

高速鐵路(香港段) 2023年顧客服務目標及表現

High Speed Rail (Hong Kong Section)
Customer Service Target and
Performance 2023

離港
Departures

自助通道 Self-service



高速鐵路(香港段)連接國家高鐵網絡，高鐵列車在香港段的時速為200公里，進入內地段時速更可達350公里，是香港最快的陸路跨境交通工具。我們致力提供舒適、快捷及可靠的鐵路服務，讓乘客輕鬆穿梭香港與內地，並為此制訂了不同的服務表現目標。乘客如對我們的服務有任何意見或建議，可於辦公時間(星期一至日及公眾假期上午7時至下午9時)致電客戶服務熱線(852) 2120 0888。

The High Speed Rail (Hong Kong Section) connects Hong Kong with the Mainland's national high-speed rail network. Being the fastest cross-boundary land transport in Hong Kong, the high-speed trains run at 200km/h in the Hong Kong Section and up to 350km/h in the Mainland Section, facilitating passengers to travel between Hong Kong and the Mainland of China through reliable and comfortable express service. We have set up a number of service performance targets, passengers who have comments or suggestions regarding our services please call the service hotline (852) 2120 0888 during office hours (7:00 am to 9:00 pm on Monday to Sunday and Public Holidays).

高速鐵路 (香港段) 2023 年顧客服務目標及表現 (7 月至 12 月)

High Speed Rail (Hong Kong Section) Customer Service Target and Performance for 2023 (July – December)

服務表現項目	Service Performance Item	目標	Target	表現	Performance
	列車按照編定班次行走 (列車服務供應) * Train Service Delivery*	95%		99.9%	
	自動售票機可靠程度 Ticket Machine Reliability	95%		100%	
	出入閘機可靠程度 Ticket Gate Reliability	95%		100%	
	扶手電梯及升降機可靠程度 Escalator and Passenger Lift Reliability	98%		99.9%	
	溫度及通風 - 列車* Temperature & Ventilation - Trains* 維持涼快、舒適的車廂環境，平均溫度在攝氏 26 度或以下 To maintain a cool, pleasant and comfortable train environment generally at or below 26°C	93.5%		100%	
	溫度及通風 - 車站 Temperature & Ventilation - Station 維持涼快、舒適的車站大堂環境，平均溫度在攝氏 29 度或以下 (特別炎熱的日子除外) To maintain a cool, pleasant and comfortable environment generally at or below 29°C at station concourse (except on very hot days)	90%		100%	
	清潔程度 - 列車車廂* Railway Cleanliness – Train Compartment*	95%		100%	
	清潔程度 - 列車車身* Railway Cleanliness – Train Exterior*	95%		100%	
	六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 working days	99%		100%	

* 目標及表現僅涵蓋由港鐵公司營運的動感號列車。
The target and performance only cover Vibrant Express trains operated by MTR Corporation.