

港鐵服務快訊

MTR Service Newsletter

2018年第1季
1st quarter 2018



心繫生活每一程



港鐵乘客車程準時度維持99.9%

二零一七年，港鐵整體乘客車程準時度繼續維持在百分之九十九點九的世界級水平。年內，港鐵在重鐵網絡共行走超過二百一十一萬班列車，並接載超過十七億六千萬乘客人次，破歷年紀錄。與以往同月比較，一月、三月、十一月及十二月的列車服務表現，更是兩鐵合併以來最佳。

自二零一七年年底開始，港鐵公司安排額外列車，在特定時段前往個別較繁忙車站接載乘客；而公司亦於繁忙時段在個別車站，尤其是主要轉綫車站，實施客流管理措施，為乘客提供安全和高效率的服務，及進一步維持暢順的乘客人流和良好的車站運作。

MTR maintains 99.9% on-time performance

The overall passenger on-time service performance across the MTR network in 2017 remained high at a world-class level of 99.9%. During the year, MTR operated a record number of over 2.11 million train trips and carried over 1.76 billion passenger journeys on the heavy rail network. The best train service performance since the rail merger was recorded for the months of January, March, November and December.

To ensure safe and efficient service and further maintain smooth passenger flow and good station order, additional trains have been deployed to selected busy stations to relieve crowding at pinch points starting from late 2017. Special crowd management measures have also been implemented at stations, in particular at major interchange stations during peak hours.



全新市區路綫列車展開測試

港鐵公司購置九十三列全新八卡列車，以更換現時服務觀塘綫、荃灣綫、港島綫及將軍澳綫的列車，首列新車的測試已進入新階段。由三月中旬開始，新車在非行車時間於東涌綫展開一系列試行測試。

港鐵公司於二零一五年批出合約，購入這批八卡車廂新列車，首列列車於一月底運抵香港後，正按嚴謹的驗收程序進行測試。其餘新列車將於二零一八至二零二三年間陸續抵港。



Testing progresses for first new urban line train

Testing has entered a new phase for the first of the 93 new 8-car trains procured to replace existing trains operating on the Kwun Tong, Tsuen Wan, Island and Tseung Kwan O lines. Starting in mid-March, the train commenced a series of test runs on the Tung Chung Line during non-traffic hours.

MTR awarded a contract for the production of the new 8-car trains in 2015 and the first train has been undergoing stringent testing and commissioning locally since its arrival in Hong Kong in late January. The remaining trains will be delivered progressively between 2018 and 2023.



農曆新年期間額外增加逾八百班車

港鐵公司於新春期間共額外增加逾八百班車，並於大除夕（二月十五日）下午起加強列車服務，為顧客提供更方便的鐵路服務，與他們一同迎接新年。另外，大部份港鐵路綫與輕鐵更於大除夕晚通宵行駛，讓市民外出慶祝新春佳節更盡興。

More than 800 additional train services for Lunar New Year

To celebrate the arrival of the Year of the Dog with passengers, more than 800 extra train trips were provided during the festive holidays for their travel convenience. Train services were strengthened starting from the afternoon of Lunar New Year's Eve (15 February). In addition, trains were operated overnight on Lunar New Year's Eve on most MTR lines and Light Rail routes for the convenience of members of the public who stayed out late to join the festivities.



青衣站港鐵安全體驗天地隆重開幕

位於青衣站的「港鐵安全體驗天地」於三月十四日正式開幕，為小朋友提供一個互動和有趣的平台，學習月台安全注意事項、安全使用扶手電梯及升降機、車廂有禮行為等訊息。此計劃由港鐵公司與樂在棋中社會企業聯手推出，向小朋友宣揚乘搭港鐵時應注意的安全和有禮行為。

MTR Safety Experience Zone opens at Tsing Yi Station

An "MTR Safety Experience Zone" opened on 14 March at Tsing Yi Station, providing an interactive and enjoyable opportunity for children to learn more about platform safety, escalator safety, proper use of lifts and good behaviour on trains. The zone is a collaboration between MTR Corporation and People on Board Social Enterprise to nurture children with safety tips and good passenger behaviours when travelling in the MTR network.

港鐵鰂魚涌站最新車站藝術品

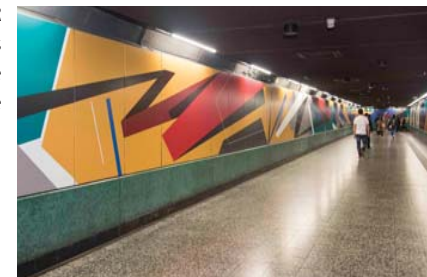
新進駐港鐵鰂魚涌站的幾何圖像壁畫充滿動感色彩，為港鐵乘客帶來嶄新的乘車體驗。名為「動感清晨」的壁畫由英國街頭藝術家Remi Rough先生創作，描繪了乘客在港鐵網絡中川流不息的情況，並為通往車站A出入口附近社區的方向帶來全新連繫。

「動感清晨」由港鐵公司及太古地產聯合委託創作，是「港鐵•藝術」計劃最新的車站藝術品。

New artwork at MTR Quarry Bay Station















A dazzling geometric mural filled with vibrant colours is providing a brand new travelling experience for passengers at MTR Quarry Bay Station. Created by British street artist Mr Remi Rough, the mural entitled "Morning Dynamics" depicts the flow of commuters in the MTR network and gives a unique identity to the subway near Exit A of the station.


Jointly commissioned by MTR Corporation and Swire Properties Ltd., "Morning Dynamics" is the latest station artwork under the "Art in MTR" programme.




2018年顧客服務表現(1月至3月)

2018 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(包括馬鞍山綫) East Rail Line (Including Ma On Shan Line)		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%		
	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% 99.8%		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)	650,000公里 (km) 2,609,866公里 (km)				650,000公里 (km) 10,398,297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) 55,545次 (transactions)									—	
	增值機可靠程度 Add Value Machine Reliability	99% 99.8%				99% 99.9%		99% 99.7%		99% 99.8%		
	自動售票機可靠程度 Ticket Machine Reliability	99% 99.7%				99% 99.8%		99% 99.6%		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	—		—		—		—		99% 99.9%		
	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% 99.7%				99.5% 99.9%		99.5% 99.8%		—		
	溫度及通風 Temperature and Ventilation Levels											
	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			97.5%		99.9%				—		
	車廂空調系統每月發生故障次數 On-train air-conditioning failures per month			—						<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											
	列車車廂：每天清潔 Train Compartment：Cleaned daily			99%		100%						
	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%		99.7%						
	按照編定班次行走 Service Delivery			99%		100%						
	車身清潔：每天清洗 Cleanliness：Washed daily			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1季) Total passengers carried (1st quarter) : 499,456,000

 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 : 8

2018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已確認成因是在港鐵控制範圍內：1宗撥出作2019年年中開始的「每程車費扣減3%」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) confirmed to be due to factors within MTR control: 1 Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2019: \$3 Million

 目標
Target

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



乘客滿意水平 (第1季) Customer satisfaction level (1st quarter)
每100萬名乘客中，有1.55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 1.55 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): 0.62

[^]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3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，以至在扶手电梯、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 3 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 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	3.1 - 6
荃灣綫 Tsuen Wan Line	2	2	2.8 - 5.5
觀塘綫 Kwun Tong Line			
調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	2.1	2.3	2.8 - 5
何文田 - 黃埔 Ho Man Tin – Whampoa	4.2	4.7	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	4 - 5.8
北角 - 寶琳 North Point – Po Lam	2.5 / 4	2.5 / 4	4 - 6
北角 - 康城 North Point – LOHAS Park	6.7	6.7	-
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	10.5 - 13.8
南港島綫 South Island Line	3.3	3.3	4.5 - 6
東涌綫 Tung Chung Line			
香港 - 青衣 Hong Kong – Tsing Yi	3.6	4	6 - 12
香港 - 東涌 Hong Kong – Tung Chung	6 - 8	4 - 8	6 - 12
迪士尼綫 Disneyland Resort Line	4.5 - 5	4.5 - 5	10 [‡]
東鐵綫 East Rail Line			
紅磡 - 上水 Hung Hom – Sheung Shui	2.6 - 8	4 - 8	3.5 - 8
紅磡 - 羅湖 Hung Hom – Lo Wu	6 - 8	6 - 8	5.5 - 8
紅磡 - 落馬洲 Hung Hom – Lok Ma Chau	10 - 12	10 - 12	10 - 14
馬鞍山綫 Ma On Shan Line	3	4	5 - 8
西鐵綫 West Rail Line	2.9	3.5	5 - 7
機場快綫 Airport Express	10	10	10 - 12
輕鐵 Light Rail			
路線 / Route 505	6 - 9	5 - 9	7 - 14
路線 / Route 507	5 - 9	6 - 9	7 - 15
路線 / Route 610	5 - 9	5 - 10	8 - 17
路線 / Route 614	10 - 17	10 - 16	11 - 23
路線 / Route 614P	9 - 12	8 - 12	10 - 20
路線 / Route 615	10 - 18	10 - 18	11 - 23
路線 / Route 615P	9 - 12	8 - 12	10 - 20
路線 / Route 705	5 - 6	5 - 7	6 - 11
路線 / Route 706	5 - 7	5 - 7	6 - 13
路線 / Route 751	4 - 9	5 - 9	7 - 16
路線 / Route 751P	7 - 15	5 - 12	-
路線 / Route 761P	3 - 7	4 - 6	5 - 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23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 23 minutes.

[‡] 星期日及公眾假期，迪士尼綫於香港迪士尼樂園早上開放及晚上關閉時的班次為4.5至5分鐘一班。

^{*} On Sundays and public holidays, Disneyland Resort Line trains are operated at 4.5 to 5 minute frequencies when Hong Kong Disneyland Resort opens in the morning and closes in the evening.

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

東鐵綫及馬鞍山綫

East Rail Line and Ma On Shan 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	2.5	4 - 5
荃灣綫 Tsuen Wan Line	2.5	2.3	4 - 5.5
觀塘綫 Kwun Tong Line			
調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	2.5	2.3	
何文田 - 黃埔 Ho Man Tin – Whampoa	5	4.7	3.5 - 5.3
將軍澳綫 Tseung Kwan O Line			
北角 - 將軍澳 North Point – Tseung Kwan O	2.2	-	4 - 5.6
北角 - 寶琳 North Point – Po Lam	2.5 / 4	-	4 - 6
北角 - 康城 North Point – LOHAS Park	6.7	-	-
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	10.7 - 13.8
南港島綫 South Island Line	4.5	4	4.5 - 5
東涌綫 Tung Chung Line			
香港 - 青衣 Hong Kong – Tsing Yi	5	-	6.5 - 12
香港 - 東涌 Hong Kong – Tung Chung	10	-	6.5 - 12
迪士尼綫 Disneyland Resort Line	4.5 - 5	4.5 - 5	10
東鐵綫 East Rail Line			
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紅磡 - 羅湖 Hung Hom – Lo Wu	6 - 8	6 - 8	6 - 8
紅磡 - 落馬洲 Hung Hom – Lok Ma Chau	10 - 12	10 - 12	12 - 14
馬鞍山綫 Ma On Shan Line	3	4	4.5 - 7
西鐵綫 West Rail Line	3.5	4	5 - 7
機場快綫 Airport Express	10	10	10 - 12
輕鐵 Light Rail			
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路線 / Route 614P	9 - 14	8 - 13	9 - 16
路線 / Route 615	11 - 15	12 - 15	14 - 23
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東鐵綫及馬鞍山綫

East Rail Line and Ma On Shan Line : 19.5小時/ hours

MTR Corporation Limited

香港鐵路有限公司