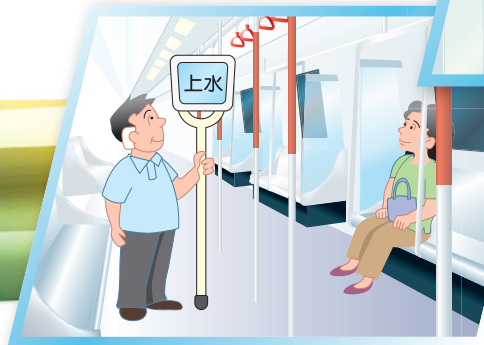




# 殘疾人士 公共交通指南

*A Guide to Public Transport for  
People with Disabilities*



運輸署

Transport Department

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# 第一章 引言

政府一直與公共交通營辦商攜手改善公共交通設施，推行「無障礙運輸」政策，以照顧不同乘客群組（包括殘疾人士）的需要。在「無障礙運輸」理念下，政府與各公共交通營辦商致力推動「更暢達的運輸服務」、「更優良的公共運輸基建及設施」及「更良好的夥伴關係」，務使不同公共交通工具因應情況在其車廂及車站／月台／碼頭設置無障礙設施。為建立更好的夥伴關係，運輸署一直積極透過「殘疾人士使用公共交通工具工作小組」的平台，與各公共交通營辦商、相關政府部門及殘疾人士團體定期舉行會議，以了解殘疾人士的需要，並商討改善無障礙設施的建議。

本指南在 1993 年首次印行，其後曾多次按照最新情況加以修訂，以提供最新資訊，方便殘疾人士計劃交通行程。

本指南第二章介紹鐵路、電車、專營巴士、的士、公共小型巴士及渡輪的設施。第三章介紹專為行動不便人士開辦的復康巴士服務。第四章提供有關殘疾乘客在限制區上落車證明書的資料。第五章則臚列常用的公共交通機構電話號碼、傳真號碼、網址和電郵地址的資料。殘疾人士可透過電話、傳真或電郵，直接向有關交通機構查詢或投訴。





The Government has all along been engaging public transport operators in enhancing public transport facilities and promoting the concept of “Transport for All”, in order to cater for the travel needs of different passenger groups, including people with disabilities. Under the concept of “Transport for All”, the Government and various public transport operators have been striving to promote “Better accessible transport services for all”, “Better public transport infrastructure and facilities for all” and “Better partnership”, so that barrier-free facilities are provided in the compartments and at stations / platforms / piers of various public transport having regard to the actual circumstances. Furthermore, to build up better partnership, the Transport Department has actively engaged the public transport operators, relevant government departments and people with disabilities groups through regular meetings of the Working Group on Access to Public Transport by People with Disabilities. Through these meetings, the Transport Department has sought to understand the needs of people with disabilities and deliberated proposals for improving barrier-free facilities.

First published in 1993, this Guide has been revised periodically to give up-to-date information to people with disabilities to help them plan their journeys.

Chapter 2 of this Guide describes the facilities provided by various public transport modes, including trains, trams, franchised buses, taxis, public light buses and ferries. Chapter 3 presents the Rehabus services available to people with mobility difficulties. Chapter 4 provides information on the “Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones”. Chapter 5 contains a list of useful telephone numbers, fax numbers, websites and e-mail addresses of major public transport operators. People with disabilities may contact the operators direct through telephone, fax, or e-mail to make enquiry or lodge complaint.



## 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。



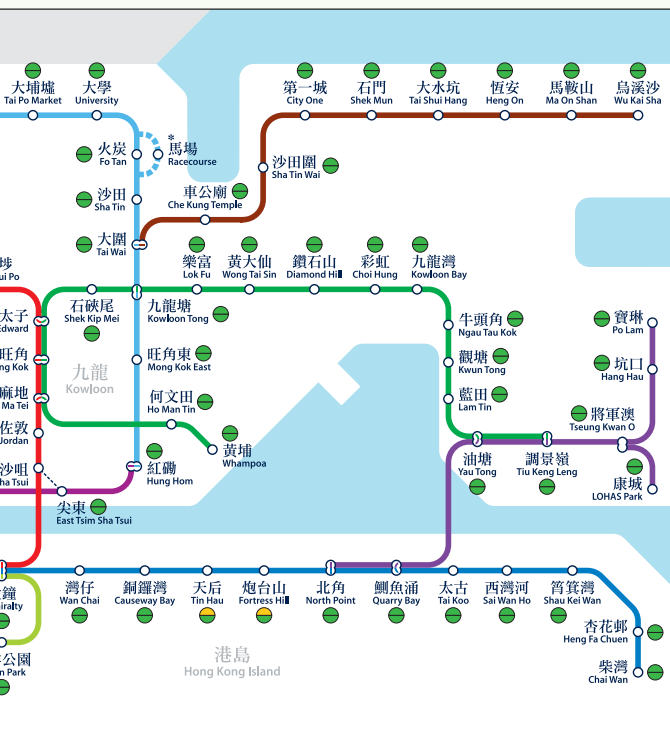
## Chapter 2 Existing Public Transport Facilities

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)

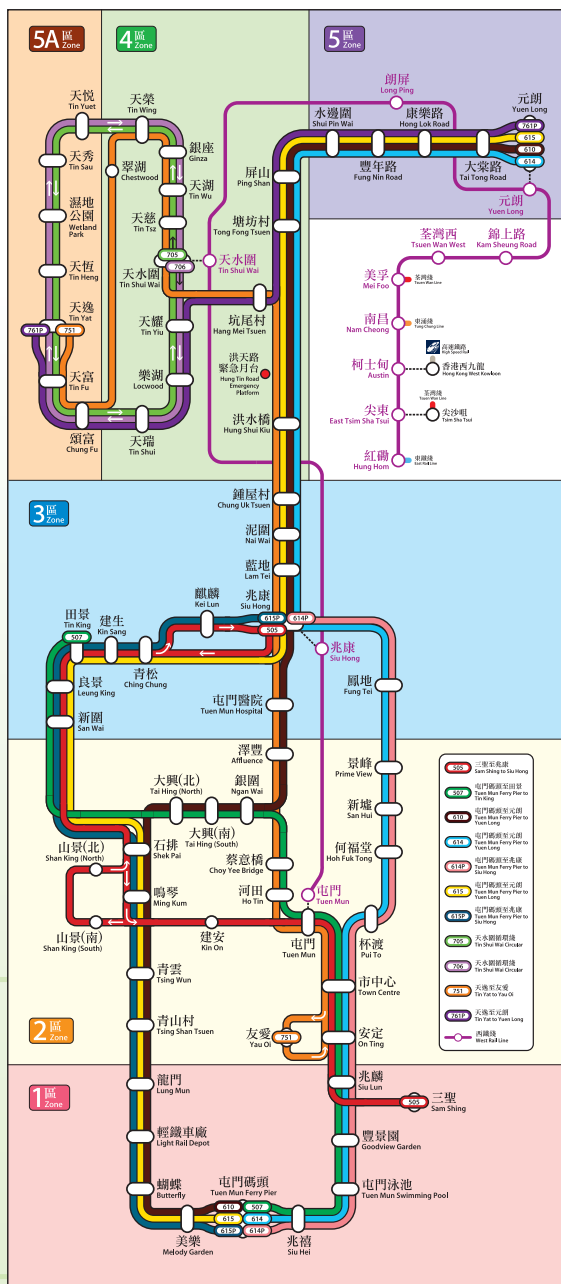
*'New and improved facilities mean better service for all passengers'*

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

# 第二章 現有的公共交通設施



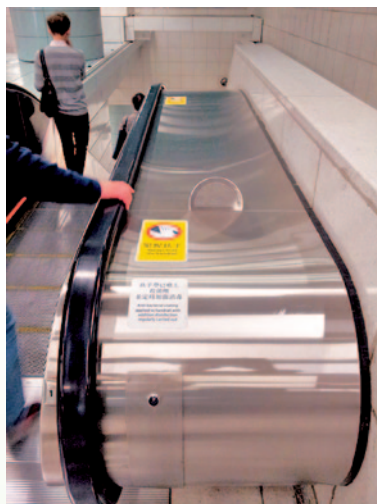
輕鐵路線圖  
Light Rail Route Map

### 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。

### 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.



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



觸覺車站佈置圖  
Tactile Station Layout Map



## 第二章 現有的公共交通設施

- 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



- 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.

## 第二章 現有的公共交通設施

### 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

## Chapter 2 Existing Public Transport Facilities



### *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

## 第二章 現有的公共交通設施

### 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	非公共區域 (如需使用職員無障礙洗手間，請聯絡車站職員)
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	

- 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
Airport Express – AsiaWorld-Expo  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  Kwun Tong Line – Shek Kip Mei, Lok Fu, Wong Tai Sin, Diamond Hill, Choi Hung, Kowloon Bay, Kwun Tong and Lam Tin  Tseung Kwan O Line – All stations  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  Tung Chung Line – All stations	Non-public area  (staff accessible toilets are available for use upon request)

- 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.



## 第二章 現有的公共交通設施

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
<b>機場快線</b>			
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
<b>迪士尼線</b>			
欣澳	2983 6961	斜道	客用升降機
迪士尼	2983 6809	同一層	客用升降機
<b>東鐵線</b>			
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



**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
<b>Airport Express</b>			
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
<b>Disneyland Resort Line</b>			
Sunny Bay	2983 6961	Ramp	Passenger lift
Disneyland Resort	2983 6809	Same Level	Passenger lift
<b>East Rail Line</b>			
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

## 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
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
<b>港島線</b>			
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

## Chapter 2 Existing Public Transport Facilities



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
<b>Island Line</b>			
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

## 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
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
<b>觀塘線</b>			
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

## Chapter 2 Existing Public Transport Facilities



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
<b>Kwun Tong Line</b>			
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
<b>輕鐵</b>			
屯門	2630 2801	客用升降機	不適用
其他輕鐵站	2881 8888	斜道	不適用
<b>馬鞍山線</b>			
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
<b>Light Rail</b>			
Tuen Mun	2630 2801	Passenger lift	NA
All other Light Rail stops	2881 8888	Ramp	NA
<b>Ma On Shan Line</b>			
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
<b>南港島線</b>			
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
<b>將軍澳線</b>			
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
<b>荃灣線</b>			
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
<b>South Island Line</b>			
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
<b>Tseung Kwan O Line</b>			
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
<b>Tsuen Wan Line</b>			
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
<b>東涌線</b>			
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 i SQUARE 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
<b>Tung Chung Line</b>			
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
<b>西鐵線</b>			
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
<b>West Rail Line</b>			
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車上層安裝「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
- 新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.



新巴城巴全線巴士上的「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

## 第三章 復康巴士服務

復康巴士服務由勞工及福利局提供資助，由香港復康會營運，日常運作由運輸署監管。該服務採用經過特別改裝的車輛，專為未能使用公共交通工具的殘疾人士提供安全便捷的點到點特別交通服務。

現時，復康巴士車隊共有 164 部車輛。車上設施包括：

- 自動輪椅升降台
- 中門自動梯級
- 輪椅固定扣鎖及全齡 3 點式乘客安全帶
- 可裝拆座位安全警示系統
- 伸手可及的求救鐘
- 黃色扶手
- 升降台操作指示燈

復康巴士自 2003 年獲得 ISO 9001 品質管理系統標準認證，獲確認在設計及提供殘疾人士交通服務方面達到國際認可的標準。



自動輪椅升降台  
Automatic wheelchair lift



全齡 3 點式乘客安全帶  
All ages three-point seat belt

## Chapter 3 Rehabus Service



The Rehabus service is operated by the Hong Kong Society for Rehabilitation under the subvention from the Labour and Welfare Bureau. Its daily operation is monitored by the Transport Department. Using specially-fitted out vehicles, it provides safe and convenient point-to-point special transport service for people with disabilities who have difficulties in using public transport.

Currently, Rehabus has a fleet of 164 vehicles. Each vehicle is equipped with :

- automatic wheelchair lift
- auto-step at middle door
- wheelchair restraint systems and all ages three-point seat belts
- moveable-seat safety warning system
- easily reached bell
- handrails painted in yellow
- warning signal during lift operation

Since 2003, Rehabus has acquired the internationally recognised ISO 9001 certification for designing and providing quality transport services for people with disabilities.



升降台操作指示燈  
Warning signal during lift operation

乘客可使用中門自動梯級上落  
復康巴士

Passengers can get on and off rehabus by using auto-step at middle door

### 服務類別

復康巴士主要提供三大類服務，簡述如下：

#### 固定路線服務

固定路線服務旨在於繁忙時間定時定點接載行動不便的殘疾人士往返工作地點、學校、訓練中心及醫療機構。服務時間由星期一至六（公眾假期除外）上午 6 時 30 分至上午 10 時及下午 3 時至晚上 7 時，以及星期六（公眾假期除外）中午 12 時至下午 2 時。

#### 電召服務

電召服務為行動不便的殘疾人士提供預約接載服務，以滿足他們覆診或參與社交活動等交通需要。這項服務按乘客人數分大組（5 人或以上）及細組（4 人或以下）安排服務。路線相近的細組乘客會獲安排共用一部復康巴士，以善用資源。此外，復康巴士為行動不便的殘疾人士（特別是寄宿人士）提供每星期兩程聯載服務。每星期按固定時間到固定地點且路線相近的乘客可共用此項聯載服務，往返學校、工場宿舍和居所，以善用資源。

#### 穿梭巴士服務

穿梭巴士服務設有固定路線及班次，方便行動不便的殘疾人士往返醫院、診所及鐵路站。同時亦設有週末旅遊線，方便行動不便的殘疾人士在週末（即星期六或星期日）或公眾假期前往香港有特色的旅遊景點，以助推廣香港成為無障礙城市。



黃色扶手及伸手可及的求救鐘

Handrail painted in yellow and easily reached bell



## Scope of Service

There are three main types of Rehabus service which are briefly described below:

### Scheduled Route Service

Scheduled Route Service is a peak hour fixed-route fixed-timetable service taking passengers with mobility disabilities to and from workplaces, schools, training centres and medical institutions. Its operating hours run from 6:30 a.m. to 10:00 a.m. and from 3:00 p.m. to 7:00 p.m. from Mondays to Saturdays (except public holidays), and from 12:00 noon to 2:00 p.m. on Saturdays (except public holidays).

### Dial-a-Ride Service

Dial-a-Ride service is provided through advance booking to meet the irregular transport needs of people with mobility disabilities, such as attending medical appointments or other social activities. The service is arranged according to large group (five or more passengers) and small group (four or less passengers), depending on the number of passengers. Small group passengers with similar routes will be arranged to share a rehabus for efficient use of resources. Rehabus also provides Pooled Dial-a-Ride Service taking people with mobility disabilities (especially those living in boarding facilities and care homes) to and from schools, workshops and care homes. Two regular trips are provided per week, and passengers with similar routes will be pooled together to share a rehabus for efficient use of resources.

### Feeder Service

Feeder Service is a service operating on fixed routings and schedules for taking people with mobility disabilities to and from hospitals, clinics and railway stations. To promote Hong Kong as a barrier-free city, the Weekend Recreational Rehabus Service is also provided to enable people with mobility disabilities to visit local tourist attractions at weekends (i.e. Saturday or Sunday) and on public holidays.

## 第四章 殘疾乘客在限制區上落車證明書

司機在限制區內上落乘客，乃屬違法。不過，為方便殘疾人士出入，警方同意行使酌情權，在不會對其他道路使用者構成危險或造成重大阻礙的情況下，容許的士、私家車、私家小巴和私家巴士的司機在限制區（快速公路和 24 小時限制區除外）上落殘疾乘客。殘疾乘客可將一份填妥的「殘疾乘客在限制區上落車證明書」交給司機，上面列出有關該次車程的資料（日期、時間及上落車地點）和車牌號碼（下圖）。視障乘客可以點字填寫該證明書。司機倘遭警務人員查問，可出示該張證明書。

屬於指定類別的殘疾人士可向香港社會服務聯會（簡稱「社聯」）負責統籌的 80 間聯絡機構申請此類證明書。有關社聯和各聯絡機構的聯絡電話號碼，請參閱表二。

No.: 編號: CD	No.: 編號: CD	
<b>The Hong Kong Council of Social Service</b> 香港社會服務聯會		
<b>Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones</b> 殘疾乘客在限制區上落車證明書		
(This certificate is only applicable to taxi, private car, private light bus and private bus) (此證明書只適用於的士、私家車、私家小巴及私家巴士)		
Veh. Reg. No.: 車輛登記號碼: _____ taxi/private car/private light bus/ private bus 的士/私家車/私家小巴/私家巴士		
Pick up place: 上車地點: _____	Veh. Reg. No.: 車輛登記號碼: _____	Pick up place: 上車地點: _____
Set down place: 落車地點: _____	Name of Passenger: 乘客姓名: _____	Set down place: 落車地點: _____
Time: 時間: _____	Time: 時間: _____	Name of Contact Organization: 聯絡機構: _____
Date: 日期: _____	Date: 日期: _____	Tel. No.: 電話: _____

### 殘疾乘客在限制區上落車證明書（正面）

Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones (Front)

## Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

It is an offence in law for a driver to pick up or set down passengers in restricted zones. However, for the convenience of people with disabilities, the police have agreed to exercise discretion to allow drivers of taxis, private cars, private light buses and private buses to pick up or set down passengers with disabilities in restricted zones (except expressways and 24 hours restricted zones), provided that no hazard or major disruption is caused to other road users. As evidence of the journey, passengers with disabilities can issue a completed “Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones” to the driver, with information on the journey (date, time and pick up / set down place) and vehicle registration number (diagram below). People with visual impairment can fill in the certificate in Braille. In the event that the driver is interrogated by a police officer, he / she can show the certificate to the latter for consideration.

People with specified types of disabilities can apply for the certificate from 80 contact organisations under the coordination of the Hong Kong Council of Social Service (HKCSS). For details of the contact telephone number of HKCSS and contact organisations, please refer to Table 2.

**運輸署**  
**TRANSPORT DEPARTMENT**

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致市區的士、新界的士、大嶼山的士、私家車、私家小巴及私家巴士司機：

殘疾乘客在限制區上落車證明書

1. 為方便殘疾乘客，警方同意在不嚴重阻礙或危及其他道路使用者的情況下，行使酌情權，准許的士、私家車、私家小巴及私家巴士在限制區內上落殘疾乘客，快速公路或全日 24 小時限制區除外。
2. 在限制區內，的士、私家車、私家小巴及私家巴士司機只可上落殘疾乘客，不得等候。
3. 警務處及運輸署特委託香港社會服務聯會發出證明書，以便你證明曾經在前頁所述的日期、時間和地點上落殘疾乘客。
4. 請注意此證明書只供獲簽發予以在限制區上落車的的士、私家車、私家小巴及私家巴士殘疾乘客使用，不得轉讓。
5. 視障人士可使用點字填寫此證明書上之資料。

運輸署署長

### 殘疾乘客在限制區上落車證明書（背面）

Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones (Back)



## 第四章 殘疾乘客在限制區上落車證明書

### 表二

申請殘疾乘客在限制區上落車證明書

香港社會服務聯會負責統籌由殘疾人士提交的「殘疾乘客在限制區上落車證明書」申請。申請人士可致電香港社會服務聯會（2864 2929）或聯絡以下非政府機構查詢詳情：

聯絡機構名稱		聯絡電話	服務地區
1	香港傷健協會—西香港傷健中心	2551 4199	全港各區
2	香港傷健協會—港島東傷健中心	2557 1631	全港各區
3	香港傷健協會—西九龍傷健中心	2351 1811	全港各區
4	香港傷健協會—深水埗傷健中心	2361 2323	全港各區
5	香港傷健協會—賽馬會沙田青少年綜合服務中心	2637 2266	全港各區
6	香港復康聯盟	2337 0826	全港各區
7	香港復康力量	2554 9594 2915 9452	全港各區
8	復康資源協會	2364 2345	全港各區
9	香港復康會復康巴士	2817 8154	只為會員服務
10	香港復康會社區復康網絡 康山中心 橫頭磡中心 李鄭屋中心 大興中心 太平中心 威爾斯中心	2549 7744 2794 3010 2361 2838 2775 4414 2639 9969 2636 0666	只為會員服務

## Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

**Table 2**

Application for the “Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones”

The Hong Kong Council of Social Service (HKCSS) coordinates application from people with disabilities for the issue of “Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones”. Applicants can call the HKCSS at 2864 2929 or contact the following non-government organisations for detail :

Contact Organizations		Tel. No.	Service Area
1	Hong Kong PHAB Association West Hong Kong PHAB Centre	2551 4199	All Districts
2	Hong Kong PHAB Association Hong Kong East PHAB Centre	2557 1631	All Districts
3	Hong Kong PHAB Association West Kowloon PHAB Centre	2351 1811	All Districts
4	Hong Kong PHAB Association Sham Shui Po PHAB Centre	2361 2323	All Districts
5	Hong Kong PHAB Association Jockey Club Shatin Integrated Service Centre for Children & Youth	2637 2266	All Districts
6	Rehabilitation Alliance Hong Kong	2337 0826	All Districts
7	Hong Kong Rehabilitation Power	2554 9594 2915 9452	All Districts
8	Rehabaid Society	2364 2345	All Districts
9	The Hong Kong Society for Rehabilitation - Rehabus	2817 8154	Members Only
10	The Hong Kong Society for Rehabilitation - Community Rehabilitation Network Kornhill Centre Wang Tau Hom Centre Lei Cheng Uk Centre Tai Hing Centre Tai Ping Centre Prince of Wales Centre	2549 7744 2794 3010 2361 2838 2775 4414 2639 9969 2636 0666	Members Only

## 第四章 殘疾乘客在限制區上落車證明書

	聯絡機構名稱	聯絡電話	服務地區
11	香港傷殘青年協會	2337 9311	只為會員服務
12	路德會一長青群康中心	2495 0118	只為會員服務
13	香港痲痺協會	2527 8978	只為會員服務
14	匡智會	2664 4373	只為會員服務
15	明愛康復服務	2524 2071 內線 555	只為會員服務
16	明愛特殊教育及訓練服務	2524 2071 內線 555	只為會員服務
17	東華三院	2859 7610	只為會員服務
18	香港心理衛生會	2865 4883	只為會員服務
19	救世軍	2332 4531	只為會員服務
20	扶康會	2745 0424	只為會員服務
21	基督教懷智服務處	2776 2622	只為會員服務
22	保良局	2576 3386 內線 162	只為會員服務
23	保良局羅氏信託學校	2481 0828	只為會員服務
24	雅麗珊郡主紅十字會學校	2340 1329	只為會員服務
25	恩光學校	2703 1722	只為會員服務
26	香港失明人協進會	2339 0666	只為會員服務
27	香港盲人輔導會	2778 8332 內線 322	只為會員服務
28	香港失明人互聯會	2343 5363	只為會員服務
29	心光盲人院暨學校	2817 6076	只為會員服務
30	五旬節聖潔會—靈光白普理失明人中心	2320 3519	只為會員服務
31	路德會—石硤尾失明人中心	2776 0033	只為會員服務
32	香港視網膜病變協會	2709 9989	只為會員服務

## Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

	Contact Organizations	Tel. No.	Service Area
11	Hong Kong Federation of Handicapped Youth	2337 9311	Members Only
12	Cheung Ching Lutheran Centre for the Disabled	2495 0118	Members Only
13	The Spastics Association of Hong Kong	2527 8978	Members Only
14	Hong Chi Association	2664 4373	Members Only
15	Caritas Rehabilitation Service	2524 2071 ext.555	Members Only
16	Caritas Special Education & Vocational Training Service	2524 2071 ext.555	Members Only
17	Tung Wah Group of Hospitals	2859 7610	Members Only
18	Mental Health Association of Hong Kong	2865 4883	Members Only
19	Salvation Army	2332 4531	Members Only
20	Fu Hong Society	2745 0424	Members Only
21	Wai Chi Christian Service	2776 2622	Members Only
22	Po Leung Kuk	2576 3386 ext. 162	Members Only
23	Po Leung Kuk Law's Foundation School	2481 0828	Members Only
24	Princess Alexandra Red Cross Residential School	2340 1329	Members Only
25	Sunnyside School	2703 1722	Members Only
26	Hong Kong Blind Union	2339 0666	Members Only
27	Hong Kong Society for the Blind	2778 8332 ext. 322	Members Only
28	Hong Kong Federation of the Blind	2343 5363	Members Only
29	Ebenezer School and Home for the Visually Impaired	2817 6076	Members Only
30	PHC Ling Kwong Bradbury Centre for the Blind	2320 3519	Members Only
31	Shep Kip Mei Lutheran Centre for the Blind	2776 0033	Members Only
32	Retina Hong Kong	2709 9989	Members Only

## 第四章 殘疾乘客在限制區上落車證明書

聯絡機構名稱		聯絡電話	服務地區
33	耆康會—柴灣社區老人服務中心	2558 0187	柴灣 筲箕灣 西灣河
34	耆康會—東區社區老人服務中心	2563 0187	鰂魚涌 北角 銅鑼灣
35	耆康會—葵涌社區老人服務中心	2425 1281	葵青
36	耆康會—懷熙荃灣社區老人服務中心	2412 3651	荃灣
37	聖雅各福群會—灣仔社區老人服務中心	2835 4319	灣仔
38	聖雅各福群會—中西區老人社區服務中心	2805 1250	中西區
39	香港仔街坊福利會—社會服務中心黃竹坑老人社區服務中心	2553 6333	黃竹坑 鴨脷洲 赤柱 石澳
40	香港仔街坊福利會—社會服務中心賽馬會黃志強老人社區服務	2555 0851 內線 16	香港仔 田灣 薄扶林
41	聖公會—黃大仙老人社區中心	2352 3082	黃大仙
42	聖公會—竹園馬田法政牧師老人社區中心	2323 0632	黃大仙
43	聖公會—西環老人社區中心	2818 3717	西環
44	聖公會—樂民郭鳳軒綜合服務中心	2333 1854	土瓜灣
45	聖公會—聖匠堂老人福利中心	2774 0111	九龍城
46	聖公會—麥理浩夫人中心林植宣博士老人綜合服務中心	2423 5489	葵涌

## Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

Contact Organizations		Tel. No.	Service Area
33	SAGE Chai Wan Multi- Service Centre for the Elderly	2558 0187	Chai Wan Shau Kei Wan Sai Wan Ho
34	SAGE Eastern District Multi-Service Centre for the Elderly	2563 0187	Quarry Bay North Point Causeway Bay
35	SAGE Kwai Chung Multi-Service Centre for the Elderly	2425 1281	Kwai Tsing
36	SAGE Chan Tseng Hsi Tsuen Wan Multi-Service Centre for the Elderly	2412 3651	Tsuen Wan
37	St. James' Settlement Wanchai Multi-Service Centre for the Elderly	2835 4319	Wan Chai
38	St. James' Settlement Wanchai Multi-Service Centre for the Elderly	2805 1250	Central and Western
39	Aberdeen Kai-fong Welfare Association Social Service Centre, Wong Chuk Hang Multi-service Centre for the Elderly	2553 6333	Wong Chuk Hang Ap Lei Chau Stanley Shek O
40	Aberdeen Kai-fong Welfare Association Social Service Centre, Wong Chi Keung Multi-service Centre for the Elderly	2555 0851 ext. 16	Aberdeen Tin Wan Pokfulam
41	SKH Diocesan Welfare Council Wong Tai Sin Multi-Service Centre for the Elderly	2352 3082	Wong Tai Sin
42	SKH Diocesan Welfare Council Chuk Yuen Canon Ma Tin Multi-service Centre	2323 0632	Wong Tai Sin
43	SKH Western District Multi-service Centre for the Elderly	2818 3717	Western District
44	SKH Lok Man Alice Kwok Integrated Services Centre	2333 1854	To Kwa Wan
45	Holy Carpenter Church Multi-Service Centre for the Elderly	2774 0111	Kowloon City
46	SKH Lady MacLehose Centre Dr. Lam Chik Suen Multi-service Centre for the Elderly	2423 5489	Kwai Chung

## 第四章 殘疾乘客在限制區上落車證明書

	聯絡機構名稱	聯絡電話	服務地區
47	旺角街坊會—陳慶社會服務中心	2395 3107	旺角
48	長沙灣明愛服務中心	2729 1211	深水埗
49	元朗明愛服務中心	2479 7383	元朗
50	嗇色園—可建老人社區服務中心	2725 4875	深水埗
51	香港基督教女青年會—秀群松柏社區服務中心	2676 2525	粉嶺
52	東華三院—王澤森社區老人服務中心	2647 2711	沙田
53	救世軍—油麻地老人社區服務中心	2332 0005	油尖
54	救世軍—大埔老人社區服務中心	2653 6811	大埔
55	仁愛堂—胡忠老人社區服務中心	2457 2585 內線 402	屯門
56	楊震社會服務中心—彩虹老人社區服務中心	2329 6008	彩虹
57	基督教家庭服務中心—順安老人社區服務中心	2727 1234	觀塘
58	基督教家庭服務中心—真光苑老人社區服務中心	2357 9963	觀塘
59	基督教香港信義會—沙田多元化老人中心	2691 7163	沙田
60	浸信會醫院—區樹洪健康中心	2339 8411	九龍塘
61	博愛醫院—王東源夫人老人社區服務中心	2476 2227	元朗
62	香港基督教服務處—樂暉長者社區服務中心	2717 0822	觀塘

## Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

	Contact Organizations	Tel. No.	Service Area
47	Mong Kok Kai Fong Association Limited Chan Hing Social Service Centre	2395 3107	Mong Kok
48	Caritas Cheung Sha Wan Multi-Service Centre for the Elderly	2729 1211	Sham Shui Po
49	Caritas Yuen Long Multi-Service Centre for the Elderly	2479 7383	Yuen Long
50	Sik Sik Yuen Ho Kin Multi-Service Centre for the Elderly	2725 4875	Sham Shui Po
51	Hong Kong Y.W.C.A. Ellen Li Multi- Service Centre for the Elderly	2676 2525	Fanling
52	TWGHs Wilson T.S. Wang Multi-Service Centre for the Elderly	2647 2711	Sha Tin
53	Salvation Army Yaumatei Multi-Service Centre for the Elderly	2332 0005	Yau Tsim
54	Salvation Army Tai Po Multi-Service Centre for the Elderly	2653 6811	Tai Po
55	Yan Oi Tong Woo Chung Multi-Service Centre for the Elderly	2457 2585 ext. 402	Tuen Mun
56	Yang Memorial Methodist Social Service Choi Hung Community Centre for Senior Citizens	2329 6008	Choi Hung
57	Christian Family Service Centre Shun On Multi-Service Centre for the Elderly	2727 1234	Kwun Tong
58	Christian Family Service Centre True Light Villa Multi-Service Centre for the Elderly	2357 9963	Kwun Tong
59	Evangelical Lutheran Church Social Service, Shatin Multi-Service Centre for the Elderly	2691 7163	Sha Tin
60	Hong Kong Baptist Hospital Au Shue Hung Health Centre	2339 8411	Kowloon Tong
61	Pok Oi Hospital Mrs. Wong Tung Yuen Multi-service Centre for the Elderly	2476 2227	Yuen Long
62	Hong Kong Christian Service Bliss District Elderly Community Centre	2717 0822	Kwun Tong



## 第四章 殘疾乘客在限制區上落車證明書

	聯絡機構名稱	聯絡電話	服務地區
63	鄰舍輔導會—深水埗康齡社區服務中心	2784 7440	深水埗
64	聖公會—將軍澳安老服務大樓	2702 9897	將軍澳 西貢
65	東華三院—方樹泉綜合服務中心	2967 9211	筲箕灣
66	香港基督教信義會—頌安長者鄰舍中心	2144 3199	馬鞍山
67	鄰舍輔導會—屯門區綜合康齡服務中心	2466 6591	屯門
68	鄰舍輔導會—富泰鄰里康齡中心	2453 7737	屯門
69	循道衛理—灣仔長者服務中心	2527 4103	灣仔
70	中國基督教播道會—美孚長者中心	2745 8839	美孚
71	中國基督教播道會—興田村道真堂愛禮信長者中心	2772 7789	觀塘
72	中國基督教播道會—福安堂長者中心	2497 3333	青衣
73	方舟之家	2632 0734	沙田
74	基督教香港信義會—馬鞍山長者地區中心	3124 7633	馬鞍山
75	保良局—劉陳小寶長者地區中心	2177 6299	觀塘
76	靈實—日間社區康復中心	3553 3188	灣仔
77	靈實—翠林老人日間活動中心	2702 2798	將軍澳 西貢
78	靈實—創毅中心	2756 3121	彩雲
79	鄰舍輔導會—新界西日間社區康復中心	2456 9577	屯門
80	堅毅忍者·障殘人士國際互助協會	2273 9794	新蒲崗

## Chapter 4 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

	Contact Organizations	Tel. No.	Service Area
63	NAAC Sham Shui Po District Elderly Community Centre	2784 7440	Sham Shui Po
64	SKH Tseung Kwan O Aged Care Complex	2702 9897	Tseung Kwan O Sai Kung
65	TWGHs. Fong Shu Chuen Multi-service Centre for the Elderly	2967 9211	Shau Kei Wan
66	Evangelical Lutheran Church Hong Kong Centre for the Elderly	2144 3199	Ma On Shan
67	NAAC Tuen Mun District Integrated Services Centre for the Elderly	2466 6591	Tuen Mun
68	NAAC Fu Tai Neighbourhood Elderly Centre	2453 7737	Tuen Mun
69	Wan Chai Methodist Centre for the Seniors	2527 4103	Wan Chai
70	EFCC Mei Foo Elderly Centre	2745 8839	Mei Foo
71	EFCC Hing Tin Wendell Memorial Church Alison Lam Elderly Centre	2772 7789	Kwun Tong
72	EFCC Fook On Church Elderly Centre	2497 3333	Tsing Yi
73	The Ark Community	2632 0734	Sha Tin
74	ELCHK Ma On Shan District Elderly Community Centre	3124 7633	Ma On Shan
75	Po Leung Kuk Lau Chan Siu Po District Elderly Community Centre	2177 6299	Kwun Tong
76	Haven of Hope Community Rehabilitation Day Care	3553 3188	Wan Chai
77	Haven of Hope Tsui Lam Day Care Centre for the Elderly	2702 2798	Tseung Kwan O Sai Kung
78	Haven of Hope Integrated Vocational Rehabilitation Service	2756 3121	Choi Wan
79	NAAC NT West Community Rehabilitation Day Centre	2456 9577	Tuen Mun
80	People of Fortitude International Mutual-aid Association for the Disabled	2273 9794	San Po Kong

## 第五章 乘客服務查詢

各公共運輸機構及復康巴士營運機構的電話號碼、傳真號碼、網址及電子郵箱（如有），載於下列各頁。

### 香港鐵路有限公司

港鐵熱線	2881 8888
傳真號碼	2795 9991
網址	<a href="http://www.mtr.com.hk">www.mtr.com.hk</a>
星期一至五	上午八時半至下午六時
星期六	上午八時半至下午一時
星期日及公眾假期	設有電話錄音服務，職員會於下一個工作天答覆電話錄音查詢。

### 香港電車有限公司

熱線電話	2548 7102 (二十四小時電車服務錄音資料)
熱線員服務時間	星期一至星期五（公眾假期除外）： 上午八時四十五分至下午五時
傳真號碼	2118 6038
網址	<a href="http://www.hktramways.com">www.hktramways.com</a>
電子郵箱	<a href="mailto:enquiry@hktramways.com">enquiry@hktramways.com</a>



The telephone numbers, fax numbers, websites and e-mail addresses (if any) of major public transport operators and Rehabus operator are provided in the following pages.

## MTR Corporation Limited

MTR hotline	2881 8888
Fax number	2795 9991
Website address	<a href="http://www.mtr.com.hk">www.mtr.com.hk</a>
Mondays to Fridays	8:30 a.m.- 6:00 p.m.
Saturdays	8:30 a.m.- 1:00 p.m.
Sundays and Public Holidays	Voice mail service is provided. Recorded calls will be followed up on the next working day.

## Hong Kong Tramways Limited

Telephone hotline	2548 7102 (24-hour pre-recorded tram service information)
Operator service hours	Mondays to Fridays, except public holidays: 8:45 a.m. - 5:00 p.m.
Fax number	2118 6038
Website	<a href="http://www.hktramways.com">www.hktramways.com</a>
E-mail address	<a href="mailto:enquiry@hktramways.com">enquiry@hktramways.com</a>

### 專營巴士

城巴有限公司

熱線電話	2873 0818（二十四小時巴士路線錄音資料） 有顧客服務員接聽時間為每日早上八時至晚上八時。（在顧客服務員服務時間以外，電話會自動接駁至留言系統，顧客服務員會盡快回覆。）	
傳真號碼	2857 6179	
網址	<a href="http://www.citybus.com.hk">www.citybus.com.hk</a>	
電子郵箱	<a href="mailto:webmaster@citybus.com.hk">webmaster@citybus.com.hk</a>	
<b>顧客服務中心</b>		
香港國際機場地面運輸中心 巴士總站	每日上午六時至下午十一時五十分	



## Franchised Buses

### *Citybus Limited*

Telephone hotline	2873 0818 (24-hour pre-recorded bus route information) Daily Customer Service operator service: 8:00 a.m.- 8:00 p.m. (Voice mail service is provided outside Customer Service operator service hours. Customer Service Staff will respond to recorded messages as soon as possible.)
Fax number	2857 6179
Website address	<a href="http://www.citybus.com.hk">www.citybus.com.hk</a>
E-mail address	<a href="mailto:webmaster@citybus.com.hk">webmaster@citybus.com.hk</a>

### *Customer Service Centres*

Ground Transportation Centre Bus Terminus, Hong Kong International Airport	6:00 a.m. - 11:50 p.m. daily
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## 第五章 乘客服務查詢

### 九龍巴士（一九三三）有限公司

熱線電話	2745 4466 (二十四小時巴士路線錄音資料)
熱線員服務時間	每日上午七時至晚上十一時 (在熱線員服務時間以外，電話會自動接駁至留言系統，工作人員會盡快回覆。)
即時對話	透過九巴網頁或手機應用程式的即時訊息功能，乘客可直接與客戶服務員進行即時查詢及獲得回覆。(每日上午七時至晚上十一時)
傳真號碼	2745 0600
網址	<a href="http://www.kmb.hk">www.kmb.hk</a>
電子郵箱	<a href="mailto:kowloonbus@kmb.hk">kowloonbus@kmb.hk</a>

### 顧客服務中心

1.	沙田正街 18 號沙田市中心巴士總站	每日 上午十一時至下午二時 下午三時至晚上八時
2.	屯門市中心巴士總站	每日 上午十一時至下午二時 下午三時至晚上八時
3.	尖沙咀天星碼頭巴士總站	每日 上午十一時至下午二時 下午三時至晚上八時



## *The Kowloon Motor Bus Co. (1933) Ltd.*

Telephone hotline	2745 4466 (24-hour pre-recorded bus route information)
Operator service hours	7:00 a.m. - 11:00 p.m. daily (Voice mail service is provided outside operator service hours. The staff will respond to recorded messages as soon as possible.)
LiveChat service	Passenger can communicate with customer service representatives to make enquiries or get instant response via KMB website and APP1933. (7:00 a.m. - 11:00 p.m. daily)
Fax number	2745 0600
Website address	<a href="http://www.kmb.hk">www.kmb.hk</a>
E-mail address	<a href="mailto:kowloonbus@kmb.hk">kowloonbus@kmb.hk</a>

### *Customer Service Centres*

1.	Shatin Central Bus Terminus, 18 Shatin Central Street	11:00 a.m.- 2:00 p.m. and 3:00 p.m. – 8:00 p.m. daily
2.	Tuen Mun Town Centre Bus Terminus	11:00 a.m.- 2:00 p.m. and 3:00 p.m. – 8:00 p.m. daily
3.	Star Ferry Bus Terminus, Tsim Sha Tsui	11:00 a.m.- 2:00 p.m. and 3:00 p.m. – 8:00 p.m. daily



## 第五章 乘客服務查詢

### 龍運巴士有限公司

熱線電話	2261 2791 (二十四小時巴士路線錄音資料)
熱線員服務時間	每日上午七時至晚上十一時 (在熱線員服務時間以外，電話會自動接駁至留言系統，工作人員會盡快回覆。)
即時對話	透過龍運網頁或手機應用程式的即時訊息功能，乘客可直接與客戶服務員進行即時查詢及獲得回覆。(每日上午七時至晚上十一時)
傳真號碼	2745 6779
網址	<a href="http://www.lwb.hk">www.lwb.hk</a>
<b>顧客服務中心</b>	
香港國際機場地面運輸中心 4G093A 室	每日上午八時三十分至晚上十一時五十分

### 新大嶼山巴士(1973)有限公司

熱線電話	2984 9848 每日(包括星期日及公眾假期)上午九時至晚上六時 (在熱線員服務時間以外，電話會自動接駁至留言系統，工作人員會盡快回覆。)
傳真號碼	2984 8812
網址	<a href="http://www.nlb.com.hk">www.nlb.com.hk</a>
電子郵箱	<a href="mailto:info@nlb.com.hk">info@nlb.com.hk</a>



## *Long Win Bus Co., Ltd.*

Telephone hotline	2261 2791 (24-hour pre-recorded bus route information)
Operator service hours	7:00 a.m. - 11:00 p.m. daily (Voice mail service is provided outside operator service hours. The staff will respond to recorded messages as soon as possible.)
LiveChat service	Passengers can communicate with customer service representatives to make enquiries or get instant response via LWB website and APP1933. (7:00 a.m. - 11:00 p.m. daily)
Fax number	2745 6779
Website address	www.lwb.hk
<b><i>Customer Service Centres</i></b>	
4G093A, Ground Transportation Centre, Hong Kong International Airport	8:30 a.m. - 11:50 p.m. daily

## *New Lantao Bus Co., (1973) Ltd.*

Telephone hotline	2984 9848 Daily (including Sundays and Public Holidays): 9:00 a.m.- 6:00 p.m. (Voice mail service is provided outside Customer Service operator service hours. Customer Service Staff will respond to recorded messages as soon as possible.)
Fax number	2984 8812
Website address	www.nlb.com.hk
E-mail address	info@nlb.com.hk

## 第五章 乘客服務查詢

### 新世界第一巴士服務有限公司

熱線電話	2136 8888 (二十四小時巴士路線錄音資料) 有顧客服務員接聽時間為每日上午八時至晚上八時。(在顧客服務員服務時間以外，電話會自動接駁至留言系統，顧客服務員會盡快回覆。)
傳真號碼	2136 2136
網址	<a href="http://www.nwfb.com.hk">www.nwfb.com.hk</a>
電子郵箱	<a href="mailto:bus_ideas@nwfb.com.hk">bus_ideas@nwfb.com.hk</a>
<b>顧客服務中心</b>	
香港金鐘道 95 號金鐘 (東) 巴士總站	星期一至星期五： 上午十一時至下午二時 下午三時至晚上七時 (星期六、日及公眾假期除外)



## *New World First Bus Services Ltd.*

Telephone hotline	2136 8888 (24-hour pre-recorded bus route information) Daily Customer Service operator service: 8:00 a.m.- 8:00 p.m. (Voice mail service is provided outside Customer Service operator service hours. Customer Service Staff will respond to recorded messages as soon as possible.)
Fax number	2136 2136
Website address	<a href="http://www.nwfb.com.hk">www.nwfb.com.hk</a>
E-mail address	<a href="mailto:bus_ideas@nwfb.com.hk">bus_ideas@nwfb.com.hk</a>

### *Customer Service Centres*

Admiralty (East) Bus Terminus, 95 Queensway, Admiralty, Hong Kong	Mondays to Fridays : 11:00 a.m.- 2:00 p.m. & 3:00 p.m. - 7:00 p.m. (except Saturdays, Sundays and public holidays)
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### 渡輪

#### 全記渡有限公司

熱線電話	2375 7883 2982 8225	航線 香港仔 - 索罟灣 (經模達)
傳真號碼	2317 0819	
網址	<a href="http://www.ferry.com.hk">www.ferry.com.hk</a>	
電子郵箱	<a href="mailto:info@ferry.com.hk">info@ferry.com.hk</a>	

#### 珊瑚海船務有限公司

熱線電話	2513 1103	航線 西灣河 - 三家村 西灣河 - 觀塘
傳真號碼	2513 8020	
網址	<a href="https://www.coralseaferryservice.com.hk/">https://www.coralseaferryservice.com.hk/</a>	
電子郵箱	<a href="mailto:info@coralseaferryservice.com.hk">info@coralseaferryservice.com.hk</a>	

#### 愉景灣航運服務有限公司

熱線電話	2987 7351	航線 中環 - 愉景灣
傳真號碼	2987 5246	
網址	<a href="http://www.hkri.com">www.hkri.com</a>	
電子郵箱	<a href="mailto:dbtpl@hkri.com">dbtpl@hkri.com</a>	



## Ferries

### *Chuen Kee Ferry Ltd.*

Telephone hotline	2375 7883 2982 8225	Route Aberdeen - Sok Kwu Wan (via Mo Tat)
Fax number	2317 0819	
Website address	<a href="http://www.ferry.com.hk">www.ferry.com.hk</a>	
E-mail address	<a href="mailto:info@ferry.com.hk">info@ferry.com.hk</a>	

### *Coral Sea Ferry Service Company Ltd.*

Telephone hotline	2513 1103	Route Sai Wan Ho - Sam Ka Tsuen Sai Wan Ho - Kwun Tong
Fax number	2513 8020	
Website address	<a href="https://www.coralseaferryservice.com.hk/">https://www.coralseaferryservice.com.hk/</a>	
E-mail address	<a href="mailto:info@coralseaferryservice.com.hk">info@coralseaferryservice.com.hk</a>	

### *Discovery Bay Transportation Services Ltd.*

Telephone hotline	2987 7351	Route Central - Discovery Bay
Fax number	2987 5246	
Website address	<a href="http://www.hkri.com">www.hkri.com</a>	
E-mail address	<a href="mailto:dbtpl@hkri.com">dbtpl@hkri.com</a>	

## 第五章 乘客服務查詢

### 富裕小輪有限公司

熱線電話	2994 8155	航線 北角 - 觀塘 (經啟德) 屯門 - 東涌 - 沙螺灣 - 大澳
傳真號碼	2565 8683	
網址	<a href="https://www.fortuneferry.com.hk">https://www.fortuneferry.com.hk</a>	
電子郵箱	<a href="mailto:info@fortuneferry.com.hk">info@fortuneferry.com.hk</a>	

### 港九小輪有限公司

熱線電話	2815 6063	航線 中環 - 坪洲
傳真號碼	2815 6263	
網址	<a href="http://www.hkkf.com.hk">www.hkkf.com.hk</a>	
電子郵箱	<a href="mailto:info@hkkf.com.hk">info@hkkf.com.hk</a>	

#### 顧客服務中心

中環 4 號碼頭地下	星期一至星期日： 上午九時至下午一時 下午二時至下午六時
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### Islands Ferry Company Limited

熱線電話	2815 6063	航線 中環 - 榕樹灣
傳真號碼	2815 6263	
網址	<a href="http://www.hkkf.com.hk">www.hkkf.com.hk</a>	
電子郵箱	<a href="mailto:info@hkkf.com.hk">info@hkkf.com.hk</a>	

#### 顧客服務中心

中環 4 號碼頭地下	星期一至星期日： 上午九時至下午一時 下午二時至下午六時
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## *Fortune Ferry Company Ltd.*

Telephone hotline	2994 8155	Route North Point - Kwun Tong (via Kai Tak) Tuen Mun - Tung Chung - Sha Lo Wan - Tai O
Fax number	2565 8683	
Website address	<a href="https://www.fortuneferry.com.hk">https://www.fortuneferry.com.hk</a>	
E-mail address	<a href="mailto:info@fortuneferry.com.hk">info@fortuneferry.com.hk</a>	

## *Hong Kong & Kowloon Ferry Ltd.*

Telephone hotline	2815 6063	Route Central - Peng Chau
Fax number	2815 6263	
Website address	<a href="http://www.hkkf.com.hk">www.hkkf.com.hk</a>	
E-mail address	<a href="mailto:info@hkkf.com.hk">info@hkkf.com.hk</a>	

### *Customer Service Centres*

G/F, Central Pier 4	Mondays to Sundays : 9:00 a.m. - 1:00 p.m. 2:00 p.m. - 6:00 p.m.
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## *Islands Ferry Company Limited*

Telephone hotline	2815 6063	Route Central - Yung Shue Wan
Fax number	2815 6263	
Website address	<a href="http://www.hkkf.com.hk">www.hkkf.com.hk</a>	
E-mail address	<a href="mailto:info@hkkf.com.hk">info@hkkf.com.hk</a>	

### *Customer Service Centres*

G/F, Central Pier 4	Mondays to Sundays : 9:00 a.m. - 1:00 p.m. 2:00 p.m. - 6:00 p.m.
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## 第五章 乘客服務查詢

### 城永有限公司

熱線電話	2815 6063	航線 中環 - 索罟灣
傳真號碼	2815 6263	
網址	<a href="http://www.hkkf.com.hk">www.hkkf.com.hk</a>	
電子郵箱	<a href="mailto:info@hkkf.com.hk">info@hkkf.com.hk</a>	
<b>顧客服務中心</b>		
中環 4 號碼頭地下		星期一至星期日： 上午九時至下午一時 下午二時至下午六時

### 新世界第一渡輪服務有限公司

熱線電話	2131 8181	航線 中環 - 長洲 中環 - 梅窩 坪洲 - 梅窩 - 芝麻灣 - 長洲 北角 - 紅磡 北角 - 九龍城
傳真號碼	2131 8877	
網址	<a href="http://www.nwff.com.hk">www.nwff.com.hk</a>	
電子郵箱	<a href="mailto:ferry_ideas@nwff.com.hk">ferry_ideas@nwff.com.hk</a>	

### 天星小輪有限公司

熱線電話	2118 6228	航線 中環 - 尖沙咀 灣仔 - 尖沙咀
傳真號碼	2118 6028	
網址	<a href="http://www.starferry.com.hk">www.starferry.com.hk</a>	
電子郵箱	<a href="mailto:sf@starferry.com.hk">sf@starferry.com.hk</a>	



## *Winnertex Limited*

Telephone hotline	2815 6063	Route Central - Sok Kwu Wan
Fax number	2815 6263	
Website address	www.hkkf.com.hk	
E-mail address	info@hkkf.com.hk	
<b><i>Customer Service Centres</i></b>		
G/F, Central Pier 4	Mondays to Sundays : 9:00 a.m.- 1:00 p.m. 2:00 p.m.- 6:00 p.m.	

## *New World First Ferry Services Limited*

Telephone hotline	2131 8181	Route Central - Cheung Chau Central - Mui Wo Peng Chau - Mui Wo - Chi Ma Wan - Cheung Chau North Point - Hung Hom North Point - Kowloon City
Fax number	2131 8877	
Website address	www.nwff.com.hk	
E-mail address	ferry_ideas@nwff.com.hk	

## *The “Star” Ferry Company, Limited*

Telephone hotline	2118 6228	Route Central - Tsim Sha Tsui Wan Chai - Tsim Sha Tsui
Fax number	2118 6028	
Website address	www.starferry.com.hk	
E-mail address	sf@starferry.com.hk	

## 第五章 乘客服務查詢

### 翠華船務(香港)有限公司

熱線電話	2272 2022	航線 香港仔 - 北角村 - 榕樹灣
傳真號碼	2528 3320	
網址	<a href="http://www.traway.com.hk">www.traway.com.hk</a>	
電子郵箱	<a href="mailto:info@traway.com.hk">info@traway.com.hk</a>	

### 翠盈船務有限公司

熱線電話	3741 0340	航線 香港仔 - 長洲
傳真號碼	2866 1843	
網址	<a href="http://www.marisferry.com.hk">http://www.marisferry.com.hk</a>	
電子郵箱	<a href="mailto:info@marisferry.com.hk">info@marisferry.com.hk</a>	

### 珀麗灣客運有限公司

熱線電話	2946 8899	航線 馬灣 - 荃灣 馬灣 - 中環
傳真號碼	2525 5556	
網址	<a href="http://www.pitcl.com.hk">www.pitcl.com.hk</a>	
電子郵箱	<a href="mailto:enquiry@pitcl.com.hk">enquiry@pitcl.com.hk</a>	

### 坪洲街渡有限公司

熱線電話	2983 8617	航線 愉景灣 - 梅窩
傳真號碼	2983 0907	



### *Tsui Wah Ferry Service (H.K.) Ltd.*

Telephone hotline	2272 2022	Route Aberdeen - Pak Kok Tsuen - Yung Shue Wan
Fax number	2528 3320	
Website address	<a href="http://www.traway.com.hk">www.traway.com.hk</a>	
E-mail address	<a href="mailto:info@traway.com.hk">info@traway.com.hk</a>	

### *Maris Ferry Service Limited*

Telephone hotline	3741 0340	Route Aberdeen – Cheung Chau
Fax number	2866 1843	
Website address	<a href="http://www.marisferry.com.hk">http://www.marisferry.com.hk</a>	
E-mail address	<a href="mailto:info@marisferry.com.hk">info@marisferry.com.hk</a>	

### *Park Island Transport Company Ltd.*

Telephone hotline	2946 8899	Route Ma Wan - Tsuen Wan Ma Wan - Central
Fax number	2525 5556	
Website address	<a href="http://www.pitcl.com.hk">www.pitcl.com.hk</a>	
E-mail address	<a href="mailto:enquiry@pitcl.com.hk">enquiry@pitcl.com.hk</a>	

### *Peng Chau Kai To Ltd.*

Telephone hotline	2983 8617	Route Discovery Bay - Mui Wo
Fax number	2983 0907	

### 綠色專線小巴

綠色專線小巴（綠專）總商會有限公司

熱線電話	2836 5191
傳真號碼	2836 5192

### 香港專線小巴持牌人協會

熱線電話	2873 6808
傳真號碼	2873 2042



## Green minibus (GMB)

*The G.M.B. Maxicab Operators General Association Ltd.*

Telephone hotline	2836 5191
Fax number	2836 5192

## *Hong Kong Scheduled (GMB) Licensee Association*

Telephone hotline	2873 6808
Fax number	2873 2042

## 的士電召台（截至 2018 年 10 月）

服務類別	電召台名稱	電話
市區的士	衛星的士電召服務中心	2729 6600
市區的士	全利電召的士聯會	2390 0331
市區的士	城市的士車主司機聯會	2343 3189
市區的士 / 新界的士	數碼的士電召中心	2720 6877
市區的士	友聯的士車主聯誼會	2527 6324
市區的士	車馬樂的士聯會	2728 8282
市區的士	香港的士電召中心	2186 6866
市區的士	香港的士商會	2574 7311
市區的士	港九電召的士車主聯會	2760 0455
市區的士 / 新界的士	新界四海合眾的士聯會	2475 0417
市區的士	九龍的士車主聯會	2760 0411
市區的士	的士同業聯會	2362 2337
市區的士	聯友的士同業聯會	2760 0477



## Taxi Call Station (as at October 2018)

Service Type	Name of Call Station	Telephone
Urban Taxis	ABA Taxi Radio Call Services Centre	2729 6600
Urban Taxis	Chuen Lee Radio Taxis Association	2390 0331
Urban Taxis	CTOD Association	2343 3189
Urban Taxis / New Territories Taxis	Digital Taxi Telecommunication Center	2720 6877
Urban Taxis	Fraternity Taxi Owners Association	2527 6324
Urban Taxis	Happy Taxi Operator's Association	2728 8282
Urban Taxis	Hong Kong Taxicab Call Centre	2186 6866
Urban Taxis	Hong Kong Taxi Owners' Association	2574 7311
Urban Taxis	Hong Kong & Kowloon Radio Car Owners Association	2760 0455
Urban Taxis / New Territories Taxis	Taxi Association	2475 0417
Urban Taxis	The Kowloon Taxi Owners Association	2760 0411
Urban Taxis	The Taxi Operators Association	2362 2337
Urban Taxis	United Friendship Taxi Owners & Drivers Association	2760 0477



## 第五章 乘客服務查詢

服務類別	電召台名稱	電話
市區的士	偉發的士車主聯會	2861 1008
市區的士	惠益港九及新界的士車主聯會	2776 7885
市區的士	榮利無線電車商會	8118 0000
市區的士	榮泰車主及司機聯會	2527 8524
新界的士	新界電召的士聯會	2657 2267
新界的士	香港無線電的士聯誼會	2669 1088
新界的士	新界的士車主司機同業總會	2457 2266
新界的士	新界的士商會	2476 4247
新界的士	北區的士商會	2677 8888
新界的士	西貢衛星新界的士電召服務中心	2383 0168
新界的士	新興的士電召聯會	2450 2288
大嶼山的士	大嶼山的士聯會	2984 1328



Service Type	Name of Call Station	Telephone
Urban Taxis	Wai Fat Taxi Owners Association	2861 1008
Urban Taxis	Wai Yik HK & KLN & NT Taxi Owners Association	2776 7885
Urban Taxis	Wing Lee Radio Car Traders Association	8118 0000
Urban Taxis	Wing Tai Car Owners & Drivers Association	2527 8524
New Territories Taxis	Association of N.T. Radio Taxicabs	2657 2267
New Territories Taxis	H.K. Tele-call Taxi Association	2669 1088
New Territories Taxis	N.T. Taxi Owners & Drivers Fraternal Association	2457 2266
New Territories Taxis	New Territories Taxi Merchants Association	2476 4247
New Territories Taxis	North District Taxi Merchants Association	2677 8888
New Territories Taxis	Sai Kung ABA N.T. Taxi Radio Call Services Centre	2383 0168
New Territories Taxis	Sun Hing Taxi Radio Association	2450 2288
Lantau Taxis	Lantau Taxi Association	2984 1328

### 復康巴士

香港復康會

熱線電話	2817 8154
傳真號碼	2855 7106
網址	<a href="http://www.rehabsociety.org.hk/transport/rehabus/zh-hant/">www.rehabsociety.org.hk/transport/rehabus/zh-hant/</a>
電子郵箱	rehabus@rehabsociety.org.hk

### 運輸署

熱線電話	2804 2600
傳真號碼	2804 2652
網址	<a href="http://www.td.gov.hk">www.td.gov.hk</a>
電子郵箱	tdenq@td.gov.hk

### 交通投訴組

服務投訴熱線	2889 9999
傳真號碼	2577 1858
網址	<a href="http://www.tcu.gov.hk">www.tcu.gov.hk</a>
電子郵箱	info@tcu.gov.hk



## Rehabus

*The Hong Kong Society for Rehabilitation*

Telephone hotline	2817 8154
Fax number	2855 7106
Website address	<a href="http://www.rehabsociety.org.hk/transport/rehabus/">www.rehabsociety.org.hk/transport/rehabus/</a>
E-mail address	<a href="mailto:rehabus@rehabsociety.org.hk">rehabus@rehabsociety.org.hk</a>

## Transport Department

Enquiry hotline	2804 2600
Fax number	2804 2652
Website address	<a href="http://www.td.gov.hk">www.td.gov.hk</a>
E-mail address	<a href="mailto:tdenq@td.gov.hk">tdenq@td.gov.hk</a>

## Transport Complaints Unit

Complaint hotline	2889 9999
Fax number	2577 1858
Website address	<a href="http://www.tcu.gov.hk">www.tcu.gov.hk</a>
E-mail address	<a href="mailto:info@tcu.gov.hk">info@tcu.gov.hk</a>



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## 免責聲明

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