

# 港鐵 服務快訊

MTR Service Newsletter

2020年第1季  
1st quarter 2020



## 屯馬綫一期通車

屯馬綫一期於二零二零年二月十四日通車，將原來的馬鞍山綫延伸並連繫至九龍東。顯徑及啟德兩個全新車站同日啟用，擴建後的鑽石山站亦成為屯馬綫及觀塘綫的轉綫站。

新鐵路綫開通後，乘客往返大圍站及鑽石山站的預計乘車時間由十七分鐘縮短至約九分鐘，可以更快捷方便地來往新界北、新界東、九龍東以至港島東等地區。

屯馬綫一期是沙田至中環綫項目開通的第一段鐵路綫。在屯馬綫全綫通車前，港鐵公司亦提供特別車費優惠，鼓勵更多乘客體驗新鐵路綫的便利。

## Tuen Ma Line Phase 1 service commencement

The Tuen Ma Line Phase 1 commenced passenger service on 14 February 2020, connecting Kowloon East to the original Ma On Shan Line. Two new stations at Hin Keng and Kai Tak opened on the same day, and the expanded Diamond Hill Station serves as the interchange station between the Tuen Ma Line and Kwun Tong Line.

With the new service, passengers can now enjoy faster and more convenient travel between New Territories North and East, Kowloon East and Hong Kong Island East. The estimated journey time between Tai Wai and Diamond Hill stations is reduced from 17 minutes to about 9 minutes with the new service.

The Tuen Ma Line Phase 1 is the first section of Shatin to Central Link to commence passenger service. Until the full commissioning of Tuen Ma Line, MTR Corporation is providing special fare promotions to encourage more passengers to experience the benefits brought by the new railway line.

## 港鐵引進新科技加強清潔及消毒措施

港鐵公司已加強車站及車廂的清潔及消毒，與社會大眾攜手應對2019冠狀病毒病的疫情。

港鐵公司早於二零零七年已引入光觸媒「納米銀二氧化鈦」殺菌劑，提升港鐵網絡內的衛生水平。公司最近亦引進自動操作的「雙氧水霧化消毒機械人」，在車廂和車站等地方進行深層消毒，同時正測試利用納米空氣過濾技術製造過濾網，進一步提升車站空氣質素。

為保障乘客和員工的健康，港鐵各車站的清潔消毒工作已加密至每兩小時一次，清潔工人會以一比九十九漂白水清潔車站內乘客經常接觸到的地方如扶手電梯、升降機、售票機等。車站亦加強抽入新鮮空氣、加密更換和清洗空調系統的隔塵網。

## MTR enhances cleaning and disinfection measures with new technologies

MTR Corporation is fighting the COVID-19 pandemic alongside the community with enhanced cleaning and disinfection of railway stations and train compartments.

The Corporation introduced Photo Catalyst "Nano Silver-Titanium Dioxide Coating" in 2007 to enhance hygiene in the MTR network. Recently the Corporation introduced automated "Vapourised Hydrogen Peroxide Robots" to conduct deep cleaning and decontamination in train compartments and stations, as well as testing the use of air filters made by nano-air filtration technology to further improve air quality of stations.

To safeguard the health of passengers and staff, cleaning and disinfection in MTR stations has increased to once every two hours. Cleaning staff clean and disinfect places which passengers frequently come into contact with, such as escalators, lifts and ticketing issuing machines etc, by using 1:99 bleach water solution. Stations have also enhanced the frequency of fresh air intake, as well as cleaning and replacing air-conditioner filters.



## 鑽石山鳳德商場增設「港鐵特惠站」

由一月三十日起，在鑽石山鳳德邨附近居住、工作或購物的乘客，只需使用八達通拍一拍於鳳德商場二樓新設置的「港鐵特惠站」，可享車費優惠。成人八達通持有人只需在「港鐵特惠站」拍卡，並於同日在鑽石山站入閘乘搭港鐵，前往任何港鐵車站(機場快綫除外)，即可享有該程車費的兩元折扣優惠。

## New MTR Fare Saver in Diamond Hill

Starting 30 January, passengers living, working or shopping near Fung Tak Estate in Diamond Hill have been able to enjoy a discount for train journeys by using the new Fare Saver set up on the second floor of Fung Tak Shopping Centre. Adult Octopus holders can simply wave their Octopus over the reader on the Fare Saver to enjoy a \$2 discount for their next train trip on the same day from Diamond Hill Station to any destination within the MTR network (except the Airport Express).



## 灣仔站車站藝術品

隨著大型攝影作品「這是灣仔」落戶灣仔站，乘客抵達灣仔站時會恍如置身於灣仔鬧市，欣賞著芭蕾舞演員在灣仔街頭翩翩起舞的場景。這個藝術項目由英國多媒體藝術家Jevan Chowdhury先生構思，生動地捕捉了四十多位香港芭蕾舞團舞蹈員與行人互動的舞姿。

## New station artwork at Wan Chai Station






















With the installation of large-scale panoramic station art pieces entitled "This is Wan Chai" in Wan Chai Station, passengers now find themselves immersed in images of the fascinating streetscapes of Wan Chai District enriched with choreographed balletic poses and expressions. This art project was produced by British multimedia artist Mr Jevan Chowdhury with the help of more than 40 dancers from the Hong Kong Ballet and members of the public.






## 2020年顧客服務表現(1月至3月)

**2020 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(包括屯馬綫一期) East Rail Line (Including Tuen Ma Line Phase 1)	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		<b>99.5%</b>	<b>99.9%</b>		<b>99.5%</b> <b>99.6%</b>	<b>99.5%</b> <b>99.8%</b>	<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>	<b>99%</b> <b>99.9%</b>	—
 列車服務準時程度 Train Punctuality		<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>99.8%</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) Train Reliability (Train Car-km per train failure causing delays ≥ 5 mins)		<b>700,000公里 (km)</b> <b>5,605,092公里 (km)</b>		<b>700,000公里 (km)</b> <b>9,363,329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> <b>33,481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>99.8%</b>		<b>99%</b> <b>99.9%</b>	<b>99%</b> <b>99.9%</b>	—
 自動售票機可靠程度 Ticket Machine Reliability		<b>99%</b>	<b>99.8%</b>		<b>99%</b> <b>99.9%</b>	<b>99%</b> <b>99.9%</b>	—*
 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>	—
 輕鐵月台八達通收費器可靠程度 Light Rail Platform Octopus Processor Reliability		—		—	—	—	—#
 扶手电梯可靠程度 Escalator Reliability		<b>99%</b>	<b>99.9%</b>		<b>99%</b> <b>99.8%</b>	<b>99%</b> <b>99.8%</b>	—
 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>	—
 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>Trains：To maintain a cool, pleasant and comfortable train environment generally at or below 26°C</div></div> <div><div>車廂空調系統每月發生故障次數</div></div> <div><div>On-train air-conditioning failures per month</div></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><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> </div>		<b>93%</b>		<b>99.8%</b>		—	
 清潔程度 Railway Cleanliness		<b>99%</b>		<b>100%</b>			
<div> <div><div>列車車廂：每天清潔</div></div> <div> <div><div>Train Compartment：Cleaned daily</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>Train Exterior：Washed every 2 days (on average)</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 Service Delivery</div></div> <div> <div><div>車身清潔：每天清洗 Cleanliness：Washed daily</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1季) Total passengers carried (1st quarter) : 315,809,000**

 **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 : 20 (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初步確認成因是在港鐵控制範圍內: 4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: 4
Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2021 : \$10Million



\* 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)

目標及表現 Target and performance	
 乘客滿意水平 (第1季) Customer satisfaction level (1st quarter)	每100萬名乘客中，有1.97名乘客作出投訴，主要涉及三個類別：港鐵公司的員工、環境及列車服務。 There were 1.97 complaints per 1,000,000 passengers carried. The top three complaint categories were Staff, Environment and Train Services.
 每百萬載客人次的須呈報事故 <sup>^</sup> 數目 (第1季) Reportable events <sup>^</sup> per million passengers carried (1st quarter): 0.67	<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，以至在扶手电梯、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 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	3.6–6
<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	8–12
香港 - 東涌 <i>Hong Kong – Tung Chung</i>	6–8	4–8	8–12
<b>迪士尼綫 Disneyland Resort Line</b>	20	20	20
<b>東鐵綫 East Rail Line</b>			
紅磡 - 上水 <i>Hung Hom – Sheung Shui</i>	3.1–8	4–8	4–9
紅磡 - 羅湖 <i>Hung Hom – Lo Wu</i>	6–8	6–8	6–16
紅磡 - 落馬洲 <i>Hung Hom – Lok Ma Chau</i>	10–12	12–14	12–24
<b>屯馬綫一期 Tuen Ma Line Phase 1</b>	3.5	4	6.5–8
<b>西鐵綫 West Rail Line</b>	2.9	3.5	7
<b>機場快綫 Airport Express</b>	15	15	15
<b>輕鐵 Light Rail</b>			
路綫 / Route 505	8–12	5–10	5–15
路綫 / Route 507	8–11	5–11	5–15
路綫 / Route 610	8–13	8–12	8–17
路綫 / Route 614	15–20	13–18	13–23
路綫 / Route 614P	8–18	6–14	7–20
路綫 / Route 615	16–22	17–21	17–24
路綫 / Route 615P	8–18	6–14	7–20
路綫 / Route 705	6–8	5–7	5–9
路綫 / Route 706	6–7	4–6	4–12
路綫 / Route 751	8–12	7–11	7–17
路綫 / Route 751P#	14–25	14–25	-
路綫 / Route 761P	6–9	5–8	5–13

\* 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。

# 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.

# 學校假期及傳媒期間，輕鐵路綫751P於平日的服務班次會相應減少。

# 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 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>	3.6	3.6	3.6–6
<b>荃灣綫 Tsuen Wan Line</b>	3.6	3.6	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>	3.6	3.6	3.6–6
何文田 - 黃埔 <i>Ho Man Tin – Whampoa</i>	3.6	3.6	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>	-	-	-
北角 - 寶琳 <i>North Point – Po Lam</i>	6	6	6
北角 - 康城 <i>North Point – LOHAS Park</i>	-	-	-
調景嶺 - 康城 <i>Tiu Keng Leng – LOHAS Park</i>	12	12	12–15
<b>南港島綫 South Island Line</b>	7.5	7.5	7.5
<b>東涌綫 Tung Chung Line</b>			
香港 - 青衣 <i>Hong Kong – Tsing Yi</i>	8	-	8–12
香港 - 東涌 <i>Hong Kong – Tung Chung</i>	8	-	8–12
<b>迪士尼綫 Disneyland Resort Line</b>	20	20	20
<b>東鐵綫 East Rail Line</b>			
紅磡 - 上水 <i>Hung Hom – Sheung Shui</i>	4–9	4–9	4.5–9
紅磡 - 羅湖 <i>Hung Hom – Lo Wu</i>	6–16	6–16	6.8–16
紅磡 - 落馬洲 <i>Hung Hom – Lok Ma Chau</i>	10–24	10–24	13.6–24
<b>屯馬綫一期 Tuen Ma Line Phase 1</b>	6.5–8	6.5–8	6.5–8
<b>西鐵綫 West Rail Line</b>	7	7	7
<b>機場快綫 Airport Express</b>	15	15	15
<b>輕鐵 Light Rail</b>			
路綫 / Route 505	8–12	5–10	5–15
路綫 / Route 507	8–11	5–11	5–15
路綫 / Route 610	8–13	8–12	8–17
路綫 / Route 614	15–20	13–18	13–23
路綫 / Route 614P	8–18	6–14	7–20
路綫 / Route 615	16–22	17–21	17–24
路綫 / Route 615P	8–18	6–14	7–20
路綫 / Route 705	6–8	5–7	5–9
路綫 / Route 706	6–7	4–6	4–12
路綫 / Route 751	8–12	7–11	7–17
路綫 / Route 751P	-	-	-
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# 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.

## 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**