

港鐵 服務快訊

MTR Service Newsletter

2023年第1季
1st quarter 2023



重新投入跨境服務

隨著內地與香港恢復通關，高速鐵路（香港段）於1月15日重啟短途服務，接載乘客往返西九龍站與內地。至於往來廣東省內及跨省的長途列車服務，亦分別於3月11日及4月1日全面復通。

高鐵票務系統亦已全面提升，並實施電子車票，將車票與旅遊證件二合為一，乘客憑旅遊證件即可入閘乘車，更加簡單便捷。

東鐵綫前往落馬洲站及羅湖站的列車亦分別於1月8日及2月6日重新投入服務跨境乘客。現時，來往羅湖站及落馬洲站的列車班次安排與疫情前的模式大致相同。

Resumption of cross-boundary service

Following the reopening of control points between Hong Kong and the Mainland, short-haul train services of the High Speed Rail (Hong Kong Section) were resumed on 15 January, taking passengers from West Kowloon Station to the Mainland. Long-haul train services to destinations in Guangdong Province and cross-provincial train services were resumed on 11 March and 1 April respectively.

In addition, the ticketing system has been upgraded to full E-ticketing. The E-tickets link up ticket information with passengers' travel documents upon ticket purchase, allowing passengers to pass through the entry gates with just their travel documents.

Lok Ma Chau Station and Lo Wu Station on the East Rail Line also resumed services on 8 January and 6 February respectively. Currently, train services to Lo Wu and Lok Ma Chau stations largely follow the same pattern as before the pandemic.





落實東鐵綫列車停靠月台新位置

因應東鐵綫安裝月台閘門而需重新畫定列車月台停靠位置的準備工作經已於2月19日完成。是次停靠位置重置涉及羅湖站/落馬洲站至旺角東站路段共25個月台，其月台空隙情況將得到改善，新的停靠位置亦令月台乘客分布更平均，上落更方便暢順。

New platform stopping positions of East Rail Line trains implemented

The preparation works for adjusting train stopping positions for the East Rail Line were completed on 19 February to prepare for the installation of platform gates. A total of 25 platforms from Lo Wu/ Lok Ma Chau to Mong Kok East stations have new stopping positions, which help minimise platform gaps, and allow more even distribution of passengers on platforms and a smoother flow of people.



乘客送別第二期輕鐵

第二期輕鐵自1992年起竭誠服務新界西北社區，並於2月26日退役。公司特別安排由元朗站開往兆康站的最後一程，讓乘客一起見證其告別之旅。第二期輕鐵最後於兆康站稍作停留，吸引逾千名乘客及鐵路迷拍照留念。

Passengers bid farewell to Phase 2 Light Rail Vehicles

Phase 2 Light Rail Vehicles (LRVs) were retired on 26 February after dedicatedly serving the northwestern New Territories for over 30 years. The Corporation specially arranged a swansong ride from Yuen Long Stop to Siu Hong Stop for passengers. The Phase 2 LRV stopped at Siu Hong Stop, attracting over 1,000 passengers and railway fans to take snapshots to commemorate its retirement.



港鐵推出「腦友守護」計劃

港鐵一直致力提供長者友善的鐵路服務。公司今年1月推出「腦友守護」計劃，其中包括在港鐵網絡的自動收費系統加入新功能，當辨識到走失的腦退化症人士時會發出提示。

港鐵是首個與警方就這方面合作的公共交通機構，希望協助警方尋回走失人士。公司為項目投入超過三百萬元，在重鐵、輕鐵及港鐵巴士的自動收費系統加入新功能，提升的設備包括車站出入閘機、八達通處理器以及後端系統等。

“Caring for Dementia” Programme launched

MTR is committed to providing an elderly-friendly railway service. In January 2023, the Corporation launched the “Caring for Dementia” programme, which includes an initiative that enhances the automatic fare collection system of the MTR network. The new function will send alerts to staff when a missing person who has dementia is detected in the network.

MTR is the first public transport operator to have such collaboration with the Police, assisting Police in locating missing persons. Investing over HK\$3 million for the initiative, the Corporation has added new functions to the automatic fare collection systems of the heavy rail, Light Rail and MTR Bus with facilities enhancements for entry/exit gates at MTR stations, Octopus processors and the backend systems.



















2023年顧客服務表現(1月至3月)

2023 Customer Service Performance (January - March)


目標
Target

表現優於目標 (1月至3月)
Performance better than target (January - March)

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, Tsung 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%	99.8%	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%	100%	— ⁺	— ⁺	— ⁺	— ⁺	— ⁺	—	—
	列車服務準時程度 Train Punctuality	99%	99.7%	99%	99.9%	— ⁺	— ⁺	— ⁺	— ⁺	— ⁺	99%	100%
	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)	1,000,000公里 (km) 1,687,910公里 (km)				1,000,000公里 (km) 8,980,789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)	18,000次 (transactions) 37,936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%	99.8%	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%	99.8%	99%	99.8%	99%	99.8%	99%	99.8%	99%
	出入閘機可靠程度 Ticket Gate Reliability	99%	99.9%	99%	99.9%	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%	99%	99.8%	99%	99.8%	—
	乘客升降機可靠程度 Passenger Lift Reliability	99.5%	99.8%	99.5%	99.9%	99.5%	99.9%	99.5%	99.9%	99.5%	99.9%	—
	溫度及通風 Temperature and Ventilation Levels	97.5%		100%		—		—		—		—
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		97.5%		100%		—		—		—		< 3(次) 0(次) times time
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)		94%		99.9%		—		—		—		—
	清潔程度 Railway Cleanliness	99%		99.9%		—		—		—		—
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	99%		99.7%		—		—		—		—
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1季) Total passengers carried (1st quarter): 454,606,000
 服務表現 (第1季) Service performance (1st quarter) 20分鐘或以上的延誤 Delays of 20 minutes or more: 12 (包括乘客行為及外在因素Including passenger behaviour and external factors)

 2023服務表現回贈 (累積至第1季) Service Performance Rebate (up to 1st 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「服務表現回贈」帳戶的金額總數：五百萬元
 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 the pool of "Service Performance Rebate": \$5 Million

 乘客滿意水平 (第1季) Customer satisfaction level (1st quarter)
 每100萬名乘客中，有1.99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 1.99 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1季)
 Reportable events* per million passengers carried (1st quarter): 0.643

✦ 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0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 0 rail breakage cases on the running lines.

+ 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通車後兩年營運後公布。
 + The performance requirement, customer service pledge target and actual performance result will be available upon completion of two-year revenue operations of the East Rail Line Cross-Harbour Extension.

^ 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的營運後公布。
 ^ The performance requirement, customer service pledge target and actual performance result will be available upon completion of two-year revenue operations of the Tuen Ma Line.

列車平均班次 Average Train Frequency

	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	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
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 只適用於 During 07:00 - 10:15	-
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 只適用於 During 07:00 - 10:15	-
調景嶺 - 康城 Tiu Keng Leng - LOHAS Park	-	-	10 - 14	8.2 - 10	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	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 - 3.8	3.2	4 - 8	4 - 8	4 - 8
金鐘 - 羅湖 Admiralty - Lo Wu	5.5	4.7	6 - 10	6 - 10	6 - 10
金鐘 - 落馬洲 Admiralty - Lok Ma Chau	12	9.5	12 - 14.5	12 - 14.5	12 - 14.5
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16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 16 minutes, whereas train frequency of some routes of Light Rail have been reduced to every 25 minutes.

† 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.

於平日繁忙時段另設路綫751P，以加強路綫751部分路段的列車服務。

An enhanced train service for some sections of Route 751 is provided by Route 751P during weekday peak hours.

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