

**Legislative Council
Panel on Welfare Services
12 June 2006**

**Consultancy study for the review of the Design Manual
Barrier Free Access 1997**

Purpose

This paper provides information to Members of the Legislative Council Panel on Welfare Services on barrier free facilities in all railway lines operated by Kowloon-Canton Railway Corporation (KCRC).

Committed to providing barrier-free services

2. As a responsible public transport operator, the Kowloon-Canton Railway Corporation (KCRC) places top priority in providing a safe and efficient public transport service for the travelling public. KCRC is also committed to providing a barrier-free travelling environment and making the railway facilities accessible to all. The objective is to provide convenient service to help people with a disability to enjoy railway services and integrate into the community.

3. The railway facilities under the KCR network are designed to the standard of world-class advanced railway systems. The stations and train facilities are specifically designed to cater for people with special needs, in addition to meeting the statutory requirements at the time of construction. In order to continuously improve services, KCRC regularly reviews existing facilities with a view to satisfy the needs of all passengers. KCRC will take legislative changes into account and make appropriate provisions for improvement in the review of railway services. At present, all railway lines under KCRC are equipped with comprehensive barrier free facilities to meet the need of all passengers.

East Rail and Light Rail

4. Since the electrification of KCR East Rail in the 1980s, KCRC has already taken into full consideration the needs of the disabled. Continuous efforts are placed in the deployment of additional resources to equip stations and trains with barrier-free facilities, making the railway safe and convenient for travelling by disabled passengers. The design of Light Rail has made reference to similar advanced systems overseas and has fully considered the needs of the disabled. All Light Rail exits and train facilities platforms are equipped with ramps for passengers who are in need.

Newly constructed railway lines and stations

5. The newly constructed railway lines including West Rail that was commissioned in 2003, and Ma On Shan Rail and East Tsim Sha Tsui Station commissioned in 2004, are designed to meet with the standard as stipulated in the Design Manual 1997 to provide barrier-free access.

New railways under construction

6. For railway lines and stations under construction, KCRC adopts the same principle and makes reference to the Design Manual and related standards. The Lok Ma Chau Spur Line and Kowloon Southern Link now under construction, comply with the latest statutory requirement and standard.

Barrier free facilities in all railway lines


7. KCR stations and trains are equipped with various facilities for use by people with special needs. They are listed at Annex I and the improvement items under planning are appended at Annex II.






Setting up communication channels









8. KCRC is always attentive to opinion from the disabled groups. To further understand the needs of the disabled, the disabled passengers are invited to participate in our Passenger Liaison Group meetings. Site visits and meetings are held with disabled organisations regularly for KCRC to listen to their views. KCRC will continue to exchange views with the disabled groups through regular meetings.

Conclusion







9. KCRC will continue to closely monitor the performance of the existing barrier free facilities for the disabled, and will conduct regular service reviews in order to provide convenient service to passengers with different needs.







Facilities for the Disabled	Picture
East Rail/ Ma On Shan Rail	
<ul style="list-style-type: none"> Entrances/exits at all stations are equipped with suitable access, lifts and stair-lifts for easy access. 	
<ul style="list-style-type: none"> Extra wide flap gates are installed at Lo Wu, Tai Wai and East Tsim Sha Tsui stations and all Ma On Shan Rail stations for the benefit of wheelchair passengers. 	
<ul style="list-style-type: none"> Gangplanks to assist wheelchair users in boarding and alighting at the designated curve platform stations. 	
<ul style="list-style-type: none"> Wheelchair spaces inside designated train cars for wheelchair users; wheelchair signs on platforms and outside train doors. 	

<ul style="list-style-type: none"> • Tactile routes for the visually impaired at all East Rail stations (except Racecourse) are installed at the station entrances to guide visually-impaired passengers to ticket offices and ticket gates, and to the designated boarding areas on platform through lifts and staircases. • Yellow tactile edge lines along the platform to remind passengers not to stand beyond the yellow line. 	
<ul style="list-style-type: none"> • Braille maps at designated station entrances. 	
<ul style="list-style-type: none"> • Grab poles in distinguished colour inside train cars. 	
<ul style="list-style-type: none"> • Braille plates on ticket vending machines, add-value machines, toilets, lifts and train cars for the visually-impaired. 	
<ul style="list-style-type: none"> • Audible reversible gates for the visually impaired. Audio sound will be heard when another passenger is passing the gate on the reverse side. 	

<ul style="list-style-type: none"> • Induction loops at ticket offices and customer services centres to facilitate communication for the hearing impaired passengers. 	
<ul style="list-style-type: none"> • Electronic message boards with stations and train announcements for the hearing impaired. 	
<ul style="list-style-type: none"> • Toilet facilities for the disabled. 	
<ul style="list-style-type: none"> • Wheelchair spaces, handrails and grab poles inside designated train cars for wheelchair users on Ma On Shan Rail; Wheelchair signs on platforms and outside train doors for the compartment location. 	  
<ul style="list-style-type: none"> • Drop curbs at drop-off points and entrance ramps for wheelchair users. 	
<ul style="list-style-type: none"> • Audio signal of escalators for operational direction. 	

West Rail	
<ul style="list-style-type: none"> Wheelchair spaces, handrails and grab poles inside train cars for wheelchair users; wheelchair signs on platforms and outside train doors. 	
<ul style="list-style-type: none"> Drop curbs at drop-off points and entrance ramps for wheelchair users. 	
<ul style="list-style-type: none"> Drop-level ticket office counters for wheelchair users. 	
<ul style="list-style-type: none"> Extra wide ticket gates provided in each gate array for wheelchair passengers. 	
<ul style="list-style-type: none"> Tactile routes leading to station entrances, lifts, ticket gates, add value machines, ticket vending machines, and covering the full length of platforms in all stations. 	
<ul style="list-style-type: none"> Braille maps at main entrances and at platform levels in all stations to show the locations of major facilities for the disabled. 	

<ul style="list-style-type: none"> • Ticket vending machines equipped with Braille plates and voice message functions in English and Cantonese. 	
<ul style="list-style-type: none"> • Add value machines with Braille plates. 	
<ul style="list-style-type: none"> • Audible escalator signals. 	
<ul style="list-style-type: none"> • Induction loops at ticket offices and customer services centres to facilitate communication for the hearing impaired passengers. 	
<ul style="list-style-type: none"> • Toilet facilities for the disabled. 	
Light Rail	
<ul style="list-style-type: none"> • Ramps at each platform for wheelchair users. 	

<ul style="list-style-type: none"> • Wheelchair space, handrails, grab poles and seats on board Light Rail vehicles for the disabled. 	
<ul style="list-style-type: none"> • Tactile yellow line along platforms for all passengers, particularly the visually impaired. 	
<ul style="list-style-type: none"> • Braille signage on ticket vending machine; Octopus equipment and emergency call buttons on board Light Rail vehicles. 	
<ul style="list-style-type: none"> • Route number announcement system on board Light Rail vehicles for the visually impaired. 	
<ul style="list-style-type: none"> • Induction loops at Customer Services Centres to assist the hearing impaired passengers. 	
<ul style="list-style-type: none"> • Tactile routes on all platforms of all stops at Tin Shui Wai New Extension, Kin On Stop, Tuen Mun Stop, Tin Shui Wai Stop and Siu Hong Stop. 	

- Octopus processors with audio advice for remaining balance.



Accessibility items under planning
East Rail and West Rail
<ul style="list-style-type: none">• All station facilities of Lok Ma Chau Spur Line and Kowloon Southern Link are designed to cater for the needs of the disabled.
Light Rail
<ul style="list-style-type: none">• Works on relocating and lowering of Octopus processors will continue. It is expected that works on all remaining platforms will be completed by end of 2006.• Works on installation of voice function on Octopus processors will continue. It is expected installation on all remaining platforms will be completed by 2007.• Installation of Braille plates on the railings of platform entrances at eight busy and multi-platform stops — Yuen Long Terminus, Tin Wing, Tin Shui Wai, Tin Yat, Town Centre, Sam Shing Terminus, Siu Hong and Ferry Pier Terminus.• A new opening is being constructed at Tuen Mun Hospital Stop for the convenience of wheelchair users.