

港鐵縱橫

MTR Performance Achievements

2015年第3季
3rd quarter 2015



用心聽 用心做

Listening Responding

港鐵班次更頻密

港鐵在「用心聽·用心做」計劃下，由八月二十九日起，每星期額外增加五十八班車，為乘客帶來更方便舒適的旅程。今次增加的班次亦可為觀塘綫、東鐵綫及西鐵綫的整體載客量每星期增加十四萬八千人次。

自二零一二年推出「用心聽·用心做」計劃以來，港鐵一直透過提升服務回應乘客訴求，連同今次增加班次，每星期已累計增加超過二千六百班車。

More frequent train services

Starting from 29 August, the comfort and convenience of travel was further enhanced with the addition of 58 extra weekly train trips under the MTR Corporation's "Listening · Responding" programme. The additional services on the Kwun Tong Line, East Rail Line and West Rail Line increase the overall carrying capacity by 148,000 passenger journeys per week.

The new services bring the number of extra train trips added per week to more than 2,600 since the "Listening · Responding" programme began in 2012 to deliver service enhancements that directly respond to customer feedback.

港鐵公司批出合約更換九十三列八卡車廂列車

港鐵公司一向致力透過資產更新策略，為乘客提供高水平的列車服務。公司已落實購買九十三列八卡車廂列車，全面取代現時行走觀塘綫、荃灣綫、港島綫及將軍澳綫的列車。新購置的港鐵列車將配備更先進的運作系統及設備，並於二零一八至二零二三年陸續運抵香港。

MTR awards major contract for replacement of 93 8-car trains

As part of its long-term asset renewal strategy to sustain high quality railway service for passengers, the MTR Corporation has confirmed to purchase 93 new eight-car trains to replace the trains now operating on the Kwun Tong, Tsuen Wan, Island and Tseung Kwan O lines. The new trains, featuring more modern operating systems and equipment, will be delivered to Hong Kong between 2018 and 2023.



旺角站付費區大堂已經合二為一喇！

由八月三十日起，旺角站兩個已付費區大堂已經合而為一，不但方便乘客來往車站各處，同時亦可騰出空間，以興建三趟新增的扶手電梯，讓來往大堂和月台層的人流更暢順。有關工程的目標完工日期為二零一七年。

Mong Kok Station paid concourses are merged

The two paid concourses at Mong Kok Station were connected to form an enlarged, paid area starting from 30 August. This not only provides easier access to all locations around the station but also makes room for the installation of three additional escalators to facilitate smoother passenger flow between the concourse and platform levels. The installation works are targeted for completion in 2017.

二零一五年度「港鐵扶手電梯安全運動」

港鐵公司於八月舉行二零一五年度「港鐵扶手電梯安全運動」，並製作了宣傳短片和海報，以不正確使用扶手電梯可引致嚴重後果為宣傳重點。安全運動提醒乘客在使用扶手電梯時，應「握扶手企定定」。扶手電梯安全大使亦於港鐵車站向安全使用扶手電梯的乘客送贈手掌型設計的螢光筆。

2015 MTR Escalator Safety Campaign

A video and posters highlighted the serious consequences of unsafe escalator behaviour to passengers as part of the 2015 MTR Escalator Safety Campaign which was launched in August.

During the campaign, passengers were also reminded to "hold the handrail and stand firm" when using escalators. Escalator Safety Ambassadors were deployed at selected stations and presented hand-shaped highlight pens to passengers who demonstrated correct and safe behaviour when using escalators.

學生們的創意於「港鐵藝術之旅」展出

最新一期「港鐵藝術之旅」展覽於八月在港鐵天后站和油塘站舉行，展出一系列本地學生為改善腦退化症長者日常生活環境而作出的創新家居設計。

是次展覽展出學生們的得獎作品。兩個組別的參加者需於有限的空間內分別為腦退化症長者設計一個廚房和一個住屋單位，從而改善他們的家居環境。

Creativity of students displayed in MTR "roving art" exhibition





















Innovative household design solutions created by Hong Kong students to improve the daily lives of people with dementia were featured in an "art in mtr - roving art" exhibition in August at Tin Hau and Yau Tong stations.

The exhibition showcased winning entries from a contest in which students were challenged to design a kitchen and a flat to improve the home environment for elderly people suffering from early dementia.



2015年顧客服務表現(7月至9月)

2015 Customer Service Performance (July - September)

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、東涌綫及迪士尼綫 Kwan Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line & Disneyland Resort Line		機場快綫 Airport Express	東鐵綫(包括馬鞍山綫) East Rail Line (Including Ma On Shan Line)	西鐵綫 West Rail 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%	99.9%		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% 99.8%	99% 99.9%	99% 99.9%	—
 列車服務準時程度 Train Punctuality		99%	99.8%	99% 99.8%	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)		650,000公里 (km)			650,000公里 (km)		—
		4,460,610公里 (km)			9,164,835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)		8,000次 (transactions)					
		18,026次 (transactions)					
 增值機可靠程度 Add Value Machine Reliability		99%	99.7%		99% 99.8%	99% 99.9%	99% 99.7%
 自動售票機可靠程度 Ticket Machine Reliability		99%	99.7%		99% 99.7%	99% 99.8%	99% 99.9%
 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% 99.9%	99.5% 99.8%	—
 溫度及通風 Temperature and Ventilation Levels				97.5%	99.9%		—
列車：維持一個涼快、舒適的車廂環境，平均溫度在攝氏26°或以下 Trains：To maintain a cool, pleasant and comfortable train environment generally at or below 26°C		車廂空調系統每月發生故障次數 On-train air-conditioning failures per month		—			<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°或以下，車站大堂則在攝氏29°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)				91%	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%	99.6%		
		車身清潔：每天清洗 Cleanliness：Washed daily		99%	100%		
 六個工作天内回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days				99%	100%		

 載容量 (第3季) Total passengers carried (3rd quarter)**：487,786,000**

 服務表現 (第3季) Service performance (3rd quarter)

20分鐘或以上的延誤 Delays of 20 minutes or more：**7**

2015 服務表現安排 (累積至第3季) Service Performance Arrangement (up to 3rd quarter)

港鐵（重鐵及輕鐵）31分鐘或以上的服務延誤並已確認成因是在港鐵控制範圍內：6宗

撥出作2016年年中開始的「同日此第二程九折」優惠的金額總數：七百萬元

No. of service disruptions of 31 minutes or more (heavy rail and light rail) confirmed to be due to factors within MTR control: 6 Amount put aside for "10% Same-Day Second-Trip Discount" promotion from mid 2016: \$7 Million

 目標 Target

 表現優於目標（7月至9月） Performance better than target (July - September)

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*
港島綫 Island Line	1.9	2.1	3.6-6
荃灣綫 Tsuen Wan Line	2	2	3.1-5.5
觀塘綫 Kwan Tong Line	2.1	2.3	2.8-5.9
將軍澳綫 Tseung Kwan O Line			
北角 - 將軍澳 North Point – Tseung Kwan O	2.2	2.2	4-5.8
北角 - 寶琳 North Point – Po Lam	2.5 / 4	2.5 / 4	4-6
北角 - 康城 North Point – LOHAS Park	6.7	6.7	-
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	10.5-13.8
東涌綫 Tung Chung Line			
香港 - 青衣 Hong Kong – Tsing Yi	4	4	6-12
香港 - 東涌 Hong Kong – Tung Chung	4-8	4-8	6-12
迪士尼綫 Disneyland Resort Line	4.5-5	4.5-5	10 [‡]
東鐵綫 East Rail Line			
紅磡 - 上水 Hung Hom – Sheung Shui	3-8	4-8	3.5-8
紅磡 - 羅湖 Hung Hom – Lo Wu	6-8	6-8	5.5-8
紅磡 - 落馬洲 Hung Hom – Lok Ma Chau	10-12	10-12	10-14
馬鞍山綫 Ma On Shan Line	3	4	5-8
西鐵綫 West Rail Line	2.9	3.5	5-7
機場快綫 Airport Express	10	10	10-12
輕鐵 Light Rail			
路線 / Route 505	6-9	5-9	7-14
路線 / Route 507	6-9	6-9	6-16
路線 / Route 610	5-9	5-10	6-17
路線 / Route 614	10-17	10-16	14-23
路線 / Route 614P	7-12	7-13	9-20
路線 / Route 615	10-18	10-18	11-23
路線 / Route 615P	9-12	7-12	10-20
路線 / Route 705	5-6	5-7	6-11
路線 / Route 706	5-7	5-7	5-13
路線 / Route 751	4-9	5-9	6-19
路線 / Route 751P	7-15	5-12	-
路線 / Route 761P	3-7	4-6	5-14

^{*} 於晨早及午夜時段，港島綫、荃灣綫、觀塘綫、將軍澳綫、東鐵綫及西鐵綫班次將減至每12分鐘一班，而部分輕鐵班次將減至每23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, East Rail Line and West Rail Line will be reduced to every 12 minutes, whereas train frequency of some routes of Light Rail will be reduced to every 23 minutes.

[‡] 星期日及公眾假期，迪士尼綫於香港迪士尼樂園早上開放時及晚上煙花表演後的班次為4.5至5分鐘一班。

[‡] On Sundays and public holidays, Disneyland Resort Line trains will operate at 4.5 to 5 minute frequencies when Hong Kong Disneyland Resort opens in the morning and after the evening fireworks.

列車服務時間 Hours of Daily Operation

港島綫、荃灣綫、觀塘綫、將軍澳綫、東涌綫、迪士尼綫、西鐵綫、機場快綫及輕鐵 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**小時/ hours

東鐵綫及馬鞍山綫

East Rail Line and Ma On Shan 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*
港島綫 Island Line	3	2.8	4-5
荃灣綫 Tsuen Wan Line	2.5	2.5	4-5.5
觀塘綫 Kwan Tong Line	2.5	2.4	4-5.3
將軍澳綫 Tseung Kwan O Line			
北角 - 將軍澳 North Point – Tseung Kwan O	2.2	-	4-5.6
北角 - 寶琳 North Point – Po Lam	2.5 / 4	-	4-6
北角 - 康城 North Point – LOHAS Park	6.7	-	-
調景嶺 - 康城 Tiu Keng Leng – LOHAS Park	-	-	10.7-13.8
東涌綫 Tung Chung Line			
香港 - 青衣 Hong Kong – Tsing Yi	5	-	6.5-12
香港 - 東涌 Hong Kong – Tung Chung	10	-	6.5-12
迪士尼綫 Disneyland Resort Line	4.5-5	4.5-5	10
東鐵綫 East Rail Line			
紅磡 - 上水 Hung Hom – Sheung Shui	3-8	4-8	4-8
紅磡 - 羅湖 Hung Hom – Lo Wu	6-8	6-8	6-8
紅磡 - 落馬洲 Hung Hom – Lok Ma Chau	10-12	10-12	12-14
馬鞍山綫 Ma On Shan Line	3	4	4.5-7
西鐵綫 West Rail Line	3.5	4	5-7
機場快綫 Airport Express	10	10	10-12
輕鐵 Light Rail			
路線 / Route 505	6-9	6-9	8-14
路線 / Route 507	6-9	6-9	7-15
路線 / Route 610	6-12	7-10	8-17
路線 / Route 614	11-15	11-16	12-23
路線 / Route 614P	7-14	8-13	9-15
路線 / Route 615	11-15	12-15	14-23
路線 / Route 615P	9-14	8-12	11-15
路線 / Route 705	4-6	5-6	5-11
路線 / Route 706	5-6	4-7	6-10
路線 / Route 751	5-9	8-11	8-19
路線 / Route 751P	-	-	-
路線 / Route 761P	4-6	5-8	6-14

^{*} 於晨早及午夜時段，港島綫、荃灣綫、觀塘綫、將軍澳綫、東鐵綫及西鐵綫班次將減至每12分鐘一班，而部分輕鐵班次將減至每23分鐘一班。

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列車服務時間 Hours of Daily Operation

港島綫、荃灣綫、觀塘綫、將軍澳綫、東涌綫、迪士尼綫、西鐵綫、機場快綫及輕鐵 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**小時/ hours

東鐵綫及馬鞍山綫

East Rail Line and Ma On Shan Line：**19.5**小時/ hours

MTR Corporation Limited

香港鐵路有限公司