

# 港鐵服務快訊

MTR Service Newsletter

2021年第2季  
2<sup>nd</sup> quarter 2021



## 屯馬綫全綫通車

屯馬綫已於六月二十七日全綫通車，貫通新界東西，連繫九龍東。

屯馬綫透過啟德站至紅磡站的新建鐵路段，把西鐵綫和屯馬綫一期連接起來，全長約五十六公里，共有二十七個車站，是全港最長的鐵路綫。

隨著屯馬綫全綫通車，宋皇臺和土瓜灣兩個新車站亦已投入服務，港鐵網絡從此更四通八達。乘客日後可於屯馬綫的六個轉車站轉乘多條現有鐵路綫，更輕鬆便捷地前往目的地。

屯馬綫更引入新的服務理念，進一步運用科技，如流動服務隊、機械人助理及智能客務中心。

## Full Tuen Ma Line commences passenger service

The full Tuen Ma Line (TML) commenced passenger service on 27 June linking the east and west of the New Territories and east Kowloon.

By connecting the West Rail Line and Tuen Ma Line Phase 1 through the newly-built railway section running from Kai Tak to Hung Hom stations, the TML is the longest railway line in the city with a total length of 56 kilometres serving 27 stations.

The full TML, including new stations at Sung Wong Toi and To Kwa Wan, enhances the accessibility and connectivity of the MTR network. Passengers can reach their destinations more easily with six interchange stations connecting to various existing railway lines.

The TML also introduces a new service concept by making more use of technology, including a roving service team, robot assistants and smart Customer Service Centres.



## 屯馬綫新車站各具特色

屯馬綫兩個新車站的設計別具藝術及歷史元素，為乘客的旅程更添姿采。

港鐵公司聯同古物古蹟辦事處，在宋皇臺站展出約四百件興建車站期間出土的精選文物，包括宋代貨幣、陶瓷等。

土瓜灣站的藝術品「家」，則以區內街坊分享的物件及其背後的回憶印記為主題，與當區歷史互相呼應。

## Special features at new TML stations

Artistic and historical elements are injected into the design of the two new TML stations to enrich passengers' journey experience.

At Sung Wong Toi Station, MTR has joined hands with the Antiquities and Monuments Office to showcase about 400 selected relics, including Song Dynasty coins and ceramics, that were unearthed during the station's construction.

At To Kwa Wan Station, the artwork "Home" is inspired by the collective memory of the local community and their donated items, echoing the historical background of the district.



## 紅磡站大變「新」

港鐵公司為紅磡站進行一系列提升工程，包括興建新的兩層月台，以及增設車站新出入口，冀以全新面貌為乘客帶來更舒適的乘車環境及體驗。

紅磡站屯馬綫及東鐵綫的新轉綫安排，亦已由6月20日起實施，並會在東鐵綫過海段開通前維持。

## Upgraded Hung Hom Station

MTR has implemented a series of upgrading works at Hung Hom Station, including the construction of the new two-level platforms and the addition of new entrance/exits, hoping to bring a new look to the station and an enhanced environment and experience for passengers.

Starting from 20 June, new arrangements have been implemented at the station for passengers to interchange between the TML and the East Rail Line, and they will be in effect until the opening of the cross-harbour section of the East Rail Line.



## 港鐵推出失物自助處理平台

自助失物處理平台於六月初推出，為乘客提供更便捷的方式登記失物。

乘客現可透過港鐵網頁及MTR Mobile，隨時登記於港鐵範圍內遺失的物件，毋須親身到車站客務中心，或致電失物辦事處熱綫報失。他們亦可利用新平台，查詢失物的最新狀況。












## MTR launches online lost property platform



Reporting lost property is easier than ever with the launch of a new digital platform in early June.


Passengers can now register an item lost in MTR premises via MTR Mobile or MTR website at any time, and no longer need to report to the Customer Service Centre or call the Lost Property Office hotline in person. They may also check for the latest status update for their case.


**2021年顧客服務表現** (4月至6月)


**2021 Customer Service Performance** (April - June)

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, Tsung 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	屯馬綫 Tuen Ma Line	輕鐵 Light Rail		
 列車按照編定班次行走 (列車服務供應) Train Service Delivery	<b>99.5%</b>	<b>99.9%</b> <sup>†</sup>	<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>	— <sup>††</sup>	<b>99.5%</b>	<b>99.9%</b>
 乘客車程準時程度 Passenger Journeys on Time	<b>99.5%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	— <sup>††</sup>	—	—
 列車服務準時程度 Train Punctuality	<b>99%</b>	<b>99.9%</b> <sup>†</sup>	<b>99%</b>	<b>99.9%</b> <sup>†</sup>	<b>99%</b>	<b>99.9%</b>	— <sup>††</sup>	<b>99%</b>	<b>99.9%</b>
 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)	<b>800,000公里 (km)</b>		<b>800,000公里 (km)</b>		<b>800,000公里 (km)</b>		—	—	—
 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)	<b>10,500次 (transactions)</b>							—	—
 增值機可靠程度 (僅限於適用車站) Add Value Machine Reliability (At applicable stations)	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.8%</b>	<b>99%</b>	<b>99.9%</b>	99%	— <sup>§</sup>	—
 自動售票機可靠程度 Ticket Machine Reliability	<b>99%</b>	<b>99.8%</b>	<b>99%</b>	<b>99.8%</b>	<b>99%</b>	<b>99.8%</b>	99%	— <sup>§</sup>	— <sup>+</sup>
 出入閘機可靠程度 Ticket Gate Reliability	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	99%	— <sup>§</sup>	—
 輕鐵月台八達通收費器可靠程度 Light Rail Platform Octopus Processor Reliability	—	—	—	—	—	—	—	— <sup>#</sup>	—
 扶手電梯可靠程度 Escalator Reliability	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	99%	— <sup>§</sup>	—
 乘客升降機可靠程度 Passenger Lift Reliability	<b>99.5%</b>	<b>99.8%</b>	<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>	99.5%	— <sup>§</sup>	—

 溫度及通風 Temperature and Ventilation Levels	<b>97.5%</b>	<b>99.9%</b>	—	—
<div> <div><div>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</div></div> <div> <div><div><b>Trains：To maintain a cool, pleasant and comfortable train environment generally at or below 26° C</b></div></div> <div> <div><div>車廂空調系統每月發生故障次數</div></div> <div><b>On-train air-conditioning failures per month</b></div> </div> </div> </div>	—	—	<3(次) times	0(次) time
<div> <div><div>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）</div></div> <div> <div><div><b>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)</b></div></div> </div> </div>	<b>93%</b>	<b>99.8%</b>	—	—
 清潔程度 Railway Cleanliness	<b>99%</b>	<b>99.8%</b>	—	—
<div> <div><div>列車車廂：每天清潔</div></div> <div> <div><div><b>Train Compartment：Cleaned daily</b></div></div> </div> </div>	<b>99%</b>	<b>100%</b>	—	—
<div> <div><div>列車車身：平均每兩天清洗一次</div></div> <div> <div><div><b>Train Exterior：Washed every 2 days (on average)</b></div></div> </div> </div>	<b>99%</b>	<b>100%</b>	—	—

 西北鐵路服務範圍內之巴士服務 Northwest Transit Service Area Bus Service	<b>99%</b>	<b>99.7%</b>	—	—
<div> <div><div>按照編定班次行走</div></div> <div> <div><div><b>Service Delivery</b></div></div> </div> </div>	<b>99%</b>	<b>100%</b>	—	—
<div> <div><div>車身清潔：每天清洗</div></div> <div> <div><div><b>Cleanliness：Washed daily</b></div></div> </div> </div>	<b>99%</b>	<b>100%</b>	—	—
 六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days	<b>99%</b>	<b>100%</b>	—	—

 載客量 (第2季) Total passengers carried (2<sup>nd</sup> quarter) : 395,574,000

 服務表現 (第2季) Service Performance (2<sup>nd</sup> quarter) 20分鐘或以上的延誤 Delays of 20 minutes or more : 15 (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2季) Service Performance Arrangement (up to 2<sup>nd</sup> 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：9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：一千元

No of service disruptions of 31 minutes or more (heavy rail and light rail) provisionally attributed to be due to factors within MTR control: 9

Amount put aside for “3% Rebate for Each Octopus Trip” promotion from mid 2022: \$10 Milion

<sup>†</sup> 數據反映2021年4月1日至6月26日期間的實際表現。

<sup>††</sup> The figure reflects the actual performance for the period between 1 April and 26 June 2021.

<sup>‡</sup> 屯馬綫的營運協議目標、顧客服務目標及實際表現結果將於屯馬綫完成首兩年營運後公布。

<sup>‡</sup> The performance requirement, customer service pledge target and actual performance will be available upon completion of 2-year revenue operations of the Tuen Ma Line.

<sup>§</sup> 營運表現將於2021年第三季度公布。

<sup>§</sup> The performance result will be available starting from the 3rd quarter of 2021.

<sup>\*</sup> 受破壞的輕鐵自動售票機的維修工作正在進行中，維修表現數據將於修復及測試完成後再作公布。

<sup>\*</sup> Repair works on damaged Light Rail Ticket Machines are underway. Performance data will be available after completion of repair and testing works.

<sup>#</sup> 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 (4月至6月) Performance better than target (April - June)

## 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*
<b>港島綫 Island Line</b>	1.9	2.1	3.6-6
<b>荃灣綫 Tsuen Wan Line</b>	2	2	3.1-6
<b>觀塘綫 Kwun Tong Line</b>			
調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	2.1	2.3	3.1-6
何文田 - 黃埔 Ho Man Tin – Whampoa	4.2	4.6	3.6-6.2
<b>將軍澳綫 Tseung Kwan O Line</b>			
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	5-6
北角 - 康城 North Point – LOHAS Park	6.7	6.7	-
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	12–15
<b>南港島綫 South Island Line</b>	3.3	3.3	5-7.5
<b>東涌綫 Tung Chung Line</b>			
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
<b>迪士尼綫 Disneyland Resort Line</b> <sup>~</sup>	10	10	10-20
<b>東鐵綫 East Rail Line</b> <sup>^</sup>			
紅磡 - 上水 Hung Hom – Sheung Shui	3.1-8	4-8	4-9
<b>屯馬綫一期 Tuen Ma Line Phase 1</b>	3.5	4	6.5-7
<b>西鐵綫 West Rail Line</b>	2.9	3.5	7
<b>機場快綫 Airport Express</b>	15	15	30
<b>輕鐵 Light Rail</b>			
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

<sup>\*</sup> 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減至每12分鐘一班，而部分輕鐵路綫班次減至每25分鐘一班。

<sup>†</sup> 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 have been reduced to every 12 minutes, whereas train frequency of some routes of Light Rail have been reduced to every 25 minutes.

<sup>^</sup> 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。

<sup>^</sup> 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.

<sup>~</sup> 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。

<sup>~</sup> 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*
<b>港島綫 Island Line</b>	-	-	3.1-5
<b>荃灣綫 Tsuen Wan Line</b>	-	-	2.4-4.2
<b>觀塘綫 Kwun Tong Line</b>			
調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	-	-	2.5-4.2
何文田 - 黃埔 Ho Man Tin – Whampoa	-	-	4.2-6.2
<b>將軍澳綫 Tseung Kwan O Line</b>			
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 <sup>只適用於 0700 - 1015</sup>
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	10.7-13.8
<b>南港島綫 South Island Line</b>	-	-	4-7.5
<b>東涌綫 Tung Chung Line</b>			
香港 - 青衣 Hong Kong – Tsing Yi	-	-	6.5-12
香港 - 東涌 Hong Kong – Tung Chung	-	-	6.5-12
<b>迪士尼綫 Disneyland Resort Line</b> <sup>~</sup>	-	-	10-20
<b>東鐵綫 East Rail Line</b> <sup>^</sup>			
紅磡 - 上水 Hung Hom – Sheung Shui	-	-	4-9
<b>屯馬綫一期 Tuen Ma Line Phase 1</b>	-	-	6.5-7
<b>西鐵綫 West Rail Line</b>	-	-	4.7-7
<b>機場快綫 Airport Express</b>	-	-	30
<b>輕鐵 Light Rail</b>			
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
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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

<sup>\*</sup> 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減至每12分鐘一班，而部分輕鐵路綫班次減至每25分鐘一班。

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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