

港鐵服務快訊

MTR Service Newsletter

2017年第4季
4th quarter 2017



心繫生活每一程 |  **MTR 港鐵**



馬鞍山綫更換八卡列車及自動月台閘門安裝工程全面完成

馬鞍山綫服務邁向新里程！由十二月二十四日起，馬鞍山綫全面以八卡列車行駛，而全綫自動月台閘門亦已完成安裝，為乘客帶來更舒適的旅程。是項工程屬沙田至中環綫（沙中綫）項目其中一部分，歷時五年，為日後沙中綫東西走廊的運作做好準備。

8-car trains and all APGs completed on Ma On Shan Line

A new era on the Ma On Shan Line began on 24 December with the start of full service by 8-car trains and with all platforms fully retrofitted with Automatic Platform Gates (APGs). The enhancements provide passengers with more comfortable journeys. The related works have been carried out over the past five years under the Shatin to Central Link (SCL) project and help to pave the way for future operation of the SCL's East West Corridor.



全新市區路線列車里程碑

港鐵公司早前為更換觀塘綫、荃灣綫、港島綫及將軍澳綫現有列車而訂購的九十三列全新八卡列車，首列新車已在青島完成組裝及測試。首列新列車預計於二零一八年初運抵本港，其餘列車則將於二零一八年至二零二三年間分批陸續抵港。

新列車配備先進的操作系統及多項新設備，包括在車廂中採用新一代的照明系統、全新動態路線圖，以及環型扶手桿。



Production milestone for new urban line trains

Assembly and testing have been completed in Qingdao for the first of the 93 new 8-car trains procured by MTR Corporation to replace existing trains operating on the Kwun Tong, Tsuen Wan, Island and Tseung Kwan O lines. The first new train is expected to be delivered to Hong Kong in early 2018 while the remaining trains will arrive in batches between 2018 and 2023.

These trains are equipped with advanced operating systems and a number of new features in the passenger compartments including improved lighting systems, new dynamic route maps and double branched handrails.



「愛共享」推廣有禮好行為

港鐵禮讓運動2017於十月十八日在何文田站正式啟動，今年主題為「我和你•愛共享」，鼓勵乘客於搭乘港鐵時展現關愛精神。香港電台第二台的一眾節目主持人於十月至十一月初，在港鐵網絡展出的海報亮相，推廣禮讓好行為及傳遞關愛的正能量。

Encouraging courteous behaviour through "Sharing Love"

The MTR x RTHK Courtesy Campaign 2017 was kicked off at Ho Man Tin Station on 18 October with the theme "Sharing of love by you and me" to encourage MTR passengers to display their caring spirit during their journeys. Posters featuring a line-up of RTHK Radio 2 DJs appeared throughout the MTR network from October to early November to promote courteous behaviour and the joy of sharing and caring.



港鐵灣仔站全新行人隧道及出入口

港鐵灣仔站新增設的利東街行人隧道及D出入口於十二月二十二日正式啟用，該行人隧道連接利東街商場地庫，為市民提供方便及全天候的地下通道橫過莊士敦道，並加強灣仔南北行人設施的連繫。

New pedestrian subway and entrance at MTR Wan Chai Station

The brand new Lee Tung Street Subway and Entrance/Exit D at MTR Wan Chai Station was opened on 22 December. Connected to the basement of Lee Tung Avenue, the new pedestrian walkway provides convenient and weather-proof access for members of the public to cross beneath Johnston Road. The new facilities also help to enhance the connectivity for pedestrians between Wan Chai North and Wan Chai South.



與顧客歡度佳節

港鐵公司在聖誕和新年期間舉辦一連串慶祝活動，令港鐵顧客感受節日的喜悅。節日慶祝活動由港鐵公司主席馬時亨教授於十二月二日揭開序幕，當天馬教授聯同日本人氣吉祥物「熊本熊」，在港鐵香港站參與精彩的音樂及舞蹈表演，並派發精美聖誕禮物，為顧客送上祝福。

另外，港鐵列車於平安夜及除夕夜通宵行駛（機場快綫、迪士尼綫和部分輕鐵綫除外）。港鐵列車亦在節日期間加強服務，以配合乘客需要。
















Festive holiday celebrations with customers

A series of celebrations were held over the Christmas and New Year holiday period to bring more seasonal joy to MTR customers. The festivities kicked off on 2 December as Professor Frederick Ma, Chairman of MTR Corporation, joined in a music and dance performance with popular Japanese mascot Kumamon to greet customers with special Christmas gifts at MTR Hong Kong Station.

In addition, overnight train services were provided on all MTR lines on Christmas Eve and New Year's Eve except the Airport Express, Disneyland Resort Line and several Light Rail routes. Additional train trips during the holiday period were also provided to serve customers' travel needs.

2017年顧客服務表現(10月至12月)

2017 Customer Service Performance (October - December)

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%	99.8%		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%	99% 99.9%	—	
	列車服務準時程度 Train Punctuality	99%	99.7%	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) Train Reliability (Train Car-km per train failure causing delays ≥ 5 mins)	650,000公里 (km) 6,950,985公里 (km)			650,000公里 (km) 4,943,738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)	9,500次 (transactions) 68,120次 (transactions)					—	
	增值機可靠程度 Add Value Machine Reliability	99%	99.8%		99% 99.9%	99% 99.8%	99% 99.7%	
	自動售票機可靠程度 Ticket Machine Reliability	99%	99.7%		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	—	—	—	—	—	99% 99.9%	
	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%	99.8%		99.5% 99.8%	99.5% 99.8%	—	
	溫度及通風 Temperature and Ventilation Levels							
	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	97.5%					99.9%	—
	車廂空調系統每月發生故障次數 On-train air-conditioning failures per month	—					< 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%					99.8%	—
	清潔程度 Railway Cleanliness							
	列車車廂：每天清潔 Train Compartment：Cleaned daily	99%					100%	
	列車車身：平均每兩天清洗一次 Train Exterior：Washed every 2 days (on average)	99%					100%	
	西北鐵路服務範圍內之巴士服務 Northwest Transit Service Area Bus Service	99%					99.2%	
	按照編定班次行走 Service Delivery	99%					100%	
	車身清潔：每天清洗 Cleanliness：Washed daily	99%					100%	
	六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days	99%					100%	

 載客量 (第4季) Total passengers carried (4th quarter) : 521,597,000

 服務表現 (第4季) Service performance (4th quarter) : 20分鐘或以上的延誤 Delays of 20 minutes or more : 5


2017服務表現安排 (累積至第4季) Service Performance Arrangement (up to 4th 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：10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：二千二百五十萬元

No of service disruptions of 31 minutes or more (heavy rail and light rail) confirmed to be due to factors within MTR control : 10 Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2018: \$22.5 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、測試及試行後再作公布。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 (10月至12月) Performance better than target (October - December)

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*
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	3.6	4	6 - 12
香港 - 東涌 Hong Kong – Tung Chung	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 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

* 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。

* 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.

[#] 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。

[#] 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* Non-peak Hours*
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	
何文田 - 黃埔 Ho Man Tin – Whampoa	5	4.7	3.5 - 5.3
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
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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
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路綫 / Route 761P	4 - 6	5 - 8	6 - 14

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列車服務時間 Hours of Daily Operation

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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