

**Legislative Council Panel on Transport**  
**2017 Fare Revision for Airport Express**  
**Supplementary Information**

## **Purpose**

At the meeting of the Legislative Council Panel on Transport (“Transport Panel”) on 21 April 2017, Members were briefed on the proposed fare revision for MTR Airport Express in 2017. Having regard to Members’ questions and the motions passed at the Transport Panel meeting, supplementary information is provided in the ensuing paragraphs.

## **Background**

2. The Airport Express is not a public transport mode for daily commuting, but mainly for business and travelling. The Airport Express commenced passenger service in July 1998 and now carries more than 16 million passengers per year. Currently, there are five stations, namely Hong Kong, Kowloon, Tsing Yi, Airport and AsiaWorld-Expo. The journey between Airport and Hong Kong takes only 24 minutes, providing a convenient and comfortable linkage between the Hong Kong International Airport and the central business districts.

3. In accordance with the Operating Agreement signed between the Government and the Corporation in 2007, the Fare Adjustment Mechanism is not applicable to the Airport Express fares<sup>1</sup>. Whilst the Corporation enjoys fare autonomy over the Airport Express fares, prior to the fare revision of the Airport Express, the Corporation shall –

- (a) consider the level of public acceptance of any proposed fare change, based on passenger surveys;
- (b) consult the Transport Advisory Committee (“TAC”);
- (c) consult the Transport Panel;
- (d) after the consultation pursuant to paragraphs (b) and (c) above, through its board of directors, resolve to approve the new fares; and
- (e) formally notify TAC and the Transport Panel, and make a public announcement, of the new fares no later than three weeks prior to implementation of the new fares.

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<sup>1</sup> Airport Express fare revision will not apply to:

- Airport Workers’ Octopus fares between Hong Kong/Kowloon/Tsing Yi and Airport /AsiaWorld-Expo; and
- Prices for promotional items such as Group Tickets and Airport Travel Pass.

When recommending the proposed new fares to the Board, the Corporation will also take into consideration various factors including the overall economic conditions and competitiveness of the Airport Express.

4. The current fare and proposed new fares for journeys of the Airport Express are at **Annex 1**. The overall fare revision rate is 10.3%<sup>2</sup> and the proposed fare revision will take effect in June 2017.

## **Financial Performance of Airport Express**

5. Members asked for the financial figures for the Airport Express. Given the sharing of infrastructure facilities between Airport Express and Tung Chung Line, it is not feasible to accurately work out a standalone financial statement for the Airport Express. In response to Members' requests, a high-level estimation of the financial performance of the Airport Express by apportioning the shared facilities between these two lines has been made, at **Annex 2**.

6. Airport Express has been offering world class and premium airport link service for travellers to and from the Hong Kong International Airport, including the provision of free In-Town Check-In and Airport Express Shuttle services which are being admired by many other cities. The Airport Express is operating on a very high cost base<sup>3</sup>, with cost increased by 25% between 2001 and 2016. As a result, the estimation reveals that although the passenger number has been rising after intensive efforts to promote the service, the Airport Express has been suffering operating loss since its opening. It only started to break even (before interest and tax) in 2015 when passenger numbers rose to the current level. It is worth noting that the patronage growth has been on a decelerating trend since 2014, and this trend is expected to continue.

7. While the Corporation continues to make every effort to manage the operating cost of the Airport Express, the proposed fare revision is necessary to bring in sustainable revenue to cater for the escalating cost as well as upcoming major facility improvement projects (i.e. the replacement of CCTV system, signaling system and ticket machines/gates as well as the development of real-time bus arrival information system for the free Airport Express Shuttle service) with total capital expenditure estimated at

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<sup>2</sup> Overall fare revision rate of +10.3% is based on the overall average of changes of Airport Express fares excluding the "Airport Worker fares between Hong Kong/Kowloon/Tsing Yi and Airport/AsiaWorld-Expo". The overall change in average fare will be +9.3% without the exclusion.

<sup>3</sup> Major cost elements include station and train operations and maintenance, energy costs, Airport Express Shuttle service and In-Town Check-In counter operations.

approximately \$500 million. The additional revenue to be brought by the proposed fare revision is estimated to be in the range of \$60 million to \$70 million per annum. It should be noted that this new revenue will contribute to the overall revenue and profit of the MTR Corporation Limited (“MTRCL”). Under the “Profit Sharing Mechanism” of the Fare Adjustment Mechanism, passengers will share the Corporation’s profit through the new “3% fare discount per Octopus journey” scheme starting from June 2017, with details set out at **Annex 3**.

## **Market Competition and Fare Revision History**

8. Competition of this travel sector is also very intensive, with bus routes progressively added to take passengers from downtown directly to the airport and also the increasing use of pre-booked taxi services. As a result, although travellers taking Airport Express have been increasing, its market share has dropped from 27% in 2001 to around 21% now. Customers have adequate choices in this service and are expected to benefit from the intensive competition.

9. In the last ten years, a local franchised bus operator increased its fares, on average, of airport bus routes cumulatively by around 8%<sup>4</sup>, whereas fares for urban taxis (first two kilometres) increased by 60% (from \$15 in 2007 to \$24 now). There were also various levels of fare revision in airport railway of other cities in the past ten years, e.g. Heathrow of London, Kuala Lumpur and Sydney. The current fare of MTR Airport Express is below that of London, and comparable to those of other Asian cities, at **Annex 4**.

## **Passenger Acceptance Survey**

10. With an aim at gauging the passenger acceptance towards various fare increase levels, a passenger survey was conducted on board Airport Express train and inside Airport Express stations during 1000 to 2200 hours from 23 January to 1 February 2017. All passengers were randomly selected for the face-to-face interview with a structured questionnaire, at **Annex 5**. A total of 1 001 respondents were successfully interviewed, with 67% acceptance (including “Definitely Acceptable” (3%), “Acceptable” (36%) and “Neutral” (28%)) of an overall fare increase of 10%.

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<sup>4</sup> Taking Route A31 for example, the bus fare was increased from \$17.0 in 2007 to \$18.9 now.

## **Impact on Local Residents**

11. It is worth reiterating that the Airport Express is not a public transport mode for daily commuting, and the vast majority of customers using the Airport Express are leisure or business travelers whose uses of AEL are incidental and discretionary, especially for tourists. Also, slightly more than half (around 52%) of the customers travelling on the Airport Express have used different concession tickets such as Group Tickets and Discounted Tickets from the travel agents. In comparison with the airport railways elsewhere in the world (see **Annex 4**), price and journey time of the Airport Express are very competitive.

12. To minimise the impact of fare revision on local residents, adjustment on Octopus fares, mostly used by local residents, will be lower than that on Single Journey Ticket fares. In addition, prices for promotional items such as Airport Express Group Tickets targeting at local residents (with current savings of 15% to 30% against normal fares, see **Annex 6**) and the Airport Travel Pass will remain unchanged. All other fare concessions and complimentary services of the Airport Express will continue to apply, including free same day return; free MTR connection for Octopus users; free In-town Check-in service; and free Airport Express Shuttle service, together with festive promotions for different customer segments such as Children and the Elderly. The Airport Worker fares between Hong Kong/Kowloon/Tsing Yi and Airport/AsiaWorld-Expo, being covered by the Fare Adjustment Mechanism, will not be affected by the current proposal and will remain unchanged.

**MTR Corporation Limited**  
**April 2017**

## Annex 1

**Current and Proposed Fares for Journeys on Airport Express  
(Not Applicable to Fare Adjustment Mechanism)**

Ticket Type		Movement	Trip Type	Existing	Proposed	Change	
Adult Fare *	Octopus	HOK - AIR/AWE	Single Trip	\$100.0	<b>\$110.0</b>	\$10.0	(10.0%)
		KOW - AIR/AWE		\$90.0	<b>\$100.0</b>	\$10.0	(11.1%)
		TSY - AIR/AWE		\$60.0	<b>\$65.0</b>	\$5.0	(8.3%)
		AIR - AWE		\$5.0	<b>\$5.5</b>	\$0.5	(10.0%)
	Single Journey (SJ)	HOK - AIR/AWE	Single Trip	\$100.0	<b>\$115.0</b>	\$15.0	(15.0%)
		KOW - AIR/AWE		\$90.0	<b>\$105.0</b>	\$15.0	(16.7%)
		TSY - AIR/AWE		\$60.0	<b>\$70.0</b>	\$10.0	(16.7%)
		AIR - AWE		\$5.0	<b>\$6.0</b>	\$1.0	(20.0%)
	Octopus	HOK - AIR/AWE	Same Day Return	\$100.0	<b>\$110.0</b>	\$10.0	(10.0%)
		KOW - AIR/AWE		\$90.0	<b>\$100.0</b>	\$10.0	(11.1%)
		TSY - AIR/AWE		\$60.0	<b>\$65.0</b>	\$5.0	(8.3%)
	SJ	HOK - AIR/AWE	Same Day Return	\$100.0	<b>\$115.0</b>	\$15.0	(15.0%)
		KOW - AIR/AWE		\$90.0	<b>\$105.0</b>	\$15.0	(16.7%)
		TSY - AIR/AWE		\$60.0	<b>\$70.0</b>	\$10.0	(16.7%)
	Octopus	HOK - AWE	AWE Special Same Day Return	\$72.0	<b>\$80.0</b>	\$8.0	(11.1%)
		KOW - AWE		\$64.0	<b>\$72.0</b>	\$8.0	(12.5%)
TSY - AWE		\$42.0		<b>\$47.0</b>	\$5.0	(11.9%)	
SJ	HOK - AIR/AWE	Round Trip	\$180.0	<b>\$210.0</b>	\$30.0	(16.7%)	
	KOW - AIR/AWE		\$160.0	<b>\$190.0</b>	\$30.0	(18.8%)	
	TSY - AIR/AWE		\$110.0	<b>\$125.0</b>	\$15.0	(13.6%)	
Child Fare	Octopus	HOK - AIR/AWE	Single Trip	\$50.0	<b>\$55.0</b>	\$5.0	(10.0%)
		KOW - AIR/AWE		\$45.0	<b>\$50.0</b>	\$5.0	(11.1%)
		TSY - AIR/AWE		\$30.0	<b>\$32.5</b>	\$2.5	(8.3%)
		AIR - AWE		\$2.5	<b>\$2.7</b>	\$0.2	(8.0%)
	SJ	HOK - AIR/AWE	Single Trip	\$50.0	<b>\$57.5</b>	\$7.5	(15.0%)
		KOW - AIR/AWE		\$45.0	<b>\$52.5</b>	\$7.5	(16.7%)
		TSY - AIR/AWE		\$30.0	<b>\$35.0</b>	\$5.0	(16.7%)
		AIR - AWE		\$2.5	<b>\$3.0</b>	\$0.5	(20.0%)
	Octopus	HOK - AIR/AWE	Same Day Return	\$50.0	<b>\$55.0</b>	\$5.0	(10.0%)
		KOW - AIR/AWE		\$45.0	<b>\$50.0</b>	\$5.0	(11.1%)
		TSY - AIR/AWE		\$30.0	<b>\$32.5</b>	\$2.5	(8.3%)
	SJ	HOK - AIR/AWE	Same Day Return	\$50.0	<b>\$57.5</b>	\$7.5	(15.0%)
		KOW - AIR/AWE		\$45.0	<b>\$52.5</b>	\$7.5	(16.7%)
		TSY - AIR/AWE		\$30.0	<b>\$35.0</b>	\$5.0	(16.7%)
	Octopus	HOK - AWE	AWE Special Same Day Return	\$36.0	<b>\$40.0</b>	\$4.0	(11.1%)
		KOW - AWE		\$32.0	<b>\$36.0</b>	\$4.0	(12.5%)
TSY - AWE		\$21.0		<b>\$23.5</b>	\$2.5	(11.9%)	

\* Adult fares are for all passengers aged 12 or above.

Note: HOK – Hong Kong Station; KOW – Kowloon Station; TSY – Tsing Yi Station; AIR – Airport Station; AWE – Asia World Expo station

## Summary of Key Financial and Operational Information

		Base Year for Comparison <u>2001</u>	<u>2012</u>	<u>2013</u>	Last Five Years		
					<u>2014</u>	<u>2015</u>	<u>2016</u>
<b>Estimated Financial Data (\$ million)</b>							
Total revenue		\$630	\$930	\$990	\$1,080	\$1,110	\$1,170
Operating costs	Note 1	(\$520)	(\$560)	(\$590)	(\$620)	(\$640)	(\$650)
Depreciation	Note 2	(\$580)	(\$500)	(\$490)	(\$470)	(\$470)	(\$480)
Operating profit before interest and tax		(\$470)	(\$130)	(\$90)	(\$10)	*	\$40
* Less than \$10 million							
<b>Special Remarks</b>							
<b>[1] This is an internal estimation in which shared facilities between Airport Express and Tung Chung Line with apportioning (53 : 47) primarily based on track length.</b>							
<b>[2] Airport Express has been suffering from loss for all the years when interest and tax are included.</b>							

**Operational Data**

Total number of passengers ('000)	9,022	12,695	13,665	14,881	15,725	16,133
Revenue car-kilometre operated ('000 km)	19,458	23,134	23,216	23,232	23,242	23,276
Average passenger-kilometre travelled (km)	29.8	29.0	29.0	28.6	28.4	28.4
Average car occupancy (number of passengers)	14	16	17	18	19	20
Proportion of passenger journey on time	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%

**Market and Economic Data**

Market share (to and from the airport)	27.0%	21.8%	22.0%	22.3%	21.5%	21.4%
Taxi (Urban and NT) fare increase	Note 3	-	-	10%	-	-
Bus fare increase		-	(A franchised airport bus operator increased its fares by 4.5% and 3.2% in 2008 and 2011 respectively)			
Inflation (CCPI)	Note 4	77.1	89.6	93.5	97.7	100.6
Salary increase (Payroll index)	Note 5	95.2	124.3	130.9	136.1	141.9

**Notes**

- The operating cost includes Airport Express specific service cost (e.g. shuttle bus and In-town Check-in operation), operation & maintenance costs, other supporting cost and station commercial related cost.
- The allocation of depreciation of asset common to Airport Express and Tung Chung Line is based on track length and detailed accounting policies for depreciation are given in Page 2.
- Taxi fare for urban taxi increased in 2013 (referred to the fare change for first 2 Km). Taxi fares were also increased in year 2008 (urban & NT), 2009 (NT), 2011 (urban and NT) and 2017 (Urban & NT).
- CCPI = Composite Consumer Price Index (Index base for Oct 14 - Sep 15 = 100).
- Payroll index is the Payroll per Person Engaged for all selected industry in forth quarter of the year (Index base for first quarter 1999 = 100).

## Principal Accounting Policies - Depreciation

Fixed assets other than investment properties, assets under construction and service concession assets which are amortised over the entire or remaining period of the service concession are depreciated or amortised on a straight-line basis at rates sufficient to write off their cost or valuation, less their estimated residual value, if any, over their estimated useful lives as follows:

### Land and Buildings

Self-occupied land and buildings	the shorter of 50 years and the unexpired term of the lease
Leasehold land	the unexpired term of the lease

### Civil Works

Excavation and boring	Indefinite
Tunnel linings, underground civil structures, overhead structures and immersed tubes	100 years
Station building structures	100 years
Depot structures	80 years
Kiosk structures	20 – 30 years

### Plant and Equipment

Rolling stock and components	4 – 42 years
Platform screen doors	10 – 35 years
Rail track	7 – 50 years
Environmental control systems, lifts and escalators, fire protection and drainage system	7 – 30 years
Power supply systems	7 – 40 years
Aerial ropeway and cabin	5 – 27 years
Automatic fare collection systems, metal station kiosks, and other mechanical equipment	20 – 25 years
Train control and signalling equipment, station announcement systems, telecommunication systems and advertising panels	5 – 28 years
Station architectural finishes	8 – 30 years
Fixtures and fittings	4 – 25 years
Maintenance equipment	4 – 40 years
Office furniture and equipment	2 – 15 years
Computer software licences and applications	2 – 10 years
Computer equipment	3 – 5 years
Cleaning equipment and tools	5 years
Motor vehicles	4 – 8 years

Where parts of an item of property, plant and equipment have different useful lives, each part is depreciated or amortised separately. The useful lives of the various categories of fixed assets are reviewed annually in the light of actual asset condition, usage experience and the current asset replacement programme.

**Profit Sharing Mechanism  
and “3% Fare Discount per Octopus Journey” Scheme**

**Profit Sharing Mechanism**

A “Profit Sharing Mechanism” was introduced in the first review of the Fare Adjustment Mechanism (“FAM”) of MTRCL in 2013 to address public concern on there being an absence of linkage between MTRCL’s profitability and fare adjustments. Under this mechanism, MTRCL would, based on its underlying business profits each year, provide fare concessions so as to share the Corporation’s success with passengers and lessen the burden of fare increase on passengers. The underlying business profits include profits from **all MTRCL businesses**, i.e. profits from Hong Kong transport operations, Hong Kong station commercial business, Hong Kong property rental and management businesses, property developments, as well as profit from the Corporation’s overseas ventures<sup>1</sup>. Such financial data is highly transparent and available to the public in MTRCL’s annual reports.

2. For the purpose of this “Profit Sharing Mechanism” introduced in 2013, a pre-determined tiered table (see Table 1 below) was used to decide on the amount to be shared with passengers each year under different profit levels. The sum would go to a fare concession account each year, and triggered for sharing with passengers when there is fare increase under FAM for that particular year. The fare concession MTRCL offered every year was subject to a cap being half of the total additional revenue generated by the corresponding fare increase for that year<sup>2</sup>. The fare concession amount was used to fund a time-limited “10% Same Day Second Trip Discount” scheme.

3. The Government and MTRCL completed the second review of FAM and announced the review outcome in March 2017. In this review, the “Profit Sharing Mechanism” is enhanced with the following measures

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<sup>1</sup> Profit arising from investment property revaluation is excluded.

<sup>2</sup> For illustration, if the fare increase for a particular year will generate an additional revenue of \$400 million, under the existing arrangement, the fare concession for that particular year would be capped at half of that amount, i.e. \$200 million.



- (a) a flat increase of \$25 million for every tier under the existing pre-determined tiered table; and
- (b) an increase of the upper limit for the profits counted towards the “Profit Sharing Mechanism” to be increased by over 15%, from \$13 billion to \$15 billion. In practical terms, this means that the upper limit for the amount set aside for fare concessions according to the pre-determined tiered table would be increased from \$250 million to \$325 million. The original and new tiered tables are shown at Table 1 below.

Table 1: “Profit Sharing Mechanism”: original and new arrangements

<b>Underlying Business Profit in the previous year</b>	<b>Profits shared with passengers (original arrangements from 2013/14 to 2016/17)</b>	<b>Profits shared with passengers (new arrangements starting from 2017/18)</b>
Below \$5B	0	0
\$5B to <\$6B	\$50M	\$75M
\$6B to <\$7B	\$75M	\$100M
\$7B to <\$8B	\$100M	\$125M
\$8B to <\$9B	\$125M	\$150M
\$9B to <\$10B	\$150M	\$175M
\$10B to <\$11B	\$175M	\$200M
\$11B to <\$12B	\$200M	\$225M
\$12B to <\$13B	\$225M	\$250M
\$13B to <\$14B	\$250M	\$275M
\$14B to <\$15B	\$250M	\$300M
>=\$15B	\$250M	\$325M

4. Furthermore, according to the original arrangement, the amount returned to the passengers in any given year shall not be more than half of the total additional revenue generated by the corresponding fare increase. With a view to providing passengers with more fare concessions in the same year, MTRCL has agreed to remove this cap. MTRCL has also agreed that even if there would be no fare increase in a certain year, MTRCL would still, within that year, return to passengers the total

amount set aside for fare concessions under the “Profits Sharing Mechanism” in accordance with the profits in the previous year.

### **“3% Fare Discount per Octopus Journey” Scheme**

5. MTRCL used the proceeds set aside under the “Profit Sharing Mechanism” and the “Service Performance Arrangement”<sup>3</sup> to fund the time-limited<sup>4</sup> “10% Same Day Second Trip Discount” scheme. According to MTRCL, the scheme benefited on average 1.7 million passenger trips per day. In the second review of FAM in 2017, MTRCL has agreed that fare discounts will be provided on a per trip basis in lieu of the “10% Same Day Second Trip Discount” scheme. Specifically, a 3% fare discount per Octopus trip will be offered to passengers every year, from 2017/18 to 2022/23. The scheme will last at least six months<sup>5</sup> every year. If the proceeds under the “Profit Sharing Mechanism” and “Service Performance Arrangement” in any given year are sufficient to fund the operation of 3% fare discount for more than six months in that year, MTRCL will offer the 3% fare discount for a period longer than six months, until the said proceeds are exhausted. Conversely, if the proceeds cannot sustain the provision of 3% fare discount for six months in any given year, MTRCL will top up the funding difference to ensure that the 3% fare discount can be offered to passengers for six months in that year. All passengers who travel on any MTR journey using Octopus cards for fare payment (including the connecting journeys of monthly passes) will enjoy the fare discount. This would mean that some 5 million passenger trips will benefit every day<sup>6</sup>, more than doubling the beneficiaries of 1.7 million passenger trips a day of the existing “10% Same Day Second Trip Discount” scheme.

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<sup>3</sup> “Service Performance Arrangement” has been put in place whereby a fine would be imposed on MTRCL for serious service disruptions, defined as disruptions of 31 minutes or above caused by factors within MTRCL’s control.

<sup>4</sup> The duration of the fare discount scheme depended on the proceeds under the “Profit Sharing Mechanism” and “Service Performance Arrangement”.

<sup>5</sup> According to OA, MTRCL adjusts the fares in accordance with FAM in June every year. MTRCL now commits to providing 3% fare discount per trip to passengers for at least six months. In other words, from June to December every year, the actual fares paid by passengers are the fares adjusted according to FAM with a further 3% discount.

<sup>6</sup> The number refers to Octopus card users. Other tickets are all pre-paid in nature. They include single journey tickets, MTR City Savers and tourists’ tickets. The 3% discount fare concession does not apply to these pre-paid tickets.

**Comparison of Fare and Journey Time  
Airport Railways in Major Cities**

Country / City	Airport	Travel between Town and Airport by Airport Railway		
		Single Journey Fares (HK\$)	Journey Time (Minutes)	Distance (Km)
Korea	Incheon International	\$55	43	61
Malaysia	Kuala Lumpur	\$95	28	50
Hong Kong	HK International	\$100	24	34
Australia	Sydney International	\$105	12	7
Japan	Narita	\$210	58	66
London	Heathrow	\$215	15	24

**Passenger Acceptance Survey – Questionnaire**

**[Please refer to the next 7 pages]**

Consumer Search Group (Tel: 2891 6687)

J8595 AEL Fare Adjustment Passenger Acceptance Survey 2017

Sup:	SC:
Edit:	Check:

被訪者姓名： \_\_\_\_\_ 電話： \_\_\_\_\_ 訪問日期： \_\_\_\_\_ 月 \_\_\_\_\_ 日

訪問員姓名： \_\_\_\_\_ 編號： ( \_\_\_\_\_ ) 訪問時間： \_\_\_\_\_ : \_\_\_\_\_ 至 \_\_\_\_\_ : \_\_\_\_\_ (24小時制)

**訪問記錄 Interview Record**

R1. 記錄訪問地點 (SA)

受訪者乘搭機場快綫的方向：往機場/博覽館方向	受訪者乘搭機場快綫的方向：往市區方向
<b>機場快綫站內：</b>	<b>機場快綫站內：</b>
香港站內，乘客準備上車..... 01	博覽館站內，乘客準備上車.....14
九龍站內 (往機場/博覽館方向)..... 02	青衣站內 (往市區方向).....13
青衣站內 (往機場/博覽館方向)..... 03	九龍站內 (往市區方向).....12
博覽館站內，乘客剛下車..... 04	香港站內，乘客剛下車.....11
<b>機場快綫列車上：</b>	<b>機場快綫列車上：</b>
駛往機場/博覽館方向的列車上..... 05	駛往市區方向的列車上.....15

**介紹 Introduction**

您好！我姓\_\_\_\_\_，是精確市場研究公司的訪問員。我們現正進行一個有關機場快綫的問卷調查，想和您做一個簡短訪問。為確保問卷質素，以下內容可能會被錄音，以作內部審查之用。以下所收集的資料將絕對保密。首先很謝謝您的合作。

Hello! I am Mr/ Miss \_\_\_\_\_, interviewer of CSG. We are conducting a research study about Airport Express (AEL). We would like to have a short interview with you. To ensure the quality of interview, the following conversation may be recorded for internal use. Please be assured that all information collected will be kept strictly confidential. Thank for your participation.

**甄別 Screening**

S1. 請問你這一程車是用哪一種車票呢？（請受訪者出示車票以茲鑑別）[檢查配額] (SA)  
Which of the following ticket types are you using for this Airport Express journey? [Please ask respondents to show their tickets for confirmation] [Check quota] (SA)

八達通卡 Octopus Card		2/3/4 人行套票 2/3/4 Group Ticket ..... 5	} 終止訪問
成人 Adult ..... 11	} 續問 S2	小童八達通 Child Octopus Card ..... 6	
長者 Elderly ..... 12		小童單程車票 Child Single Journey Ticket ..... 7	
學生 Student ..... 13		小童即日來回 Child Same Day Return Ticket... 8	
殘疾人士 Disabled ..... 14		機場快綫旅遊票 Airport Express Travel Pass ... 9	
成人單程車票		機場員工八達通 Airport Worker Pass ..... 10	
Adult Single Journey Ticket..... 2 – 跳問 S3		早晨專線服務 Morning Express Ticket ..... 15	
成人即日來回			
Adult Same Day Return Ticket ..... 3 – 續問 S2			
來回車票 Round Trip Ticket..... 4 – 續問 S3			

[只問用八達通或即日來回車票的受訪者 (S1=code 11-14 &3)]

S2. 請問你今天會不會／有沒有乘搭機場快綫即日來回機場／博覽館呢？ [檢查配額] (SA)

Will you make /Have you made the same day return trip back and forth the urban stations by Airport Express today? [Check quota] (SA)

- 會／有即日來回機場 Will / Have made same day return trip to/from Airport ..... 1
- 會／有即日來回博覽館 Will / Have made same day return trip to/from AsiaWorld-Expo ..... 2
- 不會／沒有 Will not / Have not made same day return trip ..... 3

[問所有人]

S3. 請問你今次來往機場／博覽館的主要目的是什麼呢？ (SA)

What is the main reason you travelled to/from the airport/AsiaWorld-Expo today? (SA)

來回機場 To/from Airport

- 乘飛機到 / 離開香港 Arrive/ leave HK by air ..... 1 – 續問 S4
- 送機 Greeters / See air passenger off ..... 2
- 接機 Meeters / Pick air passenger up ..... 3
- 閒逛 / 觀光 Shop around / Tour ..... 4
- 到機場公幹 / 開會 / 見客 Business/meeting in airport ..... 5

來回博覽館 To/from AsiaWorld-Expo

- 到博覽館公幹 / 開會 / 見客 Business/meeting in airport ..... 6
- 參觀展覽 / 表演 Visit exhibition / show ..... 7

其他，請註明： \_\_\_\_\_ ..... 98

續問 S5

以下目的，請終止訪問 For below reasons, please end interview

- 在飛機上工作／機艙人員 Work on plane / Cabin crew ..... 94
- 在機場／博覽館工作 Work at Airport / AsiaWorld-Expo ..... 95
- 在機場／博覽館附近工作 Work near Airport / AsiaWorld-Expo ..... 96
- 轉機 In-transit ..... 97

終止訪問

[問今次會乘飛機到／離開香港的受訪者 (S3=code 1)]

S4. 請問你這次到港／離港的主要目的是什麼呢？ [示平板電腦-S4] (MA，但不用追問)

What is your main purpose of leaving Hong Kong / coming to Hong Kong this time? [Show tablet-S4] (MA, but no further probing)

- |  |  |
|--|--|
| 旅遊／渡假／探親<br>Leisure travel / Visit friends or relatives..... 1 | 留學 Studying ..... 4                    |
| 公幹／出差 (短期) Business travel (Short term)... 2                   | 移民 Emigration..... 5                   |
| 工作 (長期) Work employment (Long term)..... 3                     | 其他，請註明： _____                          |
|  | Others, please specify: _____ ..... 98 |

[問所有人]

S5. 請問你是香港居民、中國大陸遊客，還是其他國家的遊客？(SA)

Are you Hong Kong resident, Mainland China tourist or tourist from overseas? (SA)

- 香港居民(不包括家庭傭工) Hong Kong resident (excluding domestic helpers) .....1
- 中國大陸遊客(包括澳門) Tourist from Mainland China (including Macau) .....2
- 其他國家的遊客(包括台灣) Tourist from overseas (including Taiwan) .....3

S6. 記錄性別 (SA) Record Gender (SA)

男 Male.....1

女 Female .....2

S7. 請問你的年齡是... [示平板電腦-S7] [檢查配額] (SA)

[追問：如受訪者是” 14 歲或以下”，請追問→有冇同行者係大過 14 歲？

如有→邀請 15 歲或以上的同行者進行訪問；如沒有→終止訪問]

How old are you? [Show tablet-S7] [Check quota] (SA)

[Interviewer note: If respondent is “Aged 14 or below”, please further ask→Are there any companions above aged 14? If yes→ Invite companion who aged above 14 for interview; If no→ End of Interview]

- |                                       |                                  |
|---------------------------------------|----------------------------------|
| 14 歲或以下 Aged 14 or below.....1 – 終止訪問 | 35-39 歲 Aged 35-39 .....6        |
| 15-19 歲 Aged 15-19 .....2             | 40-49 歲 Aged 40-49 .....7        |
| 20-24 歲 Aged 20-24 .....3             | 50-59 歲 Aged 50-59 .....8        |
| 25-29 歲 Aged 25-29 .....4             | 60-64 歲 Aged 60-64 .....9        |
| 30-34 歲 Aged 30-34 .....5             | 65 歲或以上 Aged 65 or above .....10 |

**Section A – Main Questionnaire**

[問所有人]

A1. [如受訪者正往機場/博覽館方向(R1=code 1-5)]

請問你剛剛是在哪一個【機場快綫站】上車呢？ Which Airport Express Station did you board the train?

[如受訪者正往市區方向 (R1=code 11-15)]

請問你會／剛剛在哪一個【機場快綫站】下車呢？ Which Airport Express Station did/will you alight/get off the train?

A2. [如受訪者正往機場/博覽館方向(R1=code 1-5)]

請問你會在一個【機場快綫站】下車呢？ Which Airport Express Station will you alight/ get off the train?

[如受訪者正往市區方向 (R1=code 11-15)]

請問你剛剛是在哪一個【機場快綫站】上車呢？ Which Airport Express Station will/ did you board the train?

[問會／有乘搭機場快綫即日來回機場／博覽館的受訪者 (S2=code 1-2)]

A3. [如受訪者正往機場/博覽館方向(R1=code 1-5)]

剛剛你說你今天會乘搭機場快綫即日來回機場／博覽館，請問你今天離開機場/ 博覽館的時候，會坐機場快綫到哪一個站呢？ Just now you mentioned you will take Airport Express same day return trip today, for the trip return from Airport / AsiaWorld-Expo, which station of Airport Express Line will you alight/ get off?

[如受訪者正往市區方向 (R1=code 11-15)]

剛剛你說你今天乘搭機場快綫即日來回機場／博覽館，請問你今天去機場/ 博覽館的時候，是從機場快綫的哪一個站上車呢？ Just now you mentioned you take Airport Express same day return trip today, for the return trip from Airport / AsiaWorld-Expo, which station of Airport Express Line did you board the train?

	A1	A2	A3
香港站 Hong Kong station	1		1
九龍站 Kowloon station	2		2
青衣站 Tsing Yi station	3		3
機場站 Airport Station	4	4	4
博覽館站 AsiaWord-Expo statoin		5	

→Logic check:  
When A1=code 4, A2≠code 4



[問所有人]

Table A:

票價表 Fare table	Octopus/ Single Journey/ Same Day Return Ticket 八達通/單程車票/即日來回票	Airport Round trip Ticket 機場來回票	AsiaWorld-Expo Octopus Same Day Return Special Fares 博覽館即日來回八達通優惠票價
機場/博覽館 ⇄ 香港 Airport / AsiaWorld Expo ⇄ Hong Kong Station	HKD \$100	HKD \$180	HKD \$72
機場/博覽館 ⇄ 九龍 Airport / AsiaWorld Expo ⇄ Kowloon Station	HKD \$90	HKD \$160	HKD \$64
機場/博覽館 ⇄ 青衣 Airport / AsiaWorld Expo ⇄ Tsing Yi Station	HKD \$60	HKD \$110	HKD \$42

只問乘搭機場快綫 (單程/來回機場及市區) 及 (單程/來回博覽館及市區)，不問 (單程/來回機場及博覽館)

**[If A1=code 4 & A2=code 5, skip A4 & ask A5; Otherwise, ask A4]**

- A4. 現在即日來回的票價和單程的票價是一樣的，也是說即日來回第二程免費。請問如果即日來回第二程的票價為單程票的 10% / 20% / 30% (輪流顯示其中一個)，請問你有多接受呢？請你用 5 分制來評分。5 分代表絕對可以接受，1 分代表絕對不能接受；你可以給 1 到 5 分之間任何一個分數。[展示 Table A 及以下選項] \*每位受訪者只需回答 a-c 其中一個問題

Now the fare of same day return ticket is the same as single journey ticket, i.e. no charge for the second trip of the same day return. What is your acceptance level if the fare of the second trip of the same day return is charged at 10%/20%/30% (Show one of these fare increase) of the single journey fare. Please rate in a 5-point scale in which 5 represents definitely acceptable whereas 1 represents definitely unacceptable. You may rate any one of the points between 1 and 5. [Show Table A & below options]

即日來回第二程的票價為單程票的__% Fare of the second trip of the same day return at __% of Single Journey fare	絕對可以接受 Definitely acceptable	可以接受 Acceptable	沒有可以或不可以接受 Neutral	不能接受 Unacceptable	絕對不能接受 Definitely unacceptable	沒意見 No comment [不顯示及讀出]
(a) 10%	5	4	3	2	1	99
(b) 20%	5	4	3	2	1	99
(c) 30%	5	4	3	2	1	99

[問所有人]

A5. 機場快綫票價自從 2001 年 7 月起沒有調整，而在這段期間的通漲升了超過 30%。如果機場快綫的票價將要 增加百份之 10 / 多過百份之 10 至百份之 15 / 多過百份之 15 至百份之 20 / 多過百份之 20 至百份之 25 (輪流顯示其中一個)，請問你有多接受呢？請你用 5 分制來評分。5 分代表絕對可以接受，1 分代表絕對不能接受；你可以給 1 到 5 分之間任何一個分數。[展示 Table A 及以下選項] \*每位受訪者只需回答 a-d 其中一個問題

There are no fare revision on Airport Express since July 2001. The inflation was increased by over 30% for the same period. What is your acceptance level if the fare of the Airport Express is increased by 10% / more than 10-15% / more than 15-20% / more than 20-25% (Show one of these %) Please rate in a 5-point scale in which 5 represents definitely acceptable whereas 1 represents definitely unacceptable. You may rate any one of the points between 1 and 5. [Show Table A & below options]

機場快綫的票價增加 Increase of Airport Express fare	絕對可以接受 Definitely acceptable	可以接受 Acceptable	沒有可以或不可以接受 Neutral	不能接受 Unacceptable	絕對不能接受 Definitely unacceptable	沒意見 No comment [不顯示及讀出]
(a) 10%	5	4	3	2	1	99
(b) 多過 10 - 15%	5	4	3	2	1	99
(c) 多過 15 - 20%	5	4	3	2	1	99
(d) 多過 20 - 25%	5	4	3	2	1	99

A6. 假如機場快綫的票價 將要 增加百份之 10 / 多過百份之 10 至百份之 15 / 多過百份之 15 至百份之 20 / 多過百份之 20 至百份之 25 (輪流顯示A5 題的其中一個)；請問你有多接受如果 單程票的票價比八達通 高 百份之 10 / 15 / 20 (輪流顯示其中一個)呢？[展示 Table A 及以下選項] \*每位受訪者只需回答 a-c 其中一個問題

If the fare of the Airport Express would be increased by 10% / more than 10-15% / more than 15-20% / more than 20-25% (Show one of these fare increase in A5). What is your acceptable level if the fare of single journey ticket is 10%/15%/20% (show one of the fare increase) higher than the fare of using octopus card? Please rate in a 5-point scale in which 5 represents definitely acceptable whereas 1 represents definitely unacceptable. You may rate any one of the points between 1 and 5. [Show Table A & below options]

單程票的票價比八達通 高 Single journey fare higher than Octopus fare by	絕對可以接受 Definitely acceptable	可以接受 Acceptable	沒有可以或不可以接受 Neutral	不能接受 Unacceptable	絕對不能接受 Definitely unacceptable	沒意見 No comment [不顯示及讀出]
(a) 10%	5	4	3	2	1	99
(b) 15%	5	4	3	2	1	99
(c) 20%	5	4	3	2	1	99

**Section D – Demographics**

D1. 請問以下哪一句適合形容你現時的工作狀況呢？[示平板電腦-D1] (SA)

Which of the followings could best describe your current employment status? [Show tablet-D1] (SA)

**有工作：哪請問你的職業及職位是什麼呢？ →**  
**Working: What is your occupation and title?**

全職 Full time ..... 1  
 兼職 (每星期工作 20 小時以上)  
 Part time (Work more than 20 hours per week) 2

職業：\_\_\_\_\_ 職位：\_\_\_\_\_  
 Occupation: \_\_\_\_\_ Title: \_\_\_\_\_  
 自僱人士 / 公司老闆  
 Self-employed / Businessmen ..... 10  
 專業人士 Professionals ..... 11  
 經理 Managers ..... 12  
 行政人員 Executives ..... 13  
 白領 / 文職人員 White collar / Clerical staff ..... 14  
 藍領(包括服務業/零售業/技術及非技術工人)  
 Blue collar (including service industry/retail  
 industry/skilled & elementary workers) ..... 15

**沒有工作**  
**Non-working**

家庭主婦 Housewife ..... 3  
 學生 Student ..... 4  
 拒絕回答[不顯示]  
 Refused[Do not show] ..... 16

退休 Retired ..... 5  
 待業 Unemployed ..... 6

D2. 包括今天，請問你在過去 6 個月內，一共乘搭了機場快綫多少次呢？來回當 2 次計算。

Including today, how many times have you travelled by the Airport Express Line in the past 6 months, Round trip counts as 2 times? [Logic Check: ≥ 0 times]

		次 times
--	--	---------

D3. 請問你的**家庭每月**平均總收入大約是多少呢？[出示平板電腦 – D3/4] (SA)

What is your monthly household income averagely? [Show tablet –D3/4] [SA]

**[D4: 只問有工作的人仕]**

D4. 平均來說，請問你**個人每月**平均總收入大約是多少呢？個人收入包括你的薪金、花紅、雙糧和其他收入，例如：做生意及投資的盈利、銀行利息，和任何福利津貼。(SA) [訪問員請注意：D3≥D4]

What is your monthly personal income averagely? The personal income includes your salary, bonus, double pay and other income, e.g. business and investment profit, bank interest and any welfare allowance. (SA)

**(Logic check: D3≥D4)**

D3 (家庭月入) D4 (個人月入)  
 (MHI) (MPI)

HK\$999 / RMB\$889 / USD\$128 或以下		
HK\$999 / RMB\$889 / USD\$128 or below ..... 1	1	1
HK\$1,000-1,999 / RMB\$890-1,779 / USD\$129-257 ..... 2	2	2
HK\$2,000-3,999 / RMB\$1,780-3,559 / USD\$258-515 ..... 3	3	3
HK\$4,000-5,999 / RMB\$3,560-5,339 / USD\$516-773 ..... 4	4	4
HK\$6,000-7,999 / RMB\$5,340-7,119 / USD\$774-1,031 ..... 5	5	5
HK\$8,000-9,999 / RMB\$7,120-8,899 / USD\$1,032-1,289 ..... 6	6	6
HK\$10,000-14,999 / RMB\$8,900-13,349 / USD\$1,290-1,934 ..... 7	7	7
HK\$15,000-19,999 / RMB\$13,350-17,799 / USD\$1,935-2,579 ..... 8	8	8
HK\$20,000-24,999 / RMB\$17,800-22,249 / USD\$2,580-3,224 ..... 9	9	9
HK\$25,000-39,999 / RMB\$22,250-35,599 / USD\$3,225-5159 ..... 10	10	10
HK\$40,000-59,999 / RMB\$35,600-53,399 / USD\$5,160-7,739 ..... 11	11	11
HK\$60,000 / RMB\$53,400 / USD\$7,740 或以上		
HK\$60,000 / RMB\$53,400 / USD\$7,740 or above ..... 12	12	12

- 訪問結束，多謝被訪者 End of interview, thanks respondents-

## Airport Express Group Tickets – Current Prices and Savings

### 1. Hong Kong Station ↔ Airport Station (Single Journey Ticket Set)

Single Journey Ticket Set	Current Price of Single Journey Tickets	Discounted Fares	Savings
Group of 2	\$200	\$170	15%
Group of 3	\$300	\$230	23.3%
Group of 4	\$400	\$280	30%

### 2. Kowloon Station ↔ Airport Station (Single Journey Ticket Set)

Single Journey Ticket Set	Current Price of Single Journey Tickets	Discounted Fares	Savings
Group of 2	\$180	\$150	16.7%
Group of 3	\$270	\$210	22.2%
Group of 4	\$360	\$250	30.6%

### 3. Tsing Yi Station ↔ Airport Station (Single Journey Ticket Set)

Single Journey Ticket Set	Current Price of Single Journey Tickets	Discounted Fares	Savings
Group of 2	\$120	\$100	16.7%
Group of 3	\$180	\$140	22.2%
Group of 4	\$240	\$170	29.2%