

**For Information  
7 February 2025**

**Legislative Council Panel on Transport  
Subcommittee on Matters Relating to Railways**

**Service Performance of MTR Corporation Limited**

This paper reports to Members the service performance of MTR Corporation Limited (MTRCL) in 2024 and its various initiatives to enhance railway services and safety.

**Service pledge and excellent performance**

2. 2024 marked the milestone of the 45th anniversary of the launch of MTR passenger service. As a world-class operator of sustainable railway transport services, the MTRCL has been leading in terms of safety, reliability, customer service and efficiency for many years. Having been connecting with the community, the MTRCL organised various activities over the past year in celebration of the 45th anniversary. These activities included the “Green T Baby Fun Day”, “Station Rail Voyage” exhibition, the “MTR 45th Anniversary Themed Train”, and the “Chill Fun Trainival”, etc., reaching out to the community to review with the public the MTRCL’s growth and community building together with Hong Kong.

3. Over the past 45 years, it has been the MTRCL’s top priority to provide safe, reliable and efficient railway services. Targets for customer service and the reliability of various equipment are set by the MTRCL. These targets include passenger journeys on time, escalator reliability, ticket gate reliability, train cleanliness, etc.. The MTRCL has consistently achieved the targets with outstanding service performance over the years, while the quarterly service performance is regularly published to the public through the “MTR Service Newsletter” to enable the public to understand the service

performance of the MTRCL.

4. An average of over five million passenger trips are made on the MTR network every day. In 2024, for the more than 1.8 million train trips operated on the heavy rail network (comprising the Kwun Tong Line, Tsuen Wan Line, Island Line, South Island Line, Tseung Kwan O Line, East Rail Line, Tuen Ma Line, Tung Chung Line, Disneyland Resort Line and Airport Express), train service delivery and passenger journeys on time both maintained at the high level of 99.9%. In fact, since the rail merger in 2007, passenger journeys on time has maintained at 99.9%, while the network kept expanding. In other words, for every thousand passenger journeys, there might only be one occasion when a journey could not be completed within five minutes of its scheduled journey time. Train service delivery of both heavy rail and light rail remained high at 99.9% in 2024. Reliability of various equipment also outperformed the targets, continuing to provide passengers with comfortable and efficient journeys.

#### Internationally recognised performance

5. The MTRCL is renowned internationally for its outstanding railway service performance. The MTRCL has participated in the Community of Metros (COMET)<sup>1</sup> programme for years to benchmark its railway performance in the industry. According to the benchmarking study in 2023, the MTRCL outperformed its European and American counterparts with 99.9% train trips on time, compared to an average of 94.2% for all participating metro operators over the same period. Moreover, according to a report jointly published by international consulting firm Oliver Wyman Forum and University of California, Berkeley, Hong Kong's public transport service, with railways as the backbone, has ranked among the top three in many international cities for three consecutive years since 2022.

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<sup>1</sup> COMET is a global metro benchmarking community, with a membership comprising 45 large and medium sized metro systems from 41 major cities around the world in 2024.

### Continuous improvement in service performance

6. According to the existing railway incident reporting mechanism, the MTRCL is required to notify the Transport Department within eight minutes any railway incident which has caused train service disruption of eight minutes or is expected to cause disruption of eight minutes or more. The MTRCL will look into each incident and follow up closely based on the investigation results, striving to prevent recurrence of similar incidents.

7. Among the more than 1.8 million heavy rail train trips in 2024, there were 155 delays of eight minutes or more (down by 10% from 174 in 2023), which were mainly due to equipment failure, passenger behaviour or other external factors. For delays of 31 minutes or more, there were 12 incidents in 2024, a decrease of over 30% compared to 2023. Among them, seven incidents were related to passenger behaviour or other external factors, while the remaining five incidents were due to equipment failure. With the commissioning of the East Rail Line cross-harbour extension and the Tuen Ma Line, the MTR network has further expanded, while the number of delays in heavy rail has maintained a declining trend since the rail merger in 2007.

### **Continuous enhancement of railway operations and asset management**

8. The MTRCL strives to provide the public with safe, reliable and efficient railway services. Over the years, it has put in a lot of resources in the maintenance and upkeep of railway assets. To maintain high level and reliable railway services, the MTRCL would put in over \$65 billion between 2023 and 2027 for railway asset renewal and maintenance. Meanwhile, the MTRCL is dedicated to collaborating with various research institutions to apply innovative technologies, such as big data analytics, artificial intelligence (AI), smart video analysis, satellite navigation, robotics, and the Internet of Things (IoT), to further enhance the performance of railway operation and asset management, and use technology and data-driven predictive maintenance to provide safer and more reliable railway services to passengers.

9. To enhance the travelling experience of passengers, the MTRCL is also continuously upgrading railway facilities. These include gradual replacement of trains for urban lines, upgrading entry/exit gates and Automatic Fare Collection system, progressive upgrade of the 5G mobile network spectrum covering all MTR stations, installation of Automatic Platform Gates on the East Rail Line, replacement of chiller and enhancement of ventilation at stations, etc., which provide passengers travelling on MTR trains with a more comfortable environment.

Cater for the different needs of passengers

10. In addition to actively maintaining and renewing its railway asset, the MTRCL is also committed to continuously enhancing its services to meet the needs of passengers through providing attentive and caring services. In the past year, to facilitate the public and visitors to participate in various celebratory activities, the MTRCL strengthened local railway services during specific festive occasions such as Chinese New Year, Labour Day Golden Week and National Day as needed, and made corresponding service extension arrangements for the East Rail Line cross-boundary train services connecting Lo Wu Station to align with the extension of the control point's operating hours. Meanwhile, to provide a more convenient and comfortable experience for tourists, the MTRCL has continuously enhanced the services of the Airport Express by extending the operating hours of In-town Check-in services, introducing "Self Bag Drop Counters", providing charger rental services at Customer Service Centres of all Airport Express Stations, etc..

11. In addition to the local train service, the MTRCL is committed to enhancing the services of the High Speed Rail (Hong Kong Section) (HSR), including the service upgrade of train services between Hong Kong and Beijing/Shanghai to HSR sleeper trains with the convenience of "evening departure and morning arrival", introduction of panda-themed HSR train and introduction of a new Xi'anbei long-haul route to Shaanxi Province early this year to increase the number of directly connected destinations served by the HSR to 93, thereby continuously deepening the connectivity between Hong

Kong and the Mainland.

### Smart mobility

12. The MTRCL utilises technology to cater for the needs of different passenger groups, including expanding electronic payment methods, strengthening the “Train Car Loading Indicator” function service, introducing Virtual Assistants, etc.. The Virtual Assistants adopts AI to offer real-time customer inquiry service and route guidance for passengers. Currently, this model is being piloted at Quarry Bay, Kai Tak, Austin and Airport Stations, and will be gradually introduced to more stations in the network.

13. The MTRCL also provides friendly station facilities and services for the elderly and passengers with special needs. The MTRCL launched its self-developed “MTR • Care” app in 2022 and introduced an upgraded version in December 2024. The “In-station Navigation” function that provides audio information on the station layout complement with guide routes and audio prompts of escalators to assist visually impaired customers in accessing station facilities. The function currently covers the Kwun Tong Line, Tsuen Wan Line, Island Line and the Exhibition Centre Station, and will be extended to more stations within this year. Additionally, new features have been introduced to the “MTR • Care” app, including the “Wheelchair Portable Ramp Booking” function for wheelchair users and a trial of “Nonemergency Call-for-Assistance” function for hearing-impaired passengers, bringing more inclusive and hassle-free travel experience to the community.

### Enhance safety awareness

14. As a railway service operator, ensuring the safety of passengers and staff is of utmost importance to the MTRCL’s business operations. The MTRCL is committed to promoting passengers’ safety awareness over the years through multiple channels, including school talks for students and safety initiatives for the elderly. The “Escalator Safety Campaign” newly launched

in 2024 features a brand new promotional video and station announcements, along with a series of station posters and the deployment of escalator safety ambassadors to conduct demonstrations and so on. Emphasising the two key messages of “Hold the Handrail, Stand Firm on Either Side” and “Use a Lift When Travelling with Bulky Items”, the Campaign urges passengers to attend to escalator safety and work together to minimise the risk of accidents.

### Enrich passengers’ journey

15. As one of the major public transportation mode in Hong Kong, the MTRCL leverages the vast railway network to promote and support local economic and tourism development. For example, a series of “Come and Enjoy a ‘Pandastic’ MTR Ride” promotions and events was launched in December 2024, seamlessly connecting the “pandastic” mania with the community and enriching passengers’ daily journey. Giant panda-themed station, thematic trains, photo spots at stations and the appearance of mascot “T Chai” crossover with giant pandas enabled local passengers and tourists to immerse themselves in a “pandastic” experience as well as contributed to boosting local consumption.

### **Valuing passenger feedback**

16. Passenger feedback is a key component to the service improvement of the MTRCL. The MTRCL conducts regular surveys and activities to gauge passenger satisfaction with MTR services. The surveys found that passenger satisfaction has generally been on the rise since early 2020. The MTRCL also provides open communication channels, allowing customers to offer their feedback via the MTR hotline or online forms.

### “Let’s Hear Your Voice” campaign

17. In addition to regular passenger feedback surveys, the MTRCL launched the “Let’s Hear Your Voice” campaign in 2024. The management team visited over ten stations to actively engage with passengers and listen to

their feedback. The campaign collected nearly 15 000 questionnaires both on-site and online, mainly covering passengers' opinions on station facilities, train services, passenger information, etc. Most respondents felt that their journeys that day were "very smooth" or "smooth", reflecting their satisfaction with MTR services.

### Recognition of customer service

18. The services of the MTRCL have been recognised by both international and local organisations. At the Global Public Transport Summit held in Spain in 2023, the MTRCL's "Go Smart Go Beyond – Smart and Inclusive Journey" programme received the prestigious UITP (International Association of Public Transport) Award as a joint winner in the Technological Innovation category. The programme integrates the latest innovations and technologies to improve the customer experience and creates an inclusive travelling experience with friendly and barrier-free station facilities for all customers, while also incorporating sustainability and energy-saving initiatives into railway operations and services to create a green transportation network. Furthermore, in 2024, the MTRCL received several awards from the Hong Kong Association for Customer Service Excellence, including the "Smart Service Award – Gold Award", "Customer Communication Award – Gold Award", and "Digital Service Strategy – Silver Award", in recognition of the outstanding performance of the MTRCL in customer service.

### **Way forward**

19. Over the past 45 years, the MTRCL has grown alongside Hong Kong, connecting the public and communities through its railway system and promoting the city's continuous development. The MTRCL appreciates the dedication of all its staff who have consistently worked hard to serve passengers every day.

20. Looking ahead, providing safe, reliable and convenient transport services for passengers will remain the top priority of the MTRCL, which is also the core value of its services. The MTRCL will continue to enhance

passenger experience, railway operation and maintenance efficiency as well as maintain a world-class standard of railway services through asset renewal and the development of smart operation and maintenance. It will also serve and invest in Hong Kong with its mission of “Keep Cities Moving” by supporting the Government’s railway development strategy and planning, improving the transportation network and driving railway infrastructure and community building.

**MTRCL**  
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