

**Legislative Council Panel on Welfare Services
Subcommittee on Improving Barrier Free Access and Facilities for
Persons with Disabilities**

Barrier Free Access and Facilities in MTR

Purpose

This paper provides information to Members on the existing barrier free access and facilities for persons with disabilities in the MTR and the enhancement items under planning.

MTR Approach to Barrier Free Access and Facilities

2. The MTR Corporation (the Corporation) understands the needs of persons with disabilities when using public transport and is committed to making MTR accessible to all. As a major public transport operator in Hong Kong, the Corporation strives to meet the transport needs of persons with disabilities by providing accessible facilities, and regularly reviews its facilities with a view to continuously enhance its service. In addition, the Corporation is one of the very few public transport operators in Hong Kong providing discount of up to 50% for eligible persons with disabilities.

3. The Corporation has in place established policies for the provision of accessible facilities for passengers with disabilities:

- To provide fit-for-purpose and accessible facilities of a reasonable level in all existing and new railway and property developments in accordance with Government regulations and which meet railway requirements;
- To continue exploring opportunities for improvement;
- To progressively improve the accessibility of existing railway stations as far as it is reasonably practical without affecting safe and efficient railway operations;
- To achieve standards that comply with Government regulations and meet the needs of the elderly and infirm, as well as people with disabilities; and

- To adopt a barrier-free design approach for all new railway extensions.

Existing facilities for persons with disabilities

4. The MTR network is designed to the standard of world-class advanced railway systems. The station and train facilities are carefully designed to cater for the needs of all passengers including those people with special needs, in addition to meeting the statutory requirements at the time of construction.

5. However, due to geographical and space constraints and the need to ensure smooth pedestrian flow and evacuation, stations constructed in earlier years have limited scope for retrofitting of facilities. Despite such difficulties, the Corporation has actively explored the feasibility of and deploying more resources to improve the passenger travelling environment where practicable. These include retrofitting facilities such as lifts, stair lifts, wheelchair aids, ramps and wide ticket gates to facilitate passengers in need to access MTR stations. Currently every MTR station has at least one barrier-free access¹.

6. Over the past decade, the Corporation has invested over \$600 million to carry out works to improve station accessibility.

7. Detailed information of the existing barrier free access and facilities provided by the Corporation for persons with disabilities is set out in Appendix 1.

Enhancement items under planning

8. A further \$200 million has been committed by the Corporation for the next five years to further enhance its barrier free facilities and services for persons with disabilities. They include:

¹ Except Racecourse Station on the East Rail Line which is not a daily commuter station and is opened only during special events.

	Enhancements	Target completion date
1	Installation of passenger lifts connecting the ground level and station concourse in the following MTR stations: <ul style="list-style-type: none"> ➤ Wong Tai Sin, Sham Shui Po, Cheung Sha Wan, Jordan and Sheung Wan stations ➤ Lai Chi Kok and Shek Kip Mei stations ➤ Prince Edward and Tsim Sha Tsui stations ➤ Sai Wan Ho and Admiralty stations 	2012 2013 2014 2015
2	Extension of the length of tactile guide paths on East Rail Line station platforms.	2012
3	Installation of tactile station layout maps in stations	2013
4	Introduction of additional multi-purpose areas in trains on the Tsuen Wan, Kwun Tong and Tseung Kwan O lines.	2012
5	Installation of braille plates on the handrail of staircases.	2015
6	Standardisation of train door chimes	2012
7	Introduction of low floor buses for MTR bus service.	2015
8	Construction of barrier free access at Entrance C of Quarry Bay Station	2012

9. Regarding new railway projects, the needs of persons with disabilities are taken into consideration in the design stage to ensure that the provision of appropriate facilities in stations and on trains to make it easier for them to use the MTR.

Communication with Disabled Groups

10. The Corporation maintains regular dialogue with disabled groups by holding meetings with their representatives twice a year. The meetings facilitate understanding of their needs when using railway service, inform them of enhancements provided at MTR stations for their convenience, and consult their opinion on the design of relevant facilities in new railway or station enhancement projects.

Conclusion

11. The Corporation is committed to meeting the needs of persons with disabilities through providing appropriate facilities and services as well as offering discount of up to 50% off normal fares for holders of Personalised Octopus encoded with Persons with Disabilities status. The Corporation has deployed and will continue to allocate resources to enhance its barrier free access and facilities in the existing railway network where practical, and take into consideration the needs of persons with disabilities at the design stage of new railway projects. The Corporation will continue to maintain regular communication with disabled groups to understand their travelling needs with a view to continuously enhancing its barrier free access and facilities for all.

MTR Corporation
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MTR Facilities for Passengers with Disabilities

Facilities for Visually Impaired Passengers

- TACTILE GUIDE PATHS are installed at all stations (except Racecourse) and Light Rail Stops.
- MODIFICATION OF OBSTRUCTIONS such as litter bins, payphones and fare maps making them more easily detectable to cane users has been completed in all stations.
- ESCALATOR AUDIBLE WARNING SIGNALS are installed in all stations to help passengers locate escalators at platform and/or concourse level, and identify the running direction of the escalator.
- PLATFORM TACTILE YELLOW LINES are installed in all stations without Platform Screen Doors.
- TACTILE STATION LAYOUT MAPS are installed at the following stations:
 - Airport Express Line – Airport
 - Disney-land Resort Line – Sunny Bay
 - East Rail Line – All stations
 - Island Line – Wan Chai, Causeway Bay, Tai Koo, Shau Kei Wan, Heng Fa Chuen and Chai Wan
 - Kwun Tong Line – Shek Kip Mei, Kowloon Tong, Lok Fu, Wong Tai Sin, Diamond Hill, Choi Hung, Kowloon Bay, Ngau Tau Kok and Kwun Tong
 - Ma On Shan Line – All stations
 - Tseung Kwan O Line – All stations
 - Tsuen Wan Line – Jordan, Mong Kok, Prince Edward, Mei Foo, Kwai Fong, Kwai Hing and Tai Wo Hau
 - West Rail Line – All stations
- An AUDIBLE DEVICE in the exit gate that is reached by the tactile guide path for providing audible Octopus Card readings are installed in the following stations:
 - Airport Express Line – All stations
 - Disneyland Resort Line – All stations
 - East Rail Line – All stations (except Racecourse station)
 - Island Line – All stations
 - Kwun Tong Line – All stations
 - Ma On Shan Line – All stations
 - Tseung Kwan O Line – All stations
 - Tsuen Wan Line – All stations
 - Tung Chung Line – All stations
 - West Rail Line – All stations
- BRAILLE plates have been installed on Ticket Issuing Machines (not Light Rail) and Add Value Machines, and in public toilets, lifts in certain stations and Platform Card Processors at Light Rail stops.
- COLOUR CONTRAST GRAB POLES are provided inside the compartments of trains.
- A BUZZER sounds when the train door is closing.

- COLOUR CONTRAST INTER-CAR BARRIERS are fitted between train carriages to prevent passengers stepping on to the track between train carriages.

Facilities for Hearing Impaired Passengers

- INDUCTION LOOPS to assist hearing aid users are installed at all Customer Service Centres, Ticket Offices and selected payphones.
- INFORMATION CARDS to facilitate communication between staff and passengers are available at all Customer Service Centers (except Light Rail stops).
- PASSENGER INFORMATION DISPLAY SYSTEMS are installed at the entrances, concourses and platforms of stations.
- FLASHING SYSTEM MAPS showing the location and direction of the train are installed on trains on Island Line, Kwun Tong Line, Tseung Kwan O Line and Tsuen Wan Line.
- ACTIVE LINE DIAGRAMS are installed in Airport Express and Tung Chung Line trains.
- ON TRAIN INFORMATION INFOPANELS display next station information and operational messages in the following trains:
East Rail Line, Island Line, Kwun Tong Line, Ma On Shan Line, Tseung Kwan O Line, Tsuen Wan Line and Light Rail.

LCD INFOPANELS display next station information and operational messages in the following trains:
Airport Express Line.

NEWSLINE EXPRESS screens display the next station and operational messages in the following trains:
East Rail Line, Ma On Shan Line and West Rail Line.

Facilities for Mobility Impaired Passengers

- MULTI-PUEPOSE SPACES are provided in all trains.
- WIDE GATES allowing wheelchair users and passengers with baby prams / baggage to pass into or out of the paid area without staff assistance are provided at all stations.
- PORTABLE or MOVABLE RAMPS allowing wheelchair users to move easily between the platform and train are provided at all stations (except Racecourse and Light Rail stops).
- DISABLED TOILETS provided in concourse un-paid area in stations of :
Airport Express Line – All stations (except Airport)
- DISABLED TOILETS provided in concourse paid area in stations of :
East Rail Line – All stations (except Racecourse Station)
Ma On Shan Line – All stations
West Rail Line – All stations
Disneyland Resort Line – All stations

- DISABLED TOILETS provided in staff area in stations of :
Island Line – All stations
Kwun Tong Line – All stations
Tseung Kwan O Line – All stations
Tsuen Wan Line – All stations
Tung Chung Line – All stations

Station-by-station System Accessibility (alphabetically and in line order)

Stations	Street/Concourse	Concourse/Platform
Airport Express		
Hong Kong	Public lift	Public lift
Kowloon	Public lift	Public lift
Tsing Yi	Public lift	Public lift
Airport	Arrivals Hall leads direct to platform using side walkways	
AsiaWorld-Expo	Public lift via AsiaWorld-Expo	Public lift
Disney-land Resort Line		
Sunny Bay	Ramp at entrance A	Public Lift
Disneyland Resort	Same Level	Public Lift
East Rail Line		
Hung Hom	Same level	Public lift
Mong Kok East	Same level	Public lift
Kowloon Tong	Same level / Public lift	Public lift
Tai Wai	Same level	Public lift
Sha Tin	Same level / Ramp	Public lift
Fo Tan	Same level / Public lift	Public lift
Racecourse	-	-
University	Same level / Public lift	Public lift / Ramp
Tai Po Market	Same level	Public lift
Tai Wo	External lift via Tai Wo Shopping Centre	Same level / Public lift
Fanling	Same level	Public lift
Sheung Shui	Same level	Public lift
Lo Wu	Same level / Lift with staff assistance	Public lift
Lok Ma Chau	Same level / Lift with staff assistance	Public lift
Island Line		
Sheung Wan	Wheelchair Aid (maximum loading is 200kg) with staff assistance through entrance A1 for exit & E4 for entry	Public lift
Central	Public Lift	Public lift
Admiralty	Stair lift at entrance D	Public lift
Wan Chai	Public lift	Public lift
Causeway Bay	Public lift	Public lift
Tin Hau	Stair lift at entrance A1	Public lift
Fortress Hill	Wheelchair Aid (maximum loading is 200kg) with staff assistance through entrance B	Public lift
North Point	Public lift	Public lift
Quarry Bay	Ramp at entrance A	Public lift
Tai Koo	Public lift & ramp	Public lift
Sai Wan Ho	Wheelchair Aid (maximum loading is 200kg) with staff assistance through entrance A	Public lift
Shau Kei Wan	<ul style="list-style-type: none"> ● Wheelchair Aid (maximum loading is 200kg) with staff assistance through entrance A3 ● Ramp at entrance D1 suitable for mobility impaired passengers 	Public lift

Stations	Street/Concourse	Concourse/Platform
Heng Fa Chuen	External lift via Paradise Mall	Public lift
Chai Wan	<ul style="list-style-type: none"> External lift via New Jade Commercial Complex Public lift connecting street level and footbridge which is linked to entrance D 	Public lift
Kwun Tong Line		
Shek Kip Mei	Stair lift access with staff assistance at entrance C	Public lift
Kowloon Tong	Public lift	Public lift
Lok Fu	Ramp at entrance A	Public lift
Wong Tai Sin	Stair lift at entrance C1	Public lift
Diamond Hill	Stair lift at entrance A1	Public lift
Choi Hung	Ramp at entrance C2 & C4	Public lift
Kowloon Bay	<ul style="list-style-type: none"> Public lift and ramp from Telford Plaza Stairlift and public lift connecting street level and footbridge which is linked to entrance A 	Public lift
Ngau Tau Kok	Ramp at entrance B	Public lift
Kwun Tong	Public lift	Public lift
Lam Tin	Ramp at entrance C	Public lift
Light Rail		
Pui To	Public lift / Ramp	NA
Tuen Mun	Public lift	NA
All other Light Rail stops	Ramp	NA
Ma On Shan Line		
Tai Wai	Same level	Public lift
Che Kung Temple	Ramp	Public lift
Sha Tin Wai	Ramp	Public lift
City One	Ramp	Public lift
Shek Mun	Ramp	Public lift
Tai Shui Hang	Public lift	Public lift
Heng On	Ramp / Public Lift	Public lift
Ma On Shan	Same level	Public lift
Wu Kai Sha	Same level	Public lift
Tseung Kwan O Line		
LOHAS Park	Public Lift	Public Lift
Po Lam	Ramp at entrance C	(on the same level)
Hang Hau	Street level access from drop off area	Public Lift
Tseung Kwan O	Street level access from drop off area	Public Lift
Tiu Keng Leng	Street level access from drop off area	Public Lift
Yau Tong	Public Lift	Public Lift
Tsuen Wan Line		
Tsuen Wan	Ramp at entrance A1 & C	Public lift
Tai Wo Hau	Public lift	Public lift
Kwai Hing	Ramp at entrances B & C	Public lift
Kwai Fong	Ramp at entrance D	Public lift

Stations	Street/Concourse	Concourse/Platform
Lai King	Public lift	Public lift
Mei Foo	Public lift	Public lift
Lai Chi Kok	<ul style="list-style-type: none"> Wheelchair Aid (maximum loading is 200kg) with staff assistance through entrance D1 and D4. Public lift connecting ground level and the nearby shopping centre which is linked to entrance D3. 	Public lift
Cheung Sha Wan	Wheelchair Aid (maximum loading is 200kg) with staff assistance through entrance A2	Public lift
Shum Shui Po	Stair lift at entrance A1	Public lift
Prince Edward	Stair lift at entrance B1	Public lift
Mong Kok	Public lift	Public lift
Yau Ma Tei	Stair lift at entrance A1	Public lift
Jordon	Stair lift at entrance B2	Public lift
Tsim Sha Tsui	<ul style="list-style-type: none"> Stair lift at entrance A1 Public lift connecting ground level and the nearby shopping centre which is linked to entrance H and R. Public lift at entrance L4 	Public lift
Tung Chung Line		
Hong Kong	Public lift	Public lift
Kowloon	Public lift	Public lift
Nam Cheong	Public lift	Public lift
Olympic	Public lift	Public lift
Lai King	Public lift	Public lift
Tsing Yi	Public lift	Public lift
Sunny Bay	Ramp at entrance A	Public Lift
Tung Chung	Ramp at entrance A	Public lift
West Rail Line		
East Tsim Sha Tsui	Public lift	Public lift
Austin	Public lift	Public lift
Nam Cheong	Public lift	Public lift
Mei Foo	Public lift / Ramp	Public lift
Tsuen Wan West	Public lift	Public lift
Kam Sheung Road	Ramp	Public lift
Yuen Long	Public lift / Ramp / Stair Lift at entrance F	Public lift
Long Ping	Public lift / Ramp	Public lift
Tin Shui Wai	Public lift / Ramp	Public lift
Siu Hong	Public lift / Ramp	Public lift
Tuen Mun	Public lift / Ramp	Public lift

* Time subject to change.