

乘車應變錦囊
Rail Service Suspension – Passenger Guide

以防萬一

港鐵為香港市民提供可靠的公共交通服務，然而，鐵路系統包含了數以百萬計的環節和無數互相配合及長時間運作的零件，因此，故障仍會有機會發生。平均每一百萬轉程或有可能出現一次嚴重事故，列車服務有可能會中斷。

在乘搭港鐵時，萬一遇到服務中斷，只需要跟隨以下幾個簡單的步驟，便可繼續你的旅程，並將不便減低：

- 1. 考慮轉乘其他公共交通工具，如巴士、小巴、電車、渡輪，你可參閱張貼於服務受影響的車站大堂內有關其他公共交通工具的指示圖；同時，在某些情況下，你亦可考慮轉乘港鐵未受影響的路綫或步行到下一個未受服務中斷影響的車站以繼續旅程。



- 2. 請留意車站及列車上的廣播，車站出入閘機前及乘客資訊顯示屏的特別通告，並留意現場職員指示。



- 3. 在服務中斷期間，我們會在指定的車站提供臨時「港鐵免費接駁巴士」作輔助的公共交通工具，接載你到下一個有列車服務的車站繼續旅程。

鑑於調配車輛需時，並需視乎當時路面交通情況，我們會致力在列車服務中斷後約45分鐘於受影響並有提供「港鐵免費接駁巴士」之車站為大家提供接駁巴士服務。

- 若你選擇乘搭「港鐵免費接駁巴士」，請留意車站內引領你到上車處的指示牌。
- 「港鐵免費接駁巴士」的接載量有限，並需視乎當時接駁巴士的供應情況。敬請於指定的上車處排隊。

我們會致力盡快恢復列車服務，並協助乘客於列車服務中斷時繼續行程。多謝你的體諒和忍耐。

請在出發前（特別是繁忙時段）為行程作好準備，留意電視台或電台有沒有特別的交通安全廣播。

各個車站的其他公共交通工具及「港鐵免費接駁巴士」（如有提供）的資料及路綫已上載於www.mtr.com.hk以供參考。

Always be prepared

The MTR rail network offers a reliable public transport service to Hong Kong. Nevertheless, the railway comprises millions of precise components that are required to work together over long periods of time. At present about one serious fault requiring partial suspensions in train service might occur for every one million train trips operated.

In the event that you encounter a service suspension while travelling on the MTR network, the following simple steps will help to minimize the inconvenience caused to you and continue with your journey.

- 1. Consider the alternative public transport options available to you, such as buses, minibuses, trams, or ferries. Map detailing alternative public transport displayed in the concourse of affected stations during a service suspension can provide helpful suggestions. Taking other railway routes or walking to the next MTR station not affected by the service suspension may be a viable option in some cases.

- 2. Be on the alert for information given out at the station through public announcements, notices posted at entry and exit gates, passenger information display boards, and staff on-site.

- 3. Free MTR Shuttle Bus Service is a temporary arrangement available at some pre-designated stations to supplement other public transport during a service suspension, connecting you to the next MTR station where train service is operating.

Please keep in mind that in the event of a service suspension, it will take some time to mobilize the Free MTR Shuttle Buses which is also dependent on the road traffic condition at the time. However, we aim to have our shuttle bus service operating around 45 minutes from the time that rail service is suspended at the affected station(s) where available.

- If you have chosen to take the Free MTR Shuttle Bus, please follow the signs directing you to the boarding point.
- The capacity of Free MTR Shuttle Bus Service is limited and may depend on the availability of vehicles at the time. We thank you for queuing up for the bus at the designated boarding point.



We are committed to do our best to resume service and help you continue with your journey during a service suspension. We appreciate your understanding and patience.

Always be prepared. Before you begin your journey, especially during peak traffic hours, be on the alert for any special announcement broadcast on major TV and radio channels.

Information about transport options at each MTR station is now available on the MTR website www.mtr.com.hk.

港鐵免費接駁巴士
Free MTR Shuttle Bus



乘車應變錦囊
Rail Service Suspension – Passenger Guide

Tsing Yi Station



www.mtr.com.hk

心繫生活每一程 | MTR 港鐵

其他公共交通工具
Alternative public transport



資料只供參考：港鐵會不時刊載最新資料，唯因各交通工具營運者可能隨時改動有關資料，故港鐵不能保證所有資料均準確無誤。如有疑問，可登入http://ptes.td.gov.hk瀏覽公共交通查詢服務。
FOR REFERENCE ONLY: Whilst MTR regularly updates this information, no responsibility can be taken for the content accuracy as all information is subject to change by the individual transport operator. Please go to Public Transport Enquiry service at http://ptes.td.gov.hk for information.

前往港鐵站 To MTR Station		巴士綫 Bus route	巴士站 Bus stop	出口 Exit	前往港鐵站 To MTR Station	巴士綫 Bus route	巴士站 Bus stop	出口 Exit	
港島綫 Island Line					東涌綫、迪士尼綫及機場快綫 Tung Chung Line, Disneyland Resort Line & Airport Express				
上環	Sheung Wan	948	1	A1	香港	Hong Kong	948	1	A1
金鐘	Admiralty	948	1	A1	九龍	Kowloon	948	1	A1
灣仔	Wan Chai	948	1	A1	東涌	Tung Chung	E31, E32	1	A1
銅鑼灣	Causeway Bay	948	1	A1	機場	Airport	E32	1	A1
天后	Tin Hau	948	1	A1	博覽館	AsiaWorld-Expo	E32	1	A1
荃灣綫 Tsuen Wan Line					西鐵綫 West Rail Line				
尖沙咀	Tsim Sha Tsui	41A	1	A1	尖東	East Tsim Sha Tsui	41A	1	A1
油麻地	Yau Ma Tei	41A	1	A1	荃灣西	Tsuen Wan West	43B	1	A1
旺角	MongKok	41, 41A	1	A1	朗屏	Long Ping	68A	2	A1
太子	Prince Edward	44	1	A1	兆康	Siu Hong	68A	2	A1
深水埗	Sham Shui Po	41, 44	1	A1					
長沙灣	Cheung Sha Wan	41, 44	1	A1					
荔枝角	Lai Chi Kok	41, 44	1	A1	東鐵綫 East Rail Line				
美孚	Mei Foo	41, 44	1	A1	旺角東	Mong Kok East	44	1	A1
葵芳	Kwai Fong	E32, 44M	1	A1	沙田	Sha Tin	49X	1	A1
葵興	Kwai Hing	44M	1	A1	粉嶺	Fanling	279X	2	A1
大窩口	Tai Wo Hau	E32, 42C	1	A1	上水	Sheung Shui	279X	2	A1
荃灣	Tsuen Wan	41M, 42M, 49X, 243M, E31	1	A1					
		68A	2	A1					
					馬鞍山綫 Ma On Shan Line				
觀塘綫 Kwun Tong Line					第一城	City One	49X	1	A1
黃大仙	Wong Tai Sin	42C	1	A1					
鑽石山	Diamond Hill	42C	1	A1					
彩虹	Choi Hung	42C	1	A1					
九龍灣	Kowloon Bay	42C	1	A1					
牛頭角	Ngau Tau Kok	42C	1	A1					
觀塘	Kwun Tong	42C	1	A1					
藍田	Lam Tin	42C	1	A1					