

港鐵 服務快訊

MTR Service Newsletter

2021年第1季
1st quarter 2021



節省車費 5%



四月起乘客節省5%車費

港鐵公司在疫情下繼續與市民共渡時艱，透過落實不同措施令使用八達通及車票二維碼的乘客由今年四月一日至明年一月一日，維持節省約5%實際車費。

由四月一日至六月二十六日，公司推出「程程5%車費扣減」優惠予乘客。按照票價調整機制，今年票價將於六月二十七日下午調1.7%。在六月二十七日至二零二二年一月一日，公司將以額外資源提升票價調整機制內承諾的車費優惠，連同票價按機制下調，乘客實質所付的車費將可持續節省約5%。

乘客購買七月至十二月的「全月通加強版」以及在七月一日至二零二二年一月一日購買「港鐵都會票」均可享有五十元折扣。此外，六五折「早晨折扣優惠」計劃再延續一年至二零二二年五月三十一日。

Passengers enjoy 5% fare saving starting from April

MTR continues to support the community to ride out the tough times amid the pandemic, and has introduced measures allowing Octopus and QR code ticket users to save around 5% of their actual fare expenses from 1 April until 1 January 2022.

From 1 April to 26 June, the Corporation is providing a "5% Rebate for Every Trip" for passengers. Then from 27 June until 1 January 2022, in addition to the 1.7% fare reduction under the Fare Adjustment Mechanism (FAM), the Corporation will top-up the committed rebate for every trip under the FAM to allow passengers to continue to save around 5% on their actual fares.

In addition, passengers can also enjoy a \$50 flat reduction for every purchase of "Monthly Pass Extra" from July to December, and "MTR City Saver" from 1 July 2021 to 1 January 2022. The 35% off "Early Bird Discount Promotion" will be extended for another year until 31 May 2022.

東鐵綫新信號系統及列車

作為東鐵綫過海段的關鍵里程碑，東鐵綫新信號系統及新的九卡列車已於二月六日投入服務。

新信號系統及九卡列車配合東鐵綫延伸過海，為乘客提供多一個方便快捷的選擇，毋須轉車便可直達港島。



New signalling system and trains on the East Rail Line

As an important milestone for the East Rail Line (EAL) cross-harbour section, the new signalling system and new 9-car trains for the EAL commenced service on 6 February.

The new trains and signalling system will facilitate the EAL extension, offering a convenient and fast route which allows passengers to cross the harbour without interchange in future.

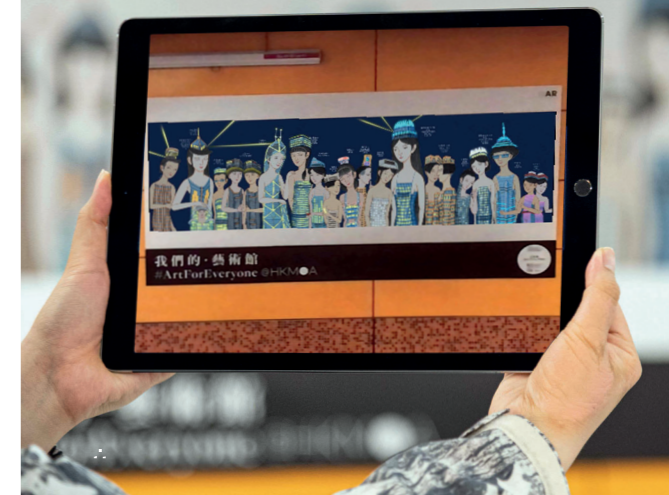


支援於亞洲國際博覽館當值的醫護人員

疫情持續，港鐵公司向站在抗疫最前線的醫護人員表達支持及謝意。公司自去年三月起，免費提供機場快綫車票，透過醫院管理局分發給有需要的醫護人員，以便他們往返博覽館站鄰近的社區治療設施及市區。

Supporting healthcare workers on duty at AsiaWorld-Expo

To express support and gratitude to healthcare workers who are at the forefront of the fight against the pandemic, the Corporation has been providing free Airport Express tickets to healthcare workers since March last year. The tickets, provided through the Hospital Authority, allow healthcare workers to travel between the Community Treatment Facility near AsiaWorld-Expo Station and the urban area.



藝術合作豐富乘客旅程

由三月二十五日起，乘客可於所有重鐵車站的大堂或月台欣賞到一百幅香港藝術館藏品影像，當中包括藝壇大師黃永玉先生、吳冠中先生及趙無極先生的名作。乘客亦可透過「我們的•藝術館」專屬手機應用程式中的擴增實境功能感受其中十幅藝術品生動的一面。
















Art collaboration enriches passengers' journeys

Starting from 25 March, passengers can appreciate the images of 100 artworks from the collection of the Hong Kong Museum of Art (HKMoA) in concourses or platforms of all heavy rail stations. Masterpieces from renowned artists Mr Huang Yongyu, Mr Wu Guanzhong and Mr Zao Wou-ki are included. With an Augmented Reality function in the "Art for Everyone @HKMoA" smartphone app, passengers can also experience unconventional and vivid art journeys with 10 of the artworks.



2021年顧客服務表現(1月至3月)

2021 Customer Service Performance (January - March)

服務表現項目 Service Performance Item		目標及表現 Target and performance									
		觀塘綫、荃灣綫、港島綫、將軍澳綫、南港島綫、東涌綫及迪士尼綫 Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, South Island Line, Tung Chung Line & Disneyland Resort Line		機場快綫 Airport Express		東鐵綫(包括屯馬綫一期) East Rail Line (Including Tuen Ma Line Phase 1)		西鐵綫 West Rail Line		輕鐵 Light Rail	
	列車按照編定班次行走 (列車服務供應) Train Service Delivery	99.5%	99.9%	99.5%	99.8%	99.5%	99.9%	99.5%	99.9%	99.5%	99.9%
	乘客車程準時程度 Passenger Journeys on Time	99.5%	99.9%	99%	99.9%	99%	99.9%	99%	99.9%	—	—
	列車服務準時程度 Train Punctuality	99%	99.9%	99%	99.9%	99%	99.9%	99%	99.9%	99%	99.9%
	列車服務可靠程度 (列車行走多少車卡公里才遇到一次五分鐘或以上的延誤) Train Reliability (Train Car-km per train failure causing delays ≥ 5 mins)	800,000公里 (km) 4,340,026公里 (km)		800,000公里 (km) 4,386,439公里 (km)		—		—		—	
	車票可靠程度 (乘客使用智能車票多少次才遇到一次車票失誤) Ticket Reliability (Smart ticket transactions per ticket failure)	10,500次 (transactions) 47,352次 (transactions)		—		—		—		—	
	增值機可靠程度 (僅限於適用車站) Add Value Machine Reliability (At applicable stations)	99%	99.9%	99%	99.9%	99%	99.9%	99%	99.9%	—	—
	自動售票機可靠程度 Ticket Machine Reliability	99%	99.9%	99%	99.9%	99%	99.9%	99%	99.9%	—	*
	出入閘機可靠程度 Ticket Gate Reliability	99%	99.9%	99%	99.9%	99%	99.9%	99%	99.9%	—	—
	輕鐵月台八達通收費器可靠程度 Light Rail Platform Octopus Processor Reliability	—	—	—	—	—	—	—	—	—	#
	扶手電梯可靠程度 Escalator Reliability	99%	99.9%	99%	99.9%	99%	99.9%	99%	99.9%	—	—
	乘客升降機可靠程度 Passenger Lift Reliability	99.5%	99.8%	99.5%	99.8%	99.5%	99.8%	99.5%	99.8%	—	—
	溫度及通風 Temperature and Ventilation Levels	97.5%		100%		—		—		—	
	列車：維持一個涼快、舒適的車廂環境，平均溫度在攝氏26度或以下 Trains：To maintain a cool, pleasant and comfortable train environment generally at or below 26°C	—		—		—		—		<3(次) 0(次) times time	
	車站：維持一個涼快、舒適的車站環境，月台平均溫度在攝氏27度或以下，車站大堂則在攝氏29度或以下（特別炎熱的日子除外） Stations：To maintain a cool, pleasant and comfortable environment generally at or below 27°C for platforms and 29°C for station concourses (except on very hot days)	93%		99.8%		—		—		—	
	清潔程度 Railway Cleanliness	99%		100%		—		—		—	
	列車車廂：每天清潔 Train Compartment：Cleaned daily	—		—		—		—		—	
	列車車身：平均每兩天清洗一次 Train Exterior：Washed every 2 days (on average)	99%		100%		—		—		—	
	西北鐵路服務範圍內之巴士服務 Northwest Transit Service Area Bus Service	99%		99.8%		—		—		—	
	按照編定班次行走 Service Delivery	99%		100%		—		—		—	
	車身清潔：每天清洗 Cleanliness：Washed daily	—		—		—		—		—	
	六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days	99%		100%		—		—		—	

 **載客量 (第1季) Total passengers carried (1st quarter) : 340,339,000**

 **服務表現 (第1季) Service performance (1st quarter)**

20分鐘或以上的延誤 Delays of 20 minutes or more : 13

(包括乘客行為及外在因素 Including passenger behaviour and external factors)

2021服務表現安排 (累積至第1季) Service Performance Arrangement (up to 1st quarter)

港鐵(重鐵及輕鐵)31分鐘或以上的服務延誤並初步確認成因是在港鐵控制範圍內：3宗

撥出作2022年年中開始的八達通「每程3%車費扣減」優惠的金額總數：三百萬元

No. of service disruptions of 31 minutes or more (heavy rail and light rail) provisionally attributed to be due to factors within MTR control: 3 Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2022 : \$3Million


^{*} 受破壞的輕鐵自動售票機的修復工作正在進行中，服務表現數據將於修復及測試完成後再作公布。

[#] Repair works on damaged Light Rail Ticket Machines are underway. Performance data will be available after completion of repair and testing works.

^{*} 輕鐵月台八達通收費器更換工程和測試正在進行中，服務表現數據將於新收費器完成安裝、測試及試行後再作公布。 Light Rail Platform Octopus Processor replacement works and testing are underway. Performance data will be available after completion of installation, testing and trial operations of the new processors.

 目標 Target

 表現優於目標 (1月至3月) Performance better than target (January - March)

目標及表現 Target and performance		目標及表現 Target and performance									
		觀塘綫、荃灣綫、港島綫、將軍澳綫、南港島綫、東涌綫及迪士尼綫 Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, South Island Line, Tung Chung Line & Disneyland Resort Line		機場快綫 Airport Express		東鐵綫(包括屯馬綫一期) East Rail Line (Including Tuen Ma Line Phase 1)		西鐵綫 West Rail Line		輕鐵 Light Rail	
	乘客滿意水平 (第1季) Customer satisfaction level (1st quarter)	97.5%		100%		—		—		—	
	每100萬名乘客中，有1.87名乘客作出投訴，主要涉及三個類別：港鐵公司的員工、列車服務及環境。 There were 1.87 complaints per 1,000,000 passengers carried. The top three complaint categories were Staff, Train Services and Environment.	—		—		—		—		—	
	每百萬載客人次的須呈報事故 [^] 數目 (第1季) Reportable events[^]per million passengers carried (1st quarter) : 0.46	—		—		—		—		—	
	[^] 根據香港鐵路規例，港鐵須向香港特別行政區政府運輸及房屋局局長呈報的事故，是指凡影響鐵路途所、機械裝置及設備的事件，包括在行車綫路上的1宗路軌裂縫事故，直接影響任何人士（不論受傷與否）的事件，包括自殺/企圖自殺、闖入路軌，以至在扶手電梯、升降機和行人輸送帶上發生的意外。	—		—		—		—		—	
	[^] Reportable events notifiable to the Secretary for Transport and Housing, Government of the Hong Kong SAR under the Mass Transit Railway Regulations are occurrences affecting railway premises, plant and equipment including 1 rail breakage on running lines, or those directly affecting persons (with or without injuries), ranging from suicides/attempted suicides, trespassing onto tracks and accidents on escalators, lifts and moving paths.	—		—		—		—		—	

列車平均班次 Average Train Frequency

平日、星期日及公眾假期 (以分鐘計算) Weekdays, Sundays and Public Holidays (based on minutes)

	平日早上繁忙時段 Weekdays Morning Peak Hours	平日晚上繁忙時段 Weekdays Evening Peak Hours	平日非繁忙時段/星期日及公眾假期 Weekdays Non-peak Hours/ Sundays and Public Holidays[*]
港島綫 Island Line	1.9	2.1	3.6–6
荃灣綫 Tsuen Wan Line	2	2	3.6–6
觀塘綫 Kwun Tong Line			
調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	2.1	2.3	3.6–6
何文田 - 黃埔 Ho Man Tin – Whampoa	4.2	4.6	3.6–6
將軍澳綫 Tseung Kwan O Line			
北角 - 將軍澳 North Point – Tseung Kwan O	2.2	2.2	-
北角 - 寶琳 North Point – Po Lam	2.5 / 4	2.5 / 4	6
北角 - 康城 North Point – LOHAS Park	6.7	6.7	-
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	12–15
南港島綫 South Island Line	3.3	3.3	7.5
東涌綫 Tung Chung Line			
香港 - 青衣 Hong Kong – Tsing Yi	3.6	4	7–12
香港 - 東涌 Hong Kong – Tung Chung	6–8	4–8	7–12
迪士尼綫 Disneyland Resort Line[*]	10	10	10–20
東鐵綫 East Rail Line[^]			
紅磡 - 上水 Hung Hom – Sheung Shui	3.1–8	4–8	4–9
屯馬綫一期 Tuen Ma Line Phase 1	3.5	4	6.5–7
西鐵綫 West Rail Line	2.9	3.5	7
機場快綫 Airport Express	15	15	30
輕鐵 Light Rail			
路綫 / Route 505	6–10	5–10	5–17
路綫 / Route 507	5–9	6–9	7–17
路綫 / Route 610	6–10	6–10	6–17
路綫 / Route 614	14–18	14–18	9–23
路綫 / Route 614P	7–12	8–13	5–21
路綫 / Route 615	14–18	14–18	11–24
路綫 / Route 615P	7–12	8–12	5–21
路綫 / Route 705	5–6	5–7	5–12
路綫 / Route 706	4–7	4–6	5–13
路綫 / Route 751	5–9	6–9	6–17
路綫 / Route 751P	14–25	14–27	-
路綫 / Route 761P	4–7	4–7	4–14

^{*} 於晨早及午夜時段，港島綫、荃灣綫、觀塘綫、將軍澳綫、南港島綫、東鐵綫及西鐵綫班次將減至每12分鐘一班，而部分輕鐵路綫班次將減至每25分鐘一班。

[#] In the early morning and late night, train frequency of the Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, South Island Line, East Rail Line and West Rail Line will be reduced to every 12 minutes, whereas train frequency of some routes of Light Rail will be reduced to every 25 minutes.

[^] 疫情期間，東鐵綫紅磡站至羅湖站及落馬洲站的列車服務由2020年2月4日起暫停。

[^] Amid the pandemic, East Rail Line train services from Hung Hom to Lo Wu and Lok Ma Chau stations were suspended from 4 February 2020.

[~] 迪士尼綫於平日、星期六、日及公眾假期繁忙時段，每10分鐘一班列車；於非繁忙時段和香港迪士尼樂園關閉期間，則維持每20分鐘一班。

[~] Disneyland Resort Line trains operated at 10-minute intervals during peak hours on weekdays, Saturdays, Sundays and public holidays. Train service maintained at 20-minute intervals during non-peak hours and during the closure of Hong Kong Disneyland Park.

列車服務時間 Hours of Daily Operation

港島綫、荃灣綫、觀塘綫、將軍澳綫、南港島綫、東涌綫、迪士尼綫、西鐵綫、機場快綫及輕鐵 Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, South Island Line, Tung Chung Line, Disneyland Resort Line, West Rail Line, Airport Express and Light Rail : 19小時/ hours
東鐵綫及屯馬綫一期 East Rail Line and Tuen Ma Line Phase 1 : 19.5小時/ hours

列車平均班次 Average Train Frequency

星期六 (以分鐘計算) Saturdays (based on minutes)

	早上繁忙時段 Morning Peak Hours	晚上繁忙時段 Evening Peak Hours	非繁忙時段 [*] Non-peak Hours[*]
港島綫 Island Line	–	–	3.6–6
荃灣綫 Tsuen Wan Line	–	–	3.1–5
觀塘綫 Kwun Tong Line			
調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	–	–	3.1–5
何文田 - 黃埔 Ho Man Tin – Whampoa	–	–	3.8–6.2
將軍澳綫 Tseung Kwan O Line			
北角 - 將軍澳 North Point – Tseung Kwan O	–	–	2.2–5.6
北角 - 寶琳 North Point – Po Lam	–	–	2.5–6
北角 - 康城 North Point – LOHAS Park	–	–	6.7 ^{只適用於 During 0700 - 1015}
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	–	–	10.7–13.8
南港島綫 South Island Line	–	–	7.5
東涌綫 Tung Chung Line			
香港 - 青衣 Hong Kong – Tsing Yi	–	–	7–12
香港 - 東涌 Hong Kong – Tung Chung	–	–	7–12
迪士尼綫 Disneyland Resort Line[*]	–	–	10–20
東鐵綫 East Rail Line[^]			
紅磡 - 上水 Hung Hom – Sheung Shui	–	–	4–9
屯馬綫一期 Tuen Ma Line Phase 1	–	–	6.5–7
西鐵綫 West Rail Line	–	–	5.5–7
機場快綫 Airport Express	–	–	30
輕鐵 Light Rail			
路綫 / Route 505	6–9	4–9	6–17
路綫 / Route 507	8–10	7–11	7–15
路綫 / Route 610	8–12	9–14	8–16
路綫 / Route 614	12–20	12–20	10–23
路綫 / Route 614P	7–15	7–15	7–20
路綫 / Route 615	14–21	14–19	13–24
路綫 / Route 615P	7–15	7–15	7–20
路綫 / Route 705	6	5	6–10
路綫 / Route 706	4–6	3–8	4–11
路綫 / Route 751	6–10	9–12	8–15
路綫 / Route 751P	–	–	–
路綫 / Route 761P	5–9	5–8	5–14

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列車服務時間 Hours of Daily Operation

港島綫、荃灣綫、觀塘綫、將軍澳綫、南港島綫、東涌綫、迪士尼綫、西鐵綫、機場快綫及輕鐵 Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, South Island Line, Tung Chung Line, Disneyland Resort Line, West Rail Line, Airport Express and Light Rail : 19小時/ hours
東鐵綫及屯馬綫一期 East Rail Line and Tuen Ma Line Phase 1 : 19.5小時/ hours

MTR Corporation Limited

香港鐵路有限公司