

高速铁路(香港段) 2023年顾客服务目标及表现

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

離港
Departures

自助通道 Self-service



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).

高速铁路 (香港段) 2023年顾客服务目标及表现 (7月至12月)

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

服务表现项目 Service Performance Item	目标 Target	表现 Performance
 <p>列车按照编定班次行走 (列车服务供应) * Train Service Delivery*</p>	95%	99.9%
 <p>自动售票机可靠程度 Ticket Machine Reliability</p>	95%	100%
 <p>出入闸机可靠程度 Ticket Gate Reliability</p>	95%	100%
 <p>扶手电梯及升降机可靠程度 Escalator and Passenger Lift Reliability</p>	98%	99.9%
 <p>温度及通风 - 列车* Temperature & Ventilation - Trains*</p> <p>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</p>	93.5%	100%
<p>温度及通风 - 车站 Temperature & Ventilation - Station</p> <p>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)</p>	90%	100%
 <p>清洁程度 - 列车车厢* Railway Cleanliness – Train Compartment*</p>	95%	100%
<p>清洁程度 - 列车车身* Railway Cleanliness – Train Exterior*</p>	95%	100%
 <p>六个工作日内回覆乘客查询 Passenger Enquiry Response Time within 6 working days</p>	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.