

港鐵服務快訊

MTR Service Newsletter

2022年第2季
2nd quarter 2022



乘客感謝中期翻新列車用心服務

服務乘客四十載的東鐵綫中期翻新列車(又名 MLR)已於5月6日完成歷史任務後退役。不少乘客當日特意乘搭由紅磡站開往沙田站的最後班次。列車抵達沙田站後，不少乘客及鐵路迷紛紛拍照留念。

隨著東鐵綫延伸過海，乘客可乘坐全新列車，便捷地一程貫通港九新界。



Passengers say "Thank You" to MLR trains

The East Rail Line Mid-life Refurbishment (MLR) trains were retired on 6 May after 40 years of dedicated service. Passengers farewelled the last running from Hung Hom to Sha Tin stations. The train stopped at Sha Tin Station to let passengers capture the swansong moment of the train.

New trains are now carrying passengers on the East Rail Line for direct access between the New Territories and Hong Kong Island with shorter journey times.



東鐵綫過海段正式通車

東鐵綫過海段已於5月15日正式通車，標誌着這條服務香港過百年的鐵路跨越維多利亞港，直達本港商貿核心區，讓香港整個鐵路網絡覆蓋更廣、更四通八達，為市民出行提供更多選擇。

隨著新建的會展站投入服務，東鐵綫成為本港第四條過海鐵路，乘客只需5分鐘便可以由紅磡直達灣仔北。會展站設有不同藝術及展覽品，包括車站藝術《水記憶》、展示車站建造期間發現的戰時炸彈彈殼和歷史圖片展。

Commencement of the East Rail Line Cross-Harbour Extension

The East Rail Line Cross-Harbour Extension commenced service on 15 May. The service commencement marked a major historic milestone for the East Rail Line that has served Hong Kong for over a century, as it extended across Victoria Harbour to the core business district in Hong Kong. The extension also enhanced the coverage and connectivity of the railway network with more travelling options for the public.

With the new Exhibition Centre station, the East Rail Line becomes the fourth cross-harbour railway and it takes only five minutes to travel from Hung Hom to Wan Chai North. The station features exhibits including the station artwork "Water Memory", the casing of a World War II bomb discovered during the construction of the station and a historic photo display.



金鐘站服務及設施提升

隨著東鐵綫過海段通車，金鐘站成為匯聚四條鐵路綫的「超級轉車站」。

大堂及轉車月台設置全新資訊系統「過海易」，為乘客提供荃灣綫及東鐵綫月台的實時候車情況及隨後兩班車的班次資訊。東鐵綫月台及 MTR Mobile 亦提供「車廂載客情況顯示」，協助乘客選擇更省時及較少人候車的路綫過海。

Service and facilities enhancements at Admiralty Station

Admiralty Station has been upgraded into a mega interchange station of four railway lines after the service commencement of the East Rail Line Cross-Harbour Extension.

The brand-new "Cross-Harbour Easy" showing real time platform conditions and the train trip information of the upcoming two trains has been launched at the concourse and interchange platforms of Admiralty Station, while "Train Car Loading Indicator" has also been provided on all East Rail Line platforms and MTR Mobile for passengers to choose a more time-efficient and less crowded cross-harbour route.


















港鐵加強列車服務


隨著第五波新冠疫情緩和，港鐵由三月底至五月初期間先後加強多條鐵路綫的列車服務，令所有鐵路綫(機場快綫除外)及輕鐵於繁忙及非繁忙時間的服務回復至第五波疫情前的水平，大部分班次已加密至約每 2.4 至 6.5 分鐘一班車。公司會密切留意市民出行的需求，適時調整服務。

MTR increases train service frequencies


The Corporation enhanced the service between late March and early May as the fifth wave of COVID-19 eased. Peak and non-peak services on all railway lines (except the Airport Express) and the Light Rail returned to the level before the outbreak of the fifth wave of pandemic. Most of the lines now have trains running around every 2.4 to 6.5 minutes. The Corporation will closely monitor the needs of our customers and regularly review our train schedules.

2022年顧客服務表現(4月至6月) 2022 Customer Service Performance (April - June)

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 Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line & South Island Line	東涌綫及迪士尼綫 Tung Chung Line & Disneyland Resort Line	機場快綫 Airport Express	東鐵綫 East Rail Line	屯馬綫 Tuen Ma 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%	99.7%	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%	99.8%	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)	850,000公里 (km) 4,983,863公里 (km)			850,000公里 (km) 8,035,577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)	11,500次 (transactions) 46,925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%	99.8%	99%	99.9%	99%	99.8%	99%	99.8%	—
	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%	99.8%	99.5%	99.9%	99.5%	99.7%	—	—	—
	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 車廂空調系統每月發生故障次數 On-train air-conditioning failures per month 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)	97.5%	99.9%	—	—	—	—	<3(次) 0(次) times time	—	—
	清潔程度 Railway Cleanliness 列車車廂：每天清潔 Train Compartment：Cleaned daily 列車車身：平均每兩天清洗一次 Train Exterior：Washed every 2 days (on average)	99%	99.9%	99%	100%	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 車身清潔：每天清洗 Cleanliness：Washed daily	99%	99.7%	99%	100%	99%	100%	—	—	—
	六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days	99%	100%	99%	100%	99%	100%	—	—	—

 載客量 (第2季) Total passengers carried (2nd quarter): 377,770,000
服務表現 (第2季) Service performance (2nd quarter) 20分鐘或以上的延誤 Delays of 20 minutes or more : 6 (包括乘客行為及外在因素 Including passenger behaviour and external factors)

 2022服務表現安排 (累積至第2季) Service Performance Arrangement (up to 2nd 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：4宗
撥出作2023年年中開始的八達通「每程3%車費扣減」優惠的金額總數：三千萬元
No. of service disruptions of 31 minutes or more (heavy rail and light rail provisionally attributed to be due to factors within MTR control: 4
Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2023 :\$30 Million

 乘客滿意水平 (第2季) Customer satisfaction level (2nd quarter)
每100萬名乘客中，有2.06名乘客作出投訴，主要涉及三個類別：列車服務、港鐵公司的員工及環境。
There were 2.06 complaints per 1,000,000 passengers carried. The top three complaint categories were Train Services, Staff and Environment.

每百萬載客人次的須呈報事故[⊕] 數目 (第2季)
Reportable events[⊕] per million passengers carried (2nd quarter): 0.511

 目標 Target
 表現優於目標 (4月至6月) Performance better than target (April - June)

[⊕] 根據香港鐵路規例，港鐵須向香港特別行政區政府運輸及物流局長呈報的事故，是指凡影響鐵路處所、機械裝置及設備的事件，包括在行車線路上的路軌裂縫事故，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。期內，在行車線路上，並沒有路軌裂縫事故。

[⊕] Reportable events notifiable to the Secretary for Transport and Logistics, Government of the Hong Kong SAR under the Mass Transit Railway Regulations are occurrences affecting railway premises, plant and equipment including rail breakages 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. During the period, there was no rail breakage case on the running lines.

[^] 屯馬綫的營運協議目標，顧客服務目標及實際表現結果將於屯馬綫完成首兩年營運後公布。

[^] The performance requirement, customer service pledge target and actual performance result will be available upon completion of 2-year revenue operations of the Tuen Ma Line.

⁺ 東鐵綫過海段於2022年5月15日正式通車。東鐵綫的營運協議目標、顧客服務目標及實際表現結果將於東鐵綫過海段完成首兩年營運後公布。
此數據只反映東鐵綫於四至五月之表現。

⁺ The performance requirement, customer service pledge target and actual performance result will be available upon completion of 2-year revenue operations of the East Rail Line Cross-Harbour Extension which commenced services on 15 May 2022. The figure reflects April and May only.

列車平均班次 Average Train Frequency

	平日 (以分鐘計算) Weekdays (based on minutes)			星期六、星期日及公眾假期 (以分鐘計算) Saturdays, Sundays and Public Holidays (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	星期六 Saturdays	星期日及公眾假期 Sundays and Public Holidays
港島綫 Island Line	1.9	2.1	3.6–5	3.1–5	3.6–6
荃灣綫 Tsuen Wan Line	2.0	2.0	3.5–5	2.4–5	3.1–6
觀塘綫 Kwun Tong Line 調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	2.1	2.3	3.5–5	2.5–5	3.1–6
何文田 - 黃埔 Ho Man Tin – Whampoa	4.2	4.6	3.5–5	4.2–6.2	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	-	2.2–2.5	-
北角 - 寶琳 North Point – Po Lam	2.5 / 4	2.5 / 4	5–6	2.5–5	5–6
北角 - 康城 North Point – LOHAS Park	6.7	6.7	-	6.7	-
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	10–12	8.2–10	10–12
南港島綫 South Island Line	3.3	3.3	6–7.5	4–7.5	5–7.5
東涌綫 Tung Chung Line 香港 - 青衣 Hong Kong – Tsing Yi	3–4	3–5	7–10	7–10	7–10
香港 - 東涌 Hong Kong – Tung Chung	6–8	4–9	7–10	7–10	7–10
迪士尼綫 Disneyland Resort Line [~]	10	10	10–20	10–20	10–20
屯馬綫 Tuen Ma Line	2.7–3	3.3–3.5	6–7	4.7–7.3	6–7.3
東鐵綫 East Rail Line [^] 金鐘 - 上水 Admiralty – Sheung Shui	2.7–5.2	3.3–3.5	5.5–8	6–8	6–8
機場快綫 Airport Express	15	15	30	30	30
輕鐵 Light Rail					
路綫 / Route 50S	6–10	8–12	10–18	4–17	5–17
路綫 / Route 507	5–9	6–11	7–16	7–16	7–17
路綫 / Route 610	8–10	8–13	9–17	8–17	6–17
路綫 / Route 614	12–18	14–18	12–23	10–23	17–23
路綫 / Route 614P	9–13	9–13	11–16	7–23	7–21
路綫 / Route 615	14–18	14–18	15–24	13–24	17–24
路綫 / Route 615P	9–12	9–12	10–19	7–22	8–18
路綫 / Route 70S	5–7	5–7	7–12	5–12	5–12
路綫 / Route 706	5–7	4–7	7–12	4–11	5–12
路綫 / Route 751 [#]	5–11	7–11	8–17	6–17	6–17
路綫 / Route 761P	5–8	5–8	6–15	5–15	6–15

^{*} 於晨早及午夜時段，港島綫、荃灣綫、觀塘綫、將軍澳綫、南港島綫及東鐵綫班次減至每12分鐘一班，而部分輕鐵路綫班次減至每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 and East Rail Line have been reduced to every 12 minutes, whereas train frequency of some routes of Light Rail have been reduced to every 25 minutes.

[^] 為配合政府防疫措施，東鐵綫羅湖及落馬洲站暫時關閉，來往金鐘至上水站的列車服務則維持正常。

[^] Following the Government's anti-pandemic measures, Lo Wu and Lok Ma Chau stations on the East Rail Line are closed. Train service between Admiralty and Sheung Shui stations remains normal.

[~] 迪士尼綫於平日、星期六、日及公眾假期繁忙時段，每10分鐘一班列車；非繁忙時段和香港迪士尼樂園關閉期間，則維持每20分鐘一班。

[~] Disneyland Resort Line trains operated at 10 - minute intervals during peak hours on weekdays, Saturdays, Sundays and public holidays. Train service maintained at 20 - minute intervals during non - peak hours and during the closure of the Hong Kong Disneyland Park.

[#] 平日繁忙時段，路綫751P將行走部份751路綫，以加強列車服務。

[#] Route 751P runs same as partial of Route 751 for train service enhancement during peak hours on weekdays.

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、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, Airport Express and Light Rail：19小時/hours

東鐵綫及屯馬綫

East Rail Line and Tuen Ma Line：19.5小時/hours

MTR Corporation Limited
香港鐵路有限公司