；
- 車廂內設有顏色分明及有紋理的扶手；
- 特低地台並鋪有防滑地板；
- 伸手可及的按鈴；
- 優先座位；
- 下一站的報站廣播及電子資訊顯示；
- 車頭設有大字體終點站及路線編號的電子顯示；



優先座
Priority Seats



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



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

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;



輪椅斜板設於入口，可伸出至行人路地面方便輪椅使用者上落

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



車廂下車區附近設有輪椅停放區域，並加設扶手及下車按鈕

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

凹凸花紋防滑粗身扶手，符合國際標準。
鮮黃色的設計更方便弱視的乘客

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



第二章 現有的公共交通設施

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

同時，有需要人士亦可透過「巴士到站時間預報系統」查閱巴士路線實時班次訊息。另外，新巴城巴和九巴手機應用程式配備無障礙功能，方便有需要人士透過手機內的讀屏軟件，查閱沿途巴士站資訊、巴士預計抵站時間等資訊。新巴城巴手機應用程式的「到站提示功能」，在巴士到站前以訊息顯示距離、巴士站名稱及安全資訊，提醒乘客巴士將到達目的地；九巴手機應用程式中的「落車提示」功能，則提醒乘客在預定的車站下車，並同時提供尚餘車站數目和尚餘行車時間資訊。



車廂內設有提供車隊編號及顧客服務資料的點字告示牌

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



新巴城巴超過 900 輛巴士的車身側設特大顯示牌，除路線編號外，亦會根據巴士的當時位置顯示途經地點及目的地

Location based rolling destination display panel is available on the sides of more than 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 現有的公共交通設施

的士

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

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





Taxis

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



的士內點字及摸讀字汽車登記號碼牌

Braille and tactile vehicle registration number plate

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



第二章 現有的公共交通設施

公共小型巴士

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

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

除此之外，政府亦鼓勵營辦商在小巴內提供下列方便殘疾人士的設施：

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

現時視障、聽障及中度行動不便的乘客，可方便地使用小巴服務。由於一般公共小巴設有梯級，因此較不適合輪椅使用者及行動嚴重不便者乘搭。不過，為進一步推動無障礙公共交通，運輸署已逐步展開可供輪椅上



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

落的低地台小巴試驗計劃。首輛該款公共小巴已由 2018 年 1 月 26 日起在途經瑪麗醫院的港島專線小巴 54M 號線（營辦商熱線：2873 6808）試行，第二輛亦由 2018 年 5 月 28 日開始在途經威爾斯親王醫院的新界專線小巴 808 號線（營辦商熱線：9163 8589）試行。營辦商會為輪椅人士提供電話預約服務，乘客可最早在乘搭小巴前 14 天內及最遲一個工作天前，致電上述營辦商熱線預訂輪椅泊位。經預約服務留座的輪椅乘客可由最多一名同行人士陪同，並須在預約時說明。另外一輛可供輪椅上落的低地台小巴，預計將於 2019 年第一季內在一條途經聖德肋撒醫院的九龍專線小巴路線試行。



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 現有的公共交通設施

渡輪

本地的客運渡輪服務主要由持牌或專營渡輪營辦商提供。現時，所有提供持牌及專營客運渡輪服務的渡輪碼頭皆已設置觸覺引路徑，供視障人士使用。另外，大部分持牌及專營渡輪路線所使用的碼頭，都已裝設升降台及碼頭斜道，以供輪椅使用者使用，而碼頭斜道及跳板均鋪有防滑物料或設有槽紋，提升使用輪椅乘客的安全。殘疾乘客出入碼頭和上落渡輪（部分高速船，以及靠泊在躉船和公眾碼頭的渡輪除外），不會感到十分困難。大部分渡輪均設有輪椅停放位置。登上渡輪下層較上層容易，因為乘客無須經過任何梯級。部分渡輪亦設有傷健人士適用洗手間。

此外，部分渡輪碼頭入口處設有求助電鈴，渡輪公司亦會派員在入口處協助有困難使用入閘機的殘疾乘客。



渡輪碼頭內的求助電鈴
Call bell at ferry pier



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



Ferries

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.



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



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