

高速铁路(香港段) 2025年顾客服务目标

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



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).

2025年高速铁路(香港段)顾客服务目标

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

服务表现项目	Service Performance Item	目标	Target Achievement
	列车按照编定班次行走 (列车服务供应)* Train Service Delivery*	95%	
	自动售票机可靠程度 Ticket Machine Reliability	95%	
	出入闸机可靠程度 Ticket Gate Reliability	95%	
	扶手电梯及升降机可靠程度 Escalator and Passenger Lift Reliability	98%	
	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%	
	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%	
	清洁程度 - 列车车厢* Railway Cleanliness – Train Compartment*	96%	
	清洁程度 - 列车车身* Railway Cleanliness – Train Exterior*	96%	
	六个工作日内回覆乘客查询 Passenger Enquiry Response Time within 6 working days	99%	

* 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.

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 for 2024

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%	
	六个工作日内回覆乘客查询 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.