

# 港鐵服務快訊

## MTR Service Newsletter

2017年第3季  
3rd quarter 2017



心繫生活每一程 | **MTR 港鐵**



### 手機應用程式新功能令港鐵旅程更暢順

港鐵公司在「鐵路2.0」計劃下，進一步提升數碼化應用，使顧客享受更個人化的嶄新乘車體驗。

簡單易用的港鐵手機應用程式 MTR Mobile 新增「站內搜尋」及「快捷出站」兩個新功能，同時提升現有的 Traffic News 功能。顧客在金鐘站可使用「站內搜尋」功能，配合站內裝設的信標裝置，更容易尋找轉綫月台及車站設施的位置。而乘客使用「快捷出站」功能時，只需輸入旅程的起點和終點，程式會顯示距離終點出口最近的指定列車車卡及車門。

港鐵網頁和手機應用程式中的 Traffic News 新增了綠、黃及紅燈號顯示，以反映每條鐵路綫的實時車務狀況，進一步方便乘客預先計劃行程。

### New app functions bring smoother MTR journeys

To provide customers with a new and more personalised travelling experience, MTR Corporation has launched a series of digital initiatives under the Rail Gen 2.0 programme.

The easy-to-use MTR Mobile app now offers two new functions - "In-station Finder" and "Fast Exit" while the existing Traffic News function has been enhanced. "In-station Finder" uses beacon devices to allow customers at Admiralty Station to more easily find their way to interchange platforms and station facilities. For "Fast Exit", passengers who enter the starting and ending points of their journey will be advised of the specific train car and door to use to be nearest to the station exit for their destination.

To further facilitate passengers to plan their journeys, the enhanced Traffic News function displays Green, Yellow and Red lights to show the real-time status of each rail line in the MTR website and the mobile app.



### 推出特別車費日慶祝香港特別行政區成立二十周年

為慶祝香港特別行政區成立二十周年，港鐵公司於十月一日及十月二日推出一次性的特別車費優惠。使用成人八達通乘搭港鐵本地車程的乘客，可享有小童八達通票價優惠，而原來享有八達通特惠票價優惠的乘客則只需繳付一元車資！

### Special Fare Days to celebrate the 20th Anniversary of Hong Kong SAR

To share the celebrations of the 20th anniversary of the establishment of the Hong Kong Special Administrative Region (HKSAR) with the community, a special one-off fare programme offered major savings to MTR passengers on 1 and 2 October. Adult Octopus holders could enjoy concessionary fares equal to Child Octopus fares while concessionary Octopus holders could enjoy a flat fare of \$1 per domestic journey!



### 主題列車宣揚禮讓訊息

「天天開心搭港鐵」禮讓運動下，由八月十七日起，多條鐵路綫的「動漫風」主題列車化身成禮讓大使，宣揚有禮行為。動漫風格有助傳遞禮讓訊息，並為顧客旅程增添清新感覺。

### Themed trains promote courteous behaviour

Trains on various lines were transformed into mobile courtesy ambassadors starting from 17 August to promote courteous behaviour under the "Travel Happily Every Day in the MTR" courtesy campaign. Comic-style characters helped to spread key courtesy messages and also provided passengers with a fresh travelling experience.

### 港鐵公司員工在颱風下謹守崗位

在八月下旬短短一星期內，接連有兩個颱風襲港，當中包括五年來首個十號颶風信號。港鐵公司職員在颱風下，發揮專業精神，維持安全和可靠的鐵路服務，並為乘客提供貼心服務。職員除了爭分奪秒清除倒在地面和架空路段上的樹木，務求短時間內恢復列車服務外，亦協助乘客在服務恢復後繼續他們的旅程。

### MTR staff display their dedication in typhoons

MTR staff showed their professionalism to maintain safe and reliable railway services and offer caring service to passengers as Hong Kong was struck by two typhoons in less than a week in late August, including the first Typhoon Signal No. 10 in five years. Working around the clock, staff members removed fallen trees from open sections of the railway for quick recovery of rail service, while station staff helped passengers to continue their journeys afterwards when service resumed.



### 新藝術品進駐金鐘站

嶄新的巨型藝術品為港鐵金鐘站增添趣味。由藝術家plusClover設計的藝術裝置「訊點」，以金鐘前身為海軍船塢的歷史作設計意念，結合了摩斯密碼和二維碼。「訊點」上的摩斯密碼和二維碼，前者表達三十多個與港鐵有關的短句或詞語；而後者則採用互動設計，乘客可掃描藝術品上的二維碼，進一步了解「港鐵•藝術」計劃及港鐵數碼新功能。

### New artwork at Admiralty Station


















A newly launched giant art piece has created a new point of interest at MTR Admiralty Station. Entitled "PLAYCODE", the work by artist plusClover integrates Morse Code and QR codes and was inspired by Admiralty's history as a naval base. The Morse Code represents more than 30 MTR-related phrases while the QR code is an interactive design that passengers can scan to further explore the "Art in MTR" programme and MTR's new digital initiatives.






2017年顧客服務表現(7月至9月)

2017 Customer Service Performance (July - September)

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% <b>99.9%</b>		99.5% <b>99.9%</b>	99.5% <b>99.9%</b>	99.5% <b>99.9%</b>
 乘客車程準時程度 Passenger Journeys on Time		99.5% <b>99.8%</b>	99% <b>99.9%</b>	99% <b>99.9%</b>	99% <b>99.9%</b>	—
 列車服務準時程度 Train Punctuality		99% <b>99.6%</b>	99% <b>99.9%</b>	99% <b>99.9%</b>	99% <b>99.9%</b>	99% <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)		650,000公里 (km) <b>2,562,179公里 (km)</b>		650,000公里 (km) <b>9,598,300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)		9,500次 (transactions) <b>72,843次 (transactions)</b>				—
 增值機可靠程度 Add Value Machine Reliability		99% <b>99.8%</b>		99% <b>99.9%</b>	99% <b>99.8%</b>	99% <b>99.5%</b>
 自動售票機可靠程度 Ticket Machine Reliability		99% <b>99.7%</b>		99% <b>99.8%</b>	99% <b>99.5%</b>	—(*)
 出入閘機可靠程度 Ticket Gate Reliability		99% <b>99.9%</b>		99% <b>99.9%</b>	99% <b>99.9%</b>	—
 輕鐵月台八達通收費器可靠程度 Light Rail Platform Octopus Processor Reliability		—	—	—	—	99% <b>99.9%</b>
 扶手電梯可靠程度 Escalator Reliability		99% <b>99.9%</b>		99% <b>99.9%</b>	99% <b>99.9%</b>	—
 乘客升降機可靠程度 Passenger Lift Reliability		99.5% <b>99.6%</b>		99.5% <b>99.8%</b>	99.5% <b>99.9%</b>	—
 溫度及通風 Temperature and Ventilation Levels		97.5% <b>99.9%</b>				—
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)		92% <b>99.8%</b>				—
 清潔程度 Railway Cleanliness		99% <b>100%</b>				
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)		99% <b>100%</b>				
 西北鐵路服務範圍內之巴士服務 Northwest Transit Service Area Bus Service		99% <b>99.6%</b>				
按照編定班次行走 Service Delivery						
車身清潔：每天清洗 Cleanliness：Washed daily		99% <b>100%</b>				
 六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days		99% <b>100%</b>				

 載客量 (第3季) Total passengers carried (3rd quarter) : 501,094,000

 服務表現 (第3季) Service performance (3rd quarter) : 20分鐘或以上的延誤 Delays of 20 minutes or more : 13


2017服務表現安排 (累積至第3季) Service Performance Arrangement (up to 3rd 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：9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：二千一百五十萬元

No of service disruptions of 31 minutes or more (heavy rail and light rail) confirmed to be due to factors within MTR control :9 Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2018: \$21.5 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作公。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 (7月至9月)  
Performance better than target (July - September)



乘客滿意水平 (第3季) Customer satisfaction level (3rd quarter)  
每100萬名乘客中，有1.85名乘客作出投訴，主要涉及三個類別：港鐵公司的員工、列車服務及環境。  
There were 1.85 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<sup>^</sup>數目 (第3季)  
Reportable events<sup>^</sup>per million passengers carried (3rd quarter): 0.68

^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、機械裝置及設備包括路軌裂縫或直接影響人士（受傷或沒有受傷），包括自殺/企圖自殺、侵入路軌，以至在扶手電梯、升降機及行人輸送帶上發生的意外。期內，在行車線路上，並沒有路軌裂縫事故。

^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 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.During the period, there was no rail breakage case on the running lines.

# 以上為更新數字，此前公布的9,598,283公里僅為臨時數字  
Updated from previously published provisional figure of 9,598,283 (km)

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 <sup>*</sup> Weekdays Non-peak Hours/ Sundays and Public Holidays <sup>*</sup>
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 <sup>#</sup>
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

<sup>\*</sup> 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。

<sup>\*</sup> 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.

<sup>#</sup> 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。

<sup>\*</sup> 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 <sup>*</sup> Non-peak Hours <sup>*</sup>
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
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

<sup>\*</sup> 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。

<sup>\*</sup> 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.

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