

港鐵 服務快訊

MTR Service Newsletter

2020年第2季
2nd quarter 2020



屯馬綫一期
Tuen Ma Line Phase 1



港鐵公司於七月一日推出為期六個月車費扣減支援措施

港鐵公司於七月一日起推出為期六個月的特別車費支援措施，與市民大眾在疫情下共渡時艱。

直至二零二一年一月一日，使用八達通的乘客可享「程程20%車費扣減」，獲得的車費優惠較「程程3.3%車費扣減」大幅提升。連同現行的「早晨折扣優惠」，成人八達通乘客可享高達約四五折車費優惠。

此外，乘客購買七月至十二月的「全月通加強版」和「港鐵都會票」，均可享100元扣減。

除了特別車費支援措施外，二零二零/二一年度其他車費推廣計劃，以及為各個層面的乘客群提供的恆常優惠仍會繼續實施。

Six months of special fare relief measures from 1 July

To help the community ride out the difficult times amid the pandemic, MTR Corporation has launched special fare relief measures for six months, starting from 1 July.

Up until 1 January 2021, passengers can enjoy a "20% Rebate for Every Octopus Trip", a substantial increase from the previous "3.3% Rebate for Every Octopus Trip". Combining this new offer together with the existing "Early Bird Discount", adult Octopus users can enjoy fare discounts of as much as about 55%.

In addition, there is a \$100 reduction for every purchase of "Monthly Pass Extra" and "MTR City Saver" for use from July to December.

Other fare promotions for 2020/21 and the on-going fare concessions to benefit different sectors of the community will all remain effective to benefit passengers alongside the special fare relief measures.

MTR Mobile 助乘客智慧出行

廣受歡迎的MTR Mobile已經升級為一站式生活化手機應用程式，讓大眾從乘車及購物中體驗「一app在手、智慧出行」。

全新獎賞計劃「MTR分」讓用戶可透過乘車、在指定港鐵商場及車站的參與商戶消費累積積分以兌換獎賞。

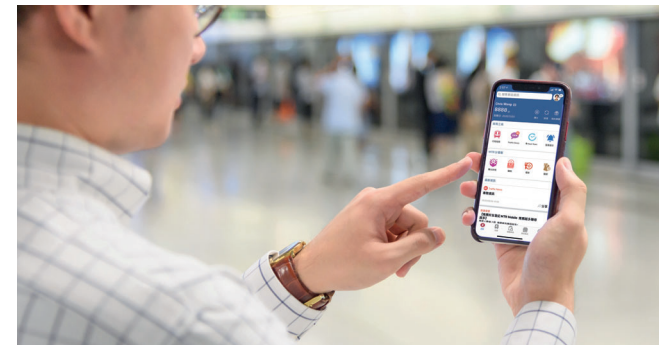
新功能亦包括全新虛擬互動查詢服務大使「Macy」。MTR Mobile在未來數月將會推出更多嶄新功能，例如加強版「行程指南」和擴展「Next Train」功能至覆蓋輕鐵網絡！

Smart Mobility with MTR Mobile

The popular MTR Mobile has been transformed into a new all-in-one lifestyle mobile app to allow members of the public to enjoy more smart mobility features with diverse transport and shopping services at their fingertips.

The brand new reward scheme "MTR Points" lets customers earn points and redeem attractive rewards by taking MTR journeys and spending at participating merchants at designated MTR malls and MTR shops.

The enhanced features also include the new interactive virtual chatbot ambassador "Macy". More new MTR Mobile features such as the enhanced "Trip Planner" and an extension of the "Next Train" function to include the Light Rail network will roll out in the coming months!



智能機械人帶來嶄新顧客體驗

今年第三季起，乘客將可在啟德站見到港鐵公司的部份新成員。

五名「智能見習生」機械人將於車站提供服務，其中「尋路員-T」、「引路員-T」可解答乘客的行程查詢，和透過定位功能帶領乘客到車站特定位置。

另外三款機械人則會在車站關閉後，分別以圖像分析技術協助檢查設施狀態和以環保技術清潔車站。



Smart robots bring a new customer experience

Visitors to Kai Tak Station may see some of MTR's newest recruits on duty there, starting from the third quarter of this year.

Five robotic "smart trainees" will enter service at the station, and two of them, "Finder-T" and "Guider-T", will help to enhance customer experience by answering passenger enquiries about journey planning and leading passengers to designated locations in the station.

Three more robots will work after service hours with roles to perform cleaning duties using eco-technology and to check the status of facilities using image analysis.

機場快綫服務提升

機場快綫設施和服務亦會升級！

今年第三季起，乘客將可在機場新設的自助售票機透過電子付款方式購買二維碼單程票。

此外，乘客在月台候車時可透過資訊顯示屏瞭解下一班車的座位空缺資訊。機場快綫列車的座椅及地氈亦會逐步翻新，以全新面貌服務乘客。

Airport Express service enhancements

Enhanced facilities and services are coming to the Airport Express!












From the third quarter of this year, passengers will be able to use electronic payment to purchase Single Journey QR Code tickets at the self-service ticket zone at the airport.










In addition, the passenger information display systems on platforms will show the seat availability for approaching trains, while the seats and carpets on Airport Express trains will progressively have a makeover with a fresh new look.



2020年顧客服務表現(4月至6月)

2020 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 <p><i>Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, South Island Line, Tung Chung Line & Disneyland Resort Line</i></p>		機場快綫 <p><i>Airport Express</i></p>	東鐵綫(包括屯馬綫一期) <p><i>East Rail Line (Including Tuen Ma Line Phase 1)</i></p>	西鐵綫 <p><i>West Rail Line</i></p>	輕鐵 <p><i>Light Rail</i></p>			
 列車按照編定班次行走 (列車服務供應) <p><i>Train Service Delivery</i></p>		99.5%	99.9%	99%	99.9%	99.5%	99.9%	99.5%	99.9%	
 乘客車程準時程度 <p><i>Passenger Journeys on Time</i></p>		99.5%	99.9%	99%	99.9%	99%	99.9%	99%	99.9%	
 列車服務準時程度 <p><i>Train Punctuality</i></p>		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) <p><i>Train Reliability (Train Car-km per train failure causing delays ≥ 5 mins)</i></p>		700,000公里 (km) 9,500,149公里 (km)		700,000公里 (km) 9,758,467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) <p><i>Ticket Reliability (Smart ticket transactions per ticket failure)</i></p>		10,500次 (transactions) 37,488次 (transactions)							—	
 增值機可靠程度 (僅限於適用車站) <p><i>Add Value Machine Reliability (At applicable stations)</i></p>		99%	99.8%		99%	99.9%	99%	99.9%		—
 自動售票機可靠程度 <p><i>Ticket Machine Reliability</i></p>		99%	99.8%		99%	99.9%	99%	99.9%		—*
 出入閘機可靠程度 <p><i>Ticket Gate Reliability</i></p>		99%	99.9%		99%	99.9%	99%	99.9%		—
 輕鐵月台八達通收費器可靠程度 <p><i>Light Rail Platform Octopus Processor Reliability</i></p>		—		—	—	—				—#
 扶手電梯可靠程度 <p><i>Escalator Reliability</i></p>		99%	99.9%		99%	99.8%	99%	99.9%		—
 乘客升降機可靠程度 <p><i>Passenger Lift Reliability</i></p>		99.5%	99.8%		99.5%	99.9%	99.5%	99.8%		—

 溫度及通風 Temperature and Ventilation Levels			97.5%	99.9%					—
<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>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>									<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>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>			93%	99.8%					—
 清潔程度 Railway Cleanliness			99%	100%					
<div> <div><div>列車車廂：每天清潔</div></div> <div><div>Train Compartment：Cleaned daily</div></div> <div><div>列車車身：平均每兩天清洗一次</div></div> <div><div>Train Exterior：Washed every 2 days (on average)</div></div> </div>			99%	100%					
 西北鐵路服務範圍內之巴士服務 <p>Northwest Transit Service Area Bus Service</p>			99%	99.6%					
<div> <div><div>按照編定班次行走 <i>Service Delivery</i></div></div> <div><div>車身清潔：每天清洗 <i>Cleanliness：Washed daily</i></div></div> </div>			99%	100%					
 六個工作天內回覆乘客查詢 <p>Passenger Enquiry Response Time within 6 Working Days</p>			99%	100%					

 **載客量 (第2季) Total passengers carried (2nd quarter)：320,283,000**

 **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：6**
(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初步確認成因是在港鐵控制範圍內: 5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：一千一百萬元
No. of service disruptions of 31 minutes or more (heavy rail and light rail) provisionally attributed to be due to factors within MTR control: 5 Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2021：\$11Million

^{*} 安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
(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 <p><i>Weekdays Morning Peak Hours</i></p>	平日晚上繁忙時段 <p><i>Weekdays Evening Peak Hours</i></p>	平日非繁忙時段/星期日及公眾假期 <p><i>Weekdays Non-peak Hours/ Sundays and Public Holidays*</i></p>
港島綫 Island Line	1.9	2.1	3.6-6
荃灣綫 Tsuen Wan Line	2	2	3.6-6
觀塘綫 Kwun Tong Line			
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
將軍澳綫 Tseung Kwan O Line			
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
南港島綫 South Island Line	3.3	3.3	7.5
東涌綫 Tung Chung Line			
香港 - 青衣 <i>Hong Kong – Tsing Yi</i>	3.6	4	10-12
香港 - 東涌 <i>Hong Kong – Tung Chung</i>	6-8	4-8	10-12
迪士尼綫 Disneyland Resort Line [^]	10	10	10-20
東鐵綫 East Rail Line [^]			
紅磡 - 上水 <i>Hung Hom – Sheung Shui</i>	3.1-8	4-8	4-9
屯馬綫一期 Tuen Ma Line Phase 1	3.5	4	6.5-10
西鐵綫 West Rail Line	2.9	3.5	7
機場快綫 Airport Express	15	15	30
輕鐵 Light Rail			
路綫 / <i>Route 505</i>	8-12	5-10	5-15
路綫 / <i>Route 507</i>	8-11	5-11	5-15
路綫 / <i>Route 610</i>	8-13	8-12	8-17
路綫 / <i>Route 614</i>	15-20	13-18	13-23
路綫 / <i>Route 614P</i>	8-18	6-14	7-20
路綫 / <i>Route 615</i>	16-22	17-21	17-24
路綫 / <i>Route 615P</i>	8-18	6-14	7-20
路綫 / <i>Route 705</i>	6-8	5-7	5-9
路綫 / <i>Route 706</i>	6-7	4-6	4-12
路綫 / <i>Route 751</i>	8-12	7-11	7-17
路綫 / <i>Route 751P</i> [#]	14-25	14-25	-
路綫 / <i>Route 761P</i>	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.

[#] 學校假期及停課期間，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.

[^] 疫情期間，東鐵綫紅磡站至羅湖站及落馬洲站的列車服務由2月4日起暫停；迪士尼綫的服務則於4月10日至6月16日期間暫停。

[^] Amid the pandemic, East Rail Line train services from Hung Hom to Lo Wu and Lok Ma Chau stations were suspended from 4 February, while Disneyland Resort Line services were suspended from10 April to 16 June.

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 <p><i>Morning Peak Hours</i></p>	晚上繁忙時段 <p><i>Evening Peak Hours</i></p>	非繁忙時段* <p><i>Non-peak Hours*</i></p>
港島綫 Island Line	-	-	3.6-6
荃灣綫 Tsuen Wan Line	-	-	3.6-6
觀塘綫 Kwun Tong Line			
調景嶺 - 何文田 <i>Tiu Keng Leng – Ho Man Tin</i>	-	-	3.1-5
何文田 - 黃埔 <i>Ho Man Tin – Whampoa</i>	-	-	3.1-6.2
將軍澳綫 Tseung Kwan O Line			
北角 - 將軍澳 <i>North Point – Tseung Kwan O</i>	-	-	-
北角 - 寶琳 <i>North Point – Po Lam</i>	-	-	6
北角 - 康城 <i>North Point – LOHAS Park</i>	-	-	-
調景嶺 - 康城 <i>Tiu Keng Leng – LOHAS Park</i>	-	-	12-15
南港島綫 South Island Line	-	-	7.5
東涌綫 Tung Chung Line			
香港 - 青衣 <i>Hong Kong – Tsing Yi</i>	-	-	10-12
香港 - 東涌 <i>Hong Kong – Tung Chung</i>	-	-	10-12
迪士尼綫 Disneyland Resort Line [^]	-	-	10-20
東鐵綫 East Rail Line [^]			
紅磡 - 上水 <i>Hung Hom – Sheung Shui</i>	-	-	4-9
屯馬綫一期 Tuen Ma Line Phase 1	-	-	6.5-10
西鐵綫 West Rail Line	-	-	7
機場快綫 Airport Express	-	-	30
輕鐵 Light Rail			
路綫 / <i>Route 505</i>	8-12	5-10	5-15
路綫 / <i>Route 507</i>	8-11	5-11	5-15
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路綫 / <i>Route 751P</i>	-	-	-
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列車服務時間 Hours of Daily Operation

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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