

For information  
On 20 July 2011

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**Legislative Council  
Panel on Welfare Services**

Sub-Committee on Improving Barrier-free Access  
and Facilities for Persons with Disabilities

Complaints against Mass Transit Railway Corporation (“MTRC”)

**Purpose**

This paper informs Members of the accessibility cases investigated by the Equal Opportunities Commission (“EOC”) relating to MTRC from July 2001 to June 2011.

**Background**

At the last sub-committee meeting, Members would like EOC to provide the relevant information for reference.

In the period concerned, the EOC investigated into 17 accessibility-related cases lodged by members of the public, of which 14 were in respect of the MTR system, 1 to East Rail and 2 related to the Light Rail Transit. EOC also initiated investigation into potential accessibility issues. In the same period, there were 20 such investigations being conducted, of which 11 cases were related to the MTR system, 4 cases to the East Rail and 5 to the Light Rail Transit.

**Common Issues**

The most common accessibility issues relating to MTR were the non-provision of passenger lifts, location of accessible entrance, design features, passenger service and connecting facilities. Platform design and platform gap are the most common issues in relation to Light Rail Transit. Nature of complaints can be found in Annex.

In general, the isolated accessibility issues identified have been rectified. However, the MTRC's program in installing passenger lifts linking street level and concourses has yet to be completed. Access to a number of stations, especially those along the Tsuen Wan Line where the proportion of elderly commuters tends to be higher, remains inconvenient. In addition, not all entrances are fully accessible. Some accessible entrances are not built on locations that serve the highest passenger flow.

*Equal Opportunities Commission*

*July 2011*

**Accessibility cases related to MTRC  
Handled by EOC  
July 2001 to June 2011**

Annex

| <b>MTR system : Total--25</b>   |                          |                                 |   |  |
|---------------------------------|--------------------------|---------------------------------|---|--|
|                                 |                          | Complaint lodged by public-- 14 |   | Investigation initiated by EOC --11  |
| <b>Issues relating to</b>       | <b>Location/ station</b> | <b>Year</b>                     | <b>Results of complaints lodged by public</b>   | <b>Results of self-initiated investigation</b>   |
| Stair/ Step                     | Cheung Sha Wan           | 2003                            | MTRC installed stair climber  |  |
| No passenger lift               | Chai Wan                 | 2009                            |   | Lift installed at one exit, but not possible for other exits due to land rights issue.   |
|                                 | Lai King                 | 2010                            |   | Lift installed at one exit. Technical and land rights limitation restrict installation in other exits.                             |
|                                 | Lai King                 | 2004                            | A group of district councillors petitioned for passenger lifts be built at all exits. One passenger lift already built at each exit. Technical and land rights limitations restrict installation in other exists. |  |
| Location of accessible entrance | Lam Tin                  | 2009                            |   | Only Exit C accessible, which does not serve the highest passenger flow. Building passenger lifts at other exits not viable due to |

|   |              |      |   |  |
|---|--------------|------|---|--|
|   |              |      |   | land rights issues.  |
|   | Lam Tin      | 2005 | Escalators at Exit A are too steep. MTR explained that no lift could be built due to technical and land rights reasons.   |  |
|   | Diamond Hill | 2010 | Building ramp meeting standards not viable due to physical limitation. MTR installed stair climber at Exit A1.  |  |
| Guide path  | Lam Tin      | 2002 | A person with visual impairment complained MTR changed route the guide path. MTR explained the change was advised by NGOs for visually impaired to suit their members' needs. |  |
| Design ( height of vending machines, service counter) | In general   | 2005 |   | MTR launched improvement by installing low service counters.           |
| Design (blockage)                                     | Central      | 2002 | Bollards installed in front of travellers removed.  |  |
| Design (wide gates)                                   | Kowloon Tong | 2008 |   | MTR launched improvement program by installing wide gates at all exits |
| Design (flash warning)                                | General      | 2008 | A person with hearing impairment asked MTR to install flash door-closing warning signal. Beeping signals installed  |  |

|   |         |      |   |  |
|---|---------|------|---|--|
|   |         |      | to warn visually impaired on closing doors. MTR considered no immediate need to install flashing warning signals for persons with hearing impairment as they should be able to see movement of doors. |  |
| Design (insufficient space for parking wheelchairs) | General | 2010 |   | MTR had program to provide more multi-purpose spaces in each train.  |
| Design (safety belt for passengers on wheelchair)   | General | 2011 |   | MTR explained it had conducted technical tests on jerk rate in the event of sudden halting. It considered no practical need in providing safety belts. It agreed to review the design of multi-purpose space and consider adding hand grip where possible. |
| Signage   | Mei Foo | 2006 |   | Signage and indications temporarily removed due to renovation works. MTR reinstalled proper signage after works.   |
|   | Olympic | 2001 |   | Unclear indication of accessible route. MTR rectified.   |
|   | Mongkok | 2008 |   | MTR agreed to use larger fonts in signage to facilitate passengers with visual impairment.   |

|   |             |      |   |  |
|---|-------------|------|---|--|
| Passenger service   | Mongkok     | 2006 | A wheelchair user, who changed trains in Mongkok station, felt aggrieved to wait at specific spots for station staff to give assistance. She did not like to travel from one end of the platform to another end of the opposite platform to get on board. Complaint not substantiated.  |  |
|   | Jordan Road | 2007 | MTR apologised to a passenger, who needed assistance in getting up to street level, for the long waiting time taken to get service from station staff.  |  |
| Passenger service<br>( boarding of<br>passengers on<br>wheelchairs) | In general  | 2006 | A wheelchair user complained that assistance could only be given to one wheelchair user at a time. MTR explained that it did not restrict the number of wheelchair users who could get on board without assistance, but could only offer assistance to one person at one time. Manpower constraint and avoidance of train delay were given as reasons. The driver was |  |

|                         |             |      |   |  |
|-------------------------|-------------|------|---|--|
|                         |             |      | entrusted to take care of the passenger who needed assistance.  |  |
|                         | In general  | 2007 | A citizen complained about the restriction on the number of wheelchairs boarding a cart. MTR explained that it did not restrict the number of wheelchair users getting on board. Agreed to provide more multi-purpose space to cater for different needs of passengers. |  |
|                         | Wanchai     | 2007 | Assistance given to one wheelchair user at a time. MTR explained that it was for safety and practical reasons (see above).  |  |
|                         | Kowloon Bay | 2010 | Complaint on assistance given to passenger on wheelchair. Case still in progress.   |  |
| Design (priority seats) | In general  | 2010 | A person with disability complained that priority seats were usually occupied by persons not with disabilities. Not a disability discrimination issue.  |  |

|  |                          |             |  |  |
|--|--------------------------|-------------|--|--|
| Connecting facilities  | Kowloon Bay              | 2008        |  | Not all connecting footbridges to Kowloon Bay station were accessible. The footbridges were not managed by MTRC. Government had installed passenger lifts in recent years. |
| <b>East and West Rail Systems: Total--5</b> Complaints lodged by public--1                      Investigation initiated by EOC --4 |                          |             |  |  |
| <b>Issues relating to</b>  | <b>Location/ station</b> | <b>year</b> | <b>Results of complaints lodged by public</b>  | <b>Results of self-initiated investigation</b>   |
| Steps/ Stairs  | In general               | 2005        |  | Level difference in carts of Intercity Line. Staff would render assistance on boarding or storage of wheelchairs where needed.   |
| Location of accessible entrance  | Mei Foo (West rail)      | 2004        |  | Some residents complained against location of entrance of the station, design of ramp, etc. No accessibility issue involved.   |
| Design (Wide gates)  | Sheung Shui              | 2008        |  | MTRC to install wide gates at all exit points. Staff assistance rendered where required.   |
|  | Lo Wu                    | 2008        |  | MTRC to install wide gates at all exit points. Staff assistance rendered where required.   |
| No escalator service   | Long Ping                | 2010        | Escalator turned off in non-peak hours for energy saving reason. But passenger lift was still in service during that |  |

|                                     |                          |             |   |   |
|-------------------------------------|--------------------------|-------------|---|---|
|                                     |                          |             | period. Complaint no substantiated  |   |
| <b>Light Rail System: Total --7</b> |                          |             |   |   |
|                                     |                          |             | Complaint lodged by public--2   | Investigation initiated by EOC--5   |
| <b>Issues relating to</b>           | <b>Location/ station</b> | <b>year</b> | <b>Results of complaints lodged by public</b>   | <b>Results of self-initiated investigation</b>  |
| Step/ stairs                        | Tin Yuet                 | 2011        |   | Ramp installed at only one end of station platform. Ramp at both ends not possible due to limitation in property rights |
|                                     | Tuen Mun Town Center     | 2010        | Complainant considered ramps be built on both ends of platforms, platform gaps be filled, specific waiting area designated for wheelchair passenger. MTR agreed to fill the platform gaps where technically viable, saw difficulty in ramps on both ends of platforms, and considered not practicable in designating waiting area for wheelchair passengers. By end of 2011, all carts will have multi-purpose space. |   |
| No passenger lift                   | TuenMun Town Center      | 2004        |   | Residents complained that no passenger lifts installed at connecting footbridges.                                       |

|                                 |                      |      |                                 |   |
|---------------------------------|----------------------|------|---------------------------------|---|
|                                 |                      |      |                                 | Footbridges not managed by MTRC. Lifts have been installed by government.   |
| Design (platform gap)           | Yau Oi               | 2009 |                                 | MTR agreed to fill platform gap where technically viable. Drivers were instructed to render assistance to passengers in need.   |
|                                 | Tuen Mun Town Centre | 2010 | Platform gap fillers installed. |   |
| Design (Handrail)               | In general           | 2006 |                                 | Handrails/ hand grips installed in different positions in different models of train carts. This may create inconvenience to visually impaired passengers. MTR agreed to consult stakeholders when reviewing the design. |
| Width of passageway on platform | Leung King           | 2005 |                                 | MTR rearranged fixtures in relevant station to remove obstruction.  |

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