

# 港鐵縱橫

## MTR Performance Achievements

2015年第1季  
1st quarter 2015

# 用心聽 用心做

Listening Responding



www.mtr.com.hk

心繫生活每一程



### 西營盤站正式啟用

港鐵西營盤站於三月二十九日正式投入服務，標誌著港島綫延綫全面伸延至西區，為港島其中一個歷史悠久的社區帶來方便快捷的鐵路服務。

乘客可利用車站的全天候行人網絡，來往德輔道中、皇后大道西和位於半山的般咸道。另外，西營盤站是港鐵網絡內擁有最大藝術作品展示空間的車站，乘客可以在站內欣賞不同類型的藝術作品。

### Sai Ying Pun Station opens

The convenience of MTR travel was extended into one of the longest-established city neighbourhoods as the opening of Sai Ying Pun Station on 29 March marked the commencement of full service on the Island Line extension to Western District.

Passengers can access the new station through an extensive all-weather pedestrian network that also serves to connect Des Voeux Road West and Queen's Road West to Bonham Road in the Mid-Levels. In addition, passengers can enjoy a rich variety of art there as Sai Ying Pun Station has the largest art space in the MTR network.



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### 為乘客帶來更頻密的班次

「用心聽·用心做」計劃下一輪加強列車服務措施，在二零一五年為乘客帶來更頻密的班次。由三月二十八日起，港島綫、馬鞍山綫、將軍澳綫和八條輕鐵路綫加強了列車服務，每星期共增加五百四十一班車。

為配合乘客將來對現時港鐵路綫服務的需求，港鐵公司批出總值港幣三十三億元的訊號系統提升合約，並計劃翻新或更換現時在港島綫、觀塘綫、荃灣綫和將軍澳綫行走的七十八列八卡車廂的列車。

### More frequent train trips for passengers

New train service enhancements under the Listening · Responding Programme are providing more frequent train trips for passengers in 2015. Starting from 28 March, a total of 541 weekly train trips have been added to the Island Line, Ma On Shan Line and Tseung Kwan O Line as well as eight busy Light Rail routes.

In anticipation of future train service needs for existing rail lines, MTR has also awarded a HK\$3.3-billion contract to replace the signaling system of six MTR lines and Airport Express, and is looking at refurbishing or replacing 78 eight-car trains serving the Island, Kwun Tong, Tsuen Wan and Tseung Kwan O lines.

### 快速升降機和洗手間設施提升旺角站

旺角站兩部以牽引動力模式運作的新升降機及公共洗手間設施於一月投入服務，為乘客在行程中更添方便。這是「用心聽·用心做」計劃下持續提升工程的一部分。

全新升降機取代了原有的液壓升降機，讓乘客更方便快捷地出入車站及上落大堂和月台層。新洗手間設施則位於旺角站大堂近A及B出入口的付費區域內。

### Faster lifts and new toilet facilities at Mong Kok Station

Passengers can enjoy more convenience when travelling through Mong Kok Station with the opening in January of two new traction lifts as well as toilet facilities as part of ongoing upgrading works under the Listening · Responding Programme.

The new lifts replace the original hydraulic lifts to provide enhanced access to the station and faster connections between platform and concourse levels. The newly installed toilets are located in the paid area of the station concourse near Entrances A and B.



### 荔枝角站站外全新升降機

位於港鐵荔枝角站B2出入口的站外全新升降機，已於二零一五年二月十六日正式啟用，讓長者、殘疾人士和其他有需要的乘客更方便進出車站。

這是「用心聽·用心做」計劃自二零一二年推出以來，第六部新增的升降機。



### New external lift at Lai Chi Kok Station

A new external lift was opened at Entrance B2 of Lai Chi Kok Station on 16 February to provide more convenient access between street level and the station concourse particularly for senior citizens, persons with disabilities and other passengers in need.

This is the sixth new lift opened at stations since 2012 under the Listening · Responding programme.



### 擴展「港鐵藝術之旅」規模

來自世界各地的新晉時裝設計師，於二月至四月在港鐵車站展出環保又時尚的服飾，這次更是「港鐵藝術之旅」首次擴展到兩個車站同時間作展覽。

隨著「港鐵藝術之旅」的展覽規模擴大，更多藝術家及機構可以參加計劃，讓他們的作品可以接觸到更多港鐵乘客。

### MTR "roving art" extends its reach





















Sustainable fashion pieces created by emerging young designers from around the world took centre stage from February to April in the first extended "roving art" exhibition held simultaneously in two different MTR stations.

By increasing the scale of the "roving art" exhibitions, more artists and organisations are able to participate in the programme thus increasing the reach of art to passengers travelling in the MTR.



## 2015年顧客服務表現(1月至3月)

2015 Customer Service Performance (January - March)

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、東涌綫及迪士尼綫 Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O 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%		99.9%		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%		—	
 列車服務準時程度 Train Punctuality		99%		99.7%		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) 2,272,391公里 (km)				650,000公里 (km) 7,762,583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)		8,000次 (transactions) 27,003次 (transactions)									
 增值機可靠程度 Add Value Machine Reliability		99%		99.8%		99% 99.8%		99% 99.9%		99% 99.7%	
 自動售票機可靠程度 Ticket Machine Reliability		99%		99.7%		99% 99.7%		99% 99.8%		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		—		—		—		—		99% 99.9%	
 扶手电梯可靠程度 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%		99.9%		99.5% 99.8%		99.5% 99.9%		—	
 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°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°或以下，車站大堂則在攝氏29°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)				91%				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		按照編定班次行走 Service Delivery				99%				99.8%	
		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%					

 載容量 (第1季) Total passengers carried (1st quarter) : 478,818,000

 服務表現 (第1季) Service performance (1st quarter)

20分鐘或以上的延誤 Delays of 20 minutes or more : 10

2015 服務表現安排 Service Performance Arrangement

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： 3 宗

撥出作2016年年中開始的「同日第二程九折」優惠的金額總數：四百萬元

No. of service disruptions of 31 minutes or more (heavy rail and light rail) confirmed to be due to factors within MTR control: 3
Amount put aside for "10% Same-Day Second-Trip Discount" promotion from mid 2016: \$4 Million

 目標  
Target

 表現優於目標（1月至3月）  
Performance better than target (January - March)

		乘客滿意水平 (第1季) Customer satisfaction level (1st quarter)		每100萬名乘客，有1.51名就港鐵公司的員工、列車服務及環境方面作出投訴。 There were 1.51 complaints on Staff, Train Services and Environment per 1,000,000 passengers carried.	
		每百萬載客人次的須呈報事故 <sup>^</sup> 數目 (第1季) Reportable events <sup>^</sup> per million passengers carried (1st quarter): 0.652		<p><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、機械裝置及設備包括1宗路軌裂縫或直接影響人士(受傷或沒有受傷)，包括自殺/企圖自殺、侵入路軌，以至在扶手电梯、升降機及行人輸送帶上發生的意外。</p> <p><sup>^</sup>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.</p>	

## 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 <sup>*</sup>
港島綫 Island Line	1.9	2.1	3.6-6
荃灣綫 Tsuen Wan Line	2	2	3.1-5.5
觀塘綫 Kwun Tong Line	2.1	2.3	3.1-5.9
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
東涌綫 Tung Chung Line			
香港 - 青衣 Hong Kong – Tsing Yi	4	4	6-12
香港 - 東涌 Hong Kong – Tung Chung	4-8	4-8	6-12
迪士尼綫 Disneyland Resort Line	4.5-5	4.5-5	10 <sup>‡</sup>
東鐵綫 East Rail Line			
紅磡 - 上水 Hung Hom – Sheung Shui	3-8	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	7-14
路線 / Route 507	6-9	6-9	6-16
路線 / Route 610	5-9	5-10	6-17
路線 / Route 614	10-17	10-16	14-23
路線 / Route 614P	7-12	7-13	9-20
路線 / Route 615	10-18	10-18	11-23
路線 / Route 615P	9-12	7-12	10-20
路線 / Route 705	5-6	5-7	6-11
路線 / Route 706	5-7	5-7	5-13
路線 / Route 751	4-9	5-9	6-19
路線 / Route 751P	7-15	5-12	-
路線 / Route 761P	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、東鐵綫及西鐵綫班次將減至每12分鐘一班，而部分輕鐵班次將減至每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, 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時及晚上煙花表演後的班次為4.5至5分鐘一班。

<sup>‡</sup> 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、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, 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	2.8	4-5
荃灣綫 Tsuen Wan Line	2.5	2.5	4-5.5
觀塘綫 Kwun Tong Line	2.5	2.5	4-5.3
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
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	3-8	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	6-9	6-9	8-14
路線 / Route 507	6-9	6-9	7-15
路線 / Route 610	6-12	7-10	8-17
路線 / Route 614	11-15	11-16	12-23
路線 / Route 614P	7-14	8-13	9-15
路線 / Route 615	11-15	12-15	14-23
路線 / Route 615P	9-14	8-12	11-15
路線 / Route 705	4-6	5-6	5-11
路線 / Route 706	5-6	4-7	6-10
路線 / Route 751	5-9	8-11	8-19
路線 / Route 751P	-	-	-
路線 / Route 761P	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、東鐵綫及西鐵綫班次將減至每12分鐘一班，而部分輕鐵班次將減至每23分鐘一班。

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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