

# 港鐵 服務快訊

MTR Service Newsletter

2020年第3季  
3rd quarter 2020



## 屯馬綫全綫列車動態測試經已展開

屯馬綫全綫的架空電纜於七月通電，列車動態測試亦緊隨在八月展開，並朝著明年全綫通車的目標邁進。

屯馬綫一期於今年二月正式通車後，全綫開通的籌備工作已全面展開。相關測試及法定檢測工作將陸續擴展至屯馬綫全綫，以確保鐵路系統在投入服務前與現有鐵路綫全面整合並運作暢順。

## Dynamic train testing commences for full Tuen Ma Line

The full Tuen Ma Line has moved a step closer to its target for opening in 2021 with the energisation of the overhead line in July and commencement of dynamic train testing along the full line in August.

Work has been progressing well since the commissioning of the Tuen Ma Line Phase 1 in February this year. Testing and statutory inspections will now gradually extend to cover the full length of the line to ensure the railway systems are fully integrated with the existing lines and operating smoothly before the start of passenger service.



## 港鐵公司與社區攜手抗疫

港鐵公司一眾董事及執行總監自六月起共捐出約四百三十萬港元予多間社企及公益機構，為有需要人士提供食物、餐券、短期住所、學習支援等，在疫情期間盡一分力與市民共渡困難。

港鐵公司一直與社會並肩而行，持續提供多項支援社會措施攜手抗疫，包括為乘客提供車費扣減、為港鐵商場及車站部份商戶提供租金紓緩等。

## Supporting the community to fight the pandemic

To ride out the tough times together with the public amidst the pandemic, MTR Board Members and Executive Directors have donated around HK\$4.3 million to non-government and charitable groups since June to provide support including hot meals, food coupons, temporary shelter and learning support for the needy.

This initiative builds on MTR's continuing support measures to fight the virus together with the community, such as the fare rebate for passengers and rental relief for some tenants at MTR malls and stations.



## 網上辦理學生乘車優惠

港鐵公司提倡「智慧出行」，積極運用科技提升顧客乘車體驗。

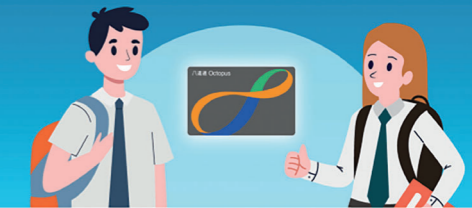
由今個學年開始，中、小學生可以透過MTR Mobile或「港鐵學生乘車優惠計劃網站」，辦理延續個人八達通上的「學生身分」，毋須前往港鐵客務中心，便可繼續享用約半價的學生乘車優惠，過程更省時和方便。

## Online platform for students to enjoy concessionary fares

MTR Corporation promotes "Smart Mobility" by enhancing customer experience with technology.

A new initiative from the start of the current academic year allows primary and secondary school students to renew the "Student Status" on their Octopus electronically through MTR Mobile or MTR Student Travel Scheme Online Application website, without visiting an MTR Customer Service Centre. In this way, they can continue to enjoy about half-price student concessionary fares in a way that is quicker and easier than before.

## 電子化辦理 全程方便快捷



## 調景嶺站最新車站藝術品

乘客日後途經調景嶺站時，可留意由香港知專設計學院學生設計的兩組新車站藝術品。

名為「轉化歷程」的月台座椅和大堂壁畫「蛻變中的建築」兩件創意藝術作品，描繪了調景嶺從過去走到現在的發展軌跡。

## New artwork at Tiu Keng Leng Station












The next time you visit Tiu Keng Leng Station, look out for two new station artworks created by students from the Hong Kong Design Institute.



The platform seats entitled "The Transformation" and a mural "Architectural Evolution" depict the many changes that have shaped the development of modern-day Tiu Keng Leng over the years.



## 2020年顧客服務表現(7月至9月)

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

	<b>溫度及通風 Temperature and Ventilation Levels</b>	<b>97.5%</b>	<b>99.9%</b>	<b>—</b>	<b>—</b>
	<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><b>Trains：To maintain a cool, pleasant and comfortable train environment generally at or below 26° C</b></div> <div>車廂空調系統每月發生故障次數</div> <div><b>On-train air-conditioning failures per month</b></div> </div> </div>	<b>—</b>	<b>—</b>	<b>&lt;3(次) 0(次)</b>	<b>times time</b>
	<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><b>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></div> </div> </div>	<b>93%</b>	<b>99.9%</b>	<b>—</b>	<b>—</b>
	<b>清潔程度 Railway Cleanliness</b>	<b>99%</b>	<b>99.7%</b>	<b>—</b>	<b>—</b>
	<div> <div><div>列車車廂：每天清潔</div></div> <div> <div><b>Train Compartment：Cleaned daily</b></div> </div> </div>	<b>99%</b>	<b>100%</b>	<b>—</b>	<b>—</b>
	<div> <div><div>列車車身：平均每兩天清洗一次</div></div> <div> <div><b>Train Exterior：Washed every 2 days (on average)</b></div> </div> </div>	<b>99%</b>	<b>100%</b>	<b>—</b>	<b>—</b>

	<b>西北鐵路服務範圍內之巴士服務</b> <p><b>Northwest Transit Service Area Bus Service</b></p>	<b>99%</b>	<b>99.7%</b>	<b>—</b>	<b>—</b>
	<div> <div><div>按照編定班次行走 Service Delivery</div></div> <div> <div><b>車身清潔：每天清洗 Cleanliness：Washed daily</b></div> </div> </div>	<b>99%</b>	<b>100%</b>	<b>—</b>	<b>—</b>
	<b>六個工作天內回覆乘客查詢</b> <p><b>Passenger Enquiry Response Time within 6 Working Days</b></p>	<b>99%</b>	<b>100%</b>	<b>—</b>	<b>—</b>

 **載客量 (第3季) Total passengers carried (3rd quarter): 308,164,000**

 **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：4**  
(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初步確認成因是在港鐵控制範圍內: 6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：一千二百萬元


No. of service disruptions of 31 minutes or more (heavy rail and light rail) provisionally attributed to be due to factors within MTR control 6 Amount put aside for “3% Rebate for Each Octopus Trip” promotion from mid 2021：\$12Million

<sup>\*</sup> 受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.

<sup>#</sup> 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)

目標及表現 Target and performance		機場快綫 <p><small>Airport Express</small></p>		東鐵綫(包括屯馬綫一期) <p><small>East Rail Line (Including Tuen Ma Line Phase 1)</small></p>		西鐵綫 <p><small>West Rail Line</small></p>		輕鐵 <p><small>Light Rail</small></p>	
	<b>乘客滿意水平 (第3季) Customer satisfaction level (3rd quarter)</b>	<b>99.9%</b>		<b>99.9%</b>		<b>99.9%</b>		<b>99.9%</b>	
	<div> <div><div>每100萬名乘客中，有2,84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。</div></div> <div> <div><b>There were 2.84 complaints per 1,000,000 passengers carried. The top three complaint categories were Staff, Train Services and Environment.</b></div> </div> </div>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>
	<div> <div><div>每百萬載客人次的須呈報事故<sup>^</sup>數目 (第3季)</div></div> <div> <div><b>Reportable events<sup>^</sup>per million passengers carried (3rd quarter): 0.52</b></div> </div> </div>	<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>
	<div> <div><div><sup>^</sup>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。期內，在行車綫路上，並沒有路軌裂縫事故。</div></div> <div> <div><b>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.</b></div> </div> </div>	<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><small>Weekdays Morning Peak Hours</small></p>	平日晚上繁忙時段 <p><small>Weekdays Evening Peak Hours</small></p>	平日非繁忙時段/星期日及公眾假期 <p><small>Weekdays Non-peak Hours/ Sundays and Public Holidays*</small></p>
<b>港島綫 Island Line</b>	1.9	2.1	3.6-6
<b>荃灣綫 Tsuen Wan Line</b>	2	2	3.6-6
<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	3.6-6
何文田 - 黃埔 <i>Ho Man Tin – Whampoa</i>	4.2	4.6	3.6-6
<b>將軍澳綫 Tseung Kwan O Line</b>			
北角 - 將軍澳 <i>North Point – Tseung Kwan O</i>	2.2	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
<b>南港島綫 South Island Line</b>	3.3	3.3	7.5
<b>東涌綫 Tung Chung Line</b>			
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
<b>迪士尼綫 Disneyland Resort Line<sup>*</sup></b>	10	10	10-20
<b>東鐵綫 East Rail Line<sup>^</sup></b>			
紅磡 - 上水 <i>Hung Hom – Sheung Shui</i>	3.1-8	4-8	4-9
<b>屯馬綫一期 Tuen Ma Line Phase 1</b>	3.5	4	6.5-10
<b>西鐵綫 West Rail Line</b>	2.9	3.5	7
<b>機場快綫 Airport Express</b>	15	15	30
<b>輕鐵 Light Rail</b>			
路綫 / Route 505	6-10	5-10	5-17
路綫 / Route 507	5-9	6-9	7-17
路綫 / Route 610	6-10	6-10	6-17
路綫 / Route 614	14-18	14-18	9-23
路綫 / Route 614P	7-12	8-13	5-21
路綫 / Route 615	14-18	14-18	11-24
路綫 / Route 615P	7-12	8-12	5-21
路綫 / Route 705	5-6	5-7	5-12
路綫 / Route 706	4-7	4-6	5-13
路綫 / Route 751	5-9	6-9	6-17
路綫 / Route 751P#	14-25	14-27	-
路綫 / Route 761P	4-7	4-7	4-14

<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25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 25 minutes.

<sup>^</sup> 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。

<sup>^</sup> Amid the pandemic, East Rail Line train services from Hung Hom to Lo Wu and Lok Ma Chau stations were suspended from 4 February.

<sup>~</sup> 迪士尼綫於平日、星期六、日及公眾假期繁忙時段，每10分鐘一班列車；於非繁忙時段和香港迪士尼樂園關閉期間，則維持每20分鐘一班。

<sup>~</sup> Disneyland Resort Line trains operated at 10-minute intervals during peak hours on weekdays, Saturdays, Sundays and public holidays. Train service maintained at 20-minute intervals during non-peak hours and during the closure of Hong Kong Disneyland Park.

<sup>#</sup> 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。

<sup>^</sup> Light Rail Route 751P runs at reduced frequencies on weekdays during school holidays and class suspension.

## 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><small>Morning Peak Hours</small></p>	晚上繁忙時段 <p><small>Evening Peak Hours</small></p>	非繁忙時段* <p><small>Non-peak Hours*</small></p>
<b>港島綫 Island Line</b>	-	-	3.6-6
<b>荃灣綫 Tsuen Wan Line</b>	-	-	3.6-6
<b>觀塘綫 Kwun Tong Line</b>			
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
<b>將軍澳綫 Tseung Kwan O Line</b>			
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
<b>南港島綫 South Island Line</b>	-	-	7.5
<b>東涌綫 Tung Chung Line</b>			
香港 - 青衣 <i>Hong Kong – Tsing Yi</i>	-	-	10-12
香港 - 東涌 <i>Hong Kong – Tung Chung</i>	-	-	10-12
<b>迪士尼綫 Disneyland Resort Line<sup>*</sup></b>	-	-	10-20
<b>東鐵綫 East Rail Line<sup>^</sup></b>			
紅磡 - 上水 <i>Hung Hom – Sheung Shui</i>	-	-	4-9
<b>屯馬綫一期 Tuen Ma Line Phase 1</b>	-	-	6.5-10
<b>西鐵綫 West Rail Line</b>	-	-	7
<b>機場快綫 Airport Express</b>	-	-	30
<b>輕鐵 Light Rail</b>			
路綫 / Route 505	6-9	4-9	6-17
路綫 / Route 507	8-10	7-11	7-15
路綫 / Route 610	8-12	9-14	8-16
路綫 / Route 614	12-20	12-20	10-23
路綫 / Route 614P	7-15	7-15	7-20
路綫 / Route 615	14-21	14-19	13-24
路綫 / Route 615P	7-15	7-15	7-20
路綫 / Route 705	6	5	6-10
路綫 / Route 706	4-6	3-8	4-11
路綫 / Route 751	6-10	9-12	8-15
路綫 / Route 751P	-	-	-
路綫 / Route 761P	5-9	5-8	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25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 25 minutes.

<sup>^</sup> 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。

<sup>^</sup> Amid the pandemic, East Rail Line train services from Hung Hom to Lo Wu and Lok Ma Chau stations were suspended from 4 February.

<sup>~</sup> 迪士尼綫於平日、星期六、日及公眾假期繁忙時段，每10分鐘一班列車；於非繁忙時段和香港迪士尼樂園關閉期間，則維持每20分鐘一班。

<sup>~</sup> Disneyland Resort Line trains operated at 10-minute intervals during peak hours on weekdays, Saturdays, Sundays and public holidays. Train service maintained at 20-minute intervals during non-peak hours and during the closure of Hong Kong Disney Land Park.

## 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

MTR Corporation Limited
香港鐵路有限公司