

港鐵服務快訊

MTR Service Newsletter

2017年第2季
2nd quarter 2017



心繫生活每一程 |  MTR 港鐵



全新「車票建議」功能

港鐵乘客想每一程「慳」得更多，可透過港鐵網站或港鐵智能手機應用程式，使用全新推出的「車票建議」功能，按個人乘車模式，輕易選擇節省最多的車票種類。

乘客只需簡單地輸入自己的乘車模式，新功能便會推介最低車費選擇，建議最合適的車票種類、特別計劃及優惠。

由六月十八日起，乘客使用八達通乘搭港鐵，每程車費會根據現時車費回贈3%，為期六個月，機場快綫、東鐵綫頭等車廂及港鐵接駁巴士除外。乘客可程程受惠。

New "Ticket Suggestion" function

MTR passengers can now enjoy more savings on their journeys! To help passengers choose the ticket type with the lowest fare based on their travel patterns, a new "Ticket Suggestion" function has been launched on the MTR website and MTR Mobile App.

Passengers simply need to enter their travelling patterns and the new function would recommend the lowest fare option(s) by displaying the most suitable ticket types, special schemes and promotions.

MTR passengers can also benefit on every ride with the launch on 18 June of a 3% rebate on fares for each Octopus trip for six months, except Airport Express, East Rail Line First Class and MTR Feeder Bus.

 **6個月程程3%車費扣減**
3% rebate for every journey for 6 months



機場快綫特別暑期優惠

機場快綫為顧客在暑假外遊時增添多一份喜悅。由六月十八日至八月三十一日，三至十一歲小童只需使用有效的小童八達通便可免費乘搭機場快綫，而六十五歲或以上持有有效長者八達通的顧客亦可在優惠期內以半價乘搭機場快綫。

機場快綫票價調整亦於六月十八日生效，而團體票的特別優惠和其他票價優惠及免費服務則繼續維持不變。

Special summer offers on Airport Express

Airport Express is bringing a delightful treat to customers planning their family summer getaways. Starting from 18 June until 31 August, children aged 3 to 11 holding a valid Child Octopus are eligible to travel for free while customers aged 65 or above with a valid Elder Octopus can enjoy a 50% discount for journeys.

Airport Express fares have also been revised with effect from 18 June. Special discount offers on group tickets as well as all other fare offers and complimentary services will remain unchanged.



元朗站新增出入口啟用

元朗站新增的K出入口於五月三十一日正式啟用，為居民和購物人士提供更便捷舒適的通道往返車站。新出口經行人天橋連接旁邊的住宅及商場，方便市民直接由朗日路一帶村屋，往來附近的商場或青山公路的目的地。

New entrance opens at Yuen Long Station

A new Entrance/Exit K was opened for public use at Yuen Long Station on 31 May to enhance the convenience and comfort of access to the station for residents and shoppers. Entrance/Exit K connects to a neighbouring residential development and shopping mall via a footbridge and also provides more direct access from the villages along Long Yat Road to the nearby shopping malls or destinations along Castle Peak Road.

三個新增設的「港鐵特惠站」

乘搭觀塘綫延伸和南港島綫的港鐵乘客可享受新增設的「港鐵特惠站」所帶來的優惠。往來何文田邨、愛民邨及黃竹坑的乘客只需使用成人八達通拍一拍新增設於何文田廣場、愛民廣場及深灣辦公室大樓的「港鐵特惠站」，即可享有兩元的車費折扣優惠。現時共有三十六個「港鐵特惠站」，遍佈全港多個地點。

Three new Fare Savers

New Fare Savers have been opened for MTR passengers using the Kwun Tong Line extension and South Island Line. Passengers travelling from Ho Man Tin Estate, Oi Man Estate and Wong Chuk Hang are able to enjoy a \$2 fare discount by tapping their Adult Octopus on the new Fare Savers installed at Homantin Plaza, Oi Man Plaza and Marina Office Tower. There are now 36 Fare Savers in different parts of Hong Kong.

「港鐵·藝術」展覽

港鐵公司早前邀請薩凡納藝術設計大學（SCAD）的學生提交創意提案，協助美化港鐵深水埗站，以提升顧客體驗及與社區的聯繫。在五月二十四日至六月三十日期間，公司和SCAD攜手於中環站J出口舉行「港鐵深水埗站藝術項目」展覽，讓乘客先睹為快學生們的優秀設計及了解這個合作項目。
















"Art in MTR" preview exhibition

To enhance user experience and increase engagement with the community, MTR Corporation invited Savannah College of Art and Design (SCAD) students to submit creative proposals to help rejuvenate MTR Sham Shui Po Station. From 24 May to 30 June, a SCAD x MTR Art in MTR Sham Shui Po Station Project exhibition was held at Exit J in Central Station which served as a preview of the students' extraordinary designs and gave passengers an opportunity to learn more about this collaborative project.



2017年顧客服務表現(4月至6月)

2017 Customer Service Performance (April - June)

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%	—	
 列車服務準時程度 Train Punctuality	99%	99.7%	99% 100%	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)		650,000公里 (km)		—	
	4,452,840公里 (km)		9,278,163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)		9,500次 (transactions)			—	
		66,990次 (transactions)				
 增值機可靠程度 Add Value Machine Reliability	99%	99.8%	99% 99.8%	99% 99.8%	99% 99.8%	
 自動售票機可靠程度 Ticket Machine Reliability	99%	99.7%	99% 99.8%	99% 99.5%	— (*)	
 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% 99.8%	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%	99.8%		—	
	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)	92%	99.9%		—	
 清潔程度 Railway Cleanliness	列車車廂：每天清潔 Train Compartment：Cleaned daily	99%	99.9%			
	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	按照編定班次行走 Service Delivery	99%	99.7%			
	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2季) Total passengers carried (2nd quarter) : 480,889,000**

 **服務表現 (第2季) Service performance (2nd quarter)**
20分鐘或以上的延誤 Delays of 20 minutes or more : 8

2017服務表現安排 (累積至第2季) Service Performance Arrangement (up to 2nd 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：7宗
撥出作2018年年中開始的「每程車費扣減3%」優惠的金額總數：一千八百五十萬元

No. of service disruptions of 31 minutes or more (heavy rail and light rail) confirmed to be due to factors within MTR control : 7
Amount put aside for 3% Rebate for Each Octopus Trip* promotion from mid 2018:\$18.5 Million

(*) 輕鐵售票機更換工程和測試仍在進行中，服務表現數據將於新售票機完成安裝、測試及試行後再公布。The Light Rail ticket machine replacement works and testing are underway. Performance data will be available after completion of installation, testing and trial operations of the new ticket machines.

 目標 Target

 表現優於目標 (4月至6月) Performance better than target (April - June)

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	4	4	6–12
香港 - 東涌 Hong Kong – Tung Chung	4–8	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	5–7	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時及晚上煙花表演後的班次為4.5至5分鐘一班。

[‡] On Sundays and public holidays, Disneyland Resort Line trains will operate at 4.5 to 5 minute frequencies when Hong Kong Disneyland Resort opens in the morning and after the evening fireworks.

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	3.5–5.3
何文田 - 黃埔 Ho Man Tin – Whampoa	5	4.7	
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
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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
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路綫 / Route 614P	9–14	8–13	9–16
路綫 / 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