

**Facilities in MTR Stations for Passengers with Disabilities  
with Different Needs**

**Facilities for the visually impaired**

- Tactile guide paths are installed in all stations and Light Rail stops.
- Modification of obstructions such as litter bins, public payphones and fare maps, etc. has been completed in all stations so that their locations are more easily detected by cane users.
- Escalator audible warning signals are installed in all stations to help passengers at platform and/or concourse level identify the location and running direction of escalators.
- Platform tactile yellow lines are installed at all platforms without platform screen doors.
- Tactile station layout maps are installed at some stations.
- An audible device in the exit gate that is reached by the tactile guide path for audible reading of fare deducted from and remaining value on the Octopus Card is installed in all stations.
- An audible device in the entry gate that is reached by the tactile guide path for audible reading of a “please enter” message is installed in all stations.
- Braille plates are installed on Ticket Issuing Machines (except Light Rail), Add Value Machines, public toilets, and lifts in certain stations, as well as on the Platform Card Processors at Light Rail stops.
- Colour 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.

### **Facilities for the hearing impaired**

- Induction loops to assist hearing aid users are installed at Customer Service Centres, Ticket Offices and selected public payphones in all stations.
- Information cards to facilitate communication between staff and passengers are available at Customer Service Centres in all stations.
- Passenger information display systems are installed at entrances, concourses and platforms of stations.
- Flashing system maps showing the location and direction of trains are installed on some trains.
- Active line diagrams are installed on trains of Airport Express.
- Infopanel and the screen of Newline Express on trains provide information of the next station and railway operation.

### **Facilities for the mobility impaired**

- Multi-purpose spaces are provided on all trains.
- Wide gates allowing wheelchair users and passengers with baby prams/baggage to enter and exit gates freely without staff assistance are provided in all stations.
- Portable ramps facilitating wheelchair users to board and alight trains are provided in all stations (except Light Rail stops).
- Disabled toilets are provided in all station concourses with public toilets.