

港鐵服務快訊

MTR Service Newsletter

2021年第3季
3rd quarter 2021



港鐵每週增加470班車

為了向乘客提供方便及舒適的旅程，東鐵綫、屯馬綫及將軍澳綫的列車服務自八月下旬起分階段加強，每週增加超過470班車。

疫情期間，港鐵繁忙時段的列車班次一直維持不變。與此同時，公司亦密切監察各鐵路綫的營運情況、市民出行模式及乘客量，適時調整非繁忙時段班次。

最新的服務調整考慮了屯馬綫通車後乘客出行模式的轉變，鐵路沿綫社區發展及新學年開始等因素。

MTR adds 470 weekly train trips

To provide passengers with convenient and comfortable journeys, train service has been enhanced on the East Rail Line, Tuen Ma Line and Tseung Kwan O Line in two phases starting from late August. A total of over 470 additional weekly train trips have been added on these lines.

MTR Corporation has all along maintained peak-hour train frequency during the pandemic, while closely monitoring the operation of each rail line and passengers' travelling patterns for timely adjustment of services during non-peak hours.

The latest service enhancement takes into account the change in travelling patterns upon the opening of the full Tuen Ma Line, community development along the rail network and the start of the new academic year.



電子化辦理 全程方便快捷



港鐵學生乘車優惠申請全面電子化

「港鐵學生乘車優惠計劃」的申請程序由九月一日起全面電子化。學生只需在 MTR Mobile 或港鐵網站上完成申請程序，即可享票價優惠。

電子化平台令申請過程亦更省時快捷，同時亦可減省學校的行政工作，並減少使用紙張，推廣綠色生活。

Full digitalisation of MTR Student Travel Scheme applications

The application procedure for the MTR Student Travel Scheme has been fully digitalised starting from 1 September. Students can enjoy the fare concessions with just a couple of quick and easy steps done online on MTR Mobile or the MTR website.

The digitalised platform reduces the administrative work of schools and the use of paper, thus promoting a greener living. The application procedures are much quicker and easier as well.

車站增設自動體外心臟除顫器

港鐵公司今年內將於所有重鐵車站及高鐵（香港段）西九龍站的大堂和月台，設置近300部自動體外心臟除顫器。

大部份車站會有至少兩部除顫器，並設有專用的放置箱及顯眼標示，方便車站職員及公眾人士在危急時取用，盡力拯救生命。



Additional AEDs in stations

MTR is placing a total of around 300 Automated External Defibrillators (AEDs) at the concourses and platforms of all heavy rail stations and Hong Kong West Kowloon Station of the High Speed Rail (Hong Kong Section) within this year.

There will be at least two AEDs in most stations. Each AED will be stored in a designated cabinet with eye-catching signage to ensure that MTR staff and members of the public can easily access the device to rescue lives in case of emergency.



東奧「動」人時刻相片展

港鐵公司由九月二十三日至十月二十四日，於奧運站及香港站舉行相片展，向香港運動員致敬。

是次展出的三十多幅相片，由中國香港體育協會暨奧林匹克委員會及香港殘疾人奧委會暨傷殘人士體育協會提供，讓大眾重温香港運動員在東京的體育場上比賽時的感動時刻，感受他們的拼勁及喜悅。

"Shining at the Tokyo Games" Photo Exhibition












A photo exhibition was organised at Olympic and Hong Kong stations from 23 September to 24 October to show appreciation for local athletes.


The Sports Federation and Olympic Committee of Hong Kong, China and Hong Kong Paralympic Committee & Sports Association for the Physically Disabled kindly supported the exhibition by sharing over 30 valuable photos. Visitors could relive and celebrate the glorious achievements and inspiring moments of Hong Kong athletes competing at Tokyo's sports arenas.






2021年顧客服務表現 (7月至9月)

2021 Customer Service Performance (July - September)


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 Kwun Tong Line, Tsuen Wan Line, Island Line, Tsung Kwan O Line & South Island Line	東涌綫及迪士尼綫 Tung Chung Line & Disneyland Resort Line	機場快綫 Airport Express	東鐵綫 East 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	99.5%	99.9% [Ⓐ]	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%	100%	99%	99.9%	— [^]	—	—
 列車服務準時程度 Train Punctuality	99%	99.8% [Ⓐ]	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) 4,367,754公里 (km)			800,000公里 (km) 8,302,264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) 29,193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% [Ⓐ]	—	—
 自動售票機可靠程度 Ticket Machine Reliability	99%	99.8%	—	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% [Ⓐ]	—	—
 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% [Ⓐ]	—	—
 乘客升降機可靠程度 Passenger Lift Reliability	99.5%	99.8%	—	99.5%	99.9% [Ⓐ]	99.5%	99.9% [Ⓐ]	—	—

 溫度及通風 Temperature and Ventilation Levels	97.5%	99.9%	—	—	—	—	—	—	—
<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>Trains : To maintain a cool, pleasant and comfortable train environment generally at or below 26° C</div> <div>車廂空調系統每月發生故障次數</div> <div>On-train air-conditioning failures per month</div> </div> </div>	—	—	<3(次)	0(次)	times	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>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)</div> </div> </div>	93%	99.8%	—	—	—	—	—	—	—
 清潔程度 Railway Cleanliness	99%	99.8%	—	99%	99.8%	—	—	—	—
<div> <div><div>列車車廂：每天清潔</div></div> <div> <div>Train Compartment : Cleaned daily</div> </div> </div>	—	—	—	—	—	—	—	—	—
<div> <div><div>列車車身：平均每兩天清洗一次</div></div> <div> <div>Train Exterior : Washed every 2 days (on average)</div> </div> </div>	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%	—	—	—	—	—	—	—
<div> <div><div>車身清潔：每天清洗</div></div> <div> <div>Cleanliness : Washed daily</div> </div> </div>	99%	100%	—	—	—	—	—	—	—
 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3季) Total passengers carried (3rd quarter)**: 435,119,000

服務表現 (第3季) Service performance (3rd quarter) 20分鐘或以上的延誤 Delays of 20 minutes or more : 8 (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3季) Service Performance Arrangement (up to 3rd 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：12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: 12 Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2022: \$13 Million

Ⓐ 數據反映2021年6月27日至9月30日期間的實際表現。

The figure reflects the actual performance for the period between 27 June and 30 September 2021.

^ 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階段運作後公布。

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

* 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安裝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 (7月至9月) Performance better than target (July - September)

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	3.1–6
觀塘綫 Kwun Tong Line			
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
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	5–6
北角 - 康城 North Point – LOHAS Park	6.7	6.7	-
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	10–14
南港島綫 South Island Line	3.3	3.3	5–7.5
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
屯馬綫 Tuen Ma Line	2.7–3	3.3–3.5	6–7.3
東鐵綫 East Rail Line [^]			
紅磡 - 上水 Hung Hom – Sheung Shui	2.9–8	3.3–8	4–8
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	12–23
路綫 / Route 614P	7–12	8–13	7–21
路綫 / Route 615	14–18	14–18	14–24
路綫 / Route 615P	7–12	8–12	8–21
路綫 / Route 705	5–7	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	15–57	15–27	-
路綫 / Route 761P	4–7	4–7	5–15

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

^{*} 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 and East 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.

[^] 疫情期間，東鐵綫紅磡站至蘿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、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, Airport Express and Light Rail : **19小時**/hours

東鐵綫及屯馬綫

East Rail Line and Tuen Ma Line : **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	–	–	3.1–5
荃灣綫 Tsuen Wan Line	–	–	2.4–4.2
觀塘綫 Kwun Tong Line			
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
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	–	–	8.2–12
南港島綫 South Island Line	–	–	4–7.5
東涌綫 Tung Chung Line			
香港 - 青衣 Hong Kong – Tsing Yi	–	–	6.5–12
香港 - 東涌 Hong Kong – Tung Chung	–	–	6.5–12
迪士尼綫 Disneyland Resort Line [†]	–	–	10–20
屯馬綫 Tuen Ma Line	–	–	4.7–7.3
東鐵綫 East Rail Line [^]			
紅磡 - 上水 Hung Hom – Sheung Shui	–	–	4–8
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	7–10	7–11	7–16
路綫 / Route 610	9–12	9–14	8–17
路綫 / Route 614	12–20	12–20	10–23
路綫 / Route 614P	7–15	7–14	7–23
路綫 / Route 615	14–21	14–19	13–24
路綫 / Route 615P	7–15	7–15	7–22
路綫 / Route 705	6	5	5–12
路綫 / Route 706	4–6	3–8	4–11
路綫 / Route 751	6–10	9–12	8–17
路綫 / Route 751P	–	–	–
路綫 / Route 761P	5–9	5–8	5–15

^{*} 於晨早及午夜時段，港島綫、荃灣綫、觀塘綫、將軍澳綫、南港島綫及東鐵綫班次減至每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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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、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, Airport Express and Light Rail : **19小時**/hours

東鐵綫及屯馬綫

East Rail Line and Tuen Ma Line : **19.5小時**/hours

MTR Corporation Limited

香港鐵路有限公司