

2001年顧客服務目標 Our Pledge for Service 2001



Service Performance Item	2001 Target
Train Service Delivery	99.5%
Passenger Journeys on Time	
MTR	99.5%
Airport Express	99%
Train Punctuality	
MTR	99%
Airport Express	99%
Train Reliability (Train Car-km per train failure causing delays \geq 5 min)	500,000km*
Ticket Reliability (Magnetic ticket transactions per ticket failure)	6,000*
Add Value Machine Reliability	97%
Ticket Issuing Machine Reliability	97%*
Ticket Gate Reliability	98.5%*
Escalator Reliability	99%
Passenger Lift Reliability	99%
Temperature and Ventilation	
Trains: To maintain a cool, pleasant and comfortable train environment generally at a temperature at or below 26°C	95%
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	90%
Cleanliness	
Train Compartment: Cleaned daily	97%*
Train Exterior: Washed every 2 days	97%*

* Raised targets for 2001