

# 港鐵 服務快訊

MTR Service Newsletter

2018年第4季  
4th quarter 2018



尖沙咀站  
Tsim Sha Tsui Station



## 港鐵公司為顧客送上節日祝福

港鐵公司於聖誕及新年期間額外增加八百零三班列車，方便乘客外出歡度佳節。此外，港鐵本地鐵路綫（機場快綫、迪士尼綫及東鐵綫往返羅湖站及落馬洲站除外）和部分輕鐵路綫亦在平安夜及除夕夜通宵行駛。

港鐵公司在節日期間舉辦了一連串慶祝活動，令港鐵顧客感受節日喜悅。主席馬時亨教授於十二月十日化身聖誕老人，為顧客送上節日驚喜，並與香港青年協會的舞蹈員一起跳舞，為公司的聖誕慶祝活動揭開序幕。公司更於十二月二十五日聖誕節在不同港鐵車站向顧客送上禮物。

## MTR Corporation brings holiday delights to customers

MTR Corporation provided an extra 803 train trips over Christmas and the New Year holidays to make passengers' journeys more convenient. In addition, customers also enjoyed overnight train services on local MTR lines (except the Airport Express, Disneyland Resort Line and journeys to or from Lo Wu and Lok Ma Chau stations on the East Rail Line) and some Light Rail routes on Christmas Eve and New Year's Eve.



A series of celebrations over the holiday period brought more seasonal joy to MTR customers. Chairman Professor Frederick Ma dressed up as Santa Claus on 10 December and was joined by dancers from the Hong Kong Federation of Youth Groups to kick off the Corporation's Christmas Delight Campaign. Gifts were also distributed to delighted customers at a number of stations on Christmas Day (25 December).



## 新一代輕鐵抵港

兩輛全新輕鐵於十二月二十八日運抵港鐵屯門車廠。新一代輕鐵的外觀及色調承襲上一代設計，車輛頭尾兩端外型線條鮮明俐落，駕駛室可為輕鐵車長提供更廣闊的視野。

新輕鐵亦為乘客帶來更佳乘車體驗，包括裝設經改良的LED照明系統，以加強車廂空間感；並改進了扶手和吊環的分佈等。首批新輕鐵預計於二零一九年下半年在完成所有測試後投入運作，服務乘客。

## Arrival of new generation Light Rail Vehicles

Two brand new Light Rail Vehicles (LRVs) were delivered to the MTR Tuen Mun Depot on 28 December. The new generation LRVs inherit the smart exterior design and colour scheme of the previous generation with sleek front and rear ends, and the driving cabin will provide a wider sightline for Light Rail Captains.

The new LRVs will also bring a number of enhancements to passengers' journeys, including an improved LED lighting system to enhance the ambiance of the train saloons, and improved handrail and straphanger arrangements. The first batch of new LRVs is expected to be ready for passenger service in the second half of 2019 after the completion of all the testing works.



## 港鐵尖沙咀站全新行人隧道及出入口

港鐵尖沙咀站新設的加拿分道行人隧道及D3出入口於十一月三十日正式啟用。該行人隧道及出入口連接K11購物藝術館，為市民提供方便的全天候通道橫過加拿分道，進一步加強尖沙咀站與鄰近地區的連繫。

## New pedestrian subway and entrance at MTR Tsim Sha Tsui Station

A brand new Carnarvon Road Subway and Entrance/Exit D3 at MTR Tsim Sha Tsui Station were opened to public access on 30 November. Connected to K11 Art Mall, the new pedestrian walkway and entrance provide members of the public with a convenient and weather-proof crossing underneath Carnarvon Road to further enhance the connectivity between Tsim Sha Tsui Station and nearby areas.



## 「長者日」免費搭港鐵

港鐵公司繼續支持「長者日」，於十一月十八日為六十五歲或以上的長者八達通持有人提供免費乘搭港鐵、輕鐵及港鐵巴士，以答謝全港「老友記」。

此外，港鐵公司及香港電台第五台於十一月十四日邀請了一百名長者參加本年度的「長者港鐵安全運動」，透過互動遊戲學習安全使用扶手電梯和乘搭港鐵的知識。

## Free journeys on Senior Citizen's Day

As a token of appreciation to the city's senior citizens, MTR Corporation continued to support Senior Citizen's Day (18 November) by offering free rides on the MTR, Light Rail and MTR Bus to Elder Octopus cardholders aged 65 or above.

In addition, MTR Corporation joined Radio Television Hong Kong Radio 5 to launch its annual Elderly Programme on 14 November. 100 senior citizens participated in the event to learn safety tips for using escalators and riding on MTR through interactive games.

## 「港鐵·藝術」相片展覽呈現香港之美

超過一百幅描繪香港不同角落的照片，包括青馬大橋的夜景、大坑舞火龍，以及九龍城潑水節等，在十一月七日至十二月十五日於港鐵中環站J出入口展出。「印象香港」是「港鐵·藝術」的展覽，展出香港聯合攝影家協會成員的作品。





















## Beauty of Hong Kong shines in "Art in MTR" photo exhibition


From night scenes at the Tsing Ma Bridge to the Tai Hang Fire Dragon and Songkran celebrations in Kowloon City – more than 100 photos depicting a variety of Hong Kong themes were exhibited at Entrance/Exit J of MTR Central Station from 7 November to 15 December. "Impression Hong Kong" was an "Art in MTR" exhibition and showcased works from all across Hong Kong by members of the United Photographers Hong Kong.



**2018年顧客服務表現**(10月至12月)

**2018 Customer Service Performance (October - December)**

| 服務表現項目 Service Performance Item  |   | 目標及表現 Target and performance          |   |                   |                                     |              |                                |
|--|---|---------------------------------------|---|-------------------|-------------------------------------|--------------|--------------------------------|
|  | <b>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</b><br><i>Kwun Tong Line, Tsuen Wan Line, Island Line,Tseung Kwan O Line, South Island Line, Tung Chung Line &amp; Disneyland Resort Line</i> | <b>機場快綫</b><br><b>Airport Express</b> | <b>東鐵綫(包括馬鞍山綫)</b><br><b>East Rail Line (Including Ma On Shan Line)</b> |                   | <b>西鐵綫</b><br><b>West Rail Line</b> |              | <b>輕鐵</b><br><b>Light Rail</b> |
|  列車按照編定班次行走 (列車服務供應)<br><b>Train Service Delivery</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>                   |
|  乘客車程準時程度<br><b>Passenger Journeys on Time</b>   | <b>99.5%</b>  | <b>99.8%</b>                          | <b>99%</b>  | <b>99.9%</b>      | <b>99%</b>                          | <b>99.9%</b> | —                              |
|  列車服務準時程度<br><b>Train Punctuality</b>  | <b>99%</b>  | <b>99.7%</b>                          | <b>99%</b>  | <b>99.9%</b>      | <b>99%</b>                          | <b>99.9%</b> | <b>99%</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)<br><b>Train Reliability (Train Car-km per train failure causing delays ≥ 5 mins)</b>  | <b>650,000公里 (km)</b><br><b>4,386,251公里 (km)</b>  |                                       | <b>650,000公里 (km)</b><br><b>5,730,777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)<br><b>Ticket Reliability (Smart ticket transactions per ticket failure)</b>   | <b>10,500次 (transactions)</b><br><b>53,623次 (transactions)</b>  |                                       |   |                   |                                     |              | —                              |
|  增值機可靠程度<br><b>Add Value Machine Reliability</b>   | <b>99%</b>  | <b>99.8%</b>                          |   | <b>99%</b>        | <b>99.9%</b>                        | <b>99%</b>   | <b>99.7%</b>                   |
|  自動售票機可靠程度<br><b>Ticket Machine Reliability</b>  | <b>99%</b>  | <b>99.7%</b>                          |   | <b>99%</b>        | <b>99.8%</b>                        | <b>99%</b>   | <b>99.9%</b>                   |
|  出入閘機可靠程度<br><b>Ticket Gate Reliability</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<br><b>Light Rail Platform Octopus Processor Reliability</b>  | —   |                                       | —   |                   | —                                   |              | <b>99%</b>                     |
|  扶手電梯可靠程度<br><b>Escalator Reliability</b>  | <b>99%</b>  | <b>99.9%</b>                          |   | <b>99%</b>        | <b>99.9%</b>                        | <b>99%</b>   | —                              |
|  乘客升降機可靠程度<br><b>Passenger Lift Reliability</b>  | <b>99.5%</b>  | <b>99.8%</b>                          |   | <b>99.5%</b>      | <b>99.9%</b>                        | <b>99.5%</b> | —                              |
|  溫度及通風 <b>Temperature and Ventilation Levels</b>   | <b>97.5%</b>  |                                       | <b>99.9%</b>  |                   | —                                   |              | —                              |
| <div> <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<span> </span>: To maintain a cool, pleasant and comfortable train environment generally at or below 26<span> </span>°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> <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<span> </span>: To maintain a cool, pleasant and comfortable environment generally at or below 27<span> </span>°C for platforms and 29<span> </span>°C for station concourses (except on very hot days)</b></div> </div> |   |                                       | —   | <3(次) <b>0(次)</b> | <b>times</b>                        | <b>time</b>  |                                |
|  清潔程度 <b>Railway Cleanliness</b>   | <b>99%</b>  |                                       | <b>100%</b>   |                   | —                                   |              | —                              |
| <div> <div></div> <div>列車車廂：每天清潔</div> <div><b>Train Compartment<span> </span>: Cleaned daily</b></div> </div> <div> <div></div> <div>列車車身：平均每兩天清洗一次</div> <div><b>Train Exterior<span> </span>: Washed every 2 days (on average)</b></div> </div>   |   |                                       | <b>99%</b>  | <b>100%</b>       | —                                   |              | —                              |
|  西北鐵路服務範圍內之巴士服務<br><b>Northwest Transit Service Area Bus Service</b>   | <b>99%</b>  |                                       | <b>99.7%</b>  |                   | —                                   |              | —                              |
| <div> <div></div> <div>按照編定班次行走 <b>Service Delivery</b></div> </div> <div> <div><b>車身清潔：每天清洗 Cleanliness<span> </span>: Washed daily</b></div> </div>   | <b>99%</b>  |                                       | <b>100%</b>   | —                 |                                     | —            | —                              |
|  六個工作天內回覆乘客查詢<br><b>Passenger Enquiry Response Time within 6 Working Days</b>  | <b>99%</b>  |                                       | <b>100%</b>   |                   | —                                   |              | —                              |

 **載客量 (第4季) Total passengers carried (4th quarter) : 531,167,000**

 **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 : 18**

**2018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：12宗撥出作2019年年中開始的八達通「每程3%車費扣減」優惠的金額總數：二千萬元

No. of service disruptions of 31 minutes or more (heavy rail and light rail) confirmed to be due to factors within MTR control: 12
Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2019: \$20Million

     目標
     表現優於目標 (10月至12月)
     Target
     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<br>Weekdays Morning Peak Hours | 平日晚上繁忙時段<br>Weekdays Evening Peak Hours | 平日非繁忙時段/星期日及公眾假期*<br>Weekdays Non-peak Hours/ Sundays and Public Holidays* |
|---|---|---|--|
| <b>港島綫</b> <b>Island Line</b>               | 1.9                                     | 2.1                                     | 3.1 - 6  |
| <b>荃灣綫</b> <b>Tsuen Wan Line</b>            | 2                                       | 2                                       | 2.5 - 5.5  |
| <b>觀塘綫</b> <b>Kwun Tong Line</b>            |   |   |  |
| 調景嶺 - 何文田 <i>Tiu Keng Leng – Ho Man Tin</i> | 2.1                                     | 2.3                                     | 2.8 - 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</b> <b>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</b> <b>South Island Line</b>        | 3.3                                     | 3.3                                     | 4.5 - 6  |
| <b>東涌綫</b> <b>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</b> <b>Disneyland Resort Line</b>   | 4.5 - 5                                 | 4.5 - 5                                 | 10 <sup>‡</sup>  |
| <b>東鐵綫</b> <b>East Rail Line</b>            |   |   |  |
| 紅磡 - 上水 <i>Hung Hom – Sheung Shui</i>       | 2.6 - 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</b> <b>Ma On Shan Line</b>          | 3                                       | 4                                       | 5 - 8  |
| <b>西鐵綫</b> <b>West Rail Line</b>            | 2.9                                     | 3.5                                     | 5 - 7  |
| <b>機場快綫</b> <b>Airport Express</b>          | 10                                      | 10                                      | 10 - 12  |
| <b>輕鐵</b> <b>Light Rail</b>                 |   |   |  |
| 路綫 / <i>Route 505</i>                       | 6 - 9                                   | 5 - 9                                   | 7 - 14   |
| 路綫 / <i>Route 507</i>                       | 5 - 9                                   | 6 - 9                                   | 7 - 15   |
| 路綫 / <i>Route 610</i>                       | 5 - 9                                   | 5 - 10                                  | 8 - 17   |
| 路綫 / <i>Route 614</i>                       | 10 - 17                                 | 10 - 16                                 | 11 - 23  |
| 路綫 / <i>Route 614P</i>                      | 9 - 12                                  | 8 - 12                                  | 10 - 20  |
| 路綫 / <i>Route 615</i>                       | 10 - 18                                 | 10 - 18                                 | 11 - 23  |
| 路綫 / <i>Route 615P</i>                      | 9 - 12                                  | 8 - 12                                  | 10 - 20  |
| 路綫 / <i>Route 705</i>                       | 5 - 6                                   | 5 - 7                                   | 6 - 11   |
| 路綫 / <i>Route 706</i>                       | 4 - 7                                   | 5 - 7                                   | 6 - 13   |
| 路綫 / <i>Route 751</i>                       | 4 - 9                                   | 5 - 9                                   | 7 - 16   |
| 路綫 / <i>Route 751P</i>                      | 7 - 15                                  | 5 - 12                                  | -  |
| 路綫 / <i>Route 761P</i>                      | 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及晚上關閉時的班次為4.5至5分鐘一班。

<sup>‡</sup> 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<br>Morning Peak Hours | 晚上繁忙時段<br>Evening Peak Hours | 非繁忙時段*<br>Non-peak Hours* |
|---|------------------------------|------------------------------|---------------------------|
| <b>港島綫</b> <b>Island Line</b>               | 3                            | 2.4                          | 4 - 5                     |
| <b>荃灣綫</b> <b>Tsuen Wan Line</b>            | 2.5                          | 2.2                          | 4 - 5.5                   |
| <b>觀塘綫</b> <b>Kwun Tong Line</b>            |                              |                              |                           |
| 調景嶺 - 何文田 <i>Tiu Keng Leng – Ho Man Tin</i> | 2.5                          | 2.3                          |                           |
| 何文田 - 黃埔 <i>Ho Man Tin – Whampoa</i>        | 5                            | 4.6                          | 3.5 - 5.3                 |
| <b>將軍澳綫</b> <b>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</b> <b>South Island Line</b>        | 4.5                          | 4                            | 4.5 - 5                   |
| <b>東涌綫</b> <b>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</b> <b>Disneyland Resort Line</b>   | 4.5 - 5                      | 4.5 - 5                      | 10                        |
| <b>東鐵綫</b> <b>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</b> <b>Ma On Shan Line</b>          | 3                            | 4                            | 4.5 - 7                   |
| <b>西鐵綫</b> <b>West Rail Line</b>            | 3.5                          | 4                            | 5 - 7                     |
| <b>機場快綫</b> <b>Airport Express</b>          | 10                           | 10                           | 10 - 12                   |
| <b>輕鐵</b> <b>Light Rail</b>                 |                              |                              |                           |
| 路綫 / <i>Route 505</i>                       | 6 - 9                        | 5 - 9                        | 8 - 14                    |
| 路綫 / <i>Route 507</i>                       | 6 - 9                        | 6 - 9                        | 7 - 15                    |
| 路綫 / <i>Route 610</i>                       | 6 - 12                       | 7 - 10                       | 8 - 17                    |
| 路綫 / <i>Route 614</i>                       | 11 - 15                      | 11 - 16                      | 12 - 23                   |
| 路綫 / <i>Route 614P</i>                      | 9 - 14                       | 8 - 13                       | 9 - 16                    |
| 路綫 / <i>Route 615</i>                       | 11 - 15                      | 12 - 15                      | 14 - 23                   |
| 路綫 / <i>Route 615P</i>                      | 9 - 14                       | 8 - 13                       | 10 - 16                   |
| 路綫 / <i>Route 705</i>                       | 4 - 6                        | 5 - 6                        | 5 - 11                    |
| 路綫 / <i>Route 706</i>                       | 5 - 6                        | 4 - 7                        | 6 - 10                    |
| 路綫 / <i>Route 751</i>                       | 5 - 9                        | 8 - 11                       | 8 - 16                    |
| 路綫 / <i>Route 751P</i>                      | -                            | -                            | -                         |
| 路綫 / <i>Route 761P</i>                      | 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