

港鐵服務快訊

MTR Service Newsletter

2019年第1季
1st quarter 2019

↑
觀塘綫
Kwun Tong Line
調景嶺/黃埔
Tiu Keng Leng / Whampoa

二零一八年乘客車程準時度維持99.9%

港鐵公司於二零一八年的每週日平均乘客量雖再創新高，超過五百八十萬人次，但整體乘客車程準時度仍達到百分之九十九點九的水平。一月至九月的乘客車程準時度乃合併以來按年同期最佳表現。

此外，港鐵公司在二零一八年於維修保養、提升及更新鐵路資產方面投放了超過九十億元，以維持高服務水平。

99.9% of passenger journeys on time in 2018

The MTR network achieved an overall passenger journey on-time performance of 99.9% in 2018 while ridership reached a record high with an average of over 5.8 million passenger trips every weekday. The passenger journey on-time performance for January to September was the best since the Rail Merger.

In 2018, the MTR Corporation spent over \$9 billion on the maintenance, upgrade and replacement of railway assets to maintain high performance standards.



持續投放資源
更新資產
Continuous Investment in
Asset Renewal

99.9%

乘客車程準時度

Passenger Journeys On-Time Maintained at 99.9%



農曆新年期間加強列車服務

港鐵公司於新春期間額外增加共九百六十四班車，並於大除夕（二月四日）下午起加強列車服務，為乘客於新春期間提供更便捷的鐵路服務，與他們一同迎接新年。另外，所有港鐵本地鐵路綫（機場快綫、迪士尼綫及往返羅湖站及落馬洲站的車程除外）更於大除夕晚通宵行駛，方便市民外出慶祝新春佳節。

Additional train services for Lunar New Year

To celebrate the arrival of the Year of the Pig, an extra 964 train trips were provided during the festive holidays to enhance travel convenience for passengers. Train services were strengthened starting from the afternoon of Lunar New Year's Eve (4 February). In addition, trains were operated overnight on Lunar New Year's Eve on all local MTR lines (except Airport Express, Disneyland Resort Line and journeys to or from Lo Wu and Lok Ma Chau stations) for the convenience of members of the public who stayed out late to welcome the Year of the Pig.



鑽石山站翻新出入口啟用

鑽石山站翻新後的A2出入口已於三月初開放予公眾使用，為來往彩虹道及新蒲崗區的乘客，提供更直接、便利及舒適的通道。是項提升工程是沙田至中環綫項目的其中一部分，為日後鑽石山站成為屯馬綫及觀塘綫的轉綫站作好準備。

Revamped entrance opens at Diamond Hill Station

The revamped Entrance/Exit A2 at Diamond Hill Station was opened to the public in early March, providing passengers with more direct, convenient and comfortable access to the station from Choi Hung Road and the San Po Kong area. The enhancements are part of the Shatin to Central Link project, which is preparing the station to serve as an interchange between the Tuen Ma Line and the Kwun Tong Line.



調景嶺站新增育嬰間設施

港鐵網絡內首個育嬰間已於二月二十日在調景嶺站啟用。新育嬰設施與相連的新客用洗手間均位於車站大堂（近B出入口的付費區域內），育嬰間內設有嬰兒尿布更換墊及洗手盤等多項設施，並附有獨立哺乳間。

港鐵公司已計劃於六個轉綫車站，包括尖沙咀站、油麻地站、荔景站、中環站、北角站及油塘站進行大型翻新工程時，同時加設育嬰間及客用洗手間設施。現時二十個設有哺乳間的轉綫車站仍會繼續開放予乘客使用。

Babycare room opened at Tiu Keng Leng Station

The first babycare room within the MTR network was opened at Tiu Keng Leng Station on 20 February, alongside public toilets in the station concourse (in the paid area near Entrance/Exit B). The babycare room is equipped with a nappy changing mat, sink and independent breastfeeding area.

The Corporation plans to install both public toilets and babycare rooms at six other interchange stations, namely Tsim Sha Tsui, Yau Ma Tei, Lai King, Central, North Point and Yau Tong stations together with other major enhancements. Breastfeeding areas in the 20 interchange stations will remain open for passengers' use.

在中環站展開藝術視覺對話















「廠出：JCCAC藝聚港鐵」展出一系列由石硤尾賽馬會創意藝術中心（JCCAC）駐村藝術家的精湛藝術品。由三月二十日起至五月二十日，乘客途經中環站J出入口的「港鐵·藝術」展覽，便可欣賞到這些由JCCAC精心挑選的藝術創作。

Artworks bring visual dialogue to Central Station

"Factory Forward: JCCAC Arts@MTR" is a collection of artworks that celebrates the talent of the resident artists of the Jockey Club Creative Arts Centre (JCCAC) in Shek Kip Mei. The art pieces were handpicked by the JCCAC and are on display at the latest "Art in MTR" exhibition near Entrance/Exit J of Central Station from 20 March to 20 May for the appreciation of those who travel to and from the station.



2019年顧客服務表現(1月至3月)
2019 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%	99.9%	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)	700,000公里 (km) 3,445,704公里 (km)			700,000公里 (km) 9,721,380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) 49,235次 (transactions)						—
	增值機可靠程度 (僅限於適用車站) Add Value Machine Reliability (At applicable stations)	99%	99.8%		99%	99.9%	99% 99.8%	— *
	自動售票機可靠程度 Ticket Machine Reliability	99%	99.7%		99%	99.9%	99% 99.8%	99% 99.7%
	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% 99.8%	—
	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							
	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%			99.6%		—	
	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%			99.8%			
	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) : 509,335,000

 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 : 14

2019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：3宗
撥出作2020年年中開始的八達通「每程3%車費扣減」優惠的金額總數：三千六百萬元
No. of service disruptions of 31 minutes or more (heavy rail and light rail) confirmed to be due to factors within MTR control: 3
Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2020: \$36Million

* 配有增值功能的多功能售票機將逐步取代現時設於輕鐵站的獨立增值機。

Standalone Add Value Machines at Light Rail stops are being replaced with multi-purpose ticket machines with add value function.

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)

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	2.5 - 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	4.6	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	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			
路綫 / Route 505	6 - 9	5 - 9	7 - 14
路綫 / Route 507	5 - 9	6 - 9	7 - 15
路綫 / Route 610	5 - 9	5 - 10	8 - 17
路綫 / Route 614	10 - 17	10 - 16	11 - 23
路綫 / Route 614P	9 - 12	8 - 12	10 - 20
路綫 / Route 615	10 - 18	10 - 18	11 - 23
路綫 / Route 615P	9 - 12	8 - 12	10 - 20
路綫 / Route 705	5 - 6	5 - 7	6 - 11
路綫 / Route 706	4 - 7	5 - 7	6 - 13
路綫 / Route 751	4 - 9	5 - 9	7 - 16
路綫 / Route 751P	7 - 15	5 - 12	-
路綫 / 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	2.4	4 - 5
荃灣綫 Tsuen Wan Line	2.5	2.2	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	3.5 - 5.3
何文田 - 黃埔 Ho Man Tin – Whampoa	5	4.6	
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			
紅磡 - 上水 Hung Hom – Sheung Shui	2.6 - 8	4 - 8	4 - 8
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			
路綫 / Route 505	6 - 9	5 - 9	8 - 14
路綫 / Route 507	6 - 9	6 - 9	7 - 15
路綫 / Route 610	6 - 12	7 - 10	8 - 17
路綫 / Route 614	11 - 15	11 - 16	12 - 23
路綫 / Route 614P	9 - 14	8 - 13	9 - 16
路綫 / Route 615	11 - 15	12 - 15	14 - 23
路綫 / Route 615P	9 - 14	8 - 13	10 - 16
路綫 / Route 705	4 - 6	5 - 6	5 - 11
路綫 / Route 706	5 - 6	4 - 7	6 - 10
路綫 / Route 751	5 - 9	8 - 11	8 - 16
路綫 / Route 751P	-	-	-
路綫 / Route 761P	4 - 6	5 - 8	6 - 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.

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

MTR Corporation Limited

香港鐵路有限公司