

**Subcommittee to Study the Transport Needs  
and Provision of Concessionary Public Transport Fares for  
Persons with Disabilities**

**Information Paper**

**PURPOSE**

In response to the request from the Subcommittee to Study the Transport Needs of and the Provision of Concessionary Public Transport Fares for Persons with Disabilities (“PWDs”), this paper sets out information about accessibility of public transport facilities to PWDs for members’ reference.

**PROVISION OF BARRIER-FREE PUBLIC TRANSPORT FACILITIES**

2. To help PWDs integrate into the society, the Administration has been upholding the vision of “Transport for All”. All public transport interchanges (“PTIs”) designed and constructed since the design standards and the Transport Planning and Design Manual (“TPDM”) were updated in 2001 have to comply with the new standards in which accessible facilities such as dropped kerbs and tactile guide paths have to be provided. Moreover, the Transport Department (“TD”) will continue to retrofit existing PTIs to meet the standards in the TPDM. In this regard, some 40 existing PTIs will be under review for improvement in 2008 and 2009. The TPDM will be reviewed from time to time to tie in with the development of public transport design to meet the needs of PWDs.

3. In 2005, TD updated the “Guide to Public Transport for PWDs” which provides information on the facilities of various public transport modes to help PWDs to plan their journey.

4. The Administration has all along been working closely with public transport operators to enhance the accessibility of public transport services to PWDs. Public transport operators have been supportive of the

vision of “Transport for All” through enhancing public transport facilities to better serve passengers with disabilities. All franchised bus companies<sup>1</sup> have agreed that all the new buses to be purchased would be wheelchair accessible. As of December 2007, there were over 2,700 wheelchair accessible buses. These buses are equipped with ramps and super low floors to cater for the needs of wheelchair passengers when boarding and alighting. Franchised bus operators will continue their programmes to replace older buses with low-floor buses. Other accessible facilities such as colour contrast handrail systems, next bus stop announcement system and LED display, etc. are also available on these buses. As of December 2007, there were over 4,200 buses equipped with the next bus stop announcement system. Kowloon Motor Bus Company (1933) Limited has included it as a standard equipment for all new buses purchased.

5. All railway stations are provided with at least one barrier-free access with exit equipped with facilities such as wheelchair aids, stair lifts, passenger lifts and ramps. To facilitate the use of railway services by passengers with different types of disabilities, accessible facilities such as bi-directional gates, tactile guide paths, next stop announcement systems, braille maps, audible device for Octopus cards, induction loops, etc. have been installed at various stations. Details of these measures are at the Annex.

6. To enhance the effectiveness of the improvement of the barrier-free public transport facilities, TD has set up a Working Group on Access to Public Transport by People with Disabilities. This Working Group provides a forum for the exchange of views on areas for improvements relating to access to public transport by PWDs among representatives of PWDs, public transport operators and relevant Government departments. Besides, MTR Corporation (“MTRC”) also holds regular meetings with PWD groups to gauge their comments on railway services and related facilities in the railway system.

## **NEW PLANS AND MEASURES**

7. While franchised bus companies will continue to purchase new buses with accessible facilities and install next bus stop announcement

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<sup>1</sup> These do not include New Lantau Bus Company Limited (“NLB”) owing to topographical constraints. Despite so, NLB has planned to purchase wheelchair accessible buses for deployment on routes where the terrain permits so as to cater for the transport needs of PWDs as far as possible.

systems, New World First Bus Services Limited and Citybus Limited are conducting a trial scheme of bus stop announcement system automated by a global positioning system with a view to providing more information and enhancing the accuracy of the announcement messages. Likewise, for railway services, MTRC will continue to enhance the accessible facilities of existing railway stations. MTRC will install tactile guide paths at all Light Rail platforms and audible advices at the Octopus exit processors of all Light Rail stops.

8. The Administration will continue to liaise with public transport operators to improve the facilities to further enhance the accessibility of public transport services to PWDs.

9. Members are invited to note the above.

Transport and Housing Bureau  
Transport Department  
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**Improvement of Public Transport Facilities by MTRC**

1. All MTR stations and Light Rail stops are equipped with barrier-free access.
2. Except Racecourse station, all MTR stations are equipped with tactile guide path.
3. Portable ramps are provided at all MTR stations (except West Rail Line stations of which the platform gaps are small) for easy boarding and alighting by wheelchair users.
4. Audible devices, which announce the fare charged and remaining values of the Octopus cards, have been installed in the exit gates led by tactile guide paths at all stations of the Tsuen Wan Line, the Island Line, the Kwun Tong Line, the Tseung Kwan O Line, the Tung Chung Line, the Airport Express Line and most stations of the East Rail Line to benefit visually impaired passengers.
5. Flashing neon lights have been installed at the East Rail Line stations with wider platform gaps to caution passengers.
6. Ticket vending machines with an interactive voice message function are provided at all stations of the East Rail Line, the Ma On Shan Line and the West Rail Line to benefit visually impaired passengers.
7. In 2007, MTRC installed passenger lifts connecting between concourse and platform at Lai Chi Kok and Tai Wo Hau stations as well as provided stairlifts at Wong Tai Sin, Cheung Sha Wan, Sham Shui Po and Yau Ma Tei stations. In January 2008, stairlifts at Diamond Hill were put into service.
8. Ramp access is available at all Light Rail stops. Lifts are provided at all Light Rail interchanges with the West Rail Line. In addition, low-height Octopus entry / exit processors are installed at Light Rail stops to facilitate the use by wheelchair users. All Octopus entry/exit/enquiry processors are equipped with brailles to facilitate the use by visually

impaired passengers.

9. Multi-use spaces are provided in all trains.
10. Panels displaying information on the coming station and other operational messages have been installed in all trains running on the Kwun Tong Line, the Tsuen Wan Line, the Island Line and the Tseung Kwan O Line whilst Newline Express screens displaying similar information have been installed in trains running on the East Rail Line, the West Rail Line and the Ma On Shan Line.
11. Audio Induction loops to assist hearing aid users have been installed at all Customer Service Centres and Ticket Offices.
12. Information cards to facilitate communication between staff and passenger are available at the Customer Service Centres of all stations (except the West Rail Line stations and Light Rail stops).
13. Tactile station layout maps have been installed at all stations along the East Rail Line, the West Rail Line and the Ma On Shan Line, as well as some stations along the Kwun Tong Line, the Tsuen Wan Line and the Island Line.