

# 港鐵 服務快訊

MTR Service Newsletter

2022年第3季  
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## 港鐵所有轉綫站均已設有洗手間

港鐵致力為乘客提供舒適方便的鐵路服務，並持續加強車站設施，以提升乘客出行體驗。為更便利乘客，近年新鐵路綫的車站均設洗手間，公司亦自二零一五年起，在十個轉綫站加裝洗手間及相關的配套設施。尖沙咀站的洗手間於今年七月啟用後，所有轉綫站現時均設有洗手間供乘客使用。



## All MTR interchange stations now equipped with toilets

MTR Corporation strives to provide comfortable and convenient service through continuous enhancement of station facilities. To better serve the needs of passengers, stations on new railway lines are all equipped with toilets. Since 2015, the Corporation has also been adding toilets and related facilities to ten interchange stations. With the opening of the toilet in Tsim Sha Tsui this July, all interchange stations are now equipped with toilets for passengers' use.



## 東鐵綫藝術列車啟航

色彩繽紛的「東鐵綫・Fun Fun藝術」列車讓乘客於旅程中探索各區獨特魅力，為旅程增添樂趣。港鐵公司與香港青年藝術協會合作，聯同兩名本地藝術家，鄭健業先生及黃鼎豐先生攜手創作了藝術列車。列車透過大型藝術作品展現東鐵綫沿綫車站的社區地標及文化特色。現時列車已投入服務，並會在東鐵綫行駛至今年年底。

## East Rail Line Art Train in service

The colourful "East Rail Line • Fun Fun Art" train offers passengers a delightful journey while discovering the uniqueness of communities along the railway line. In collaboration with the Hong Kong Youth Arts Foundation, the train was designed by two local artists, Mr Cheng Kin-yip and Mr Wong Ting-fung, and showcases iconic landmarks and culture along the East Rail Line. The train will continue to run along the East Rail Line until the end of this year.

## 加強服務，方便市民出行

港鐵公司於八月底起加強合共七條鐵路綫的列車服務，以配合周末人流增加和方便市民出行。調整後大部分班次將加密至約 2.2 至 6 分鐘一班車，每周合共增加約 430 班列車。

此外，公司亦加強新界西北交通服務，例如開辦全新的港鐵巴士 K51A 路綫及輕鐵 507P 特別班次。

## Enhancement of services to provide convenient travel

The frequency of train services on seven railway lines has been stepped up from the end of August in view of the increase in weekend passenger flow and to provide convenient travel for the public. Most train frequencies are now every 2.2 to 6 minutes and there are about 430 additional train trips per week.

Meanwhile, the Corporation has enhanced transport service in the northwestern region of the New Territories, including the launch of a new MTR Bus route K51A and a special trip of the Light Rail 507P.



## 十一個東鐵綫車站將實施列車新停車位置

東鐵綫將於明年第一季實施列車新停車位置，配合安裝自動月台閘門準備工程。

屆時列車將停泊於月台較畢直的位置，收窄月台空隙。新停車位置亦配合月台布局，令月台人流更暢順，分布更平均。東鐵綫沿綫車站於九月開始逐步更新相關月台地面標示，期間會加強車站指示、廣播及加派人手協助乘客。

## New train stopping positions to be implemented at 11 East Rail Line stations












New train stopping positions will be implemented on the East Rail Line in the first quarter of next year as part of the preparation for the installation of Automatic Platform Gates.





With that, trains will stop at the straighter areas of platforms to minimise the platform gap. The new stopping positions will also better align with the platform layout to bring more even distribution of passengers. The relevant platform floor stickers along the East Rail Line will be updated gradually from September and additional manpower, station signage and announcements will be deployed to guide passengers.







## 2022年顧客服務表現(7月至9月) 2022 Customer Service Performance (July - September)


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%	99.9%	— <sup>+</sup>	— <sup>^</sup>	99.5%	99.9%
 乘客車程準時程度 Passenger Journeys on Time	99.5%	99.9%	99%	99.9%	— <sup>+</sup>	— <sup>^</sup>	—	—
 列車服務準時程度 Train Punctuality	99%	99.8%	99%	99.9%	— <sup>+</sup>	— <sup>^</sup>	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) 2,239,601公里 (km)		850,000公里 (km) 10,790,836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) 31,969次 (transactions)						—	—
 增值機可靠程度 (僅限於適用車站) Add Value Machine Reliability (At applicable stations)	99%	99.8%	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%	99.7%
 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%	99.7%	99.5%	99.8%	99.5%	99.8%	—	—

 溫度及通風 Temperature and Ventilation Levels	97.5%	99.8%	—	—
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	—	—	<3(次) 0(次) times time	—
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)	93%	99.7%	—	—
 清潔程度 Railway Cleanliness	99%	99.9%	100%	—
列車車廂：每天清潔 Train Compartment：Cleaned daily	99%	99.9%	100%	—
列車車身：平均每兩天清洗一次 Train Exterior：Washed every 2 days (on average)	99%	99.9%	100%	—
 西北鐵路服務範圍內之巴士服務 Northwest Transit Service Area Bus Service	99%	99.7%	—	—
按照編定班次行走 Service Delivery	99%	99.9%	100%	—
車身清潔：每天清洗 Cleanliness：Washed daily	99%	99.9%	100%	—
 六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days	99%	99.9%	100%	—

 載客量 (第3季) Total passengers carried (3rd quarter)：428,058,000	✱ 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，有1宗路軌裂縫事故。
 服務表現 (第3季) Service performance (3rd quarter) 20分鐘或以上的延誤 Delays of 20 minutes or more：7 (包括乘客行為及外在因素 Including passenger behaviour and external factors)	✱ 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 1 rail breakage case on the running lines.

 2022服務表現安排 (累積至第3季) Service Performance Arrangement (up to 3rd quarter)	✱ 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.
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	✱ 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.
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	✱ 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。
No. of service disruptions of 31 minutes or more (heavy rail and light rail provisionally attributed to be due to factors within MTR control) Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2023：\$30 Million	✱ 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.

 乘客滿意水平 (第3季) Customer satisfaction level (3rd quarter)	✱ 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.
每100萬名乘客中，有1.85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 1.85 complaints per 1,000,000 passengers carried. The top three complaint categories were Train Services, Staff and Environment.	✱ 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。
每百萬載客人次的須呈報事故✱ 數目 (第3季) Reportable events✱per million passengers carried (3rd quarter)：0.670	✱ 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.

 目標 Target	 表現優於目標 (7月至9月) Performance better than target (July - September)
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## 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
<b>港島綫</b> Island Line	1.9	2.1	3.6–5	2.8–5	3.6–5
<b>荃灣綫</b> Tsuen Wan Line	2.0	2.0	3.5–5	2.2–4.2	3.1–5
<b>觀塘綫</b> 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	3.1–5
何文田 - 黃埔 Ho Man Tin – Whampoa	4.2	4.6	3.5–5	4.2–6.2	5–6.2
<b>將軍澳綫</b> 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	-	-	10–14	8.2–10	10–14
<b>南港島綫</b> South Island Line	3.3	3.3	6–7.5	4–7.5	5–7.5
<b>東涌綫</b> 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
<b>迪士尼綫</b> Disneyland Resort Line <sup>~</sup>	10	10	10–20	10–20	10–20
<b>屯馬綫</b> Tuen Ma Line	2.7–3	3.3–3.5	6–7	4.7–7.3	6–7.3
<b>東鐵綫</b> East Rail Line <sup>^</sup>					
金鐘 - 上水 Admiralty – Sheung Shui	2.7–5.2	3.3–3.5	5.5–8	5–8	5–8
<b>機場快綫</b> Airport Express	15	15	15	15	15
<b>輕鐵</b> Light Rail					
路綫 / Route 505	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 705	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 <sup>#</sup>	5–11	7–11	8–17	6–17	6–17
路綫 / Route 761P	5–8	5–8	6–15	5–15	6–15

<sup>\*</sup>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。

<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, 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.

<sup>^</sup>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。

<sup>^</sup>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.

<sup>~</sup>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。

<sup>~</sup>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.

<sup>#</sup>平日繁忙時段，路綫751P將行走部份751路綫，以加強列車服務。

<sup>#</sup>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