

# 港鐵 服務快訊

MTR Service Newsletter

2019年第3季

3rd quarter 2019



## 「早鳥」出關 車費 65折

I LOVE MORNING

### 「早晨折扣優惠」加強版

由十月二日起，「早晨折扣優惠」計劃由七五折增至六五折，並新增觀塘綫樂富站至油塘站沿綫九個車站，使享有折扣優惠的市區特定車站由三十五個增至四十四個。

乘客使用成人八達通在星期一至五（公眾假期除外）早上7時15分至8時15分，於任何指定核心市區車站出關，可享車費優惠，此計劃已延長至二零二零年五月三十一日。

加強版的「早晨折扣優惠」是二零一九 / 二零年年度的車費推廣計劃之一，計劃為乘客節省總金額超過八億元，以慶祝港鐵通車四十周年。

### “Early Bird Discount Promotion” extended with more benefits

Starting from 2 October, the discount rate of the “Early Bird Discount Promotion” has increased from 25% to 35%. The number of stations included in the Promotion has also increased from 35 to 44, which covers nine additional stations along the Kwun Tong Line between Lok Fu and Yau Tong stations.

Adult Octopus users can enjoy the fare discount when they exit from eligible core urban stations between 7:15am and 8:15am from Mondays to Fridays (except Public Holidays). The programme has been extended till 31 May 2020.

The enhanced “Early Bird Discount Promotion” is part of the 2019/20 fare promotions package which brings total savings of over \$800 million for customers in celebration of MTR Corporation’s 40th Anniversary.



### 讓香港繼續前行

港鐵公司致力「讓香港繼續前行」，同時作為一個負責任的鐵路營運者，一直以乘客和員工的安全為首要考慮。最近因政治事件而引發的公眾活動，導致港鐵車站和設施受到大規模暴力破壞。

港鐵職員竭力維持鐵路服務，修復被破壞的設施，務求盡量減低對顧客的影響。一些受損的車站設施包括扶手電梯和升降機，尤其影響殘疾人士及其他有特別需要的乘客。這些設施亦有可能需要較長時間修復。

港鐵公司會盡最大努力為公眾維持鐵路服務。然而，如果鐵路網絡內發生任何違法行為而帶來風險及導致緊急情況，嚴重威脅乘客和港鐵員工的安全時，往返有關車站的列車服務可能會立即停止，車站亦可能在短時間內或未能作事先通知的情況下關閉。如果發生這種情況並給乘客帶來不便，我們希望乘客理解。

### Keeping Hong Kong moving

MTR’s mission is to keep Hong Kong moving. As a responsible railway operator, the safety of passengers and staff is always our top priority. Recent public activities, due to wider political issues, have led to widespread and violent attacks on our railway stations and facilities.

MTR staff have been making unremitting efforts to maintain train service as well as to carry out repair works on the vandalised facilities to minimise the inconvenience caused to our customers. The damage caused to certain facilities, including escalators and elevators, has impacted particularly on the disabled and other persons with special needs. These facilities may also take a longer time to repair.

We will strive our very best to maintain our service for the public. However, in the event of unlawful acts that generate risks and may result in emergency situations that seriously endanger the safety of passengers and our staff, train service to and from the concerned stations may be stopped immediately. Stations may also be closed with little or no prior notice. In the event that such situations occur and cause inconvenience to passengers, the Corporation appeals for passengers’ understanding.



### 高速鐵路 (香港段) 開通一周年

「廣州—深圳—香港」高速鐵路 (香港段) 於九月二十三日投入服務一周年。當日途經香港西九龍站的乘客獲贈一份小禮物，慶祝這里程碑。

港鐵公司與多間旅遊社攜手合作，於二零一九年十月二十四日至十二月三日期間，推出多項高鐵自由行套票及高鐵旅行團前往多個旅遊熱點的折扣優惠，讓乘客可享受高鐵旅遊的樂趣。

### First anniversary of HSR service

Passengers passing through Hong Kong West Kowloon Station on 23 September were presented with small gifts as a delightful surprise to mark the first anniversary of the commencement of passenger service of the “Guangzhou-Shenzhen-Hong Kong” High Speed Rail (Hong Kong Section) (“HSR”).

To let more passengers enjoy the fun of HSR travel, the Corporation is joining hands with travel agents from 24 October until 3 December 2019 to offer High Speed Rail individual travel packages and High Speed Rail tours at discounted prices to various travel hot spots.



### 港鐵提供夏日車費折扣優惠

港鐵公司推出一系列夏日優惠，與乘客歡渡暑假。由六月二十九日至九月一日，三至十一歲的小童八達通持有人和六十五歲或以上的長者八達通持有人，可分別以免費及半價乘搭機場快綫大部份旅程。

七月十五日至九月一日期間，合資格的小童八達通持有人經羅湖站或落馬洲站來往深圳，可免費乘搭港鐵。





















### Special summer fare promotions for passengers

Special fare promotions offered passengers a chance to enjoy a joyful summer. From 29 June to 1 September, children aged 3 to 11 with a valid Child Octopus and seniors aged 65 or above with a valid Elder Octopus could enjoy free rides and half-price Octopus fares respectively on most Airport Express journeys.


Eligible Child Octopus holders were also entitled to unlimited free travel on the MTR to or from Shenzhen via Lo Wu or Lok Ma Chau stations between 15 July and 1 September.

## 2019年顧客服務表現(7月至9月)

2019 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		<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.7%</b>	<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>
 乘客車程準時程度 Passenger Journeys on Time		<b>99.5%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.4%</b>	<b>99%</b>	<b>99.9%</b>		—
 列車服務準時程度 Train Punctuality		<b>99%</b>	<b>99.8%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<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)		<b>700,000公里 (km)</b> <b>2,256,208公里 (km)</b>				<b>700,000公里 (km)</b> <b>7,771,426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)		<b>10,500次 (transactions)</b> <b>60,762次 (transactions)</b>									
 增值機可靠程度 (僅限於適用車站) Add Value Machine Reliability (At applicable stations)		<b>99%</b>	<b>99.8%</b>		<b>99%</b>	<b>99.8%</b>		<b>99%</b>	<b>99.9%</b>		—*
 自動售票機可靠程度 Ticket Machine Reliability		<b>99%</b>	<b>99.7%</b>		<b>99%</b>	<b>99.8%</b>		<b>99%</b>	<b>99.8%</b>	<b>99%</b>	<b>99.7%</b>
 出入閘機可靠程度 Ticket Gate Reliability		<b>99%</b>	<b>99.8%</b>		<b>99%</b>	<b>99.9%</b>		<b>99%</b>	<b>99.9%</b>		—
 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		<b>99%</b>	<b>99.9%</b>		<b>99%</b>	<b>99.8%</b>		<b>99%</b>	<b>99.9%</b>		—
 乘客升降機可靠程度 Passenger Lift Reliability		<b>99.5%</b>	<b>99.7%</b>		<b>99.5%</b>	<b>99.8%</b>		<b>99.5%</b>	<b>99.8%</b>		—
 溫度及通風 Temperature and Ventilation Levels		<b>97.5%</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		—									
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)		<b>93%</b>				<b>99.8%</b>					<3(次) 0(次) times time
 清潔程度 Railway Cleanliness		<b>99%</b>									
列車車廂：每天清潔 Train Compartment：Cleaned daily		<b>99%</b>									
列車車身：平均每兩天清洗一次 Train Exterior：Washed every 2 days (on average)		<b>99%</b>				<b>100%</b>					
 西北鐵路服務範圍內之巴士服務 Northwest Transit Service Area Bus Service		<b>99%</b>									
按照編定班次行走 Service Delivery		<b>99%</b>				<b>100%</b>					
車身清潔：每天清洗 Cleanliness：Washed daily		<b>99%</b>				<b>100%</b>					
 六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days		<b>99%</b>				<b>100%</b>					

 **載客量 (第3季) Total passengers carried (3rd quarter): 480,537,000**

 **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：53** (包括乘客行為及外在因素 Including passenger behaviour and external factors)

2019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是在港鐵控制範圍內：8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：八千三百五十萬港元  
No. of service disruptions of 31 minutes or more (heavy rail and light rail) confirmed to be due to factors within MTR control: 8  
Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2020: \$83.5Million

\* 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 (7月至9月) Performance better than target (July - September)

## 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*
<b>港島綫 Island Line</b>	1.9	2.1	2.8–6
<b>荃灣綫 Tsuen Wan Line</b>	2	2	2.5–5.5
<b>觀塘綫 Kwun Tong Line</b>			
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
<b>將軍澳綫 Tseung Kwan O Line</b>			
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
<b>南港島綫 South Island Line</b>	3.3	3.3	4.5–6
<b>東涌綫 Tung Chung Line</b>			
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
<b>迪士尼綫 Disneyland Resort Line</b>	4.5–5	4.5–5	10#
<b>東鐵綫 East Rail Line</b>			
紅磡 - 上水 <i>Hung Hom – Sheung Shui</i>	2.5–8	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
<b>馬鞍山綫 Ma On Shan Line</b>	3	4	5–8
<b>西鐵綫 West Rail Line</b>	2.9	3.5	5–7
<b>機場快綫 Airport Express</b>	10	10	10–12
<b>輕鐵 Light Rail</b>			
路綫 / Route 505	6–9	5–9	5–15
路綫 / Route 507	5–9	6–9	5–15
路綫 / Route 610	6–9	6–10	6–18
路綫 / Route 614	14–18	14–18	11–23
路綫 / Route 614P	7–12	7–12	5–23
路綫 / Route 615	14–18	14–18	11–25
路綫 / Route 615P	7–12	7–12	5–23
路綫 / Route 705	5–6	5–7	5–11
路綫 / Route 706	4–7	4–6	4–13
路綫 / Route 751	5–9	5–9	6–17
路綫 / Route 751P	14–25	14–25	-
路綫 / Route 761P	4–7	4–7	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，而部分輕鐵路線班次將減至每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 Morning Peak Hours	晚上繁忙時段 Evening Peak Hours	非繁忙時段* Non-peak Hours*
<b>港島綫 Island Line</b>	3	2.4	4–5
<b>荃灣綫 Tsuen Wan Line</b>	2.5	2.2	4–5.5
<b>觀塘綫 Kwun Tong Line</b>			
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	
<b>將軍澳綫 Tseung Kwan O Line</b>			
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
<b>南港島綫 South Island Line</b>	4.5	4	4.5–5
<b>東涌綫 Tung Chung Line</b>			
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
<b>迪士尼綫 Disneyland Resort Line</b>	4.5–5	4.5–5	10
<b>東鐵綫 East Rail Line</b>			
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
<b>馬鞍山綫 Ma On Shan Line</b>	3	4	4.5–7
<b>西鐵綫 West Rail Line</b>	3.5	4	5–7
<b>機場快綫 Airport Express</b>	10	10	10–12
<b>輕鐵 Light Rail</b>			
路綫 / Route 505	5–9	4–9	5–16
路綫 / Route 507	7–9	6–10	7–13
路綫 / Route 610	6–10	7–10	7–17
路綫 / Route 614	13–21	14–20	13–22
路綫 / Route 614P	4–18	5–15	7–18
路綫 / Route 615	14–20	11–22	9–24
路綫 / Route 615P	4–18	5–15	7–18
路綫 / Route 705	4–6	4–7	5–10
路綫 / Route 706	4–6	4–7	6–13
路綫 / Route 751	4–9	8–11	7–15
路綫 / Route 751P	-	-	-
路綫 / Route 761P	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，而部分輕鐵路線班次將減至每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