

2022年顧客服務目標

Our Pledge for Service 2022



April/2022

目錄





















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2022年顧客服務目標 Customer Service Pledge for 2022



服務表現項目 Service Performance Item		目標 Target Achievement					
		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、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%			—†	99.5%
	乘客車程準時程度 Passenger Journeys on Time	99.5%		99%		—†	—
	列車服務準時程度 Train Punctuality		99%			—†	99%
	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)				—
	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)				—
	增值機可靠程度 (僅限於適用車站) Add Value Machine Reliability (At applicable stations)		99%				—
	自動售票機可靠程度 Ticket Machine Reliability		99%				—
	出入閘機可靠程度 Ticket Gate Reliability		99%				—
	輕鐵月台八達通收費器可靠程度 Light Rail Platform Octopus Processor Reliability		—				99%
	扶手電梯可靠程度 Escalator Reliability		99%				—
	乘客升降機可靠程度 Passenger Lift Reliability		99.5%				—
	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%				—
	車廂空調系統每月發生故障次數 On-train air-conditioning failures per month		—				< 3次 (times)
	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%				—
	清潔程度 Railway Cleanliness						
	列車車廂：每天清潔 Train Compartment: Cleaned daily		99%				
	列車車身：平均每兩天清洗一次 Train Exterior: Washed every 2 days (on average)		99%				
服務表現項目 Service Performance Item		目標 Target Achievement					
	西北鐵路服務範圍內之巴士服務 Northwest Transit Service Area Bus Service		99%				
	按照編定班次行走 Service Delivery						
	車身清潔：每天清洗 Cleanliness: Washed daily		99%				
	六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days		99%				

† 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2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.



港鐵公司的首要任務是為香港市民提供安全、可靠及高效的鐵路服務。公司自成立以來，一直對此承諾堅守不渝並憑藉履行這一承諾而成為國際上首屈一指的鐵路系統。

新冠病毒疫情持續肆虐，今年初更爆發第五波疫情，為香港帶來極大挑戰。疫情期間，港鐵公司一直致力與社會攜手抗疫，讓香港繼續前行。公司推出了一系列紓緩措施，包括八達通程車費回贈和其他車費優惠，以及向港鐵商場和車站租戶提供租金寬減等。同時，公司加強各鐵路線以至所管理的物業的通風、清潔和消毒，為顧客和員工提供安全的環境。另外，公司亦推行多個項目以支援社會不同界別。

我衷心感謝一眾同事在疫情期間謹守崗位，為乘客提供專業的服務。在2021年，重鐵網絡的列車按照編定班次行走和乘客車程準時程度均維持百分之99.9的世界級高水平。雖然鐵路的整體服務表現良好，但亦發生了數次時間較長的服務延誤。在這些事故中，我們盡力令列車服務在最短時間內恢復正常，並調查事故成因，避免同類事件再次發生。

除了這本小冊子列出的達標數據反映我們的表現外，更重要的是我們看見顧客和市民以行動表達對我們的支持。去年，港鐵全年總載客量超過16億人次。

本著精益求精的精神，我們在2021年繼續提升車站服務和設施，包括增加及翻新扶手電梯和升降機，以及增設更多育嬰間和洗手間。屯馬綫全綫於去年6月27日順利通車，大大提高香港鐵路系統的便利及連繫，讓九龍城及土瓜灣居民可使用新車站連接鐵路網絡。我們期待東鐵綫過海段在2022年開通，由紅磡經新建的會展站至金鐘，讓乘客可暢通無阻地使用港鐵網絡出行。

與顧客保持溝通是港鐵其中一項重要工作。去年，我們持續加強「MTR Mobile」的功能，創新的智慧出行功能包括「預約的士」、「預計候車時間」及「車廂載客情況顯示」，均廣受用戶好評。

顧客亦可以繼續透過「MTR分」獎賞計劃賺取「MTR分」，換領免費車程及其他豐富獎賞。

鐵路服務與市民生活息息相關，我們時刻繫記公司肩負的重任，盡力配合顧客的高度期望。我們致力不斷提升鐵路服務，為顧客提供貼心和關懷備至的旅程。

這本小冊子列出了我們在2022年的顧客服務目標。顧客可以到各車站索取我們每季印發的《港鐵服務快訊》或到港鐵網站www.mtr.com.hk，查閱當中刊載的最新資料，了解我們的服務表現。

在此，我謹代表港鐵衷心感謝您的支持，並承諾每一位港鐵員工均會繼續用心服務顧客。

車務總監 李家潤
2022年4月

Provision of a safe, reliable and efficient railway service for the people of Hong Kong is the top priority for the MTR Corporation. This commitment has never changed in the history of MTR operations and remains at the core of our service values. This commitment has also made us a leading railway internationally.

The COVID-19 pandemic continues to be very challenging with a severe fifth wave affecting Hong Kong from the start of 2022. Throughout the pandemic, our focus at MTR has been to ride through the storm together with the people of Hong Kong and to keep the city moving. We have provided a series of relief measures, including fare rebates on every Octopus trip and various fare promotions as well as rental concessions for our tenants at MTR Malls and stations. Enhanced ventilation, cleaning and disinfection across our railway lines and managed properties help to ensure a safe environment for customers and staff. In addition, various initiatives have been launched to support different sectors of the community.

I would like to thank our staff for their dedicated and professional service amid the pandemic. In 2021, we maintained train service delivery and passenger journeys on-time at a world-class level of 99.9% in our heavy rail. While the overall performance was very good, there were also a small number of longer service disruptions. In these cases, we worked hard to resume service as soon as possible and investigated these incidents to prevent recurrence.

Our performance is recognised not only by the targets we achieve each year and report in this Customer Service Pledge, but also from the visible support we receive from our customers and the community. Last year, over 1.6 billion passenger trips were made on the MTR network.

Whatever we have achieved, we will always strive to do even better. In 2021, we continued to deliver service enhancements to bring more convenience and comfort for the people of Hong Kong in their daily journeys. Our customers may have seen some of the projects underway in the past year,

including new and refurbished escalators and lifts and the addition of more baby care rooms and public toilets. We opened the full Tuen Ma Line on 27 June 2021, which greatly enhances the accessibility and connectivity of Hong Kong's railway system and enables residents of Kowloon City and To Kwa Wan to access the MTR network via new stations. In 2022, we look forward to opening the East Rail Line cross-harbour extension from Hung Hom to Admiralty via the new Exhibition Centre Station, which will make travel more convenient for multiple journeys across our rail network.

Communicating effectively with customers remains a priority for the MTR. Over the past year, we have continued to enhance the functions of "MTR Mobile". New and innovative smart mobility features include the "Book Taxi" function, the "Waiting Time Indicator" and the "Train Car Loading Indicator", which have been well received by users. Customers can also continue to earn and redeem "MTR Points" for free rides and other attractive rewards through the "MTR Points Loyalty Scheme".

The popularity and importance of rail travel in Hong Kong serve as constant reminders of our responsibility to meet the high expectations of our customers. We will seek continuous improvements in our railway service while providing a caring service to all of our customers.

This booklet contains our Customer Service Pledge for 2022. I invite you to track our performance which will be published in the MTR Service Newsletter every three months and made available at all MTR stations as well as the MTR website www.mtr.com.hk.

Thank you for your support of MTR and I assure you every member of the MTR team is committed to providing you with caring service from the heart.

Tony Lee
Operations Director
April 2022

班次頻密 準時可靠

A Frequent and Punctual Service



我們的目標是99.5%的列車按照編定班次行走，並準時完成當中超過99%的車次，即在預設車程時間的兩分鐘(觀塘綫、荃灣綫、港島綫、將軍澳綫、南港島綫、東涌綫及迪士尼綫)、三分鐘(東鐵綫及屯馬綫)或五分鐘(機場快綫及輕鐵)內，抵達終點站。

港鐵營運十條鐵路綫，是香港的主要交通工具之一，網絡覆蓋香港島、九龍及新界。港鐵同時在屯門、天水圍和元朗為當區提供輕鐵及接駁巴士服務，以及營運機場快綫，該綫是連接市中心和香港國際機場最快捷的交通工具。在2021年，港鐵客運服務平均每周日的載客量超過470萬人次。港鐵深明其在本港公共交通運輸上的重要角色，每天竭力提供班次頻密、準時和可靠的服務。

在編定列車服務班次時，我們定必顧及顧客需要，並定期檢討列車服務時間表，確保服務能為顧客帶來最大的效益。



each weekday. MTR fully recognises its important responsibility in keeping Hong Kong moving by providing frequent and punctual services each day.

We strive to ensure that at least 99.5% of scheduled train trips will be operated and at least 99% of them will punctually complete their journeys. The trains will reach their terminal stations within two minutes of scheduled arrival times for the Kwun Tong, Tsuen Wan, Island, Tseung Kwan O, South Island, Tung Chung and Disneyland Resort lines, three minutes for the East Rail and Tuen Ma lines, and five minutes for the Airport Express and Light Rail services.

As one of Hong Kong's major mass public transport systems, the MTR network comprises 10 railway lines on Hong Kong Island, in Kowloon and the New Territories. In addition, a Light Rail network serves the local communities of Tuen Mun, Tin Shui Wai and Yuen Long while a fleet of buses provides convenient feeder services. The MTR Corporation also operates the Airport Express, a dedicated high-speed rail link providing the fastest connections to Hong Kong International Airport. In 2021, over 4.7 million passenger trips were made on MTR services

We focus on the needs of our customers when scheduling our train services and regularly review our train schedules to ensure that our service can provide customers with the greatest convenience.



安全可靠 舒適暢順 Safe and Reliable Trains, Smooth and Comfortable Journeys

要讓顧客享受到暢順舒適、稱心滿意的旅程，列車服務必須安全可靠。

我們的目標是確保列車得到妥善保養和維修，以提供安全及可靠的列車服務，每行走85萬車卡公里，發生少於一次的故障事件(不包括與其他道路使用者共用路面的輕鐵)。

一旦發生故障，尤其是預計延誤達20分鐘或以上的故障，我們的目標是盡快恢復服務，務求把對顧客的影響減至最低。

我們認為所有港鐵乘客均應享受到暢通無阻的旅程。我們致力確保乘客車程準時程度，觀塘綫、荃灣綫、港島綫、將軍澳綫、南港島綫、東涌綫及迪士尼綫99.5%的乘客車程，以及機場快綫、東鐵綫及屯馬綫99%的乘客車程，可於編定時間五分鐘內抵達目的地。計算準時度時，乘客的行為、外來因素(如颱風)或獲豁免事件(如擴建工程)所造成的延誤並不包括在內。

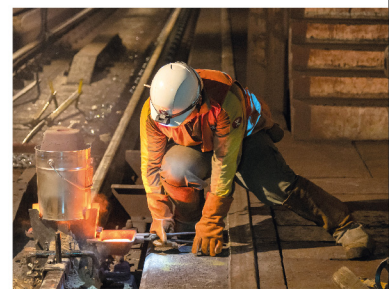
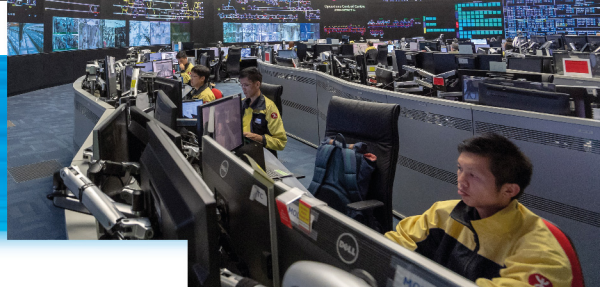


We understand that safe and reliable train services are vital to our customers to enjoy a smooth and comfortable journey.

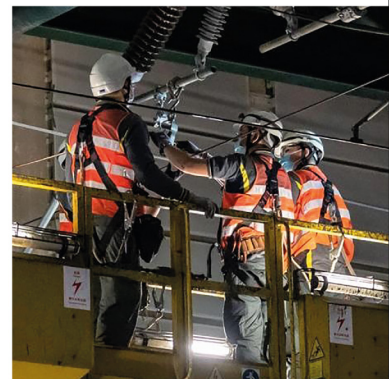
We strive to ensure that our trains are always well maintained to provide safe and reliable services. There will be less than one train failure per 850,000 train-car kilometres operated (Light Rail shares the road with other road users and is excluded).

If a failure does occur, we strive to restore our service quickly and effectively to reduce the impact on our customers to an absolute minimum, especially for service disruptions that would cause delays of 20 minutes or more.

We believe that every MTR passenger should enjoy a smooth and uninterrupted journey. We strive to ensure that at least 99.5%



of our passengers' journeys on the Kwun Tong, Tsuen Wan, Island, Tseung Kwan O, South Island, Tung Chung and Disneyland Resort lines will be completed within five minutes of their scheduled arrival times. For journeys on the Airport Express, East Rail and Tuen Ma lines, at least 99% of passengers should reach their destinations within five minutes of their scheduled arrival times. The calculation of delays does not include those caused by passenger actions, external factors (such as typhoons) or exemption events (such as new extension works).



車站車廂 清潔醒目 Clean and Smart Stations and Trains



為顧客提供一個清潔舒適的乘車環境十分重要。我們的目標是維持港鐵車站清潔明亮，並於每天列車投入服務前清潔車廂（預期目標達至率：99%），而車身亦會每兩天清洗一次（預期目標達至率：99%）。

2019冠狀病毒病疫情期間，公司採取了多項防疫措施以及應用新科技潔淨車站及列車，以保障乘客和員工的安全。清潔人員定期以1:99稀釋漂白水清潔乘客經常接觸到的地方，而自2020年起，港鐵網絡已引入超過100個清潔及消毒機械人協助保持乘車環境的衛生。車站亦加強抽入新鮮空氣，令空氣更加流通，並加密更換及清洗空調系統隔塵網。另外，公司亦在車廂噴塗「納米銀二氧化鈦」殺菌塗層。

屯馬綫車站月台上的乘客資訊顯示屏新增「車廂載客情況顯示」功能，提供每卡車的實時載客資



訊，乘客可揀選空間較多的車廂上車，享受更舒適的旅程。超過一百部車站升降機已加設自動感應器，乘客只需在感應器前揮手而毋須接觸按鈕，便能前往相關樓層。

免費Wi-Fi服務覆蓋全綫車站的大堂和月台範圍，方便顧客隨時上網，他們亦可在13個車站的「iCentre」使用電腦免費上網。我們亦於另外16個車站設置流動裝置充電設施，包括USB充電插座及無線充電裝置。顧客可在有關車站及iCentre為其流動裝置充電。



We recognise the importance of providing our customers with a clean and pleasant environment for travelling. We strive to ensure that all of our stations will appear clean and bright at all times and the compartments of our trains will be cleaned daily before service begins (Target achievement: 99%). We will wash the exterior of our trains once every two days (Target achievement: 99%).

To safeguard the health of passengers and staff, comprehensive hygiene measures and new technologies have been adopted at stations and on trains during the COVID-19 pandemic. Cleaners have been regularly cleaning and disinfecting places which passengers frequently come into contact with by using 1:99 diluted bleach and over 100 cleaning and disinfection robots have been introduced in the MTR network since 2020 to help keep the travelling environment hygienic. Stations have stepped up fresh air intake for enhancing ventilation, as well as cleaning and replacing air-conditioning filters. "Nano Silver-Titanium Dioxide Coating" has also been applied to train compartments.

"Train Car Loading Indicator" is a new initiative at platforms on the Tuen Ma Line to provide real-time passenger loading information of train compartments via the Passenger Information Display System. Passengers can choose train cars with more space for boarding and enjoy more comfortable journeys. Using lift button sensors in more than 100 station lifts, passengers can take the lift by simply waving their hands in front of the sensors without touching physical buttons.

To facilitate seamless communication for passengers on the move, free Wi-Fi service covers concourses and platforms at all MTR stations. "iCentre" at 13 stations allow customers to access the Internet free of charge via the computers installed. We have also installed mobile charging facilities, including USB charging sockets and wireless charging pads, at 16 additional stations. Customers can power up their mobile devices at the relevant stations and iCentres.

環境舒適 旅途愉快

An All-season Comfortable Travelling Environment



顧客無論在任何時候使用港鐵服務，均需要一個舒適的乘車環境。

我們的目標是長年維持車廂溫度於攝氏26度或以下(預期目標達至率：97.5%)。輕鐵方面，我們致力把列車空氣調節系統的故障次數減至每月少於三次。

車站溫度容易受到外間溫度、車站出入口的開放程度、隧道通風和車站面積等因素影

響。儘管顧客在每次港鐵旅程中，大部分的時間皆留在車上而非車站內，我們仍會竭力為顧客提供舒適的車站環境。

所有密封或地底車站均設有通風及空氣調節系統，而我們的目標是令車站月台和大堂的溫度分別維持於攝氏27度及29度或以下，而在特別炎熱的日子(攝氏32度或以上)，溫度最少比室外溫度低攝氏3度(預期目標達至率：93%)。

We understand our customers' need for a comfortable travelling environment whenever they use our service.

We strive to maintain the temperature of our train compartments at or below 26°C throughout the year (Target achievement: 97.5%). For Light Rail, we strive to minimise on-train air-conditioning failures to less than three times per month.

Station temperatures can be adversely affected by outside temperatures, the openness of station entrances, tunnel ventilation

and the size of stations. Although our customers spend most of their journey time on trains rather than in stations, we still strive to provide a comfortable station environment.

We strive to ensure that our enclosed or underground stations are ventilated and air-conditioned, so that the temperatures on platforms and in the concourses are at or below 27°C and 29°C respectively. On very hot days (over 32°C), the indoor temperature will be at least 3°C below the ambient temperature (Target achievement: 93%).



票務系統 方便可靠 A Convenient and Reliable Ticketing System



港鐵一直沿用全自動的收費系統，為顧客提供最方便可靠的票務服務。現時約有94%的港鐵顧客使用八達通，顧客亦可使用八達通乘搭其他交通工具。

我們的目標是所有票務設施包括自動售票機、八達通增值機與出入閘機，最少有99%的時間能供顧客使用。

除了八達通設施的可靠程度，我們亦致力確保智能車票於鐵路綫能平均使用最少11,500次才遇到一次車票故障。

位於港島綫、觀塘綫、南港島綫和屯馬綫新車站的「三合一」自動售票機，為顧客提供一站式的八達通增值、查閱最近交易記錄和購買單程車票的服務。

輕鐵全綫68個車站已安裝售票機，可同時接受硬幣或紙幣付款，顧客亦可在一次交易內購買多張車票，更為便捷。

在2021年1月，港鐵推出二維碼付費乘車服務，乘客可憑二維碼於港鐵重鐵網絡（機場快綫車站除外）乘車。新服務為乘客提供更多元的付款方式，開啟智慧出行新體驗。



MTR has been using a fully automatic fare collection system to provide the most convenient and reliable ticketing service for our customers. About 94% of MTR customers enjoy the convenience of cash-free travel offered by the Octopus card system, which they can also use on other modes of public transport.

We strive to ensure that all ticketing facilities, including Ticket Machines, Octopus Add Value Machines and Ticket Gates are available for use at least 99% of the time.

Apart from the reliability of Octopus facilities, we also strive to ensure that, on average, smart tickets used on railway lines will be reliable for use for at least 11,500 times before experiencing a failure.

"3-in-1" Ticket Machines at the new stations on the Island Line, Kwun

Tong Line, South Island Line and Tuen Ma Line provide customers with a one-stop shop to add value to their Octopus, check recent Octopus transactions or buy Single Journey tickets.

Besides, ticket machines that accept both coins and bank notes for payment and purchase of multiple Single Journey tickets have been installed in all 68 Light Rail stops to provide customers with greater convenience.

MTR launched QR code ticketing service in January 2021. Passengers can travel on MTR heavy rail lines (except Airport Express stations) with QR code. The new service provides passengers with more diverse payment options and a new smart mobility experience.



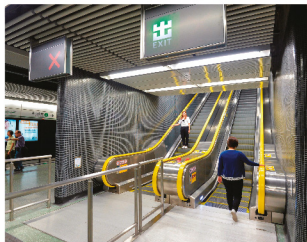
扶手電梯及升降機 快捷方便

Escalators and Passenger Lifts for Fast and Convenient Access

顧客每次乘搭港鐵時，都希望能快捷方便地往返月台和進出車站。

我們力求提供充足的扶手電梯和乘客升降機，連接車站各層。

我們的目標是所有扶手電梯和升降機，分別有最少99%和99.5%的時間保持正常操作。為節省能源，個別扶手電梯會在非繁忙時間關掉，但我們會確保有另一條扶手電梯可供顧客使用。



We understand our customers' need for a fast and convenient means to access our stations, to reach the platforms, and to exit the stations after each journey.

We strive to provide an adequate number of escalators and passenger lifts to link all levels of the station.

We also strive to ensure that all escalators and passenger lifts will be available for use at least 99% and 99.5% of the time respectively. To save energy, some escalators will be turned off during non-peak travel periods. We will ensure that there is always an alternate and convenient escalator available for our customers to use.



高效率 接駁巴士服務

Efficient Feeder Bus Service



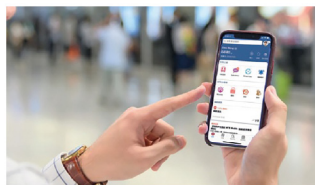
港鐵為東鐵綫、屯馬綫及輕鐵的乘客提供方便的接駁巴士服務。

我們的接駁巴士數量為165輛，每日的服務時間為19小時。我們的目標是所有巴士服務最少有99%按照編定班次行走。另外，最少有99%的接駁巴士可於每天投入服務前進行清潔。

MTR provides efficient feeder bus service for the East Rail Line, Tuen Ma Line and Light Rail to facilitate convenient connections for our commuting passengers.

Our feeder bus fleet is comprised of 165 buses, which serves the public for 19 hours each day. We strive to ensure that the service delivery of our buses will be at least 99%, and at least 99% of our feeder buses will be cleaned every day before they go into service.

致力提升 顧客服務 Committed to Seeking Continuous Improvement



公司持續聆聽顧客的看法、意見和提議，提升他們乘搭港鐵時的乘車體驗。

在2021年，公司在疫情持續下繼續推出多項車費優惠，與市民共渡時艱。公司在3月底宣佈2021/22年度票價下調及落實不同措施，令使用八達通及車票二維碼的港鐵乘客，由2021年4月1日至2022年1月1日維持節省約5%實際車費；在5月底，因應政府修訂2020年12月綜合消費物價指數按年變動，公司宣佈修訂整體票價調整幅度為-1.85%，連同提升後的「程程3.8%車費回贈」，八達通及車票二維碼乘客實質所付的車費自2021年4月起大致相同；其後，公司於11月宣佈延續特別車費回贈優惠6個月，至2022年6月票價調整生效日前。另外，「港鐵都會票」、「全月通加強版」及「屯門—南昌全日通」的售價於2021年7月起下調，同時乘客購買7月至12月的「全月通加強版」以及於2021年7月1日至2022年1月1日購買「港鐵都會票」，均可享有50元折扣。

2021年，港鐵公司投放超過100億港元維修及提升現有的鐵路

資產及車站設施。港鐵公司會密切監察港鐵網絡的運作，確保為每位顧客提供暢順及舒適的乘車環境。

此外，港鐵公司亦致力為乘客提供舒適及方便的乘車環境。我們不時改善車站，為乘客帶來更寬敞的車站環境和更方便舒適的乘車體驗。公司計劃在10個轉綫車站進行大型翻新工程時加設客用洗手間及育嬰間。有關計劃即將完成，餘下尖沙咀站的設施預計於2022年第二季完成。

年內，我們為 MTR Mobile 應用程式作出多項改善，務求令顧客掌握重要交通資訊及在港鐵享受便利的行程。我們推出了車票二維碼，乘客可透過 MTR Mobile 使用電子付款平台支付車費，以無接觸方式進出港鐵閘機。而新的「Next Bus」功能為顧客提供港鐵巴士、專營公共巴士及綠色專綫小巴的預計到達時間，以及「預約的士」功能讓乘客可召喚的士，這些新功能讓顧客可於一個平台上一站式計劃行程。其他創新的智慧出行功能包括「車廂載客情況顯示」、已升級的「Next Train」及覆蓋經加強的「預計候車時間」均獲顧客好評。



The Corporation continuously listens to the views, opinions and suggestions of customers with an eye to enhancing their travelling experience on the MTR.

In 2021, to ride out the difficult times with the public during the pandemic, the Corporation continued to offer a wide range of fare promotions. In late March, the Corporation announced fare reductions in 2021/22 and the introduction of different measures, allowing Octopus & QR code ticket users to save around 5% of actual fare expenses from 1 April 2021 till 1 January 2022. In late May, in response to the revision of the year-on-year percentage change in Composite Consumer Price Index for December 2020 by the Government, the Corporation announced to revise the overall fare adjustment rate to -1.85%. Together with the topped-up 3.8% rebate for every trip, the actual fare of the Octopus and QR code ticket passengers was more or less the same starting from 1 April 2021. The Corporation later announced an extension of the special fare concession for another six months, until the effective date of a fare adjustment in June 2022. Furthermore, there was a reduction on the prices of "MTR City Saver," "Monthly Pass Extra" and "Tuen Mun - Nam Cheong Day Pass" starting from July 2021. Passengers also enjoyed a \$50 flat reduction for every purchase of "Monthly Pass Extra" from July to December 2021, and of "MTR City Saver" from 1 July 2021 to 1 January 2022.

In 2021, more than \$10 billion was invested to upgrade and maintain existing railway assets and station facilities. The Corporation will continue to closely monitor the situation in the MTR network to ensure a smooth and comfortable travelling environment for everyone.

MTR also strives to enhance travel comfort and convenience for passengers. To bring an even more convenient and comfortable travel experience to passengers, stations are being enhanced and refurbished. The Corporation is installing public toilets and baby care rooms when carrying out major renovation works at 10 interchange stations. The project will be completed soon and the remaining works at Tsim Sha Tsui Station are expected to be completed in the second quarter of 2022.

During the year, we enhanced our MTR Mobile with a host of new functions to help our customers stay abreast of important transport information and enjoy added convenience while travelling in the MTR network. New QR code ticketing, through MTR Mobile, lets customers use e-payment platforms to pay for tickets and gain contactless access to MTR station entry and exit gates. Customers can use MTR Mobile's new "Next Bus" function to see the estimated arrival time of MTR bus, public franchise bus and green minibus, and also use "Book Taxi" function to connect customers to local taxi hailing apps. These new functions allow customers to complete their trip planning on a single platform. Other innovative new smart mobility features including the app's "Train Car Loading Indicator," enhanced "Next Train," and extended coverage of "Waiting Time Indicator" function are well received by customers.



互助互諒 共享安全舒適旅程 Help Us to Help You Have A Safe and Enjoyable Journey



港鐵公司一直以確保乘客安全為首要任務，除了在興建鐵路時採用一套嚴格的安全標準外，更訂下了全面的安全準則，在每日的營運中切實進行。然而，要持續確保港鐵系統安全舒適，實有賴乘客與我們彼此合作、互相支持。要確保你和其他乘客的旅程安全愉快，乘搭港鐵時，請謹記下列事項：

在列車上或車站內

- 留意告示及廣播，並遵守指示
- 切勿進入港鐵禁區範圍
- 即使個人財物掉落路軌，也切勿走到路軌上撿拾
- 如有需要，可向職員求助；如遇上緊急事故，立即通知職員
- 在黃線後依照排隊綫及箭咀指示排隊候車
- 切勿倚靠自動閘門或月台幕門上
- 先讓車上乘客下車然後才上車(先落後上)
- 上落車時小心列車與月台之間的空隙
- 上車後請盡量行入車廂
- 當車門即將關上的提示聲響起；或車門正在關上時，切勿衝門或強行上落車
- 如遇緊急情況，可拉動緊急通話器手掣，或按下緊急通話器按鈕。如感到身體不適，請於下一站向車站職員求助
- 請讓座予長者、殘疾或任何有需要人士
- 使用扶手電梯時緊握扶手，站穩，切勿走动
- 攜帶嬰兒車、手推車、大型物件或輪椅時，請使用升降機
- 小心照顧同行孩童及長者，以策安全

- 於車站入閘後及於車廂內嚴禁飲食
- 長者應使用升降機
- 使用手提電話、個人音響設備或電子遊戲機時，請勿對其他乘客造成滋擾
- 請勿攜帶危險品、易燃物品、可浮起的LED氣球或金屬氣球進入車站範圍或車廂
- 請勿攜帶長闊高相加總尺寸超過170厘米，及/或任何一邊的長度超過130厘米的行李或物件進入車站範圍或車廂(機場快線除外)
- 持有港鐵攜帶較大型樂器及體育用品許可證的乘客可攜帶尺寸總和不超過235厘米，而任何一邊的長度不超過145厘米的較大型樂器或體育用品(連盒或袋計算)
- 若發現罪行、無人看管的行李、背囊、包裹或其他物品，請立即通知港鐵職員或警察

輕鐵行人過路處及交匯處

- 行人須遵守行人燈號
- 行人先在黃綫前停下，確定路面情況安全後，遵從指示標語橫過過路處
- 當駕駛人士駛過輕鐵交匯處前，要留意燈號，特別是「箭咀燈號」
- 當駕駛人士駛過輕鐵交匯處前，將吊臂降下鎖定及繫穩鬆動的物件

巴士上

- 站立或上落樓梯時，要緊握扶手
- 請勿在梯級或巴士上層站立
- 上車前將嬰兒車摺好

多謝合作！



MTR regards our passengers' safety as our primary responsibility. A stringent set of safety standards was followed when we built the system and we have a comprehensive set of safety principles in place which is strictly adhered to in our daily operation. However, success in maintaining a safe railway system requires not only our dedication but also the support and co-operation of our passengers. You can help to ensure that your MTR journey and that of fellow passengers are completed safely by keeping in mind the following tips:

On MTR trains or inside MTR stations:

- Read notices, listen to announcements and always follow instructions
- Never enter any MTR Restricted Area
- Never go down onto the track, even to recover your belongings
- Contact MTR staff if you need help or assistance and inform staff immediately in the event of an accident or an emergency
- Stand behind the yellow line in the areas marked by the queuing lines and directional arrows
- Do not lean on the automatic platform gates or the platform screen doors
- Let passengers alight from the train before boarding
- Be aware of the gap between the platform and the train
- Once aboard a train, move inside the train compartment
- Do not rush in or force your way out of a train when the warning chimes sound or the doors are closing
- In an emergency, operate the Emergency Call handle or Call button. If you feel unwell, ask station staff for assistance at the next station
- Please offer your seat to the elderly, disabled or any passenger in need
- Hold the handrail, stand still and don't walk on escalators
- If travelling with a baby pram, trolleys, bulky baggage or wheelchair, always use the lift
- Always take extra care of your children and the elderly to ensure their safety
- Do not eat or drink in the paid areas of stations or on trains

- Elderly are advised to use the lift
- Do not cause a nuisance to other passengers when using your mobile phone, personal radio or other devices
- Do not bring dangerous/flammable goods, floating LED balloons or metallic balloons into station areas and on trains
- Do not bring baggage with total dimensions (i.e. length, width and height) exceeding 170cm or the length of any one side exceeding 130cm into station areas or on trains (except in Airport Express)
- Passengers holding an MTR Carriage of Oversized Musical Instrument and Sports Equipment Permit may bring one oversized instrument or sports equipment with the longest side not exceeding 145cm and total dimensions below 235cm (including the case or bag)
- If you witness a crime or see unattended baggage, backpacks, parcels, or other objects, please report it to MTR staff or the Police immediately

Light Rail Pedestrian crossings / junctions

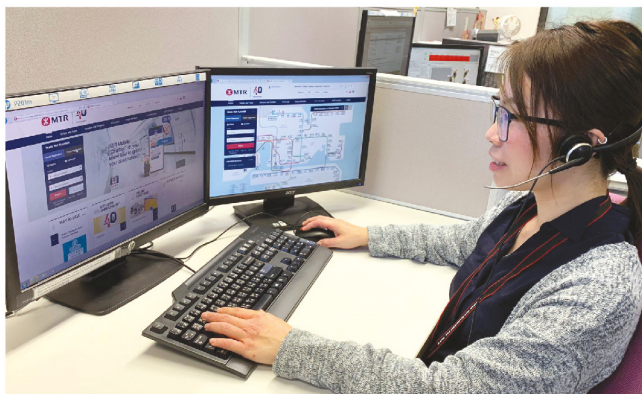
- When using the Light Rail pedestrian crossings, obey pedestrian signals
- Pedestrians should stop behind the yellow line; check if it is safe to cross and always follow instructional signage before crossing
- Drivers should always observe traffic lights, especially the "Arrow Signal" before crossing a Light Rail junction
- Drivers should lower cranes and secure loose items before crossing a Light Rail junction

MTR Bus

- Hold the handrail, especially when standing or using the staircase
- Don't stand on the staircase or on the upper deck
- Always fold baby prams before boarding

Thank you for your co-operation!

坦誠溝通 顧客至上 Open Communication Channels with Customers



顧客如欲查詢港鐵服務的詳情或就我們的服務提出意見，可直接聯絡站內當值職員。另外，顧客可透過每月一次的香港電台直播節目「港鐵透明列車服務台」，向公司表達意見。

顧客也可致電港鐵熱綫：2881 8888與我們的客務聯絡主任聯絡。熱綫服務時間為星期一至星期五上午8:30至下午6:00，及星期六上午8:30至下午1:00（星期日及公眾假期除外）。顧客的來電若未能即時接駁至客務聯絡主任，熱綫系統會告知他們所

輪候的位置；在非辦公時間，所有來電均會由語音識別系統處理，為顧客提供有關港鐵服務的資料，顧客亦可以在系統內留言，客務聯絡主任會在下一個工作天內回覆。

至於書面意見，顧客可郵寄至九龍灣德福廣場港鐵總部大樓港鐵公司企業關係部，或經港鐵網頁提交網上意見表，我們的目標是99%的意見會於六個工作天內回覆。如欲查詢更多有關港鐵公司和有關的服務資料，歡迎瀏覽港鐵網頁 www.mtr.com.hk

From time to time, our customers may have enquiries about our service or suggestions for improvements. If so, they can contact our staff on duty at stations. Moreover, customers can express opinions through our monthly phone-in radio programme on RTHK.

To reach us by phone, customers may call the MTR Hotline at 2881 8888, which is staffed from 8:30am to 6:00pm on weekdays and from 8:30am to 1:00pm on Saturdays, (except Sundays and Public Holidays). When a phone call cannot be put through to an operator immediately, it will be placed in a call queue and the caller will be notified of his/her position in the

queue. After office hours, customers may leave a voice message and customer service staff will call them back on the following working day. They can also obtain general MTR service information via our Interactive Voice Recognition System.

Customers may also write to the Corporate Relations Department, MTR Corporation, MTR Headquarters Building, Telford Plaza, Kowloon Bay, or submit Online Feedback through our website. We strive to ensure that at least 99% of the enquiries will be responded to within six working days. For more information about MTR and our services, please visit our website at www.mtr.com.hk



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Art in MTR & Community Connect
Contribute to A Better Community

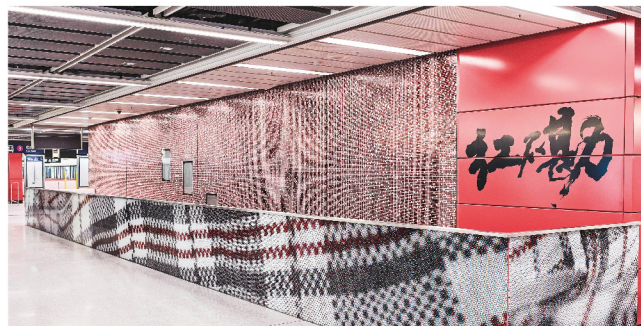


顧客在港鐵車站欣賞藝術，
為旅程增添趣味。

透過「港鐵 • 藝術」計劃，
我們於50多個車站設置了超
過90件不同類型的藝術品，
為顧客帶來更舒適悅目的乘
車環境。港鐵公司亦分別於
中環站、上環站及西灣河站
特設空間，供新晉藝術家、
設計師、具才華的創意工作
者和機構舉辦短期藝術展覽，

讓顧客接觸不同的藝術元素，
推動公眾藝術欣賞。

於2021年10月，公司與香港
芭蕾舞團，攜手推出「地下
鐵碰着芭」，為大眾呈獻充
滿歡樂和動感的短片。短片
中，彩虹站和灣仔站化身為
舞台，一眾香港芭蕾舞團的
舞蹈員以芭蕾舞與「港鐵 • 藝
術」車站藝術品結合，讓乘
客以嶄新的視野，認識和欣
賞多元藝術。



Customers can enjoy art in stations
to enhance their journeys.

Over 90 pieces of original artwork
installed in more than 50 MTR
stations are part of the Corporation's
"Art in MTR" programme which
enriches the travelling environment
in the MTR network. The Corporation
also offers designated locations at
Central, Sheung Wan and Sai Wan
Ho stations for aspiring artists,
designers, talented individuals and
organisations to organise temporary
art exhibitions to provide customers
with easy access to different art

elements and promote the public's
art appreciation.

In October 2021, the Corporation
and Hong Kong Ballet (HKB) jointly
presented "The Ballet Encounters @
MTR" to create cheerful and
energetic art experiences for the
community. Choi Hung and Wan
Chai stations were transformed into
stages where dancers from HKB
frolicked around the iconic "Art in
MTR" station artworks. Their
performances were captured in
entertaining videos offering
passengers a fresh perspective to
appreciate multiple forms of art at
one glance.



貢獻社區 港鐵 • 藝術及社區連繫

Art in MTR & Community Connect

Contribute to A Better Community



港鐵公司一直透過「心繫社區」平台為不同持份者舉辦各類型活動，服務不同年紀、不同界別的市民，扶持社區。公司亦致力將環境、社會及管治的三個目標融入我們的業務及營運中，包括促進社會共融、減少溫室氣體排放，以及推動發展機遇，共同創造一個蓬勃和可持續發展的城市。

我們致力投放資源於青年發展，透過為年輕人提供多元化的活動讓他們發揮所長，例如為中學生而設的「Train' 出光輝每一程」計劃，以及與院校及青年組織合作，為年輕人締造創新機會等。港鐵公司亦舉辦一系列專為兒童而設的活動，培養小乘客的安全和有禮好行為。

我們推出「港鐵小站長」計劃，讓參與的學生有機會參觀港鐵車站設施，包括車站控制室及客務中心，以及參與角色扮演，體驗不同崗位的車站職員工作，以加深他們對車站日常運作的認識，並提升他們乘搭港鐵時的安全意識及有禮好行為。

此外，公司與衛生署攜手合辦「多行樓梯、多點健康」活動，鼓勵顧客在港鐵車站多選用樓梯。

我們將為顧客及公眾，持續支持各項健康生活及藝術推廣活動。

MTR Corporation makes use of the "Community Connect" platform to support everyone from the young to the old and engage with the community. We also strive to embed our businesses and operations with three primary ESG goals: promoting social inclusion, reducing greenhouse gas emissions, and fostering regional advancement and opportunities so that together we can grow and thrive in a sustainable city.

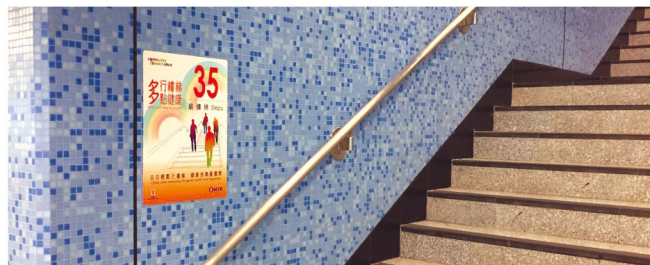
We are committed to investing in youth development. We design and implement programmes that enable young people to realise their aspirations, such as the 'Train' for Life's Journeys programme for secondary school students and collaboration with universities and youth organisations to provide innovation opportunities for young people. The Corporation also runs a number of programmes specifically designed for children to help cultivate safe and

courteous behaviour among our young passengers.

We run the Budding Station Master programme under which primary school students are invited to visit MTR stations to learn about the daily operations of stations and to enhance their awareness on safety and courteous behaviour on the MTR through various interactive sessions, such as visiting the Station Control Room, Customer Service Centre and role-playing the daily duties of Station staff.

Moreover, we teamed up with the Department of Health for the "Step your way to Health" Programme which encourages customers to use stairs in the MTR network.

We will continue to support healthy living and art appreciation activities for both our customers and the Hong Kong public at large.



2021年顧客服務目標及表現

2021 Customer Service Target and Performance

目標 Target 表現 Performance



服務表現項目 Service Performance Item

目標及表現 Target and Performance

服務表現項目 Service Performance Item	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、迪士尼綫 Tung Chung Line & Disneyland Resort Line		機場快綫 Airport Express	東鐵綫 East Rail Line	西鐵綫 West Rail Line	屯馬綫 Tuen Ma Line	輕鐵 Light Rail		
	目標 Target	表現 Performance	目標 Target	表現 Performance	目標 Target	表現 Performance	目標 Target	表現 Performance	目標 Target		
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% [^]	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%	99.8% [@]	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)			800,000 公里 (km) 4,509,944 公里 (km)			800,000 公里 (km) 5,432,499 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)			10,500 次 (transactions) 34,511 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% [*]	99%	—
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% [*]	99%	—
輕鐵月台八達通收費器可靠程度 Light Rail Platform Octopus Processor Reliability					—						—#
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%	99.9% [@]	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 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%					—
車廂空調系統每月發生故障次數 On-train air-conditioning failures per month					—						<3次(times) 0次(time)
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%	99.7%					—
六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days					99%	100%					—

[^] 數據反映2021年6月27日至12月31日之實際表現。觀塘綫、荃灣綫、港島綫、將軍澳綫、南港島綫、東涌綫、迪士尼綫及機場快綫由2021年1月1日至6月26日的服務表現為99.9%。

[^] The figure reflects the actual performance for the period between 27 June and 31 December 2021. The performance of Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, South Island Line, Tung Chung Line, Disneyland Resort Line and Airport Express for the period between 1 January and 26 June 2021 was 99.9%.

[@] 數據包括由2021年1月1日至6月26日屯馬綫一期的服務表現。

[@] The figure includes the performance of Tuen Ma Line Phase 1 for the period between 1 January and 26 June 2021.

^{*} 數據反映2021年1月1日至6月26日之實際表現。

^{*} The figure reflects the actual performance for the period between 1 January and 26 June 2021.

[†] 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2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.

[#] 數據包括由2021年1月1日至6月26日東涌綫及迪士尼綫的服務表現。

[#] The figure includes the performance of Tung Chung Line and Disneyland Resort Line for the period between 1 January and 26 June 2021.

[~] 數據反映2021年6月27日至12月31日之實際表現。機場快綫由2021年1月1日至6月26日的服務表現為99.9%。

[~] The figure reflects the actual performance for the period between 27 June and 31 December 2021. The performance of Airport Express for the period between 1 January and 26 June 2021 was 99.9%.

^{**} 數據包括由2021年1月1日至6月26日屯馬綫一期及西鐵綫的服務表現以及由2021年6月27日至12月31日屯馬綫的服務表現。

^{**} The figure includes the performance of Tuen Ma Line Phase 1 and West Rail Line for the period between 1 January and 26 June 2021, as well as the performance of Tuen Ma Line for the period between 27 June and 31 December 2021.

^{*} 受破壞的輕鐵自動售票機的修復工作正在進行中，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.

[#] 輕鐵月台八達通收費器更換工程正在進行中，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.

歡迎隨時與我們聯絡

How to Contact Us

港鐵熱線：2881 8888

MTR Hotline: 2881 8888

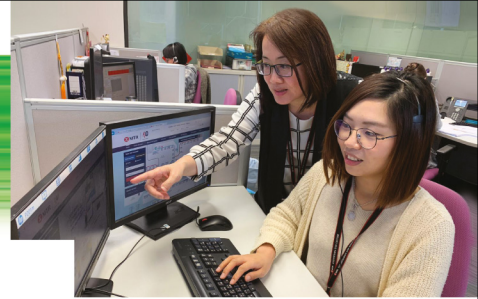
或郵寄：香港九龍灣德福廣場
港鐵總部大樓
港鐵公司
企業關係部

By Mail：Corporate Relations Department
MTR Corporation
MTR Headquarters Building, Telford Plaza,
Kowloon Bay, Hong Kong.

觀塘綫車站 Kwun Tong Line Stations	電話 Telephone
調景嶺 Tiu Keng Leng	2927 2086
油塘 Yau Tong	2927 3110
藍田 Lam Tin	2927 7350
觀塘 Kwun Tong	2927 3341
牛頭角 Ngau Tau Kok	2927 3340
九龍灣 Kowloon bay	2927 4330
彩虹 Choi Hung	2927 6322
鑽石山 Diamond Hill	2431 1588
黃大仙 Wong Tai Sin	2927 6320
樂富 Lok Fu	2926 7311
九龍塘 Kowloon Tong	2926 7310
石硤尾 Shek Kip Mei	2928 2300
太子 Prince Edward	2928 4221
旺角 Mong Kok	2928 4220
油麻地 Yau Ma Tei	2928 6210
何文田 Ho Man Tin	2274 5722
黃埔 Whampoa	2274 2622

荃灣綫車站 Tsuen Wan Line Stations	電話 Telephone
荃灣 Tsuen Wan	2920 3560
大窩口 Tai Wo Hau	2920 3566
葵興 Kwai Hing	2920 2051
葵芳 Kwai Fong	2920 2050
荔景 Lai King	2928 3042
美孚 Mei Foo	2175 2801
荔枝角 Lai Chi Kok	2928 3040
長沙灣 Cheung Sha Wan	2928 7231
深水埗 Sham Shui Po	2928 7230
太子 Prince Edward	2928 4221
旺角 Mong Kok	2928 4220
油麻地 Yau Ma Tei	2928 6210
佐敦 Jordan	2926 1201
尖沙咀 Tsim Sha Tsui	2926 1200
金鐘 Admiralty	2922 1400
中環 Central	2921 2710

港島綫車站 Island Line Stations	電話 Telephone
堅尼地城 Kennedy Town	2307 5366
香港大學 HKU	2517 0933
西營盤 Sai Ying Pun	2803 7696
上環 Sheung Wan	2921 6700
中環 Central	2921 2710
金鐘 Admiralty	2922 1400
灣仔 Wan Chai	2923 5026
銅鑼灣 Causeway Bay	2923 5031



天后 Tin Hau	2922 3740
炮台山 Fortress Hill	2922 3741
北角 North Point	2922 4750
鯪魚涌 Quarry Bay	2922 4751
太古 Tai Koo	2922 4752
西灣河 Sai Wan Ho	2922 7760
筲箕灣 Shau Kei Wan	2922 7761
杏花邨 Heng Fa Chuen	2921 5770
柴灣 Chai Wan	2921 5771

南港島綫車站 South Island Line Stations	電話 Telephone
金鐘 Admiralty	2728 0104
海洋公園 Ocean Park	2728 0104
黃竹坑 Wong Chuk Hang	2728 0104
利東 Lei Tung	2728 0104
海怡半島 South Horizons	2728 0104

機場快綫車站、東涌綫及迪士尼綫車站 Airport Express, Tung Chung Line and Disneyland Resort Line Stations	電話 Telephone
香港 Hong Kong	2523 3627
九龍 Kowloon	2736 0162
奧運 Olympic	2625 9635
南昌 Nam Cheong	2624 2801
荔景 Lai King	2928 3042
青衣 Tsing Yi	2449 9059
欣澳 Sunny Bay	2983 6961
迪士尼 Disneyland Resort	2983 6809
東涌 Tung Chung	2109 2516
機場 Airport	2261 0522
博覽館 Asia-World Expo	2215 3568

將軍澳綫車站 Tseung Kwan O Line Stations	電話 Telephone
北角 North Point	2922 4750
鯪魚涌 Quarry Bay	2922 4751
油塘 Yau Tong	2927 3110
調景嶺 Tiu Keng Leng	2927 2086
將軍澳 Tseung Kwan O	2927 2087
康城 LOHAS Park	2927 2087
坑口 Hang Hau	2927 2085
寶琳 Po Lam	2927 2700

東鐵綫車站 East Rail Line Stations	電話 Telephone
紅磡 Hung Hom	2946 4405
旺角東 Mong Kok East	2395 4986
九龍塘 Kowloon Tong	2926 7310

歡迎隨時與我們聯絡

How to Contact Us

大圍 Tai Wai	2605 9997
沙田 Sha Tin	2605 3577
火炭 Fo Tan	2604 8809
馬場 Racecourse (只限賽馬日 Racing days only)	2604 8809
大學 University	2605 9039
大埔墟 Tai Po Market	2658 7657
太和 Tai Wo	2650 7097
粉嶺 Fanling	2676 1716
上水 Sheung Shui	2673 0769
羅湖 Lo Wu	2673 5406
落馬洲 Lok Ma Chau	3404 6007

屯馬綫車站 Tuen Ma Line Stations	電話 Telephone
屯門 Tuen Mun	2630 2801
兆康 Siu Hong	2214 2801
天水圍 Tin Shui Wai	2296 2801
朗屏 Long Ping	2257 2801
元朗 Yuen Long	2256 2801
錦上路 Kam Sheung Road	2208 2801
荃灣西 Tsuen Wan West	2252 2801
美孚 Mei Foo	2175 2801
南昌 Nam Cheong	2624 2801
柯士甸 Austin	2314 5201
尖東 East Tsim Sha Tsui	3471 5201
紅磡 Hung Hom	2946 4405
何文田 Ho Man Tin	2274 5722
土瓜灣 To Kwa Wan	2870 2455
宋皇臺 Sung Wong Toi	2870 2455
啟德 Kai Tak	2445 2028
鑽石山 Diamond Hill	2431 1588
顯徑 Hin Keng	2171 4700
大圍 Tai Wai	2605 9997
車公廟 Che Kung Temple	2696 9790
沙田圍 Sha Tin Wai	2144 5736
第一城 City One	2637 5741
石門 Shek Mun	2635 4209
大水坑 Tai Shui Hang	2630 5125
恆安 Heng On	2630 5954
馬鞍山 Ma On Shan	2630 5903
烏溪沙 Wu Kai Sha	2631 6217

輕鐵客務中心 Light Rail Customer Service Centres	電話 Telephone
屯門碼頭 Tuen Mun Ferry Pier	2459 4417
良景 Leung King	2463 7540
天逸 Tin Yat	2468 7508
元朗 Yuen Long	2468 7514