



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，讓乘客輕鬆穿梭中港兩地，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)致電客戶服務熱綫 (852) 2120 0888。

The High Speed Rail (Hong Kong Section) runs from West Kowloon, connecting 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 around Hong Kong and the Chinese Mainland 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 the service hotline (852) 2120 0888 during office hours (7:00 am to 9:00 pm on Monday to Sunday and Public Holidays).

MTR Corporation Limited
香港鐵路有限公司

高速鐵路
High Speed Rail



心繫生活每一程

高速鐵路(香港段) 2021年顧客服務目標

High Speed Rail (Hong Kong Section)
Our Pledge for Service 2021



2021年高速鐵路(香港段)顧客服務目標

High Speed Rail (Hong Kong Section) Customer Service Pledge for 2021

服務表現項目 Service Performance Item	目標 Target Achievement
 <p>列車按照編定班次行走 (列車服務供應)* Train Service Delivery*</p>	95%
 <p>自動售票機可靠程度 Ticket Machine Reliability</p>	95%
 <p>出入閘機可靠程度 Ticket Gate Reliability</p>	95%
 <p>扶手電梯及升降機可靠程度 Escalator and Passenger Lift Reliability</p>	98%
 <p>溫度及通風 - 列車* Temperature & Ventilation - Trains*</p> <p>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</p>	93.5%
<p>溫度及通風 - 車站 Temperature & Ventilation - Station</p> <p>維持涼快、舒適的車站環境，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 concourse (except on vert hot days)</p>	90%
 <p>清潔程度 - 列車車廂* Railway Cleanliness – Train Compartment*</p>	95%
<p>清潔程度 - 列車車身* Railway Cleanliness – Train Exterior*</p>	95%
 <p>六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 working days</p>	99%

* 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 which operated by MTR Corporation.