

# 港鐵 服務快訊

MTR Service Newsletter

2020年第4季  
4th quarter 2020



## 「程程20%車費扣減」延長

港鐵公司較早前推出的「程程20%車費扣減」，有效期將由原來的二零二一年一月一日，延長至二零二一年三月底。這是港鐵在疫情下與市民共渡時艱的多項措施之一。購買「全月通加強版」和「港鐵都會票」的乘客則可享有一百元扣減至二零二一年六月底。

## Extension of "20% Rebate for Every Octopus Trip"

MTR Corporation launched the "20% Rebate for Every Octopus Trip" which was available to 1 January 2021 originally, and has now been extended till late March 2021. This is one of the measures that the Corporation is taking to ride out the difficult times with the public together amid the pandemic. Users who purchase Monthly Pass Extra and MTR City Saver can also enjoy a flat reduction of \$100 till June 2021.

## 推出二維碼乘車服務

港鐵公司與AlipayHK在二零二一年一月推出嶄新的二維碼付費乘車服務，為乘客提供多一個付費選擇，推動智慧出行以及提升乘客體驗。乘客可在港鐵九十三個車站（機場快綫除外）使用二維碼付費乘車。提供二維碼付費的閘機設有顯眼的紫色標示，而車站亦會增加指示，方便乘客輕鬆入閘。乘客亦需留意，除「程程20%車費扣減」外，其他港鐵車費優惠及公共交通費用補貼計劃並不適用於二維碼乘車服務。

## Launch of QR Code payment service

MTR Corporation and AlipayHK launched a brand-new QR code payment service in January 2021. This provides another payment option for passengers, promoting smart mobility and enhancing customer experience. Passengers can enjoy the service at all 93 heavy rail stations (except Airport Express). Entry / exit gates for QR code payment are wrapped with prominent purple stickers and signage at stations to facilitate passengers. Passengers should also note that apart from the "20% Rebate for Every Octopus Trip", other MTR fare promotions and the Public Transport Fare Subsidy Scheme are not applicable for QR code payment.



## 港鐵見習生於啟德站服務乘客

四位「智能見習生」已完成各種測試，於二零二零年十月起在啟德站服務乘客。他們各有所長，能協助車站職員為乘客提供優質服務。

「尋路員-T」可以讓乘客查詢行程和車站內外設施。「引路員-T」則會與職員一起巡邏車站，乘客可透過其內置應用程式查詢行程路線。車站關閉後，「巡查員-T」會巡邏車站，利用圖像分析技術協助檢查設施狀態；「清潔員-T」則以環保技術自動清潔車站。

機械人皆配備人工智能科技，能透過在職培訓持續提升能力。

## Robotic trainees ready to greet passengers at Kai Tak Station

Four "Smart Trainees" started serving passengers at Kai Tak Station from October 2020 after extensive testing. Each of them is equipped with unique skills in assisting staff to provide excellent service to customers.

"Finder-T" can answer passenger enquiries about journey planning and facilities in or near the station. "Guider-T" works together with station staff to patrol, and passengers can use its in-built applications to check travel routes. Meanwhile after daily service, "Checker-T" will check station facilities status using image analysis and "Cleaner-T" will automatically clean the station with eco-technology systems.

These smart trainees are AI-powered, so their abilities will keep growing through on-the-job training.



## 最新一代輕鐵已投入服務

簇新的「第五期」輕鐵車輛已於二零二零年十一月投入服務，為新界西北的乘客提供更便捷、優質的公共交通服務。

新輕鐵改良了LED照明系統加強車廂的空間感；車廂的扶手和吊環的分佈等亦經過改善，進一步提升乘客的體驗。

## New generation Light Rail Vehicles commence service

The brand new "Phase 5" Light Rail Vehicles entered service in November 2020 to provide passengers in the Northwest New Territories with a more convenient and high-quality public transport service.

The new Light Rail Vehicles feature improved LED lighting to enhance saloon ambience, as well as better handrail and straphanger arrangements etc to further enhance passenger experience.

## 車站升降機增設自動感應器

2019冠狀病毒病肆虐，乘客都希望減少觸碰公用設施。港鐵公司於二零二零年年中起，陸續在多個車站超過一百部升降機安裝自動感應器。感應器採用紅外線技術，乘客乘搭升降機時，只需在感應器前揮手，毋須再接觸按鈕，讓他們日常出行更安心舒適。

## Sensors installed in MTR station lifts

















Amid the COVID-19 pandemic, passengers wish to reduce the chances of touching public installations. To respond to their concerns, MTR has gradually installed lift button sensors in more than 100 lifts at various stations from mid-2020. The sensors adopt infrared technology. Passengers can now take the lift by simply waving their hand in front of the sensors without touching physical buttons, making the everyday travel experience safer and more relaxing.






## 2020年顧客服務表現(10月至12月)

**2020 Customer Service Performance (October - December)**

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 <small>Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, South Island Line, Tung Chung Line &amp; Disneyland Resort Line</small>		機場快綫 <small>Airport Express</small>		東鐵綫(包括屯馬綫一期) <small>East Rail Line (Including Tuen Ma Line Phase 1)</small>		西鐵綫 <small>West Rail Line</small>		輕鐵 <small>Light Rail</small>	
	列車按照編定班次行走 (列車服務供應) <b>Train Service Delivery</b>	<b>99.5%</b>	<b>99.8%</b>	<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.8%</b>	<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>
	乘客車程準時程度 <b>Passenger Journeys on Time</b>	<b>99.5%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	—	
	列車服務準時程度 <b>Train Punctuality</b>	<b>99%</b>	<b>99.8%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<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) <b>Train Reliability (Train Car-km per train failure causing delays ≥ 5 mins)</b>	<b>700,000公里 (km)</b> <b>3,359,898公里 (km)</b>				<b>700,000公里 (km)</b> <b>10,066,098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) <b>Ticket Reliability (Smart ticket transactions per ticket failure)</b>	<b>10,500次 (transactions)</b> <b>33,452次 (transactions)</b>									
	增值機可靠程度 (僅限於適用車站) <b>Add Value Machine Reliability (At applicable stations)</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>
	自動售票機可靠程度 <b>Ticket Machine Reliability</b>	<b>99%</b>	<b>99.8%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.8%</b>	<b>99%</b>	<b>99.8%</b>	—	*
	出入閘機可靠程度 <b>Ticket Gate Reliability</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	—	
	輕鐵月台八達通收費器可靠程度 <b>Light Rail Platform Octopus Processor Reliability</b>	—		—		—		—		—	#
	扶手電梯可靠程度 <b>Escalator Reliability</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	—	
	乘客升降機可靠程度 <b>Passenger Lift Reliability</b>	<b>99.5%</b>	<b>99.8%</b>	<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>	—	
	溫度及通風 <b>Temperature and Ventilation Levels</b> 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 <b>Trains：To maintain a cool, pleasant and comfortable train environment generally at or below 26°C</b> 車廂空調系統每月發生故障次數 <b>On-train air-conditioning failures per month</b>	<b>97.5%</b>		<b>99.9%</b>						<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) <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>	<b>93%</b>		<b>100%</b>						—	
	清潔程度 <b>Railway Cleanliness</b> 列車車廂：每天清潔 <b>Train Compartment：Cleaned daily</b> 列車車身：平均每兩天清洗一次 <b>Train Exterior：Washed every 2 days (on average)</b>	<b>99%</b>		<b>100%</b>							
	西北鐵路服務範圍內之巴士服務 <b>Northwest Transit Service Area Bus Service</b> 按照編定班次行走 <b>Service Delivery</b> 車身清潔：每天清洗 <b>Cleanliness：Washed daily</b>	<b>99%</b>		<b>100%</b>							
	六個工作天內回覆乘客查詢 <b>Passenger Enquiry Response Time within 6 Working Days</b>	<b>99%</b>		<b>100%</b>							

 **載客量 (第4季) Total passengers carried (4th quarter): 365,438,000**

 **服務表現 (第4季) Service performance (4th quarter)**  
20分鐘或以上的延誤 **Delays of 20 minutes or more：4**  
(包括乘客行為及外在因素 **Including passenger behaviour and external factors**)

**2020服務表現安排 (累積至第4季) Service Performance Arrangement (up to 4th 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: 8宗  
撥出作2021年年中開始的八達通「每程3%車費扣減」優惠的金額總數：一千五百萬元  
No. of service disruptions of 31 minutes or more (heavy rail and light rail) provisionally attributed to be due to factors within MTR control: 8  
Amount put aside for “3% Rebate for Each Octopus Trip” promotion from mid 2021：\$15Million





<sup>\*</sup> 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。

<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 (10月至12月) **Performance better than target (October - December)**

	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 <small>Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, South Island Line, Tung Chung Line &amp; Disneyland Resort Line</small>		機場快綫 <small>Airport Express</small>		東鐵綫(包括屯馬綫一期) <small>East Rail Line (Including Tuen Ma Line Phase 1)</small>		西鐵綫 <small>West Rail Line</small>		輕鐵 <small>Light Rail</small>	
	<b>乘客滿意水平 (第4季) Customer satisfaction level (4th quarter)</b> 每100萬名乘客中，有1.98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。 <b>There were 1.98 complaints per 1,000,000 passengers carried. The top three complaint categories were Staff, Train Services and Environment.</b>									
	<b>每百萬載客人次的須呈報事故<sup>^</sup>數目 (第4季) Reportable events<sup>^</sup>per million passengers carried (4th quarter): 0.57</b>									
	<sup>^</sup> 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，是指凡影響鐵路處所、機械裝置及設備的事件，包括在行車綫路上的2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。									
	<sup>^</sup> 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 2 rail breakages 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 <small>Weekdays Morning Peak Hours</small>	平日晚上繁忙時段 <small>Weekdays Evening Peak Hours</small>	平日非繁忙時段/星期日及公眾假期 <small>Weekdays Non-peak Hours/ Sundays and Public Holidays<sup>*</sup></small>
<b>港島綫 Island Line</b>	1.9	2.1	3.6–6
<b>荃灣綫 Tsuen Wan Line</b>	2	2	3.6–6
<b>觀塘綫 Kwun Tong Line</b>			
調景嶺 - 何文田 <i>Tiu Keng Leng – Ho Man Tin</i>	2.1	2.3	3.6–6
何文田 - 黃埔 <i>Ho Man Tin – Whampoa</i>	4.2	4.6	3.6–6
<b>將軍澳綫 Tseung Kwan O Line</b>			
北角 - 將軍澳 <i>North Point – Tseung Kwan O</i>	2.2	2.2	-
北角 - 寶琳 <i>North Point – Po Lam</i>	2.5 / 4	2.5 / 4	6
北角 - 康城 <i>North Point – LOHAS Park</i>	6.7	6.7	-
調景嶺 - 康城 <i>Tiu Keng Leng – LOHAS Park</i>	-	-	12–15
<b>南港島綫 South Island Line</b>	3.3	3.3	7.5
<b>東涌綫 Tung Chung Line</b>			
香港 - 青衣 <i>Hong Kong – Tsing Yi</i>	3.6	4	7–12
香港 - 東涌 <i>Hong Kong – Tung Chung</i>	6–8	4–8	7–12
<b>迪士尼綫 Disneyland Resort Line<sup>*</sup></b>	10	10	10–20
<b>東鐵綫 East Rail Line<sup>^</sup></b>			
紅磡 - 上水 <i>Hung Hom – Sheung Shui</i>	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	6–9	4–9	5–17
路綫 / Route 507	8–10	7–11	7–17
路綫 / Route 610	8–12	9–14	6–16
路綫 / Route 614	12–20	12–20	9–23
路綫 / Route 614P	7–15	7–15	5–21
路綫 / Route 615	14–21	14–19	11–24
路綫 / Route 615P	7–15	7–15	6–20
路綫 / Route 705	6	5	5–12
路綫 / Route 706	4–6	3–8	4–12
路綫 / Route 751	6–10	9–12	6–17
路綫 / Route 751P#	#	#	-
路綫 / Route 761P	5–9	5–8	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。

<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 will be reduced to every 12 minutes, whereas train frequency of some routes of Light Rail will be 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.

<sup>#</sup> 學校假期及停課期間，輕鐵路綫751P於平日的服務班次會相應減少。

<sup>#</sup> Light Rail Route 751P runs at reduced frequencies on weekdays during school holidays and class suspension.

### 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 <small>Morning Peak Hours</small>	晚上繁忙時段 <small>Evening Peak Hours</small>	非繁忙時段* <small>Non-peak Hours<sup>*</sup></small>
<b>港島綫 Island Line</b>	–	–	3.6–6
<b>荃灣綫 Tsuen Wan Line</b>	–	–	3.1–5
<b>觀塘綫 Kwun Tong Line</b>			
調景嶺 - 何文田 <i>Tiu Keng Leng – Ho Man Tin</i>	–	–	3.1–5
何文田 - 黃埔 <i>Ho Man Tin – Whampoa</i>	–	–	3.8–6.2
<b>將軍澳綫 Tseung Kwan O Line</b>			
北角 - 將軍澳 <i>North Point – Tseung Kwan O</i>	–	–	2.2–5.6
北角 - 寶琳 <i>North Point – Po Lam</i>	–	–	2.5–6
北角 - 康城 <i>North Point – LOHAS Park</i>	–	–	6.7 <small>只適用於 During 0700 - 1015</small>
調景嶺 - 康城 <i>Tiu Keng Leng – LOHAS Park</i>	–	–	10.7–13.8
<b>南港島綫 South Island Line</b>	–	–	7.5
<b>東涌綫 Tung Chung Line</b>			
香港 - 青衣 <i>Hong Kong – Tsing Yi</i>	–	–	7–12
香港 - 東涌 <i>Hong Kong – Tung Chung</i>	–	–	7–12
<b>迪士尼綫 Disneyland Resort Line<sup>*</sup></b>	–	–	10–20
<b>東鐵綫 East Rail Line<sup>^</sup></b>			
紅磡 - 上水 <i>Hung Hom – Sheung Shui</i>	–	–	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>	–	–	5.5–7
<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
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

<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。

<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 will be reduced to every 12 minutes, whereas train frequency of some routes of Light Rail will be 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

MTR Corporation Limited
香港鐵路有限公司