

2023年顧客服務目標

Our Pledge for Service 2023



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2023年顧客服務目標 Customer Service Pledge for 2023



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)		1,000,000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)		18,000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		97.5%				—
	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)		94%				—
	清潔程度 Railway Cleanliness		99%				—
	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%				—
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%				—

東鐵綫的營運協議目標、顧客服務目標及實際表現結果將於東鐵過海段完成首兩年營運後公布。
The performance requirement, customer service pledge target and actual performance result will be available upon completion of two-year revenue operations of the East Rail Line Cross-Harbour Extension.

† 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的營運後公布。屆時列車按照編定班次行走、乘客車程準時程度及列車服務準時程度的顧客服務目標分別為99.5%、99.0%及99.0%。

‡ The performance requirement, customer service pledge target and actual performance result will be available upon completion of two-year revenue operations of the Tuen Ma Line. The customer service pledge targets for Train Service Delivery, Passenger Journeys on Time and Train Punctuality will be set as 99.5%, 99.0% and 99.0%.



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，一直堅守此承諾，成為國際上領先的鐵路系統。

港鐵在服務質素及可靠程度上一直力求卓越。在2022年，港鐵重鐵和輕鐵網絡共提供逾 250 萬列車班次，全年總載客量超過15億人次。在同事的努力下，列車按照編定班次行走的表現和乘客車程準時程度，一如以往達到99.9%的世界級高水平。在去年底發生的兩宗事故中，我們盡力令列車服務在最短時間內恢復正常，並調查事故成因及從中學習，避免同類事件再次發生。

儘管新冠病毒疫情於2022年持續肆虐，港鐵公司仍以不同方式與社區攜手抗疫；我亦衷心感謝一眾同事謹守崗位，為乘客提供專業的服務。

港鐵公司在年內達成多個重要的里程碑，加強為市民提供的服務。擁有百年歷史的東鐵綫於五月開通過海段，由紅磡途經新建的會展站直達金鐘，一程過海，貫通新界、九龍及港島，強化鐵路網絡連接。公司亦啟動歷年最大投資的市區綫列車資產更新計劃，於十一月在觀塘綫推出首列新列車（Q-train）；

而配置升級設備的93列新列車亦將逐步投入服務，為乘客提供更舒適的出行體驗。此外，隨著新一年疫情漸趨穩定，我們得以恢復往來落馬洲和羅湖的跨境鐵路服務；高速鐵路（香港段）亦已全面開通，再次連繫兩地。

港鐵在顧客服務、營運及維修中致力推動「載•向未來」的發展方向，採用新科技及可持續發展實務，以提升公司表現及顧客乘車體驗。我們持續投入資源提升車站服務和設施，包括於去年在更多車站增設育嬰間和智能洗手間；我們亦推出創新的智能化服務包括擴展「車廂載客情況顯示」至東鐵綫、於金鐘站推出「過海易」月台實時資訊系統，以及推出「關愛共乘」手機應用程式，提升有需要乘客的出行體驗。我們亦很高興在鐵路網絡如金鐘及會展站加入更多藝術元素，又將尖東站與尖沙咀站之間的行人隧道變身成大型壁畫走廊，為乘客旅程增添趣味。

鐵路服務與市民生活息息相關，我們時刻緊記公司肩負的重任，致力提升鐵路服務，務求為顧客提供貼心和關懷備至的旅程。這本小冊子列出我們的高水平服務，及在2023年的顧客服務目標。顧客可以到港鐵網站www.mtr.com.hk，查閱每季印發的《港鐵服務快訊》，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「乘」心服務、沿途愛護顧客。

車務總監 李家潤
2023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 is a staunch commitment of MTR since our inauguration and has remained at the core of our service values. This commitment is an important driving force for our continuous pursuit for excellence as a leading railway internationally.

Our focus is on railway service quality and reliability. In 2022, over 1.5 billion passenger trips were made on the MTR network, with a total of more than 2.5 million train trips provided in the heavy rail and light rail networks. Thanks to the concerted efforts of our staff, we maintained train service delivery performance and passenger journeys on-time at a world-class level of 99.9% consistently. In the two incidents that occurred late last year, we worked hard to resume service as soon as possible and investigated these incidents to learn from them to prevent recurrence.

In the peak of the COVID-19 pandemic in 2022, we stood with the community in the fight against the virus by implementing various measures. I would like to extend my heartfelt thanks to our colleagues for their unwavering efforts to provide professional service to our passengers.

During the year, we were able to achieve a number of important milestones to enhance our services. The opening of the cross-harbour extension of the century-old East Rail Line in May from Hung Hom to Admiralty via the new Exhibition Centre Station has enhanced the connectivity across our rail network, linking the New Territories, Kowloon and Hong Kong Island with just one single trip. Moreover, the Corporation has embarked on the largest investment for the upgrade of train assets for urban lines, with the first new train (Q-train) launched on the Kwun Tong Line in November. A total of 93 new trains will be gradually put into service with upgraded equipment to offer more comfortable journeys to passengers. In addition, as the pandemic stabilised in

the new year, we were able to resume cross-boundary services to Lok Ma Chau and Lo Wu. Train services of the High Speed Rail (Hong Kong Section) have also been fully resumed to re-connect Hong Kong with the Mainland.

We are committed to advancing customer service, operation and maintenance with our "Go Smart Go Beyond" development strategy, through adopting new technologies and sustainable practices so as to enhance the Corporation's performance and customer's experience. We have been putting in resources to upgrade MTR stations and facilities in the past year, including the set-up of more baby care rooms and the provision of smart toilets at more stations. We also introduced new smart services including the extension of "Train Car Loading Indicator" to the East Rail Line, "Cross-Harbour Easy" in Admiralty Station, as well as the launch of "MTR-Care" mobile app to improve the travelling experience of passengers in need. We were also pleased to incorporate more art elements to the network, including at Admiralty and Exhibition Centre stations, as well as redecorating the subways connecting East Tsim Sha Tsui and Tsim Sha Tsui stations with iconic murals, for the enjoyment of our passengers.

Railway services are closely connected with the everyday life of the public. We take our responsibilities by heart and are committed to enhancing our services to providing customers with a caring and high-quality journey. This booklet includes information about our quality services and Customer Service Pledge for 2023. Customers may understand more about our services via the quarterly MTR Service Newsletter as published on the MTR website www.mtr.com.hk.

Thank you for your sincere support of MTR and I assure you that every member of the MTR team is committed to caring for you along the journey.

Tony Lee
Operations Director
April 2023

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。

港鐵營運九條鐵路綫，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2022年，港鐵客運服務平均每周日的載客量超過440萬人次。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。



As one of Hong Kong's major mass public transport systems, the MTR network comprises 9 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 2022, over 4.4 million passenger trips

were made on MTR services 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 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.

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100萬車卡公里，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。

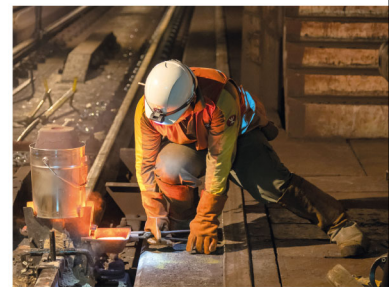
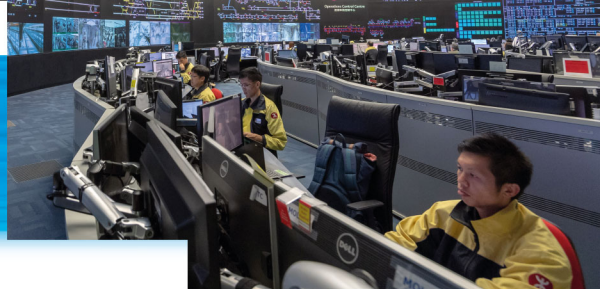
我們認為所有港鐵乘客均應享受到暢通無阻的旅程。我們致力確保乘客車程準時程度，觀塘綫、荃灣綫、港島綫、將軍澳綫、南港島綫、東涌綫及迪士尼綫99.5%的乘客車程，以及機場快綫、東鐵綫及屯馬綫99%的乘客車程，可於編定時間五分鐘內抵達目的地。計算準時度時，乘客的行為、外來因素(如颱風)或獲豁免事件(如擴建工程)所造成的延誤並不包括在內。

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

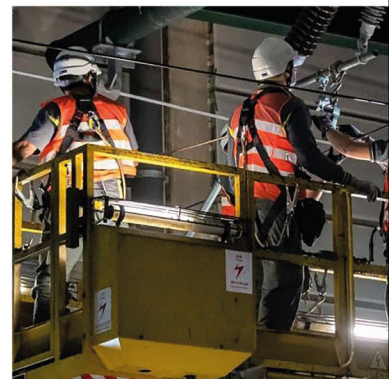
We strive to ensure that our trains are always well maintained to provide safe and reliable services. There will be less than one train failure per 1,000,000 train-car kilometres operated (Light Rail shares the road with other road users and is excluded).

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。另外，公司亦在車廂噴塗「納米銀二氧化鈦」殺菌塗層。

繼屯馬綫後，東鐵綫月台上的乘客資訊顯示屏亦新增「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。超過一百八十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. "Nano Silver-Titanium Dioxide Coating" has also been applied to train compartments.

Further to the launch of the Tuen Ma Line, "Train Car Loading Indicator" has been extended to the East Rail 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 180 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：94%)。

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, while on very hot days (over 32°C), the indoor temperature will be at least 3°C below the ambient temperature (Target achievement: 94%).



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95%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18,000次才遇到一次車票故障。

位於部分車站的「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化的付款方式，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 95% 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 18,000 times before experiencing a failure.

“3-in-1” Ticket Machines at some stations 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.



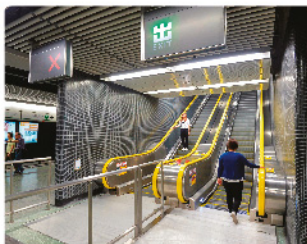
扶手電梯及升降機 快捷方便

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172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 172 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。

公司在2022年年初撥出額外資源，延續3.8%特別車費回贈優惠六個月。在3月底，公司宣佈2022/23年度票價按機制不作調整，同時為與市民攜手抗疫，再額外延續「程程3.8%車費回贈」多約六個月。另外，「港鐵都會票」、「全月通加強版」及「屯門 - 南昌全日通」售價在2022年維持不變。

港鐵公司持續作出重大投資，為現有鐵路資產及車站設施進行保養維修、提升、及更新。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，港鐵公司一直致力為乘客提供舒適方便的鐵路服務，持續加強車站設施，提升乘客出行體驗。為了更能便利乘客，近年新鐵路綫的車站均設有洗手間，隨著尖沙咀站的智能洗

手間及育嬰間在2022年7月投入服務，所有港鐵轉綫站均設有洗手間。

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，當中包括升級車票二維碼以支援微訊支付及雲閃付、延伸「Next Train」功能至東鐵綫及南港島綫，以及在全綫東鐵綫月台提供「車廂載客情況顯示」。另外，為方便不同旅客的需要，我們亦提升了機場快綫車票的購買體驗，並於支付寶及微訊內推出了「香港Go搭港鐵」小程序供旅客查閱港鐵路綫及車站資料。

2022年11月，我們推出一款具有智慧功能的應用程式「關愛共乘」，以切合長者及有特殊需要的乘客的需求。第一階段提供簡易版「行程指南」，並在會展站提供供視障人士使用的「站內導航」功能。我們正為「關愛共乘」手機應用程式開發更多功能，為更多有需要乘客帶來便捷的旅程。



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

The Corporation announced at the beginning of 2022 that it has set aside additional resources to extend the 3.8% fare rebate for six months. In late March, the Corporation announced that there would be no adjustment of MTR fares under FAM and further extended the "3.8% Rebate for Every Trip" for another six months to ride through the pandemic together with the public. Besides, there were no price adjustments for "MTR City Saver", "Monthly Pass Extras" and the "Tuen Mun-Nam Cheong Day Pass" in 2022.

The Corporation continues to invest heavily to maintain, upgrade and renew 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.

The Corporation strives to provide comfortable and convenient service through continuous enhancement of station facilities. To better serve the needs of passengers, stations on new railway lines are all equipped with toilets. The smart toilet and baby care room in Tsim Sha Tsui Station has been opened in July 2022. With that, all MTR interchange stations are equipped with toilets.

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. We have enhanced QR code ticketing function to support WeChat Pay and UnionPay, extended "Next Train" function to cover the East Rail Line and South Island Line, and provided "Train Car Loading Indicator" on all East Rail Line platforms. Meanwhile, in order to cater to the needs of tourists, we have upgraded the purchase experience of Airport Express tickets and have launched mini programs in Alipay and WeChat for tourists to access MTR stations and route information more easily.

In November 2022, we introduced "MTR · Care", an app that offers smart functions to cater to the needs of the elderly and passengers with special needs. Phase 1 features a simplified version of "Trip Planner" as well as an "In-station Navigation" function at Exhibition Centre Station for the visually impaired. We are also exploring further additions to MTR · Care to offer hassle-free journeys to passengers with special needs.



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



港鐵一直以確保乘客安全為首要任務。為此，我們興建鐵路系統時已採用一套嚴格的安全標準，更訂下了全面而詳盡的安全準則，在每日的營運中切實進行。港鐵致力提升服務質素。然而，要維持一個安全的鐵路系統，除了我們全體員工的努力外，更有賴各位乘客愛護鐵路系統，以及他們的合作。乘搭港鐵時，請謹記下列事項：

在列車上或車站內

- 留意廣播和電子顯示屏的訊息，並遵守指示
- 切勿進入港鐵禁區範圍
- 物件掉落軌時，切勿自行撿拾
- 如需協助，可使用召援專線聯絡職員
- 在黃纜後依照排隊綫及箭咀指示排隊候車
- 切勿倚靠或觸碰月台幕門 / 閘門
- 先讓車上乘客落車，然後上車
- 小心列車與月台間之空隙
- 上車後請留意行人車廂中間
- 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
- 請讓座予有需要人士
- 使用扶手電梯前請留意其運行方向，並緊握扶手和站穩
- 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、行動不便或使用輪椅人士請使用升降機
- 請勿作出滋擾其他乘客的行為
- 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大於總尺寸超過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(機場快綫除外)
- 持有港鐵攜帶較大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、包裹或其他可疑物品，請立即通知港鐵職員或警方

輕鐵行人過路處及交匯處

- 行人須遵守行人燈號
- 行人先在黃纜前停下，確定路面情況安全後，遵從指示標語橫過路處
- 當駕駛人士駛過輕鐵交匯處前，要留意燈號，包括「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

- 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 considers safety its primary responsibility. A stringent set of safety standards was followed when we built the system. In addition, we have a comprehensive and exhaustive set of safety standards in place which is strictly adhered to in our daily operation. Maintaining a safe railway system requires not only our dedication but also your support and co-operation. 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:

- Pay attention to announcements and electronic display messages and always follow instructions
- Never enter any MTR Restricted Area
- Never access the track, even to retrieve your belongings
- Ask MTR staff for assistance via Help Lines
- Stand behind the yellow line in the areas marked by the queuing lines and directional arrows
- Do not lean against or touch the platform screen doors/gates
- Let passengers alight from the train before boarding
- Be aware of the gap between the platform and the train
- Once aboard a train, move into the centre of 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 any passenger in need
- Be aware of the direction of the escalator before stepping on. Always hold the handrail and stand still
- If travelling with trolleys, bulky baggage, baby pram 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, mobility impaired passengers or wheelchair users are advised to use the lift
- Do not cause a nuisance to other passengers
- 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 suspicious objects, please report it to MTR staff or the Police immediately.

Light Rail Pedestrian crossings / junctions

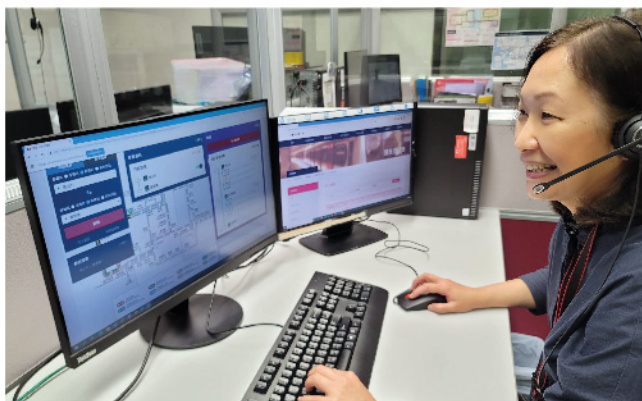
- When using the Light Rail pedestrian crossings, obey pedestrian signals
- Pedestrians should stop behind the yellow line; check if it is safe to cross and always follow instructional signage before crossing
- Drivers should always observe traffic lights, including the "Arrow signal" before crossing 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 using the staircase or standing in the compartment
- 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.

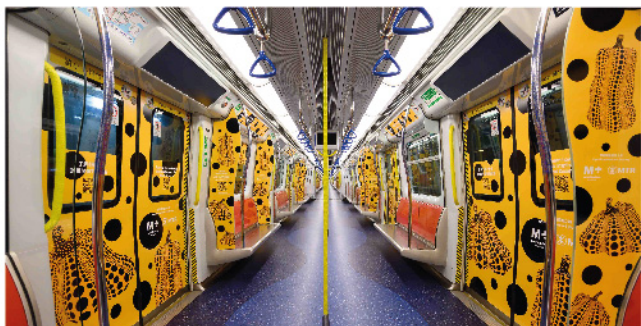
To reach us by phone, customers may call the MTR Hotline at 2881 8888, which is staffed from 8:30am to 6:00pm on weekdays and from 8:30am to 1:00pm on Saturdays, (except Sundays and Public Holidays). When a phone call cannot be put through to an operator immediately, it will be placed in a call queue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



貢獻社區 港鐵 • 藝術及社區連繫
Art in MTR & Community Connect
Contribute to A Better Community

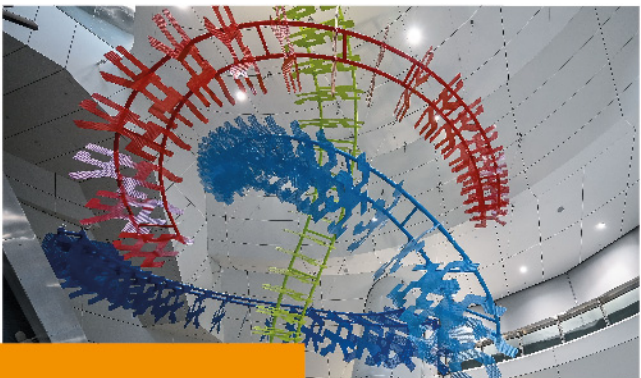


「港鐵 • 藝術」計劃把藝術注入顧客生活的每一程，為顧客的旅程更添姿采。

在2022年，我們透過流動藝術形式與M+合作，將屯馬綫列車化身成以南瓜黃底黑色波點設計的「草間彌生主題列車」。另外，公司亦與香港青年藝術協會攜手合作，推出由本地藝術家創作的「東鐵綫 • Fun紛藝術」列車，讓乘客在旅程中欣賞世界級藝

術創作及了解沿綫社區的文化特色。

在東鐵綫過海段通車後，公司於金鐘站及會展站放置了全新車站藝術品。位於金鐘站的懸浮雕塑《引領前行》由美國藝術家 Talley Fisher 創作，象徵匯聚於車站的四條鐵路綫，而位於會展站的《水記憶》包含了約 1,200幅於車站不同時間拍攝的海港相片，猶如將車站置身於海浪、色彩及浮光的微妙變化之中。

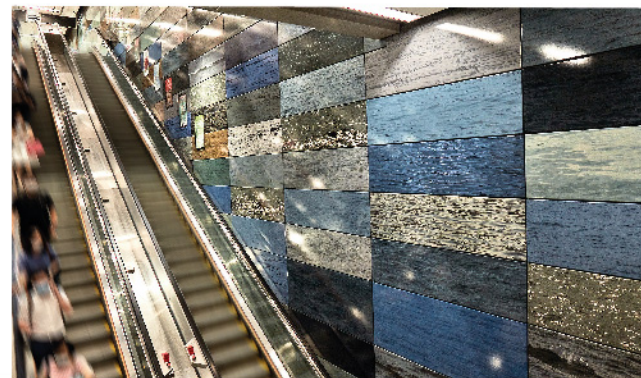


The "Art in MTR" initiative aims not only to enhance MTR journeys, but also offer inspiration in customers' life journeys.

In 2022, we collaborated with M+ through the form of mobile art and transformed a Tuen Ma Line train into "Yayoi Kusama-themed train" with a pumpkin yellow base and black polka dots design. Additionally, the Corporation also partnered with the Hong Kong Youth Arts Foundation to launch the "East Rail Line • Fun Fun Art" train, featuring local artist creations. This allows passengers to enjoy world-class art creations and understand the cultural characteristics of communities along the East Rail

Line during their journey.

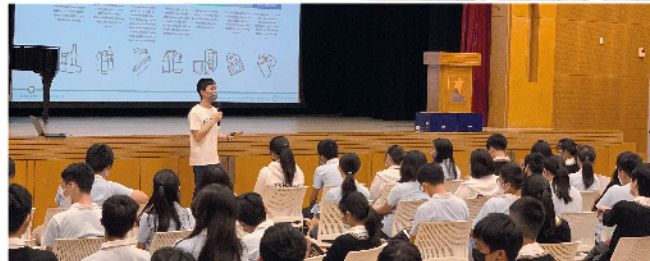
Upon the commissioning of the East Rail Line Cross-Harbour Extension, new station artworks "Mapping Our Way" and "Water Memory" are placed at Admiralty Station and the new Exhibition Centre Station respectively. The suspended sculpture "Mapping Our Way" represents the four railway lines converging at the station while the "Water Memory" is composed of about 1,200 photographs capturing the seascape right in front of Exhibition Centre Station at different moments, as if submerging the station in variations of waves, hues and reflections.



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 advancement and opportunities so that together we can grow and thrive in a sustainable city.

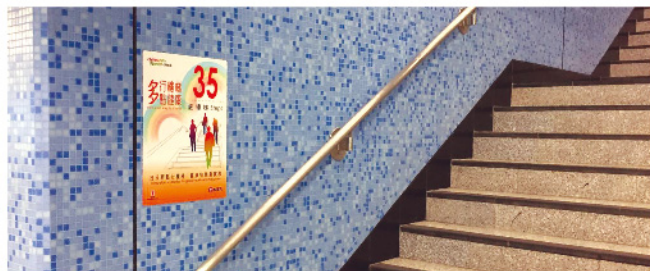
We are committed to investing in youth development. We design and implement programmes that enable young people to realise their aspirations, such as the 'Train' for Life's Journeys programme for secondary school students and collaboration with universities and youth organisations to provide innovation 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.



2022年顧客服務目標及表現

2022 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	屯馬綫 Tuen Ma Line	輕鐵 Light Rail
	列車按照編定班次行走 (列車服務供應) Train Service Delivery	99.5%	99.8%	99.5%	99.9%		99.5% 99.9%#	—†
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%
列車服務可靠程度 (列車行走多少車卡公里才遇到一次五分鐘或以上的延誤) Train Reliability (Train Car-km per train failure causing delays ≥ 5 mins)	850,000 公里 (km) 3,238,124 公里 (km)					850,000 公里 (km) 8,005,373 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) 37,079次 (transactions)							—
增值機可靠程度 (僅限於適用車站) Add Value Machine Reliability (At applicable stations)	99%	99.9%				99% 99.9%	99% 99.9%	—
自動售票機可靠程度 Ticket Machine Reliability	99%	99.8%				99% 99.9%	99% 99.8%	99% 99.8%
出入閘機可靠程度 Ticket Gate Reliability	99%	99.9%				99% 99.9%	99% 99.9%	—
輕鐵月台八達通收費器可靠程度 Light Rail Platform Octopus Processor Reliability				—				99% 99.9%
扶手電梯可靠程度 Escalator Reliability		99% 99.9%				99% 99.9%	99% 99.9%	—
乘客升降機可靠程度 Passenger Lift Reliability	99.5%	99.8%				99.5% 99.9%	99.5% 99.8%	—
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%		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)
車站：維持一個涼快、舒適的車站環境，月台平均溫度在攝氏27度或以下，車站大堂則在攝氏29度或以下 (特別炎熱的日子除外) Stations: To maintain a cool, pleasant and comfortable environment generally at or below 27°C for platforms and 29°C for station concourses (except on very hot days)			93%		99.9%			—
清潔程度 Railway Cleanliness			99%		99.9%			
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%		100%			
西北鐵路服務範圍內之巴士服務 Northwest Transit Service Area Bus Service			99%		99.7%			
按照編定班次行走 Service Delivery								
車身清潔：每天清洗 Cleanliness: Washed daily			99%		100%			
六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 Working Days			99%		100%			

東鐵綫過海段於2022年5月15日正式通車。東鐵綫的營運協議目標、顧客服務目標及實際表現結果將於東鐵綫過海段完成首兩年營運後公布。此數據只反映東鐵綫於1月至5月之表現。

The performance requirement, customer service pledge target and actual performance result will be available upon completion of two-year revenue operations of the East Rail Line Cross-Harbour Extension which commenced services on 15 May 2022. The figures reflect performance from January to May only.

† 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 of the Tuen Ma Line.

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 電話 Telephone

Airport Express, Tung Chung Line and Disneyland Resort Line Stations

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 6961
東涌 Tung Chung	2109 2516
機場 Airport	2261 0522
博覽館 Asia-World Expo	2261 0522

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

金鐘 Admiralty	2922 1400
會展 Exhibition Centre	2687 6211
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