港鐵公司回覆 (檔號: 202407/XZ1338)

Reply from MTR <OnlineFeedback@mtr.com.hk>

週一 2024/7/29 下午 03:12

收件者:Eric CHU <po@hkfhy.org.hk>

劉先生：

一直以來，港鐵公司致力為乘客提供安全可靠的服務，並在設施上盡量配合不同乘客的需要。現時，大部分車站均已安裝升降機，方便有需要的乘客，包括輪椅人士、長者、攜帶大型行李及嬰兒車的乘客上落地面、車站大堂及月台。希望明白，我們在考慮增加或提升車站及乘客設施時，需要從現有的車站空間、地理環境、乘客流量、資源配合、工程對乘客影響等不同因素作出評估。

如乘客使用港鐵服務時有任何需要，可隨時與車站職員聯絡，我們十分樂意提供適切協助。

港鐵公司
公共關係經理－客務

陳永建

MC/cc

E-mail Disclaimer

The information contained in this e-mail (including any attachments) is confidential and is intended solely for the addressee. If you are not the intended recipient, please notify the sender immediately and delete this e-mail from your system. Any unauthorized use, disclosure, copying, printing, forwarding or dissemination of any part of this information is prohibited. MTR Corporation Limited does not accept responsibility and shall not be liable for the content of any e-mail transmitted by its staff for any reason other than bona fide business purposes. There is no warranty that this e-mail is error or virus free. You should not rely on any information that is not transmitted via secure technology.