

# 港鐵服務快訊

MTR Service Newsletter

2021年第4季  
4th quarter 2021



## 3.8% 車費扣減 延續

### 延續車費回贈至2022年6月底

港鐵公司將延續自二零二一年中推出的特別車費回贈優惠六個月，在疫情持續下與市民繼續共渡時艱。

港鐵票價自二零二一年六月二十七日下調了1.85%。由二零二二年一月二日起，港鐵公司再撥出額外資源延續特別舒緩措施，讓以八達通或車票二維碼搭乘港鐵的所有乘客繼續享有「程程3.8%車費回贈」，直至二零二二年六月底。

公司為這次延續特別車費優惠撥出資源，涉及金額預計總值超過2億元。公司亦將繼續與社區一起對抗疫情，包括加強清潔和消毒措施。

### “Rebate for Every Trip” extended till late June 2022

To continue to ride out the difficult times with the public amid the pandemic, the Corporation has extended its special fare concession for another six months.

MTR fares have been reduced by 1.85% since 27 June 2021. Starting from 2 January until end-June 2022, the Corporation has continued to set aside additional resources to extend the special relief measure, where Octopus or QR code ticket passengers can continue to enjoy “3.8% Rebate for Every Trip”.

The Corporation will bear over \$200 million out of additional resources for the extension of this special fare concession. We also continue to fight the pandemic together with the community, including with enhanced cleansing and disinfection measures.



### 聖誕新年佳節期間 港鐵增加超過6,400班列車

為方便乘客於十二月外出慶祝節日，同時兼顧本港疫情狀況，港鐵自十二月十一日起的數個週末加強六條列車綫的服務，包括冬至、平安夜、除夕夜、聖誕及新年假期，合共額外增加超過6,480班車。

為配合乘客外出參與除夕夜倒數活動，迎接二零二二年的到來，港鐵公司全綫列車（機場快綫及迪士尼綫除外）於當日延長服務時間，尾班車延後一小時。

### Over 6,400 train trips added for the festive season

To facilitate the public to enjoy festive activities while taking into account the pandemic situation, train service was enhanced on six railway lines for consecutive weekends starting from 11 December, as well as on the Winter Solstice, Christmas Eve, New Year's Eve, Christmas and New Year holidays. A total of over 6,480 additional train trips were provided.

For people staying out to enjoy the countdown events on New Year's Eve to welcome the arrival of 2022, MTR extended train services (except the Airport Express and Disneyland Resort Line) on that night day, with the last trains departing one hour later than normal.



### MTR Mobile App 升級提供跨交通實時到站資訊

你有使用升級版的港鐵手機應用程式MTR Mobile嗎？新功能「Next Bus」及現有「Next Train」功能的優化版，讓用戶可以在一個程式內輕鬆查閱港鐵、輕鐵、港鐵巴士，甚至是專營巴士及綠色小巴路綫的實時到站資訊，更方便快捷地計劃行程。



### MTR Mobile provides real-time cross-transport mode information

Have you used MTR Mobile's latest upgrades? What's new on the shelf are the “Next Bus” and the enhanced “Next Train” functions. These functions enable passengers to get real-time information on the MTR heavy rail, Light Rail, MTR Bus, and even franchised bus services and green minibus routes in one single app, bringing more convenience for trip planning.



### 「聖誕鐵仔」大型3D 影相區

港鐵公司於十二月七日至二十七日，於八個港鐵站設置了「聖誕鐵仔」大型3D影相區，讓乘客在港鐵旅程中亦可感受聖誕節日氣氛。

乘客於3D攝影區前與「聖誕鐵仔」一起打卡，拍下歡樂有趣的情景，一同歡度佳節。

### Interactive 3D photo zones featuring “Santa T-Chai”

To celebrate the festive joy, MTR set up interactive 3D photo zones featuring “Santa T-Chai” at eight MTR stations in different parts of the city from 7 to 27 December.

Passengers enjoyed the chance to soak up the Christmas spirit when travelling on MTR by striking a pose at the zones and taking enchanting snapshots!



**2021年顧客服務表現**(10月至12月)

**2021 Customer Service Performance (October – December)**

服務表現項目	Service Performance Item	目標及表現 Target and performance								
<span></span>		<span><span><span></span></span></span> 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	<span><span><span></span></span></span> 東涌綫及迪士尼綫 Tung Chung Line & Disneyland Resort Line	<span><span><span></span></span></span> 機場快綫 Airport Express	<span><span><span></span></span></span> 東鐵綫 East Rail Line	<span><span><span></span></span></span> 屯馬綫 Tuen Ma Line	<span><span><span></span></span></span> 輕鐵 Light Rail			
<span></span>	列車按照編定班次行走 (列車服務供應) Train Service Delivery	<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>	— <sup>^</sup>	<b>99.5%</b>	<b>99.9%</b>
<span></span>	乘客車程準時程度 Passenger Journeys on Time	<b>99.5%</b>	<b>99.9%</b>		<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	— <sup>^</sup>	—
<span></span>	列車服務準時程度 Train Punctuality	<b>99%</b>	<b>99.8%</b>	<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	— <sup>^</sup>	<b>99%</b>	<b>99.9%</b>
<span></span>	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)	<b>800,000公里 (km)</b>			<b>800,000公里 (km)</b>			—		
<span></span>	<b>Ticket Reliability (Smart ticket transactions per ticket failure)</b>	<b>32,430次 (transactions)</b>			<b>3,561,615公里 (km)</b>			—		
<span></span>	增值機可靠程度 (僅限於適用車站) Add Value Machine Reliability (At applicable stations)	<b>99%</b>	<b>99.9%</b>		<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.8%</b>	—	
<span></span>	自動售票機可靠程度 Ticket Machine Reliability	<b>99%</b>	<b>99.8%</b>		<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.8%</b>	— <sup>+</sup>	
<span></span>	出入閘機可靠程度 Ticket Gate Reliability	<b>99%</b>	<b>99.9%</b>		<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	—	
<span></span>	輕鐵月台八達通收費器可靠程度 Light Rail Platform Octopus Processor Reliability	—	—	—	—	—	—	—	— <sup>#</sup>	
<span></span>	扶手電梯可靠程度 Escalator Reliability	<b>99%</b>	<b>99.9%</b>		<b>99%</b>	<b>99.9%</b>	<b>99%</b>	<b>99.9%</b>	—	
<span></span>	乘客升降機可靠程度 Passenger Lift Reliability	<b>99.5%</b>	<b>99.8%</b>		<b>99.5%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.9%</b>	—	

<span></span>	<b>溫度及通風 Temperature and Ventilation Levels</b>	<b>97.5%</b>	<b>100%</b>	—
<span></span>	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 <p>車廂空調系統每月發生故障次數 On-train air-conditioning failures per month</p>		—	<3(次) 0(次) times time
<span></span>	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)	<b>93%</b>	<b>99.9%</b>	—
<span></span>	<b>清潔程度 Railway Cleanliness</b>	<b>99%</b>	<b>99.9%</b>	
<span></span>	列車車廂：每天清潔 Train Compartment：Cleaned daily	<b>99%</b>	<b>100%</b>	
<span></span>	列車車身：平均每兩天清洗一次 Train Exterior：Washed every 2 days (on average)	<b>99%</b>	<b>100%</b>	

<span></span>	<b>西北鐵路服務範圍內之巴士服務 Northwest Transit Service Area Bus Service</b>	<b>99%</b>	<b>99.6%</b>	
<span></span>	按照編定班次行走 Service Delivery	<b>99%</b>	<b>100%</b>	
<span></span>	車身清潔：每天清洗 Cleanliness：Washed daily	<b>99%</b>	<b>100%</b>	
<span></span>	<b>六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days</b>	<b>99%</b>	<b>100%</b>	

載客量 (第4季) Total passengers carried (4th quarter): 445,302,000
 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：17 (包括乘客行為及外在因素 Including passenger behaviour and external factors)

2021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：16宗
 提出作2022年年中開始的八達通「每程3%車費扣減」優惠的金額總數：一千九百萬
 No. of service disruptions of 31 minutes or more (heavy rail and light rail) provisionally attributed to be due to factors within MTR control: 16
 Amount put aside for "3% Rebate for Each Octopus Trip" promotion from mid 2022: \$19 Million

<sup>[1]</sup> 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 and actual performance result will be available upon completion of 2-year revenue operations of the Tuen Ma Line.

<sup>[2]</sup> 受破壞的輕鐵自動售票機的維修工作正在進行中，服務表現數據將於修復及測試完成後再作公布。
Repair works on damaged Light Rail Ticket Machines are underway. Performance data will be available after completion of repair and testing works.

<sup>[3]</sup> 輕鐵月台八達通收費器安裝工程測試在進行中，服務表現數據將於新收費器完成安裝、測試及試行後再作公布。
Light Rail Platform Octopus Processor replacement works and testing are underway. Performance data will be available after completion of installation, testing and trial operations of the new processors.

目標 Target

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

## 列車平均班次 Average Train Frequency

平日、星期日及公眾假期 (以分鐘計算) Weekdays, Sundays and Public Holidays (based on minutes)

	平日早上繁忙時段 Weekdays Morning Peak Hours	平日晚上繁忙時段 Weekdays Evening Peak Hours	平日非繁忙時段/星期日及公眾假期 Weekdays Non-peak Hours/ Sundays and Public Holidays*
<b>港島綫 Island Line</b>	1.9	2.1	3.6-6
<b>荃灣綫 Tsuen Wan Line</b>	2	2	3.1-6
<b>觀塘綫 Kwun Tong Line</b>			
調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	2.1	2.3	3.1-6
何文田 - 黃埔 Ho Man Tin – Whampoa	4.2	4.6	3.6-6.2
<b>將軍澳綫 Tseung Kwan O Line</b>			
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	5-6
北角 - 康城 North Point – LOHAS Park	6.7	6.7	-
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	10-14
<b>南港島綫 South Island Line</b>	3.3	3.3	5-7.5
<b>東涌綫 Tung Chung Line</b>			
香港 - 青衣 Hong Kong – Tsing Yi	3.6	4	7-12
香港 - 東涌 Hong Kong – Tung Chung	6-8	4-8	7-12
<b>迪士尼綫 Disneyland Resort Line</b> <sup>^</sup>	10	10	10-20
<b>屯馬綫 Tuen Ma Line</b>	2.7-3	3.3-3.5	6-7.3
<b>東鐵綫 East Rail Line</b> <sup>^</sup>			
紅磡 - 上水 Hung Hom – Sheung Shui	2.9-8	3.3-8	4-8
<b>機場快綫 Airport Express</b>	15	15	30
<b>輕鐵 Light Rail</b>			
路綫 / Route 505	6-10	5-10	5-17
路綫 / Route 507	5-9	6-9	7-17
路綫 / Route 610	6-10	6-10	6-17
路綫 / Route 614	14-18	14-18	12-23
路綫 / Route 614P	7-12	8-13	7-21
路綫 / Route 615	14-18	14-18	14-24
路綫 / Route 615P	7-12	8-12	8-21
路綫 / Route 705	5-7	5-7	5-12
路綫 / Route 706	4-7	4-6	5-13
路綫 / Route 751	5-9	6-9	6-17
路綫 / Route 751P	15-57	15-27	-
路綫 / Route 761P	4-7	4-7	5-15

<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> 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。

<sup>^</sup> Amid the pandemic, East Rail Line train services from Hung Hom to Lo Wu and Lok Ma Chau stations were suspended from 4 February 2020.

<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；於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 Hong Kong Disneyland Park.

## 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

## 列車平均班次 Average Train Frequency

星期六 (以分鐘計算) Saturdays (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*
<b>港島綫 Island Line</b>	-	-	3.1-5
<b>荃灣綫 Tsuen Wan Line</b>	-	-	2.4-4.2
<b>觀塘綫 Kwun Tong Line</b>			
調景嶺 - 何文田 Tiu Keng Leng – Ho Man Tin	-	-	2.5-4.2
何文田 - 黃埔 Ho Man Tin – Whampoa	-	-	4.2-6.2
<b>將軍澳綫 Tseung Kwan O Line</b>			
北角 - 將軍澳 North Point – Tseung Kwan O	-	-	2.2-5.6
北角 - 寶琳 North Point – Po Lam	-	-	2.5-6
北角 - 康城 North Point – LOHAS Park	-	-	6.7 <sup>只適用於 During 0700 - 1015</sup>
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	8.2-12
<b>南港島綫 South Island Line</b>	-	-	4-7.5
<b>東涌綫 Tung Chung Line</b>			
香港 - 青衣 Hong Kong – Tsing Yi	-	-	6.5-12
香港 - 東涌 Hong Kong – Tung Chung	-	-	6.5-12
<b>迪士尼綫 Disneyland Resort Line</b> <sup>^</sup>	-	-	10-20
<b>屯馬綫 Tuen Ma Line</b>	-	-	4.7-7.3
<b>東鐵綫 East Rail Line</b> <sup>^</sup>			
紅磡 - 上水 Hung Hom – Sheung Shui	-	-	4-8
<b>機場快綫 Airport Express</b>	-	-	30
<b>輕鐵 Light Rail</b>			
路綫 / Route 505	6-9	4-9	6-17
路綫 / Route 507	7-10	7-11	7-16
路綫 / Route 610	9-12	9-14	8-17
路綫 / Route 614	12-20	12-20	10-23
路綫 / Route 614P	7-15	7-14	7-23
路綫 / Route 615	14-21	14-19	13-24
路綫 / Route 615P	7-15	7-15	7-22
路綫 / Route 705	6	5	5-12
路綫 / Route 706	4-7	3-8	5-11
路綫 / Route 751	6-10	9-12	8-17
路綫 / Route 751P	-	-	-
路綫 / Route 761P	5-9	5-8	5-15

<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> 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。

<sup>^</sup> Amid the pandemic, East Rail Line train services from Hung Hom to Lo Wu and Lok Ma Chau stations were suspended from 4 February 2020.

<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；於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 Hong Kong Disneyland Park.

## 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