

高速鐵路(香港段) 2025年顧客服務目標

High Speed Rail (Hong Kong Section)
Our Pledge for Service 2025



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)致電客戶服務熱綫 (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).

2025年高速鐵路(香港段)顧客服務目標

High Speed Rail (Hong Kong Section) Customer Service Pledge for 2025

| 服務表現項目 | Service Performance Item | 目標 | Target Achievement |
|--|---|-------|--------------------|
|  | 列車按照編定班次行走 (列車服務供應)* Train Service Delivery* | 95% | |
|  | 自動售票機可靠程度 Ticket Machine Reliability | 95% | |
|  | 出入閘機可靠程度 Ticket Gate Reliability | 95% | |
|  | 扶手電梯及升降機可靠程度 Escalator and Passenger Lift Reliability | 98% | |
|  | 溫度及通風 - 列車* Temperature & Ventilation - Trains* | 94.5% | |
| | 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 | | |
| | 溫度及通風 - 車站 Temperature & Ventilation - Station | 91% | |
| | 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) | | |
|  | 清潔程度 - 列車車廂* Railway Cleanliness – Train Compartment* | 96% | |
| | 清潔程度 - 列車車身* Railway Cleanliness – Train Exterior* | 96% | |
|  | 六個工作天內回覆乘客查詢 Passenger Enquiry Response Time within 6 working days | 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 operated by MTR Corporation.

高速鐵路(香港段)2024年顧客服務目標及表現

High Speed Rail (Hong Kong Section) Customer Service Target and Performance for 2024

| 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% | | 100% | |
|  | 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 | 94.5% | | 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) | 91% | | 100% | |
|  | 清潔程度 - 列車車廂* Railway Cleanliness – Train Compartment* | 96% | | 100% | |
| | 清潔程度 - 列車車身* Railway Cleanliness – Train Exterior* | 96% | | 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。
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