

# 港鐵服務快訊

MTR Service Newsletter

2019年第4季  
4th quarter 2019



## 東鐵綫大學站重新開放

港鐵公司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。近月持續的公眾活動，導致超過九成重鐵和輕鐵車站及設施受到廣泛破壞。因此，港鐵公司需要調整服務時間或關閉部份車站以便進行復修工作。

其中，東鐵綫大學站便曾多次遭到惡意破壞及縱火而損毀嚴重。經過維修團隊的努力，確保基本設施復修完成，及與相關政府部門進行風險評估及確認安全後，車站於二零一九年十二月二十一日重新開放，提供有限度服務。

港鐵公司會繼續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可能威脅乘客、員工和鐵路營運的安全時，往返有關車站的列車服務可能會立即停止，我們希望乘客理解。

## University Station on the East Rail Line reopens

As a responsible railway operator, the safety of passengers and staff is always MTR's top priority. Amid continuing public events in recent months, more than 90% of heavy rail stations and Light Rail stops have been vandalised with extensive damage to facilities. As a result, the Corporation had to adjust service hours and close certain stations for repair works.

Among the stations that were vandalised, University Station on the East Rail Line, which was seriously damaged by repeated acts of malicious vandalism and arson, reopened on 21 December 2019 with limited services. The reopening followed extensive repair works by the maintenance team to ensure basic facilities were repaired as well as risk assessment and safety assurance in consultation with relevant government departments.

MTR will continue to strive its very best to maintain service to the public. But in the event of unlawful acts that generate risks and may endanger the safety of passengers, staff and railway operations, our service to and from affected stations may be stopped immediately. The Corporation appeals for passengers' understanding.



## 金鐘站新增扶手電梯

為配合沙田至中環綫(沙中綫)項目金鐘站擴建工程，金鐘站月台新建兩條扶手電梯於二零一九年十二月二十九日開放予乘客使用。

新扶手電梯啟用後，南港島綫的乘客可由車站第五層更直接及方便地前往第二層的港島綫/荃灣綫月台，毋須在中途第三層轉乘接駁電梯。

## New escalators at Admiralty Station

Two newly installed escalators that connect different platform levels at Admiralty Station commenced service on 29 December 2019. The escalators are part of the station expansion works for the Shatin to Central Link (SCL) Project.

Instead of transferring at Level 3, South Island Line passengers are able to use the new escalators to enjoy a more direct and convenient connection from Level 5 to the Island Line/ Tsuen Wan Line platforms on Level 2.

## 聖誕及新年期間港鐵加強列車服務

港鐵公司於聖誕及新年期間加強列車服務，額外增加超過七百班車，並於平安夜和除夕夜提供通宵列車服務，方便乘客於佳節期間出行，與親朋好友共度一個愉快節日。

## Enhanced MTR service for Christmas and New Year

To provide more convenient journeys for passengers to enjoy a happy festive season with their families and friends, MTR operated more than 700 additional train trips as well as overnight train service on Christmas and New Year's Eve.



## 機場快綫節日車費優惠

在二零一九年十二月十六日至二零二零年二月二日期間，三至十一歲的小童及六十五歲或以上的長者八達通持有人乘搭機場快綫由香港站、九龍站或青衣站往返機場站，分別可享免費及半價優惠，使乘客與家人一起外遊時倍添歡樂。

## Airport Express holiday fare offers

From 16 December 2019 to 2 February 2020, passengers enjoyed some Christmas cheer during the festive season. Children aged 3 to 11 and passengers aged 65 or above with a valid Octopus card could enjoy free rides and half-price Octopus fares respectively when travelling on the Airport Express from Hong Kong, Kowloon or Tsing Yi stations to Airport Station, or vice versa.

## 「港鐵・藝術」展覽

港鐵公司透過「港鐵・藝術」計劃讓藝術家於不同車站舉行藝術展覽一展才華，並藉此推動公眾藝術欣賞。

由二零二零年一月三日至四月一日，上環站和西灣河站展出「生命與希望——凌子軒攝影展」，展出十五張由患有肌肉萎縮症的年輕攝影師凌子軒所拍攝的相片，讓乘客從他的作品中感受他對希望、自由和熱愛生活的追求。

## “Art in MTR” exhibition

MTR Corporation offers space at different MTR stations for art exhibitions under the “Art in MTR” programme to promote artistic talent and the public's appreciation for art.















From 3 January to 1 April 2020, “Life and Hope – Ling Tsz Hin Photo Exhibition” is available at Sheung Wan and Sai Wan Ho stations. Passengers can share the passion for hope, freedom and the love for life through 15 pictures taken by Ling Tsz Hin, a young photographer with muscular dystrophy.






2019年顧客服務表現(10月至12月)

2019 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 <small>Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, South Island Line, Tung Chung Line &amp; Disneyland Resort Line</small>		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% 99.6%	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% 100%	—
	列車服務準時程度 Train Punctuality	99%	99.8%	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)	700,000公里 (km) 4,025,911公里 (km)			700,000公里 (km) 9,187,863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)	10,500次 (transactions) 37,401次 (transactions)					—
	增值機可靠程度 (僅限於適用車站) Add Value Machine Reliability (At applicable stations)	99%	99.9 %		99% 99.9%	99% 99.9%	— *
	自動售票機可靠程度 Ticket Machine Reliability	99%	99.7%		99% 99.9%	99% 99.9%	99% 99.9%
	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	—	—	—	—	—	— #
	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%	99.7%		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%		100%		—	
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)		93%		99.8%		—	
	清潔程度 Railway Cleanliness						
列車車廂：每天清潔 Train Compartment：Cleaned daily		99%		99.9%			
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%		99.8%			
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) : 403,734,000


 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 : 113  
(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初步確認成因是在港鐵控制範圍內: 10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：八千六百五十萬元  
No of service disruptions of 31 minutes or more (heavy rail and light rail) provisionally attributed to be due to factors within MTR control: 10  
Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2020: \$86.5Million

\* 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 (10月至12月)  
Performance better than target (October - December)

 乘客滿意水平 (第4季) Customer satisfaction level (4th quarter)  
每100萬名乘客中，有4.75名乘客作出投訴，主要涉及三個類別：公眾活動、港鐵公司的員工及列車服務。  
There were 4.75 complaints per 1,000,000 passengers carried. The top three complaint categories were Public Events, Staff and Train Services.  
每百萬載客人次的須呈報事故^數目 (第4季)  
Reportable events^per million passengers carried (4th quarter): 1.07

^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1宗路軌裂縫事故、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。  
^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 1 rail breakage 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.

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	2.8 - 6
荃灣綫 Tsuen Wan Line	2	2	2.5 - 5.5
觀塘綫 Kwun Tong Line			
調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	2.1	2.3	2.5 - 5
何文田 - 黃埔 Ho Man Tin – Whampoa	4.2	4.6	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	3.1 - 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			
路線 / Route 505	6 - 9	5 - 9	5 - 15
路線 / Route 507	5 - 9	6 - 9	5 - 15
路線 / Route 610	6 - 9	6 - 10	6 - 18
路線 / Route 614	14 - 18	14 - 18	11 - 23
路線 / Route 614P	7 - 12	7 - 12	5 - 23
路線 / Route 615	14 - 18	14 - 18	11 - 25
路線 / Route 615P	7 - 12	7 - 12	5 - 23
路線 / Route 705	5 - 6	5 - 7	5 - 11
路線 / Route 706	4 - 7	4 - 6	4 - 13
路線 / Route 751	5 - 9	5 - 9	6 - 17
路線 / Route 751P	14 - 25	14 - 25	-
路線 / 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，而部分輕鐵路綫班次將減至每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*
港島綫 Island Line	3	2.4	4 - 5
荃灣綫 Tsuen Wan Line	2.5	2.2	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	4.6	
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	3.1 - 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			
路線 / Route 505	5 - 9	4 - 9	5 - 16
路線 / Route 507	7 - 9	6 - 10	7 - 13
路線 / Route 610	6 - 10	7 - 10	7 - 17
路線 / Route 614	13 - 21	14 - 20	13 - 22
路線 / Route 614P	4 - 18	5 - 15	7 - 18
路線 / Route 615	14 - 20	11 - 22	9 - 24
路線 / Route 615P	4 - 18	5 - 15	7 - 18
路線 / Route 705	4 - 6	4 - 7	5 - 10
路線 / Route 706	4 - 6	4 - 7	6 - 13
路線 / Route 751	4 - 9	8 - 11	7 - 15
路線 / Route 751P	-	-	-
路線 / 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，而部分輕鐵路綫班次將減至每25分鐘一班。  
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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