

港鐵服務快訊

MTR Service Newsletter

2022年第1季
1st quarter 2022



本年度票價凍結並延長 3.8%車費回贈

按照港鐵既定的票價調整機制及政府最新的統計數據，本年度港鐵票價維持不變，這是在現有票價調整機制下連續第三次票價不作上調。此外，為與市民共度時艱攜手抗疫，港鐵再延續去年年中推出的3.8%特別車費回贈優惠至明年1月1日。另外，「全月通加強版」、「港鐵都會票」及「屯門 - 南昌全日通」的現行售價亦維持不變。



Fares frozen this year, 3.8% fare rebate extended to Jan 2023

According to the established Fare Adjustment Mechanism and the latest statistics published by the Government, there will be no adjustment of MTR fares this year. This is the third consecutive time that the FAM results in no fare increase. Furthermore, to ride together with the public under the pandemic, MTR will further extend the special 3.8% fare rebate till 1 January 2023. There will also be no price adjustment for frequent user passes.

港鐵在疫情中繼續與香港安全同行

在嚴峻的第五波疫情下，港鐵努力維持列車以及各項服務，亦推出措施緩解社會各社群的需要。

除了惠及廣大乘客的 3.8% 特別車費回贈外，港鐵站及商場租戶亦獲提供租金優惠。公司同時捐助慈善機構以支持弱勢群體，並送出免費車票予醫護人員。

此外，公司繼續安排清潔機械人加強車廂及車站深層清潔。逾百部升降機亦已加裝自動感應器，提供非接觸式裝置，減低傳播病菌的風險。

MTR keeps Hong Kong moving safely amid the pandemic

Amid the severe fifth wave of the COVID-19 pandemic, MTR strives to maintain trains and various services, and has also introduced measures to meet the needs of various communities in the society.

Apart from a special fare rebate of 3.8% which benefits the majority of passengers, rent concessions have been offered to tenants of MTR stations and malls. The Corporation has also donated to charities to support the disadvantaged, and offered free tickets to Hospital Authority staff.

In addition, cleaning robots continue to be deployed to conduct deep cleaning and decontamination in stations. Meanwhile, more than 100 lifts are now equipped with contactless sensor buttons to reduce the risk of spreading the virus.



港鐵與香港一同對抗疫情

港鐵公司一直與香港攜手應對疫情，公司積極配合相關政府部門利用跨境鐵路維持疫情期間來港貨物供應穩定，全力趕工於3月2日順利重開羅湖編組站。在公司妥善安排下，跨境鐵路段的運作對東鐵綫服務不構成影響。

另外，港鐵於3月11日起在青衣站設立首個位於港鐵站的社區疫苗接種中心，方便沿綫居民預約注射新冠疫苗。

Supporting the city's fight against COVID-19

MTR has been fighting the pandemic with the community. The MTR Lo Wu Marshalling Yard was reopened on 2 March to actively support and facilitate various government departments to transport goods to Hong Kong by cross-boundary cargo trains, without affecting the operation of the East Rail Line.

Moreover, the first Community Vaccination Centre at an MTR station was set up at Tsing Yi Station on 11 March, providing a convenient location for members of the public in the vicinity to make bookings and receive COVID-19 vaccinations.


















更多港鐵二維碼付費選擇

流動支付是港鐵智慧出行其中一個主要項目。港鐵二維碼付費乘車服務由二零二二年二月二十日起加入銀聯雲閃付 App 及 WeChat Pay。連同現時的 MTR Mobile 及 AlipayHK，乘客將可以選用四個不同手機應用程式，更輕鬆方便地使用二維碼車票乘搭港鐵。

More choices for MTR QR Code Payment

Mobile ticketing is a key focus of MTR's smart mobility. UnionPay App and WeChat Pay have been added to the MTR QR code ticketing service starting from 20 February 2022, in addition to the existing MTR Mobile and AlipayHK. Passengers can choose from these four apps when using QR code tickets to travel on the MTR with ease.

2022年顧客服務表現(1月至3月)2022 Customer Service Performance (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, 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%	99.8%	99.5%	99.9%	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%	99.9%	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) 3,895,915公里 (km)			850,000公里 (km) 7,457,727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) 34,515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% 99.8%	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% 99.8%	99.5% 99.9%	—
 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	97.5%		100%				—
	車廂空調系統每月發生故障次數 On-train air-conditioning failures per month	—						<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)	93%		99.9%				—
 清潔程度 Railway Cleanliness	列車車廂：每天清潔 Train Compartment：Cleaned daily	99%		99.9%				
	列車車身：平均每兩天清洗一次 Train Exterior：Washed every 2 days (on average)	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	99%		99.7%				
	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 (1 st quarter): 271,658,000								
 服務表現 (第1季) Service performance (1 st 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)								

2022服務表現安排 (累積至第1季) Service Performance Arrangement (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：1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: 1
Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2023 :\$3 Million

乘客滿意水平 (第1季) Customer satisfaction level (1st quarter)
每100萬名乘客中，有1,59名乘客作出投訴，主要涉及三個類別：港鐵公司的員工、列車服務及環境。
There were 1.59 complaints per 1,000,000 passengers carried. The top three complaint categories were Staff, Train Services 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): 0.457

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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
港島綫 Island Line	1.9	2.1	3–8	3.6–8	3.6–8
荃灣綫 Tsuen Wan Line	2.0	2.0	3.5–7	3.6–8	3.6–8
觀塘綫 Kwun Tong Line					
調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	2.1	2.3	2.9–7	3.1–8	3.6–8
何文田 - 黃埔 Ho Man Tin – Whampoa	4.2	4.6	3.5–7	3.6–8	3.6–8
將軍澳綫 Tseung Kwan O Line					
北角 - 將軍澳 North Point – Tseung Kwan O	2.2	2.2	-	-	-
北角 - 寶琳 North Point – Po Lam	2.5 / 4	2.5 / 4	6	6	6
北角 - 康城 North Point – LOHAS Park	6.7	6.7	-	-	-
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	12–14	12	12–14
南港島綫 South Island Line	3.3	3.3	6–9	7.5–9	7.5–9
東涌綫 Tung Chung Line					
香港 - 青衣 Hong Kong – Tsing Yi	3.6	4	8–12	8–12	8–12
香港 - 東涌 Hong Kong – Tung Chung	6–8	4–8	8–12	8–12	8–12
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	6–8	4.7–8	6.8–8
東鐵綫 East Rail Line [^]					
紅磡 - 上水 Hung Hom – Sheung Shui	2.9–8	3.3–8	4–9	4–9	4–9
機場快綫 Airport Express	15	15	30	30	30
輕鐵 Light Rail					
路綫 / Route 505	6–9	4–9	6–17	4–17	5–17
路綫 / Route 507	7–10	7–11	7–16	7–16	7–17
路綫 / Route 610	9–12	9–14	8–17	8–17	6–17
路綫 / Route 614	12–20	12–20	10–23	10–23	17–23
路綫 / Route 614P	7–15	7–14	7–23	7–23	7–21
路綫 / Route 615	14–21	14–19	14–24	13–24	17–24
路綫 / Route 615P	7–15	7–15	8–23	7–23	8–21
路綫 / Route 705	6	5	5–12	5–12	5–12
路綫 / Route 706	4–7	3–8	5–11	3–11	5–12
路綫 / Route 751	6–10	9–12	8–17	6–17	6–17
路綫 / Route 751P [‡]	64–82	40–44	-	-	-
路綫 / Route 761P	5–9	5–8	5–15	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.

[^]疫情期間，東鐵綫紅磡站至羅湖站及落馬洲站的列車服務由2020年2月4日起暫停。

[^]Mind the pandemic, East Rail Line train services from Hung Hom to Lo Wu and Lok Ma Chau stations were suspended from 4 February 2020.

[†]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.

[‡]學校假期及暫停面授課堂期間，輕鐵路綫751P的服務班次相應減少。

[‡]Light Rail Route 751P ran at reduced frequencies during school holidays and temporary suspension of face-to-face class.

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