





六個月內八達通每程3%車費扣減優惠

港鐵公司於六月三十日起,推出新一輪八達通「每程3%車費扣減」優惠, 為期六個月至二零一九年一月一日,而新票價亦於六月三十日實施。隨 著港鐵公司提供的3%車費扣減優惠,八達通乘客在二零一八年內將不 會有實質車費上調。

此外,經常乘搭港鐵往來市區及過海的中、長途乘客,可以繼續使用五款「全月通加強版」、「港鐵都會票」及「屯門-南昌全日通」,而「早晨折扣優惠」計劃亦會延長一年至二零一九年五月三十一日。

二零一八/一九年度港鐵車費推廣計劃,還包括已於六月三日推出,為轉乘港鐵及全港超過五百條綠色專線小巴路線的八達通乘客,提供三毫折扣的新優惠。各項推廣計劃可為顧客節省合共超過五億元車費。連同港鐵公司為不同乘客群提供二十六億元的恆常優惠,公司在未來十二個月提供予乘客的優惠將會超過三十億元。

3% rebate for every Octopus trip for six months

Starting from 30 June, a new round of "3% Rebate for Every Octopus Trip" kicked off for a period of six months up to 1 January 2019 as new MTR fares took effect. With this 3% rebate, there will be no actual fare increase for Octopus passengers in the 2018 calendar year.

Apart from that, frequent MTR travellers commuting on medium to long distance journeys to the urban area and across the harbour can continue to enjoy fare savings by using five types of "Monthly Pass Extra," "MTR City Saver" and "Tuen Mun - Nam Cheong Day Pass." The "Early Bird Discount Promotion" programme is also extended for one year to 31 May 2019.

The 2018/19 MTR fare promotions package, bringing a total of over \$500 million in fare savings to customers, also includes a new discount of \$0.3 for interchange between MTR and over 500 Green Minibus routes for Octopus passengers starting from 3 June. Together with \$2.6 billion of on-going fare concessions that MTR has been offering to benefit different sectors of the community, the Corporation will be providing customers with over \$3 billion worth of fare concessions in the coming 12 months.

西鐵綫全面以八卡列車行駛

由五月二十七日起,西鐵綫全面以 八卡列車行駛。在沙田至中環綫 (沙中綫)項目下,西鐵綫七卡列車 已經按計劃在三十個月內全部轉換 成八卡列車,令整體載客量提升 14%,為乘客帶來更舒適的乘車環



西鐵綫八卡列車轉換工程完成,為沙中綫「東西走廊」通車邁進重要一步。當「東西走廊」於二零一九年年中通車,列車將直接由屯門站,經九龍城區的新建車站,包括土瓜灣站、宋皇臺站及啟德站直達烏溪沙站。

West Rail Line fully served by 8-car trains

Since 27 May, the West Rail Line (WRL) has been entirely served by 8-car trains. With the full completion of the planned 30-month conversion of the WRL fleet from 7-car trains to 8-car trains under the Shatin to Central Link (SCL) project, passengers can enjoy a more comfortable travelling environment with the overall capacity increased by 14%.

The completion of the 8-car train conversion signifies another important step for the readiness of the East West Corridor under the SCL project. When the East West Corridor commences service in mid-2019, trains will run through directly from Tuen Mun Station to Wu Kai Sha Station via the newly constructed stations in the Kowloon City area, namely To Kwa Wan, Sung Wong Toi and Kai Tak.



港鐵班次更頻密

港鐵公司於四月二十三日起,進一步加強列車班次,為乘客提供更頻密和方便的列車服務。荃灣綫、觀塘綫及港島綫每星期已額外增加二百三十八班車,縮短不同時段的候車時間,特別是周日及周末晚上的時段。

MTR provides more frequent train services

A new round of train service enhancements was implemented starting from 23 April to provide passengers with more frequent and convenient train trips. An extra 238 train trips per week have been added to the Tsuen Wan Line, Kwun Tong Line and Island Line, reducing waiting time during different periods, particularly evening hours on weekdays and weekends.



彩雲商場增設「港鐵特惠站」

港鐵公司由五月二十四日起,在彩虹彩雲商場地下設置「港鐵特惠站」。在彩雲邨附近居住、工作或購物的乘客,只需使用成人八達通拍一拍新設的「港鐵特惠站」,並於同日在彩虹站入閘乘搭港鐵,前往任何港鐵車站(機場快綫除外),該程車費即可享有兩元折扣優惠。

New MTR Fare Saver at Choi Wan Shopping Centre

Adult Octopus holders living, working or shopping near Choi Wan Estate in Choi Hung have been able to enjoy train journeys with a \$2 discount since 24 May when a new Fare Saver was set up. The new Fare Saver is located on the ground floor of Choi Wan 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 Choi Hung Station to any destination within the MTR network (except the Airport Express).



本地藝術家利用廢物「化身」藝術品在「港鐵•藝術」展出

積極推動環保的本地藝術家彭淑儀女士化腐朽為神奇,善用廢物的形狀和物料,將它們塑造為具活力的畫作和家居裝飾擺設。於四月二十四日至六月三十日期間,彭女士的升級改造藝術品在港鐵中環站J出入口的「港鐵•藝術」—「綠惜春天」展覽展出。「綠惜春天」是港鐵公司「心繫社區」計劃下「港鐵•藝術」的最新展覽。

Local artist turns trash into treasure at "Art in MTR" exhibition

By working with the forms and textures of waste materials, local artist and upcycling enthusiast Ms Agnes Pang transforms trash into vibrant paintings and home decoration items. Ms Pang's upcycled art pieces under the collection "A Green Spring" took centre stage at an "Art in MTR" exhibition at Entrance/Exit J of MTR Central Station from 24 April to 30 June. "A Green Spring" is the latest art exhibition in the "Art in MTR" programme under the Community Connect platform of MTR Corporation.

2018 Customer Service Performance (April - June)



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

| 2010 C | us to the remontance (April-June) | Target Performance better than target (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 南港島綫、東涌線 Kwun Tong Line, Tsuen Wan Line, Isla South Island Line, Tung Chung Lin | 養及迪士尼綫 | 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 | 9% | 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) | 650,000公里 (km) 650,000公里 (km) 4,270,425公里 (km) 9,833,060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) 58,907次 (transactions) | | | | | _ | |
| | 增值機可靠程度 Add Value Machine Reliability | 99% | 99.8 | 3% | 99% 99.8% | 99% 99.8% | 99% 99.7% | |
| | 自動售票機可靠程度 Ticket Machine Reliability | 99% | 99.7 | % | 99% 99.8% | 99% 99.7% | 99% 99.8% | |
| T | 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% | 99.8 | % | 99.5% 99.8% | 99.5% 99.9% | - | |
| 77.11 | 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 | 97.5% | | | 99.9% | _ | | |
| | generally at or below 26°C 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 | |
| S | 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20度或以下(特別炎熱的日子除外) tations: 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% | | | 99.9% | | _ | |
| | 清潔程度 Railway Cleanliness 列車車廂:每天清潔 Train Compartment : Cleaned daily | 99% | | | 100% | 100% | | |
| | 列車車身: 平均毎兩天清洗一次 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% 99.2% | | | | | | |
| | 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 guarter): 496,430,000



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: 9

2018服務表現安排 (累積至第2季) Service Performance Arrangement (up to 2nd quarter)

2018 服務表現女排(条槓至帛之字) Service Performance Arrangement (up to 2nd quarter) 港鐵(重鐵及輕鐵) 31分鐘或以上的服務延該並已確認成因是在港鐵控制範圍內: 2宗 撥出作2019年年中開始的八達通「每程3%車費和減」優惠的金額總數: 四百萬元

No. of service disruptions of 31 minutes or more (heavy rail and light rail) confirmed to be due to factors within MTR control: 2 Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2019; \$4Million



乘客滿意水平 (第2季) Customer satisfaction level (2nd quarter)

每100萬名乘客中,有1.54名乘客作出投訴,主要涉及三個類別:港繼公司的員工、列車服務及環境。 There were 1.54 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2季)

Reportable events^per million passengers carried (2nd quarter): 0.57

- ^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,以至在扶手電梯、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 | 2.5 - 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 | 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。

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 | 3.3 - 3.3 |
| 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 | | | |
| 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分讀一班,而部分輕鐵路綫班次將減至每23分讀一班。

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

^{*} 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.

^{*} 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.