

港鐵 服務快訊

MTR Service Newsletter

2022年第4季
4th quarter 2022



觀塘站 Kwun Tong



首列市區綫新列車投入服務

首列全新的市區綫八卡列車於2022年11月27日正式在觀塘綫投入服務，為市區綫列車資產更新揭開序幕。新列車將逐步取代由1979年開始服務香港市民的市區綫第一代列車。

港鐵公司在選購新列車時，除了確保安全外，首要着重為乘客帶來更舒適的乘車體驗，以及提升列車運作的可靠性和效率。這批新車有六大提升，包括上落車更暢順、增添扶手裝置、人體工學設計座椅、全面使用LED燈光、動態路線圖以及列車智慧功能。

First new urban line train commenced service

The first new eight-car train commenced passenger service from 27 November 2022 on the Kwun Tong Line. The new trains will gradually replace the first generation of urban line trains that have served Hong Kong since 1979.

With assurance to safety, the new trains will enhance passenger experience, and further strengthen the reliability and efficiency of train operations. Six enhancements in the new trains include smoother train boarding and alighting, the addition of more grab poles and straphangers, seats with ergonomic design, full LED lighting, the use of Dynamic Route Map and smart features on trains.



全新「關愛共乘」App 出行更自在

港鐵致力推廣社會共融，並積極利用科技為有需要的乘客提供更便捷的港鐵旅程。

在2022年11月10日，港鐵推出了「關愛共乘」手機應用程式，首階段提供「行程指南（簡易版）」和「站內導航（供視障人士使用—會展站試用版）」兩大功能，以清晰易用的界面和特大字體顯示資訊，令長者和視障人士的出行更方便。港鐵預計於2023年下半年在「關愛共乘」應用程式推出更多功能。

New "MTR·Care" App launched

MTR strives to foster social inclusion and rides on the latest technology to facilitate the travel needs of customers with special needs, making their MTR journeys more convenient.

On 10 November 2022, MTR launched the "MTR·Care" App - a brand-new mobile app equipped with an easy-to-use interface and enlarged font size for the elderly and customers in special need. There are two inaugural functions in the App, namely a simplified and elderly-friendly version of "Trip Planner" and the trial of "In-station Navigation" function at Exhibition Centre Station for the visually-impaired. It is expected that further innovative and caring functions will be launched in the "MTR·Care" App in the second half of 2023.



行人隧道變身大型壁畫走廊

港鐵為尖東站與尖沙咀站之間行人隧道換上全新具標誌性及行人導向資訊的藝術壁畫。是次項目響應運輸署「香港好·易行」計劃，希望乘客「行得爽」及「行得醒」。超過200米長的藝術壁畫不但為步行環境增添趣味，更為行人提供貼心清晰的指示，指引前往各個尖沙咀地標。

Iconic murals uplift pedestrian subways

MTR has completed the redecoration of the subways connecting East Tsim Sha Tsui and Tsim Sha Tsui stations with iconic murals with artistic directional instructions.

The initiative reflects MTR's support for the Transport Department's "Walk in HK", which aims to make walking "enjoyable" and "smart". The murals, which are over 200 metres long, not only create a comfortable and enjoyable environment but also serve a wayfinding purpose for our passengers.

港鐵提供平安夜和除夕通宵列車服務

為方便市民外出歡度佳節，所有本地鐵路綫（機場快綫及迪士尼綫除外）以及輕鐵七條路綫於2022年平安夜及除夕提供通宵列車服務。港鐵亦在節日期間加強了列車服務。

除了部分列車及車站披上聖誕裝飾外，港鐵亦為「東鐵綫·Fun紛藝術」列車悉心佈置，更添節日氣氛。



















Overnight train service on Christmas Eve and New Year's Eve

To facilitate the public to celebrate the festive season, all railway lines (except the Airport Express and Disneyland Resort Line) and seven Light Rail routes provided overnight train service on Christmas Eve and New Year's Eve in 2022. Additional train services were also provided during the holiday period.


To spread festive joy to our passengers, Christmas decorations were put up on some trains and stations, and the "East Rail Line·Fun Fun Art" train was given a Christmas-themed makeover.

2022年顧客服務表現(10月至12月) 2022 Customer Service Performance (October - December)

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%	99.7%	99.5%	99.9%	— ⁺	— [^]	99.5%	99.9%
	乘客車程準時程度 Passenger Journeys on Time	99.5%	99.8%		99%	99.9%	— ⁺	— [^]	—
	列車服務準時程度 Train Punctuality	99%	99.7%	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) 1,833,117公里 (km)			850,000公里 (km) 5,737,350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) 34,905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%
	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%	99.9%	99.5%	99.8%	—
	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%				—
	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%				—
	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%			100%				—
	六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days	99%			100%				—

 載客量 (第4季) Total passengers carried (4th quarter): 440,580,000
服務表現 (第4季) Service performance (4th quarter) 20分鐘或以上的延誤 Delays of 20 minutes or more：9 (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4季) Service Performance Arrangement (up to 4th 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：8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：六千五百五十萬元
No. of service disruptions of 31 minutes or more (heavy rail and light rail provisionally attributed to be due to factors within MTR control: 8 Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2023 :\$65.5 Million

 乘客滿意水平 (第4季) Customer satisfaction level (4th quarter)
每100萬名乘客中，有2.00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 2.00 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4季)
Reportable events[⊕]per million passengers carried (4th quarter): 0.690

 目標 Target
 表現優於目標 (10月至12月) Performance better than target (October - December)

[⊕] 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2宗路軌裂縫事故。
[⊖] 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 were 2 rail breakage cases 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。
⁺ 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.

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	2.8–5	3.6–5
荃灣綫 Tsuen Wan Line	2.0	2.0	3.5–5	2.2–4.2	3.1–5
觀塘綫 Kwun Tong Line 調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin 何文田 - 黃埔 Ho Man Tin – Whampoa	2.1 4.2	2.3 4.6	3.5–5 3.5–5	2.5–5 4.2–6.2	3.1–5 5–6.2
將軍澳綫 Tseung Kwan O Line 北角 - 將軍澳 North Point – Tseung Kwan O 北角 - 寶琳 North Point – Po Lam 北角 - 康城 North Point – LOHAS Park 調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	2.2 2.5 / 4 6.7 -	2.2 2.5 / 4 6.7 -	- 5–6 - 10–14	2.2–2.5 2.5–5 6.7 8.2–10	- 5–6 - 10–14
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 香港 - 東涌 Hong Kong – Tung Chung	3–4 6–8	3–5 4–9	7–10 7–10	7–10 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	5–8	5–8
機場快綫 Airport Express	15	15	15	15	15
輕鐵 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 [#]	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。

[^] After 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