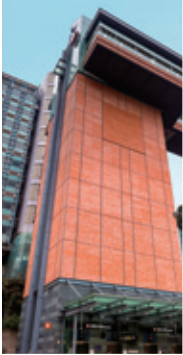




99.9%
Train Service
Delivery



48.1% Share of
Franchised Public
Transport Market





Over
1.9 billion
Total Patronage

Hong Kong Transport Operations



To continue to enhance customer experience under our well-received Listening • Responding programme, more initiatives were rolled out in 2014. These focused on providing more comfortable journeys through the provision of additional train services, improving station access and facilities, and enhancing our communication with passengers.



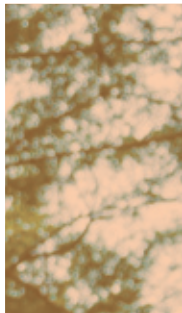
Total revenue from the Company's Hong Kong transport operations in 2014 was HK\$16,223 million, a 7.0% increase over 2013. Operating costs of the Hong Kong transport operations increased by 9.3% to HK\$9,236 million, resulting in a 4.0% rise in operating profit for this business to HK\$6,987 million, with an operating margin of 43.1%.

Safety

Maintaining high safety standards in all aspects of our operations remains an absolute priority for the Company.

We are committed to continuous improvement in safety and this approach resulted in another year of success in our safety performance. We achieved a 5.8% reduction in reportable events on the Domestic Service (comprising the Kwun Tong, Tsuen Wan, Island (including the Western extension of the Island Line), Tung Chung, Tseung Kwan O, Disneyland Resort, East Rail (excluding the Cross-boundary Service), West Rail and Ma On Shan lines), the Cross-boundary Service and the Airport Express in 2014.

We implemented a range of safety initiatives during the year, with the main focus on escalator safety, train door chime and Light Rail safety. A new safety promotional campaign with the theme "Escalator Safety Awards Presentation" was launched to the public in August 2014. A review of our Safety Management System ("SMS") by an independent panel formed by the American Public Transportation Association was completed in April 2014. The review identified 29 Industry Leading Effective Practices, confirming the excellence of our SMS.



Executive Management's Report

Hong Kong Transport Operations



HKU Station on the Island Line extension opened for service in December 2014

In the pursuit of continuous improvement in safety, we actively engage in safety benchmarking and sharing with our own subsidiaries and associates through the internal established mechanisms and with other major metros around the world through the Community of Metros ("CoMET"). Our latest ranking in safety performance in the CoMET benchmarking remained among the top, indicating achievement and alignment with our safety aspiration of being amongst the very best in safety performance globally. Additionally, through the benchmarking and sharing, we can also achieve mutual learning of the good practices in safety management with our own subsidiaries and associates and with other metros internationally.

Patronage

Total patronage from all our rail and bus passenger services in Hong Kong increased by 4.5% to a record 1,904.6 million in 2014. Excluding the Intercity service, total patronage also increased by 4.5% to 1,900.3 million.

For the Domestic Service, total patronage reached 1,547.8 million, a 5.0% increase over 2013. The increase was driven by continued growth in the economy and additional demand arising during the public order events in Hong Kong that occurred between September and December 2014.

The Cross-boundary Service to Lo Wu and Lok Ma Chau showed a 1.5% increase in patronage to 113.0 million for the year.

Passenger traffic on the Airport Express increased by 8.9% over 2013 to 14.9 million, supported by a rise in air travel and more events held at AsiaWorld-Expo.

Passenger volume on our Light Rail and Bus services for 2014 was 224.6 million, a 2.4% rise, while patronage on the Intercity service was 0.6% higher at 4.3 million.

Average weekday patronage for all of our rail and bus passenger services in Hong Kong increased by 4.0% to 5.46 million during 2014 (5.45 million excluding the Intercity service). The Domestic Service accounted for the majority of this patronage, increasing by 4.5% to 4.49 million.

Market Share

The Company's overall share of the franchised public transport market in Hong Kong increased from 46.9% in 2013 to 48.1% in 2014, mainly as a result of the increase in market share for our Domestic Service. Within this total, our share of cross-harbour traffic was 68.2%. The Company's market share of Cross-boundary business for the year declined from 53.4% to 51.6%, owing to continued significant competition from other modes of transportation, while market share to and from the airport rose to 22.3% from 22.0%.

Fare Revenue

Total Hong Kong fare revenue in 2014 was HK\$16,066 million, a 7.0% increase over 2013. Of this total, the Domestic Service accounted for HK\$11,318 million or 70%. Average fare per passenger on our Domestic Service increased by 2.6% to HK\$7.31.

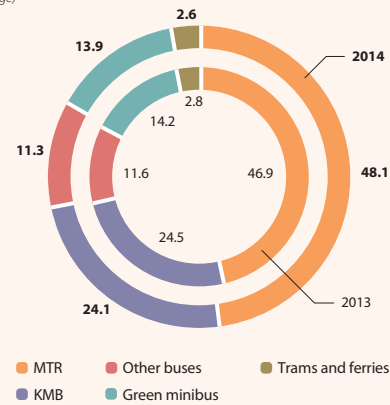
Fare revenue from the Cross-boundary Service in 2014 was HK\$3,049 million, an increase of 4.3% over 2013. Fare revenue from the Airport Express was 8.5% higher for the year at HK\$915 million. Light Rail and Bus fare revenue in 2014 was HK\$639 million, a 6.5% increase over 2013, while fare revenue from the Intercity service was HK\$145 million, increasing by 0.7% over the year.

Having a transparent and objective mechanism to adjust fares is critical to the long term sustainability of an investment intensive business like metro rail. Such a mechanism provides the basis for funding the future significant investments required to maintain and upgrade the existing Hong Kong network. The Fare Adjustment Mechanism ("FAM") under which we operate was revised in 2013, and an overall fare adjustment rate of 3.6% was made in June 2014. The revision of the mechanism in 2013 resulted in an adjustment that was 0.5 percentage point lower than would have been the case before the revision. Hence passengers are enjoying lower fares than they otherwise would have.

Market Share of Major Transport Operators in Hong Kong

The Company's overall market share increased from 46.9% in 2013 to 48.1% in 2014.

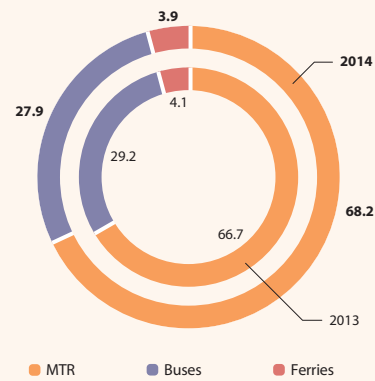
(Percentage)



Market Share of Major Transport Operators Crossing the Harbour

The Company's market share of cross-harbour traffic increased to 68.2%.

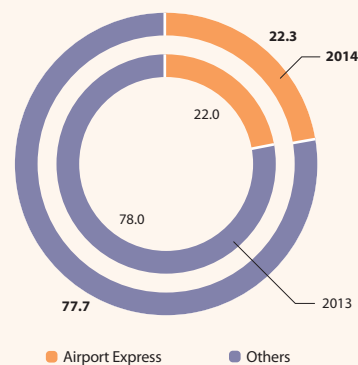
(Percentage)



Market Share of Airport Express

The proportion of air passengers using the Airport Express rose to 22.3%.

(Percentage)



Executive Management's Report

Hong Kong Transport Operations



During the year, over 1,100 train trips per week were added to our railway network



Promotions and Concessions

Our fare promotions and concessions during the year began with recognition of our 35th Anniversary. To thank passengers for their support over more than three decades, in May 2014 we announced a package of fare promotions, including those associated with the FAM. These have an estimated value of approximately HK\$500 million, adding to the annual HK\$2.2 billion worth of ongoing fare concessions and promotions that we already offer today.

Promotions relating to the current FAM arrangement included the “10% Same-Day Second-Trip Discount” for Octopus users making every second trip (on the same mode of transport) on the same day. To thank our passengers for their support over the past 35 years, the promotion was extended to 30 April 2015 from the original end-date of 15 October 2014. The promotion proved very popular and on average, more than 1.7 million trips have benefitted from the discount each day since it was launched in June 2014. In addition, to cap off our 35th Anniversary and celebrate the opening of the Western extension of the Island Line, we also offered a special promotion on the second and third days of Chinese New Year in 2015. In this promotion, adults can enjoy roughly half fare (equivalent to Child Octopus Fare) whilst other passengers, when using Octopus, paid only HK\$1 for their domestic journey.



Extensive training ensures a diligent and helpful attitude from our frontline staff

Executive Management's Report

Hong Kong Transport Operations



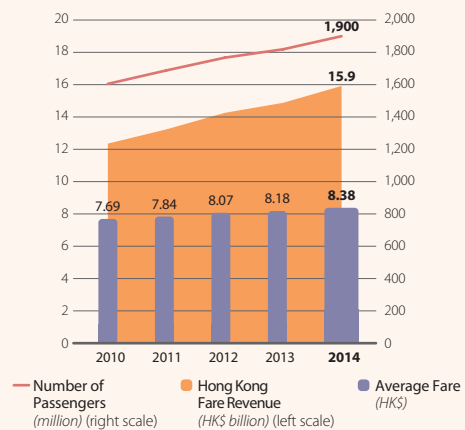
Light Rail is a vital transport network for the North-Western New Territories

In June 2014, we launched our first multi-ride smart ticket, MTR City Saver. Designed to save money for regular commuters making medium to long distance journeys within urban areas, it covers designated urban stations on seven lines. The cost is just HK\$400, and it is valid for 40 single journeys in any consecutive 30 days. From the time it was launched up to 31 December 2014, more than 490,000 MTR City Saver tickets were sold, indicating the attractiveness of this promotion to the travelling public.

To manage morning peak demand, the trial of an Early Bird Discount Promotion was introduced in September 2014 and will run to May 2015. It offers adult passengers using Octopus

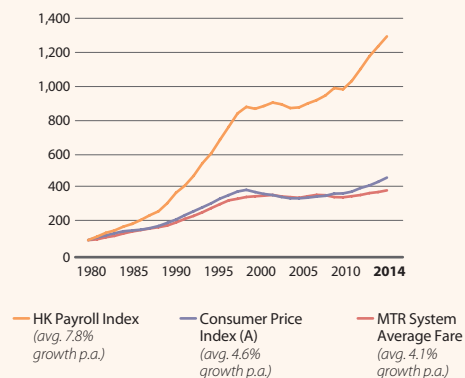
Passengers and Fares (Hong Kong Transport Operations excluding Intercity)

Economic growth supported the increase in fare revenue and patronage.



Fare Trend

In past years, MTR fares have consistently lagged behind the growth in Hong Kong payroll but were in line with the long-term changes in consumer prices in Hong Kong.



Service Quality Index and Fare Index

Customer satisfaction on our service and fares are measured through regular surveys and research, and reflected in the Service Quality Index and Fare Index respectively.

	2014	2013
Service Quality Index		
Domestic and Cross-boundary services	70	73
Airport Express	82	84
Light Rail	72	69
Bus	68	69
Fare Index		
Domestic and Cross-boundary services	62	62
Airport Express	71	72
Light Rail	73	69
Bus	66	66

a 25% fare discount if they exit station gates between 7:15am and 8:15am on weekdays (excluding public holidays) at 29 designated core urban stations.

To encourage targeted segments of passengers to travel with MTR for outbound cross-boundary trips, free rides for children were introduced during the summer holidays, as well as discounted rides for students from selected universities and residents living in areas where MTR has high growth potential. A special Park and Ride promotion at MTR Hung Hom Station Car Park was offered to passengers interchanging with MTR for onward travel to Lo Wu or Lok Ma Chau stations.

Online purchase has been available for Cross-boundary Travel Pass since April 2014. Child Tourist Day Pass and Airport Express Single Journey Tickets (Child) are also available for online purchase starting in July 2014. Free rides on the Airport Express were offered to children aged between 3 and 11 using Child Octopus during festive seasons. Redemption of Airport Express "Ride to Rewards" programme rewards has been made easier.

The MTR Club is an important loyalty tool and by the end of the year, club membership had reached more than 1.47 million. A Bonus Points Scheme launched in December 2013 and lasting until March 2014 allowed members to accumulate points by taking the MTR and redeem souvenir tickets.

As of December 2014, 33 fare savers in different districts have offered fare discounts to encourage more new passengers onto the network who do not live, study or work near an MTR station but are within a reasonable walking distance.

To promote MTR Tourist Tickets and the convenience they bring to tourists, a promotion with gift and discount offers from MTR Malls and prepaid SIM cards ran from the beginning of the year until May 2014. This was followed in June 2014 by special offers from some of Hong Kong's major tourist attractions including Hong Kong Disneyland, Ocean Park, Madame Tussauds Hong Kong and our own Ngong Ping 360.

Service Performance

Service performance in 2014 continued to be maintained at world-class standards. Our train service delivery and passenger journeys on time across the network were maintained at 99.9%, which exceeds the targets set out in the Operating Agreement and our own more demanding Customer Service Pledges. In 2014, we operated over 1.8 million train trips in our heavy rail network, with 12 delays lasting 31 minutes or more. Improvement measures continue to be developed to minimise the inconvenience caused to passengers due to a delay.



MTR's transport system keeps Hong Kong moving every day of the year

Executive Management's Report

Hong Kong Transport Operations

As in previous years, the MTR's high level of service was recognised both locally and internationally. Some of the awards received are listed in the table below:

Awards Received in Hong Kong	Organisation
Hong Kong Service Awards 2014 <ul style="list-style-type: none"> Category Award of Public Transportation Corporate Responsibility 	East Week Magazine
Prime Awards for Eco-Business 2014 <ul style="list-style-type: none"> Platinum Award in the Category of Eco Transportation Services 	MetroBox Magazine
Yahoo! Emotive Brand Awards 2013 – 2014 <ul style="list-style-type: none"> Category of Logistics & Transportation 	Yahoo!
Prestigious Corporate Brand Awards 2014 <ul style="list-style-type: none"> Top Favourite Service Brand voted by Hong Kong Consumer Top Favourite Advertisement Commercials voted by Hong Kong Consumer 	Ming Pao Daily News & MSC Marketing Programme of the Chinese University Hong Kong
Gold Award for Web Accessibility Recognition Scheme (Mobile Stream) <i>(For MTR Mobile app)</i>	Office of the Government Chief Information Officer & Equal Opportunities Commission
Best Local Mobile App Award <i>(For MTR Mobile app)</i>	e-zone Magazine (Published by Hong Kong Economic Times)
Marketing Excellence Awards 2014 <ul style="list-style-type: none"> Gold Award in Excellence in Use of Apps <i>(For MTR Mobile app)</i> 	Marketing Magazine

Awards Received outside of Hong Kong	Organisation
Best Metro Rail Operator – Asia Pacific	The Third Annual Metro Rail India Summit 2014
The Global AirRail AWARDS 2014 <ul style="list-style-type: none"> Marketing Campaign of the Year <i>(for Airport Express)</i> 	Global AirRail in Oslo, Norway
2014 Most Popular Hong Kong and Macau Brands Award Ceremony Gold Award <i>(for The Guangzhou-Kowloon Through Train service)</i>	China Media in Mainland of China
2014 W³ Awards <ul style="list-style-type: none"> General Website Categories – Transportation Gold Winner <i>(For MTR website)</i> Mobile Applications – Maps & Navigation Silver Winner <i>(For MTR Mobile app)</i> 	The Academy of Interactive & Visual Arts, US

Service Enhancement

To continue to enhance customer experience under our well-received Listening • Responding programme, more initiatives were rolled out in 2014. These focused on providing more comfortable journeys through the provision of additional train services, improving station access and facilities, and enhancing our communication with passengers.

Three phases of train service enhancements were implemented in April, August to September and December 2014, which resulted in increased train frequencies on the Tsuen Wan, Kwun Tong, Island, East Rail, West Rail, Tseung Kwan O and Tung Chung lines at various times on weekdays and at weekends. During the year, more than 1,100 train trips per week were added, bringing to more than 2,400 the number of train trips added weekly since 2012, when the Listening • Responding programme began.

For Light Rail, service hours on selected routes have been extended since September 2014 to allow passengers to interchange from the last West Rail Line service of the day for onward travel to all 68 Light Rail stops.

We fully understand that given the significant number of passengers on the MTR network, there are segments that become crowded particularly during rush hours. To ease this crowding we have increased train frequencies where we can, to the point where on many lines, services during rush hours have reached the capacity limit of our signalling equipment. We awarded the contract in early March 2015 for the replacement of the signalling systems on a number of lines in our Domestic Service as well as the Airport Express. This will enhance passenger carrying capacity, but the impact will not be significant. Hence, the solution will be the construction of more parallel rail lines to relieve crowding and enhance the robustness of the overall



We spent over HK\$6 billion on maintenance, renewals and service improvements for our railway assets in 2014

network. The Shatin to Central Link is one such example, as is the proposed North Island Line on Hong Kong Island.

To maintain and upkeep our existing railway assets, and improve their operating performance and capacity, we spent over HK\$6 billion on maintenance, renewals and service improvements in 2014. We embarked on two major new investment programmes during the year. In addition to the HK\$3.3 billion contract for replacing the signalling systems with works scheduled to begin in 2016, we also started the process to refurbish or replace 78 of our 93 existing M-type trains fleet, operating on the Kwun Tong, Tsuen Wan, Island and Tseung Kwan O lines between 2019 and 2022. This will make journeys more comfortable for our passengers. An initiative was also launched to modify the door bottom guides on M-type trains to reduce the chance of doors being blocked by foreign objects.

We have also been upgrading our fleet of buses. In 2014, eight older buses were replaced with new models to provide feeder services to and from West Rail Line stations and Light Rail stops. The new buses were fitted with Euro V engines, which meet the latest and most stringent environmental standards. They are thus contributing to cleaner air in Hong Kong.

To improve platform management in stations, 300 more station assistants were recruited during 2014. The assistants help to facilitate the smooth flow of passengers through stations, especially during peak periods.

New equipment has likewise made stations more comfortable, accessible and efficient. The installation of Automatic Platform Gates (“APGs”) for the Ma On Shan Line commenced in November 2014 and the first set of APGs is already in place at Tai Wai Station.

Eight additional external lifts at stations are currently being installed for completion between 2015 and 2018. Work also began in 2014 to replace 24 hydraulic lifts in phases to provide swifter movement within stations. Public toilets were opened in Mong Kok and Prince Edward stations in January 2015 for passengers’ use, adding convenience to their journeys.

We likewise continued our work to link stations with the surrounding area to make them more accessible. Work on a new “Crystal Cube” entrance at Tsim Sha Tsui Station continued throughout the year, while refurbishment works began at Tai Tong Road Light Rail Stop in the third quarter of 2014 to replace the platform canopy and create a more spacious environment. The construction of the pedestrian link to Austin Station sites C and D entrances has progressed well, while the interfacing work design for the Yuen Long Station footbridge connection to a neighbouring development was completed in August 2014.

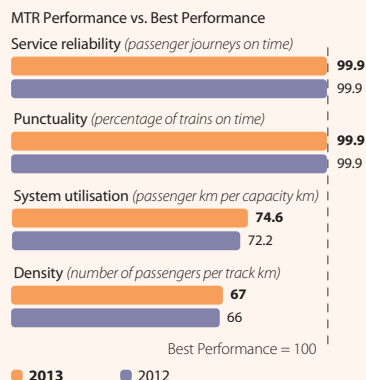
After five years of planning, trialling and testing, the replacement of all older magnetic single journey tickets by the new more convenient Single Journey Smart Tickets was completed in March 2014. Replacement of existing Light Rail Single Journey Ticket Issuing Machines started in September 2014. New “2-in-1”

Executive Management's Report

Hong Kong Transport Operations

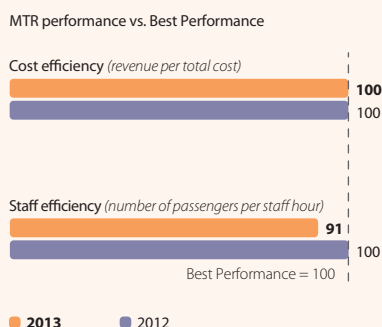
Benchmarking Comparisons

MTR Corporation maintained its strong position, particularly in service reliability, against international benchmarks.



Cost Efficiency and Staff Efficiency

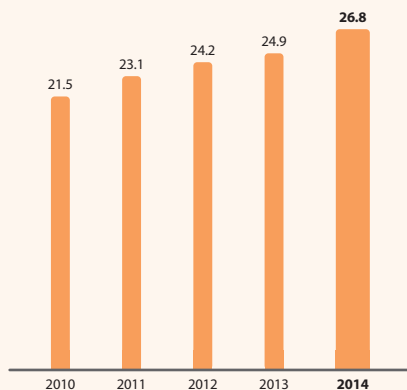
New initiatives continue to be introduced to enhance operating efficiency.



Operating Costs per Car-km Operated for Hong Kong Transport Operations

The increase in operating costs per car-km reflected the increase in expenditure on enhancing our service and system.

(HK\$)



Ticket Issuing and Add-value Machines were put into service in three Light Rail stops in December 2014 and will be gradually installed in all 68 Light Rail stops.

Communicating with passengers remains a priority for MTR. The "MTR Mobile" app ("MTR Mobile") now has some 2.5 million users, of which some 1.4 million have opted-in to receive push notification of Traffic News. MTR Mobile has been enhanced with a number of applications, including a Light Rail Planner, MTR Bus information and station lifts service status, all of which make journey planning easier for passengers. It has also been upgraded to allow greater accessibility, with a design that provides visually impaired passengers with more user-friendly navigation and better audio information. Moreover, according to a survey result released in November 2014 by the Hong Kong Blind Union on web accessibility of 30 selected major websites frequently used by visually impaired persons in Hong Kong, our customer website has achieved 100% of the 15 criteria being tested, increased from 76.9% in 2012. Apart from the enhanced accessibility design, the MTR website has been revamped with a modern and user-friendly layout. This features a range of personalised functions and a responsive web design for optimal display in computer desktops, mobile phones and tablets.

Next Train app, which already provided real-time information on train schedules for the Airport Express, Tung Chung Line and West Rail Line, was upgraded to extend its coverage to the Tseung Kwan O Line.



Airport Express provides convenient and reliable services to air travellers

System and Market Information

Railway operation data	2014		2013	
Total route length (km)	220.9		218.2	
Number of rail cars	2,106		2,106	
Number of stations (Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line, West Rail Line, Airport Express, East Rail Line and Ma On Shan Line)	87		84	
Number of Light Rail stops	68		68	
Number of e-instant Bonus machines in stations	51		49	
Number of station shops	1,350		1,336	
Number of advertising units in stations	21,592		21,104	
Number of advertising units in trains	23,415		23,954	
Daily hours of operation Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line, West Rail Line, Airport Express and Light Rail	19.0		19.0	
East Rail Line and Ma On Shan Line	19.5		19.5	
Minimum train headway (second)	Morning Peak	Evening Peak	Morning Peak	Evening Peak
– Tsuen Wan Line	120	120	120	120
– Kwun Tong Line	126	140	126	144
– Island Line	112	124	112	130
– East Rail Line				
Hung Hom to Sheung Shui	212	200	212	212
Hung Hom to Lo Wu	327	327	327	327
Hung Hom to Lok Ma Chau	600	600	600	600
– Ma On Shan Line	180	240	180	240
– Tseung Kwan O Line	133	133	150	150
– Tung Chung Line				
Hong Kong to Tung Chung	360	360	360	360
Hong Kong to Tsing Yi	240	240	240	240
– Airport Express	600	600	600	600
– West Rail Line	171	210	171	210
– Disneyland Resort Line	270	270	270	270
– Light Rail	270	300	270	300

International Performance Comparisons: the 16-member Community of Metros (CoMET)

Metro system network data (2013)	MTR*	Metro A	Metro B	Metro C	Metro D	Metro E	Metro F	Metro G	Metro H	Metro I	Metro J	Metro K	Metro L	Metro M	Metro O	Metro P
Passenger journeys (million)	1,586	1,470	1,193	1,282	1,685	563	2,491	1,742	1,606	483	672	1,507	889	635	493	711
Car kilometres (million)	269	372	224	524	389	172	799	557	253	107	143	339	110	110	120	124
Route length (km)	175	394	253	439	226	284	325	480	218	115	104	538	65	121	146	129
Number of stations	82	190	132	270	163	247	175	424	303	66	100	286	58	103	173	78

* The Lines included in the CoMET metro benchmarking programme are Kwun Tong Line, Tsuen Wan Line, Island Line, Tung Chung Line, Tseung Kwan O Line and Disneyland Resort Line, East Rail Line, Ma On Shan Line and West Rail Line. The Airport Express is excluded from the benchmarking.

Note: The other metros in the comparison are London Underground Limited, New York City Transit, Sistema de Transporte Colectivo, Régie Autonome des Transports Parisiens Metro, Régie Autonome des Transports Parisiens Réseau Express Régional, Metropolitano de São Paulo, Moscow Metro, Metro de Madrid, Metro de Santiago, Berliner Verkehrsbetriebe, SMRT Corporation Limited, Shanghai Metro Operation Corporation, Beijing Mass Transit Railway Operation Corporation, Taipei Rapid Transit Corporation and Guangzhou Metro Corporation. The benchmarking agreement prohibits specifically identifying the data by metro system.

Executive Management's Report

Hong Kong Transport Operations

Operations Performance in 2014

Service performance item	Performance Requirement	Customer Service Pledge Target	Actual Performance
Train service delivery			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.5%	99.5%	99.9%
– East Rail Line (including Ma On Shan Line)	98.5%	99.5%	99.9%
– West Rail Line	98.5%	99.5%	99.9%
– Light Rail	98.5%	99.5%	99.9%
Passenger journeys on-time			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line and Disneyland Resort Line	98.5%	99.5%	99.9%
– Airport Express	98.5%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	98.5%	99.0%	99.8%
– West Rail Line	98.5%	99.0%	99.9%
Train punctuality			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line and Disneyland Resort Line	98.0%	99.0%	99.7%
– Airport Express	98.0%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	98.0%	99.0%	99.9%
– West Rail Line	98.0%	99.0%	99.9%
– Light Rail	98.0%	99.0%	99.9%
Train reliability: train car-km per train failure causing delays ≥ 5 minutes			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	N/A	600,000	3,585,340
– East Rail Line (including Ma On Shan Line) and West Rail Line	N/A	600,000	4,747,878
Ticket reliability: magnetic and smart ticket transactions per ticket failure			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line, Airport Express, East Rail Line (including Ma On Shan Line) and West Rail Line	N/A	8,000	28,150
Add value machine reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.0%	99.0%	99.7%
– East Rail Line (including Ma On Shan Line)	98.0%	99.0%	99.8%
– West Rail Line	98.0%	99.0%	99.9%
– Light Rail	N/A	99.0%	99.7%
Ticket machine reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	97.0%	99.0%	99.6%
– East Rail Line (including Ma On Shan Line)	97.0%	99.0%	99.7%
– West Rail Line	97.0%	99.0%	99.8%
– Light Rail	N/A	99.0%	99.9%

Operations Performance in 2014 (continued)

Service performance item	Performance Requirement	Customer Service Pledge Target	Actual Performance
Ticket gate reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	97.0%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	97.0%	99.0%	99.9%
– West Rail Line	97.0%	99.0%	99.9%
Light Rail platform Octopus processor reliability			
	N/A	99.0%	99.9%
Escalator reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.0%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	98.0%	99.0%	99.9%
– West Rail Line	98.0%	99.0%	99.9%
Passenger lift reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.5%	99.5%	99.8%
– East Rail Line (including Ma On Shan Line)	98.5%	99.5%	99.8%
– West Rail Line	98.5%	99.5%	99.9%
Temperature and ventilation			
– Trains, except Light Rail: to maintain a cool, pleasant and comfortable train environment generally at or below 26°C	N/A	97.5%	99.9%
– Light Rail: on-train air-conditioning failures per month	N/A	<3	0
– 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	N/A	91.0%	99.9%
Cleanliness			
– Train compartment: cleaned daily	N/A	99.0%	99.9%
– Train exterior: washed every 2 days (on average)	N/A	99.0%	100.0%
Northwest Transit Service Area Bus Service			
– Service Delivery	N/A	99.0%	99.7%
– Cleanliness: washed daily	N/A	99.0%	100.0%
Passenger enquiry response time within 6 working days			
	N/A	99.0%	100.0%