



**2013年12月16日
港鐵將軍澳綫及觀塘綫架空電纜故障事故**

二零一三年十二月二十日

← 觀塘綫 (往油麻地方向)

架空電纜

油塘站月台

調景嶺站
月台

← 將軍澳綫 (往北角方向)

架空電纜

油塘站月台

← 觀塘綫 (往油麻地方向)

架空電纜

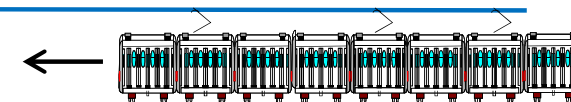
油塘站月台

調景嶺站
月台

← 將軍澳綫 (往北角方向)

架空電纜

油塘站月台



列車 T25

← 觀塘綫 (往油麻地方向)

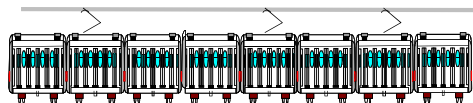
架空電纜

油塘站月台

調景嶺站
月台

← 將軍澳綫 (往北角方向)

架空電纜

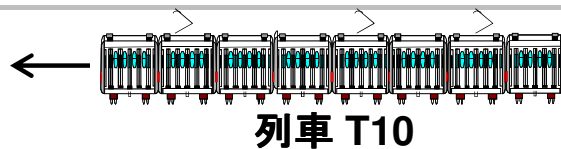


列車 T25

油塘站月台

← 觀塘綫 (往油麻地方向)

架空電纜



油塘站月台

調景嶺站
月台

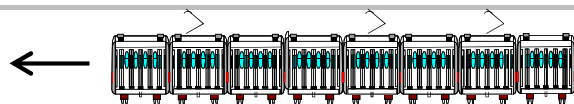
← 將軍澳綫 (往北角方向)

架空電纜

油塘站月台

← 觀塘綫 (往油麻地方向)

架空電纜



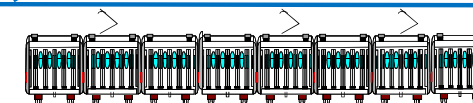
列車 T10

油塘站月台

調景嶺站月台

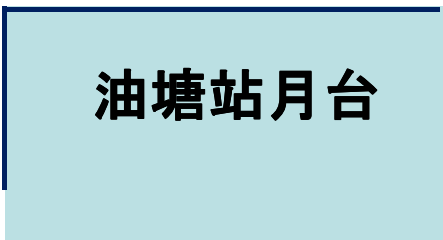
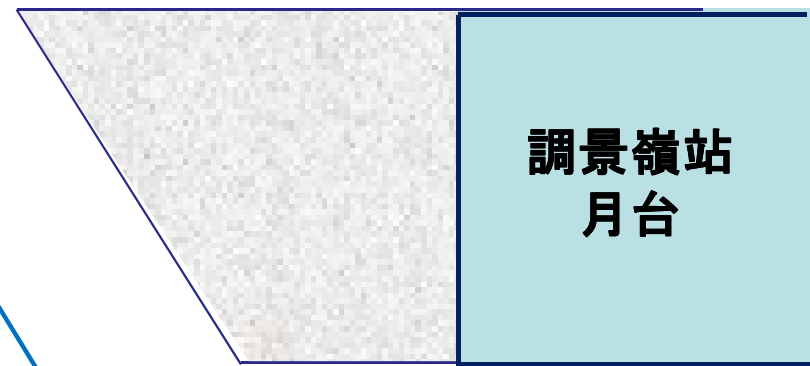
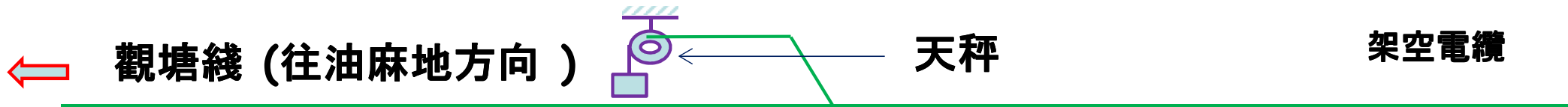
← 將軍澳綫 (往北角方向)

架空電纜

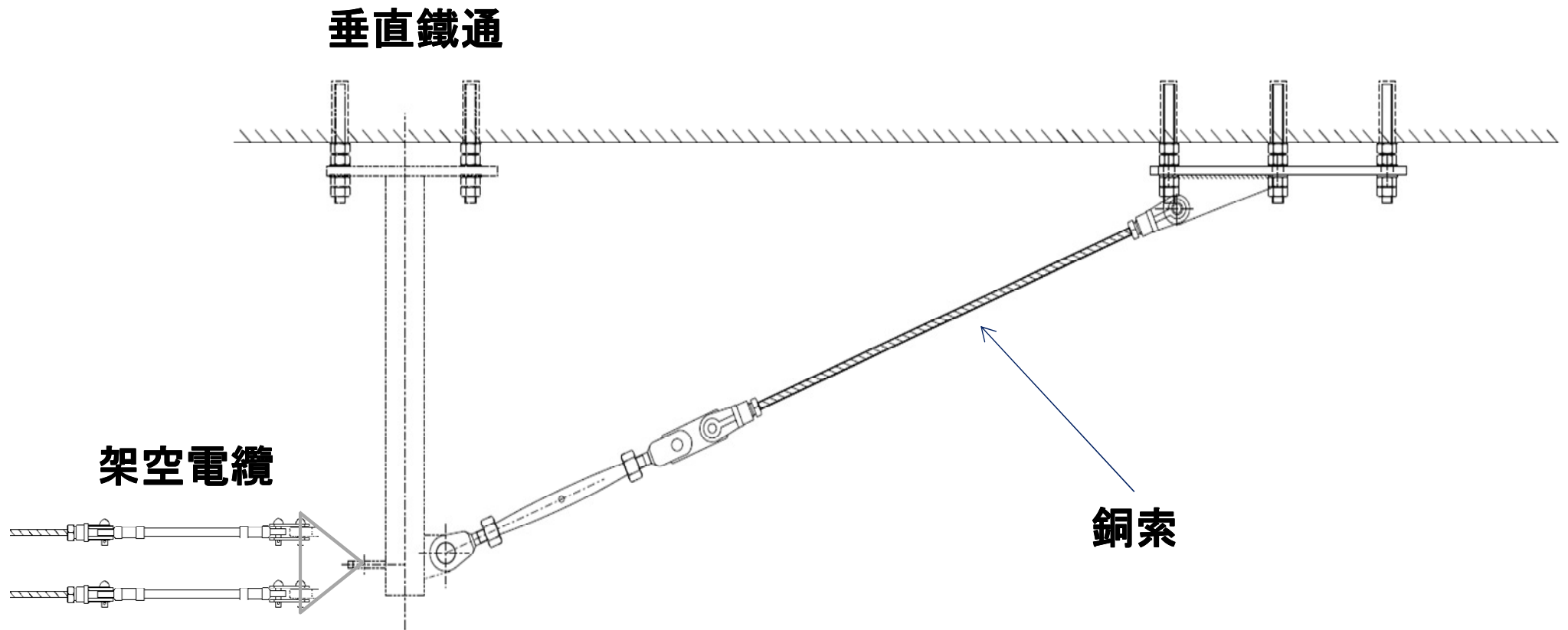


列車 T26

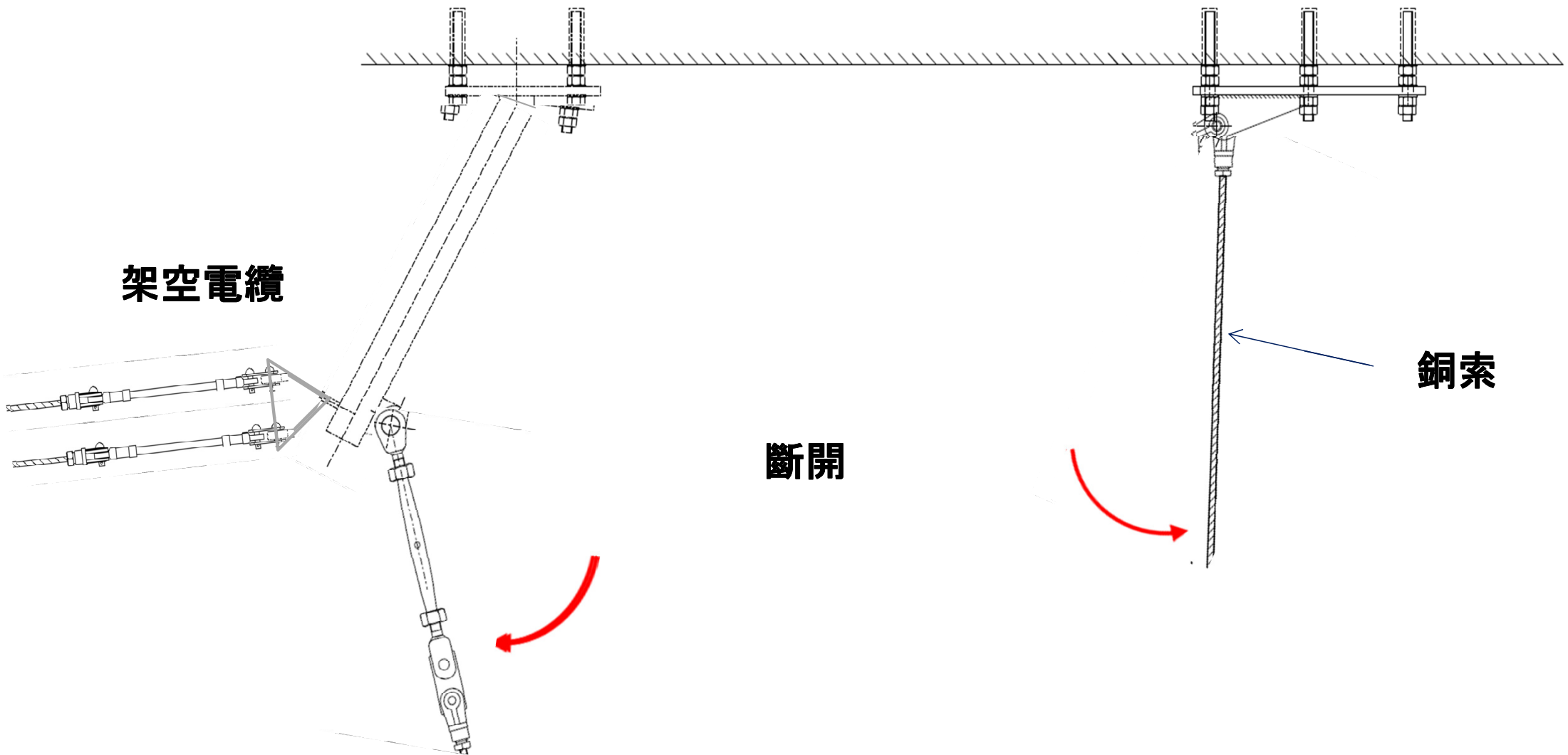
油塘站月台



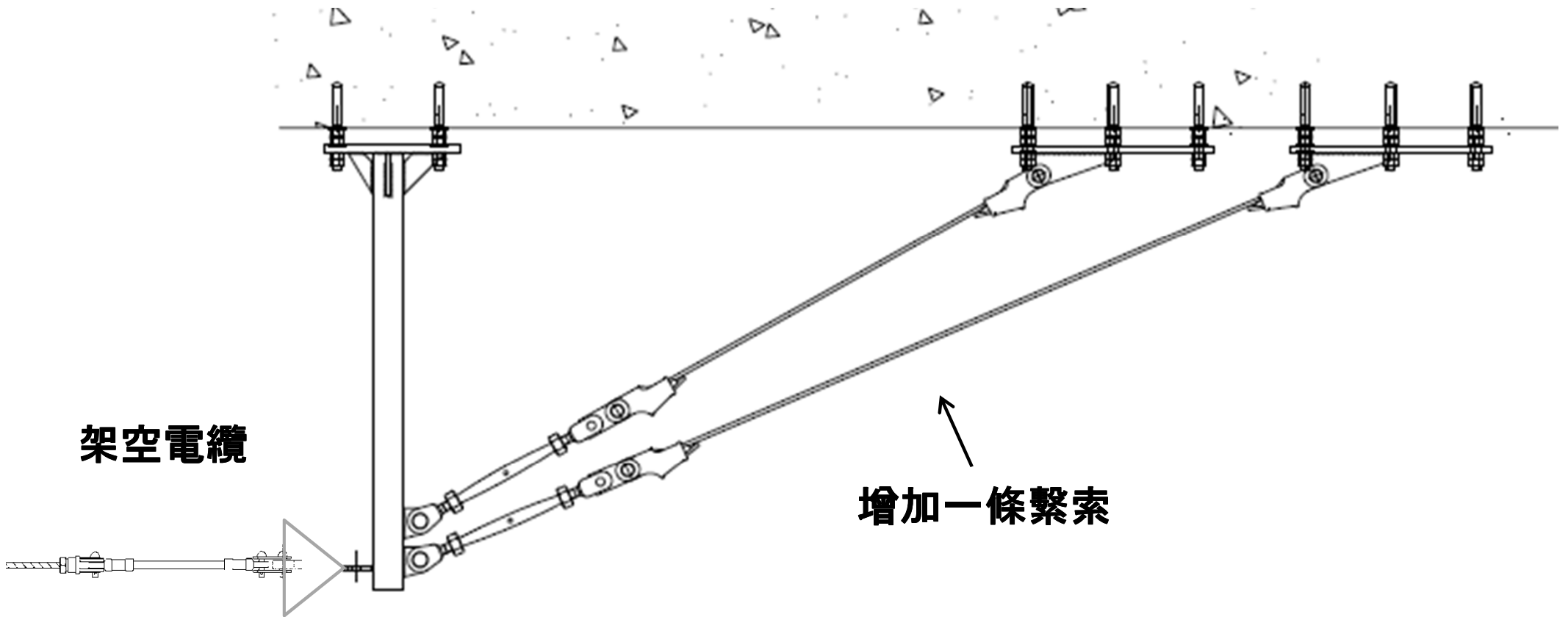
三角形銅索固定裝置



三角形銅索固定裝置



改善措施



架空電纜

增加一條繫索

港鐵路綫圖 MTR system map



與乘客的溝通

中央廣播



大型資訊指示



與乘客的溝通

乘車應變錦囊
Rail Service Suspension – Passenger Guide

以務萬一
港鐵為確保有預先妥善的公共交通服務，提供、維修及更換了多項服務以確保服務在發生意外及故障時能繼續運作。一旦出現意外，服務將不會有嚴重中斷，平均每一宗故障或意外可能只有一至數分鐘中斷，但服務亦可能暫停數小時。

在服務中斷時，第一時間應留意港鐵，只須留意以下有關服務的中斷：如有關服務中斷，請即留意以下有關服務的中斷：

- 1. 考慮服務中斷的公共交通工具，如巴士、小巴、電車、渡輪、的士等，可考慮利用這些服務前往車站或前往目的地。
- 2. 留意港鐵的「港鐵免費接駁巴士」服務，詳情請參閱「港鐵免費接駁巴士」的相關資訊。
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Always be prepared.
The MTR rail network offers a wide range of transport services in Hong Kong. Besides the railway, we have a number of public transport services that are needed to work together over long periods of time. As a result, about one service that requires partial suspension in train service might cause for every one minute of train suspension.

In the event that you encounter a service suspension while travelling on the MTR network, the following steps may help to minimise the inconvenience caused to you and continue with your journey.

1. Consider the alternative public transport options available to you such as buses, mini buses, taxis, or ferries. They offer flexible alternative public transport options in the event of a partial station closing or a service suspension covering a period of minutes. Take into railway status or working to the next MTR station not affected by the service suspension may be a viable option in some cases.
2. As on the MTR, the information given out at the station through public information displays, notice posted at entry and exit gates, passenger information displays and staff nearby.
3. Free MTR Shuttle-Bus Service is a temporary arrangement available in some development estates to supplement other public transport during a service suspension, connecting you to the next MTR station on the affected rail line that service is operating.

Please keep in mind that in the event of a service suspension, it will take some time to make the Free MTR Shuttle-Bus which is also dependent on the road traffic condition at the time. However, we advise that you should be aware of the designated pick-up points.

If you have chosen to take the Free MTR Shuttle-Bus when available, the capacity of Free MTR Shuttle-Bus Service is limited and may depend on the bus at the designated pick-up points.

乘車應變錦囊
Rail Service Suspension – Passenger Guide
You Tong Station

油塘

乘車應變錦囊
Rail Service Suspension – Passenger Guide

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乘車應變錦囊
Rail Service Suspension – Passenger Guide
Tiu Keng Leng Station

調景嶺

乘車應變錦囊
Rail Service Suspension – Passenger Guide

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港鐵免費接駁巴士
Free MTR Shuttle Bus

乘車應變錦囊
Rail Service Suspension – Passenger Guide
Lam Tin Station

藍田

《乘車應變錦囊》



與乘客的溝通

服務資訊顯示屏

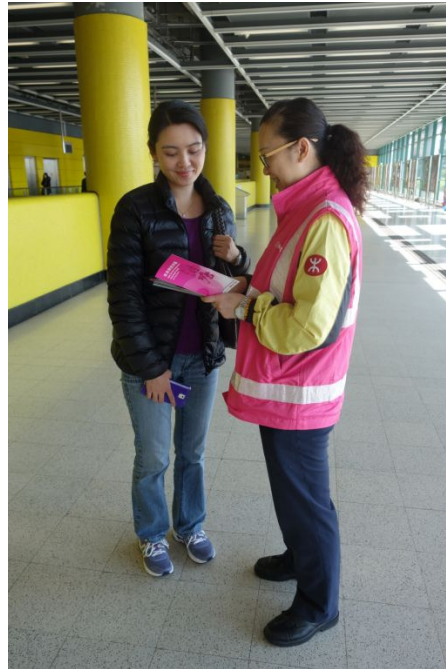


智能手機程式及港鐵網頁



人流管理

客務快速應變隊



客務支援隊



港鐵免費接駁巴士



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