

# 港鐵縱橫

## MTR Performance Achievements

2012年第1季  
1st quarter 2012



用心聽 用心做  
Listening Responding



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### 「用心聽•用心做」計劃提升顧客服務

港鐵公司投放超過10億元推出全新的「用心聽•用心做」計劃，紓緩擠迫，縮短乘客在月台候車的時間以及提升車站設施，便利乘客出入車站，為乘客提供更舒適方便的鐵路服務。由3月24日起，荃灣綫、觀塘綫和港島綫，每星期共增加368班列車。公司亦會額外增聘500名車站職員，於繁忙時段確保人流暢通。在提升設施方面，最重要的新方向是當現有的轉綫車站進行大型翻新工程時，會加建公共洗手間。旺角、太子及金鐘站將於2015年年底完成加裝工程；而另外七個轉綫車站將於2020年年底加建公共洗手間。車站亦會裝置13部連接車站大堂和地面的升降機，並額外裝置新闊閘機。車站月台及部分轉綫車站的較長接駁通道會增設座椅。馬鞍山綫的加裝自動月台閘門工程，會配合沙中綫計劃，可較預期提早一年完成。

### “Listening · Responding” programme enhances customer service

A new \$1-billion “Listening · Responding” programme has been launched to ease crowding and reduce waiting time at platforms, improve station access and provide more facilities for the comfort and convenience of passengers. Since 24 March, 368 extra train trips per week have been added covering weekday peak periods, shoulder periods and weekends on the Tsuen Wan, Kwun Tong and Island lines. Some 500 extra station staff will be deployed to facilitate smooth passenger flow during the busy peak periods. As for station facility upgrades, the MTR Corporation has adopted a new direction to provide public toilets at existing interchange stations when major modifications are being made. Mong Kok, Prince Edward and Admiralty will have public toilets installed by 2015. Seven more interchange stations will have public toilets by 2020. To improve station access, 13 more external lifts will be added to stations, and more wide gates will be installed. Extra seats will also be added to platforms and passageways at some interchange stations. The installation of automatic platform gates on the Ma On Shan Line will be accelerated as part of the Shatin to Central Link project to complete the works one year earlier than originally scheduled.



### 將軍澳站新出入口連接社區

將軍澳站新增一個綜合出入口，進一步方便乘客來往車站及鄰近社區。新的C出入口設於車站大堂，連接港鐵旗下的新商場PopCorn，方便乘客在地面通往將軍澳站公共運輸交匯處，乘客亦可透過商場一樓的有蓋行人天橋，在舒適的環境下步行往毗鄰的君傲灣及將軍澳中心等。

### New entrance further connects Tseung Kwan O Station with community

A new integrated entrance at Tseung Kwan O Station is now open for public use, providing even greater access for the community. Located at concourse level, Entrance/Exit C connects the station with PopCorn, the newest MTR mall, and also provides a convenient link to the Public Transport Interchange on the ground floor. Alternatively, it allows passengers to walk to The Grandiose and Park Central under a weatherproof and comfortable footbridge on the first floor.

### 上水和粉嶺站美化工程

再有兩個東鐵綫車站以「融入大自然」為主題，進行車站美化工程。上水和粉嶺站美化工程的設計概念源自一條流近上水站北面的地標—雙魚河。將來這兩個車站的天花設計，都會帶出河水流動的美感。工程預計於2013年完成，屆時，會為乘客提供更現代化及具大自然氣息的車站環境。



### Facelift for Fanling and Sheung Shui stations

Two more stations on the East Rail Line are being renovated under the “In Touch with Nature” theme. This time, the design concept for both Fanling and Sheung Shui stations takes inspiration from a geographical landmark, the Sheung Yue River, which flows from the boundary with the mainland to just north of Sheung Shui Station. When renovated, the station ceiling will show the shape of flowing current of the river. Refurbishment of the two stations aims to provide a modern and tranquil travelling environment with a touch of nature for the enjoyment of passengers. Completion is targeted for 2013.

### 會說話的文字：「入閘後忍忍忍口」

一個個中文字體活靈活現化身為有趣圖像，以全新形象於2012年向乘客推廣在乘搭港鐵時要顧及安全和禮讓的行為。這個設計巧妙地將文字和圖像合二為一，靈活地配合不同宣傳計劃主題，傳達相關的信息。宣傳物品的主角會以忍者的形象出現，將「入閘後忍忍忍口」的宣傳口號變身為立體忍者公仔，提醒乘客不要在港鐵車站的付費區內或車廂內飲食。

### Words speak: do not eat or drink

Eye-catching words come to life in MTR Corporation's newest icons to promote safe and courteous passenger behaviour in 2012. Chinese characters used in the cleverly designed promotional artwork double up as both words and pictograms to communicate the message of each campaign. In the first campaign, the icons are transformed into 3D ninjas in the shape of the Chinese character for “refrain” to remind passengers not to eat and drink while on trains or inside the paid areas of stations.



### 龍舟於屯門站乘風破浪

手工精緻、長達六米的「龍舟」划到屯門站上層月台。這件造型獨特的作品出自北京藝術家鄭路之手，以中國傳統建築技術巧妙地將龍舟破浪前行的景象活靈活現呈現港鐵站。他採用了中國古代木建築特有的「斗拱」技術，製造「龍舟」在波濤起伏中前行的效果。此作品更突破傳統框架，以金屬物料製成。而鄭先生以他精湛的繪畫手藝為金屬物料塗上木紋的顏色，令整件作品看似是木製的，效果幾可亂真。「龍舟」是「港鐵車站藝術建築」第42件藝術品。



### Dragon boat makes waves at Tuen Mun Station

A meticulously crafted six-metre-long “Dragon Boat” rows into the upper platform of Tuen Mun Station. Created by Beijing artist Mr Zheng Lu, the exhibit gives a unique modern twist to traditional Chinese architecture and vividly captures the dynamic motion of a dragon boat. The art piece uses the interlocking brackets from ancient wooden *dou-gong* architecture to convey the essence of a boat swaying and cutting through the waves. Stunning hand-painting techniques ensure the exhibit retains a wooden feel, even though – in a break from tradition – the piece is made from metal. “Dragon Boat” is the 42nd piece of artwork installed under the MTR Corporation’s “art-in-mtr” - art in station architecture (AiSA) initiative.

