

港鐵 服務快訊

MTR Service Newsletter

2019年第2季
2nd quarter 2019



四十星期內八達通每程3.3%車費扣減優惠

港鐵公司於六月三十日起，推出八達通「程程3.3%車費扣減」優惠，為期四十星期至二零二零年四月四日，而新票價亦於同日實施。隨著港鐵公司提供3.3%車費扣減優惠，八達通乘客在二零二零年四月初前將不會有實質車費上調。

此外，五款「全月通加強版」、「港鐵都會票」及「屯門—南昌全日通」售價在二零二零年四月初前將維持不變。

二零一九/二零年度港鐵車費推廣計劃包括延長「早晨折扣優惠」計劃一年至二零二零年五月三十一日，並於二零一九年十月起，折扣優惠將增加至六五折，覆蓋的市區特定車站亦會由三十五個增至四十四個。各項推廣計劃可為乘客節省合共超過八億元車費。連同港鐵公司為不同乘客群每年提供二十七億元的恆常優惠，公司在未來十二個月回饋乘客的優惠將會超過三十五億元。

3.3% rebate for every Octopus trip for 40 weeks

Starting from 30 June, a "3.3% Rebate for Every Octopus Trip" kicked in for 40 weeks up to 4 April 2020 as new MTR fares took effect. With the 3.3% rebate, there is no actual fare increase for Octopus passengers until early April 2020.

Besides, the prices of five types of "Monthly Pass Extra," "MTR City Saver" and "Tuen Mun - Nam Cheong Day Pass" will be frozen until early April 2020.

The 2019/20 MTR fare promotions package, bringing total savings of over \$800 million to customers, also includes the extension of the "Early Bird Discount Promotion" for one year to 31 May 2020. Starting from October 2019, the discount rate will be increased to 35% and the number of stations covered under the promotional scheme will be increased from 35 to 44. Together with the \$2.7 billion in on-going fare concessions that MTR has been offering to benefit different sectors of the community, the Corporation will be providing customers with over \$3.5 billion in fare concessions in the coming 12 months.

MTR Mobile新功能讓乘客輕鬆智慧出行

港鐵手機應用程式MTR Mobile於六月十二日推出三項新功能，包括「落車提示」、「實時到站時間」和進階版「行程指南」，為港鐵乘客帶來更好的客戶體驗。

「落車提示」功能會在列車到達乘客需要下車的重鐵車站時發出提示；港鐵巴士「實時到站時間」功能為乘客提供實時港鐵巴士預計到站時間；進階版「行程指南」則整合早前的「鐵路行程指南」和「輕鐵行程指南」，並一站式提供其他公共交通工具的交通資訊，方便乘客計劃行程。

New MTR Mobile functions enhance smart mobility

Three new functions for the MTR Mobile app were rolled out on 12 June including "Alighting Reminder," "Real-Time Schedule" and an upgrade of the trip planner to provide better customer experience for passengers travelling with the MTR.

"Alighting Reminder" reminds users when they are approaching the station where they should alight during journeys on MTR's Heavy Rail network. The new MTR Bus "Real-Time Schedule" function provides real-time information on the estimated arrival time of MTR buses. With the upgraded trip planner which combines the previous "Train Trip Planner" and "Light Rail Planner", passengers will be provided with information about the first and last mile of a trip, and other connecting public transport information.

港鐵公司提供更頻密列車班次服務

港鐵公司自四月二十二日起推出新一輪列車服務提升，港島綫、荃灣綫及觀塘綫每星期額外增加合共八十六班車，於星期五、週末及公眾假期為乘客提供更頻密和便捷的列車服務。



MTR provides more frequent train services

A new round of MTR train service enhancements has been implemented starting from 22 April. An extra 86 train trips per week have been added to the Island Line, Tsuen Wan Line and Kwun Tong Line to provide passengers with more frequent and convenient train services on Fridays as well as during weekends and public holidays.

油塘站全新洗手間及育嬰間

油塘站新增的客用洗手間及育嬰間於五月二十九日正式開放予乘客使用。兩項新設施均位於車站大堂付費區域內，便利進出該站的乘客，包括於該站轉乘將軍澳綫及觀塘綫的乘客。

繼油塘站外，港鐵公司正陸續於五個轉綫車站，包括尖沙咀站、油麻地站、荔景站、中環站及北角站，當進行大型翻新工程時加設客用洗手間及育嬰間。

New toilets and baby care room at Yau Tong Station

New public toilets and a baby care room were opened for passengers' use at Yau Tong Station on 29 May. The new facilities are located in the paid area of the station concourse for the convenience of passengers, including those interchanging between the Tseung Kwan O Line and Kwun Tong Line.

In addition to Yau Tong Station, the Corporation plans to provide both public toilets and baby care rooms at five other interchange stations, namely Tsim Sha Tsui, Yau Ma Tei, Lai King, Central and North Point stations in conjunction with major enhancement works.

荃新天地增設「港鐵特惠站」


























由四月八日起，港鐵公司在荃灣荃新天地新增設「港鐵特惠站」。在荃新天地附近居住、工作或購物的乘客，只需使用成人八達通拍一拍「港鐵特惠站」，並於同日在港鐵荃灣站入閘乘搭港鐵，前往任何港鐵車站（機場快綫除外），即可享有該程車費的二元折扣優惠。

New MTR Fare Saver at Citywalk

Starting from 8 April, a new Fare Saver has been set up at Citywalk in Tsuen Wan. Adult Octopus holders living, working or shopping near Citywalk can simply wave their Octopus over the Fare Saver to enjoy a \$2 discount for their next train trip on the same day from Tsuen Wan Station to any destination within the MTR network (except the Airport Express).



2019年顧客服務表現(4月至6月)

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 <small>Kwun Tong Line, Tsuen Wan Line, Island Line,Tseung Kwan O Line, South Island Line, Tung Chung Line & Disneyland Resort Line</small>		機場快綫 <small>Airport Express</small>		東鐵綫(包括馬鞍山綫) <small>East Rail Line (Including Ma On Shan Line)</small>		西鐵綫 <small>West Rail Line</small>		輕鐵 <small>Light Rail</small>							
	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%					
	列車服務準時程度 Train Punctuality	99%		99.8%		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)				3,875,824公里 (km)				700,000公里 (km)				8,511,550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)										49,162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%		99.8%		99%		99.9%		—		*	
	自動售票機可靠程度 Ticket Machine Reliability	99%		99.7%		99%		99.8%		99%		99.8%		99%		99.6%	
	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%		99.9%		—			
	乘客升降機可靠程度 Passenger Lift Reliability	99.5%		99.7%		99.5%		99.9%		99.5%		99.9%		—			
	溫度及通風 Temperature and Ventilation Levels			97.5%				100%				—					
	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											<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%				99.9%				—					
	清潔程度 Railway Cleanliness			99%				100%				100%					
	列車車廂：每天清潔 Train Compartment：Cleaned daily																
	列車車身：平均每兩天清洗一次 Train Exterior：Washed every 2 days (on average)																
	西北鐵路服務範圍內之巴士服務 Northwest Transit Service Area Bus Service	99%		99.8%		99%		100%		99%		100%		99%		100%	
	按照編定班次行走 Service Delivery																
	車身清潔：每天清洗 Cleanliness：Washed daily																
	六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days	99%		100%		99%		100%		99%		100%		99%		100%	

 載客量 (第2季) **Total passengers carried (2nd quarter) : 501,905,000**

 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 : 11**

2019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：三千六萬零元
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 (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 <small>Weekdays Morning Peak Hours</small>	平日晚上繁忙時段 <small>Weekdays Evening Peak Hours</small>	平日非繁忙時段/星期日及公眾假期* <small>Weekdays Non-peak Hours/ Sundays and Public Holidays*</small>
港島綫 Island Line	1.9	2.1	2.8–6
荃灣綫 Tsuen Wan Line	2	2	2.5–5.5
觀塘綫 Kwun Tong Line			
調景嶺 - 何文田 <i>Tiu Keng Leng – Ho Man Tin</i>	2.1	2.3	2.5–5
何文田 - 黃埔 <i>Ho Man Tin – Whampoa</i>	4.2	4.6	3.6–6.2
將軍澳綫 Tseung Kwan O Line			
北角 - 將軍澳 <i>North Point – Tseung Kwan O</i>	2.2	2.2	4–5.8
北角 - 寶琳 <i>North Point – Po Lam</i>	2.5 / 4	2.5 / 4	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>	-	-	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 <i>Hong Kong – Tsing Yi</i>	3.6	4	6–12
香港 - 東涌 <i>Hong Kong – Tung Chung</i>	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 <i>Hung Hom – Sheung Shui</i>	2.6–8	4–8	3.5–8
紅磡 - 羅湖 <i>Hung Hom – Lo Wu</i>	6–8	6–8	5.5–8
紅磡 - 落馬洲 <i>Hung Hom – Lok Ma Chau</i>	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 / <i>Route 505</i>	6–9	5–9	5–15
路線 / <i>Route 507</i>	5–9	6–9	5–15
路線 / <i>Route 610</i>	5–9	5–10	6–18
路線 / <i>Route 614</i>	10–17	10–16	11–23
路線 / <i>Route 614P</i>	7–12	7–12	5–23
路線 / <i>Route 615</i>	10–18	10–18	11–25
路線 / <i>Route 615P</i>	7–12	7–12	5–23
路線 / <i>Route 705</i>	5–6	5–7	5–11
路線 / <i>Route 706</i>	4–7	5–7	4–13
路線 / <i>Route 751</i>	4–9	5–9	6–17
路線 / <i>Route 751P</i>	7–15	5–12	-
路線 / <i>Route 761P</i>	3–7	4–6	4–14

* 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.

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 <small>Morning Peak Hours</small>	晚上繁忙時段 <small>Evening Peak Hours</small>	非繁忙時段* <small>Non-peak Hours*</small>
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 <i>Tiu Keng Leng – Ho Man Tin</i>	2.5	2.3	3.5–5.3
何文田 - 黃埔 <i>Ho Man Tin – Whampoa</i>	5	4.6	
將軍澳綫 Tseung Kwan O Line			
北角 - 將軍澳 <i>North Point – Tseung Kwan O</i>	2.2	-	4–5.6
北角 - 寶琳 <i>North Point – Po Lam</i>	2.5 / 4	-	4–6
北角 - 康城 <i>North Point – LOHAS Park</i>	6.7	-	-
調景嶺 - 康城 <i>Tiu Keng Leng – LOHAS Park</i>	-	-	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 <i>Hong Kong – Tsing Yi</i>	5	-	6.5–12
香港 - 東涌 <i>Hong Kong – Tung Chung</i>	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 <i>Hung Hom – Sheung Shui</i>	2.6–8	4–8	4–8
紅磡 - 羅湖 <i>Hung Hom – Lo Wu</i>	6–8	6–8	6–8
紅磡 - 落馬洲 <i>Hung Hom – Lok Ma Chau</i>	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			
路線 / <i>Route 505</i>	5–9	4–9	5–16
路線 / <i>Route 507</i>	7–9	6–10	7–13
路線 / <i>Route 610</i>	6–10	7–10	7–17
路線 / <i>Route 614</i>	13–21	14–20	13–22
路線 / <i>Route 614P</i>	4–18	5–15	7–18
路線 / <i>Route 615</i>	14–20	11–22	9–24
路線 / <i>Route 615P</i>	4–18	5–15	7–18
路線 / <i>Route 705</i>	4–6	4–7	5–10
路線 / <i>Route 706</i>	4–6	4–7	6–13
路線 / <i>Route 751</i>	4–9	8–11	7–15
路線 / <i>Route 751P</i>	-	-	-
路線 / <i>Route 761P</i>	4–8	5–8	4–14

* 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.

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