高速铁路
High Speed Rail

MTR
心繫生活每一程

高速铁路(香港段)
2024年顾客服务目标及表现

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

高速铁路(香港段)连接国家高铁网络，高铁列车在香港段的时速为200公里，进入内地段时速更可达350公里，是香港最快的陆路跨境交通工具。我们致力提供舒适、快捷及可靠的铁路服务，让乘客轻松穿梭香港与内地，并为此制订了不同的服务表现目标。乘客如对我们的服务有任何意见或建议，可于办公时间(星期一至日及公众假期上午7时至下午9时)致电客户服务热线 (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).

MTR Corporation Limited
香港鐵路有限公司

高速铁路（香港段）2024年顾客服务目标及表现（1月至6月）

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

服务表现项目 Service Performance Item	目标 Target	表现 Performance
列车按照编定班次行走（列车服务供应）* **Train Service Delivery***	95%	100%
自动售票机可靠程度 **Ticket Machine Reliability**	95%	100%
出入闸机可靠程度 **Ticket Gate Reliability**	95%	100%
扶手电梯及升降机可靠程度 **Escalator and Passenger Lift Reliability**	98%	99.9%
温度及通风 - 列车* **Temperature & Ventilation - Trains*** 维持凉快、舒适的车厢环境，平均温度在摄氏26度或以下 To maintain a cool, pleasant and comfortable train environment generally at or below 26°C	94.5%	100%
温度及通风 - 车站 **Temperature & Ventilation - Station** 维持凉快、舒适的车站大堂环境，平均温度在摄氏29度或以下（特别炎热的日子除外） To maintain a cool, pleasant and comfortable environment generally at or below 29°C at station concourse (except on very hot days)	91%	100%
清洁程度 - 列车车厢* **Railway Cleanliness – Train Compartment***	96%	100%
清洁程度 - 列车车身* **Railway Cleanliness – Train Exterior***	96%	100%
六个工作天内回覆乘客查询 **Passenger Enquiry Response Time within 6 working days**	99%	100%

* 目标及表现仅涵盖由港铁公司营运的动感号列车。
The target and performance only cover Vibrant Express trains operated by MTR Corporation.