

# 地鐵縱橫

## MTR Performance Achievements

二零零一年第一季  
First quarter 2001



 地鐵公司  
MTR Corporation

### 加裝月台幕門完成測試

今年四月六日，五組專為加裝於三十個地鐵地底車站而設計的樣版月台幕門，在上環站一間機房內成功每組開關一百萬次，標誌着地鐵公司完成為期四個月的月台幕門可靠性和耐用性測試。這項測試自去年十二月初開始不停進行，務求徹底測試和修訂幕門的設計和安裝方法。

地鐵公司將於五月開始，在彩虹站中央月台的其中一邊加裝幕門，以進行進一步的測試。

乘客如欲得到更多地鐵月台幕門加裝計劃的資料，可於下列日期及地鐵站參觀有關的展覽：

日期	地鐵站
2001年5月1日至31日	彩虹
2001年6月1日至30日	中環
2001年7月1日至31日	灣仔



五組樣版月台幕門成功通過可靠性和耐用性測試。  
Prototype platform screen doors have passed reliability and endurance tests.

### Platform Screen Doors pass the test

On 6 April, the five sets of prototype Platform Screen Doors designed to be retrofitted in 30 underground MTR stations have successfully opened and closed in a plant room in Sheung Wan Station one million times each. The non-stop tests began in December 2000.

This marked the completion of four months' gruelling reliability and endurance tests for the doors, which is vital to thoroughly test and refine the door design and the installation method. Starting in May, prototype doors will be retrofitted along one edge of the centre platform at Choi Hung Station for further testing.

Once the installation method has been proven, Platform Screen Doors will be retrofitted at Tsim Sha Tsui, Jordan, Yau Ma Tei, Mong Kok, Prince Edward and Admiralty Stations. Installation of doors at these first six stations is scheduled for completion in 2003, with all 30 underground stations retrofitted by 2006.

Passengers can learn more about the project through a roving exhibition being held at the following stations:

Date	Station
1-31 May 2001	Choi Hung
1-30 June 2001	Central
1-31 July 2001	Wan Chai



一個有關月台幕門加裝工程的巡迴展覽正在四個地鐵站舉行，展期至今年七月底。  
An exhibition on the Platform Screen Door Retrofit Programme is being held at 4 MTR stations to July 2001.

### 「e分鐘著數」盡在乘客股掌之間

下次途經或與朋友相約在銅鑼灣、尖沙咀或旺角站，別忘記往安裝在車站大堂的「e分鐘著數」裝置看看有甚麼即時優惠。

這個互動式的廣告裝置，包括一個闊四十二吋的巨型電視屏幕和一個輕觸式終端機。終端機接到一個優惠券打印機及一個八達通收費器。電視屏幕將播放影象或定額畫面的廣告，介紹六達購物或飲食優惠，包括：食肆、電子產品、娛樂、購物、精品、美體產品等。

乘客只需在輕觸式終端機上輕按他們的選擇，再用八達通卡在收費器上掃過便可印出有關的優惠券，每張印出的優惠券將在八達通卡扣除港幣一元。乘客只需攜帶優惠券至有關商戶，即可換取特別優惠。而地鐵公司亦會將「e分鐘著數」的部分收益撥捐公益金。

地鐵公司市務經理楊美珍小姐稱：「e分鐘著數自今年二月推出以來，日益受乘客歡迎，每天均有數千人使用這項設施。由於反應熱烈，我們正考慮在今年稍後把這項服務延伸至更多地鐵站。」

### Instant Bonus at your fingertips

The next time you drop by or meet with friends at Causeway Bay, Tsim Sha Tsui or Mong Kok Stations, don't forget to check out the instant bonuses available from the "Instant Bonus" machine installed in the main concourse.

This interactive advertising channel features a 42-inch plasma and a touch-screen terminal connected to a coupon printer and an Octopus Smart Card Reader. On offer are six categories of limited and exclusive discounts: restaurants, electronics, entertainment, shopping, gift and health & beauty.

Passengers may select the offers of their choice by pressing on the touch-screen terminal. They can then sweep their Octopus card on the card reader to print out a coupon for the offer. To redeem the special offers, passengers simply need to present the coupon at the advertisers' outlets. For every coupon printed, one Hong Kong dollar will be deducted from the Octopus card. Part of the proceeds will be donated to The Community Chest.

"Since its launch in February, Instant Bonus has proved to be increasingly popular, with several thousand passengers using the facility each day," said Ms. Jerry Yeung, Marketing Manager of the MTR Corporation. "With such a great response from our customers, we are considering extending the programme to more MTR stations later this year."



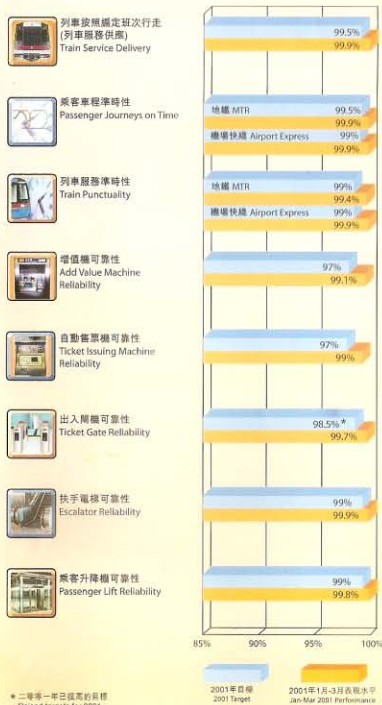
乘客現可於旺角、尖沙咀和銅鑼灣地鐵站即時取得「e分鐘著數」的種種優惠。  
Instant Bonus coupons now available at Mong Kok, Tsim Sha Tsui and Causeway Bay Stations.

## 二零零一年顧客服務表現(1月至3月)

2001 Customer Service Performance (January-March)

### 服務表現項目

Service Performance Item

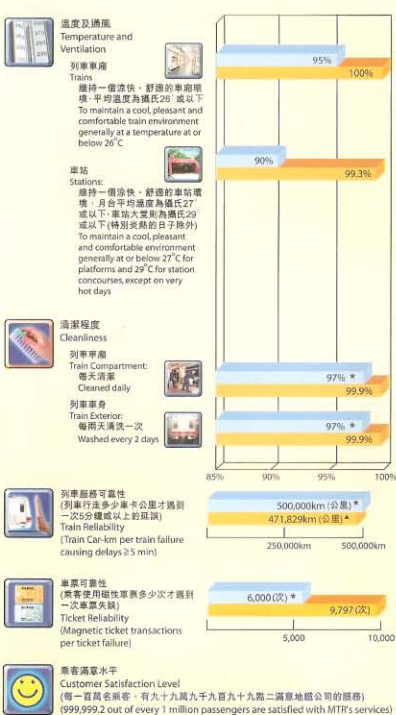


\*二零零一年已提高的目標  
Raised targets for 2001

▲列車可靠性受個別技術問題影響  
Train reliability was affected by isolated technical problems.

### 服務表現項目

Service Performance Item



\*乘客使用過性車票多少次才遇到一次車票失誤  
Ticket Reliability (Magnetic ticket transactions per ticket failure)

乘客滿意水平  
Customer Satisfaction Level  
(每百萬乘客中，有九十九萬九千九百九十九滿意地鐵公司的服務)  
(999,999.2 out of every 1 million passengers are satisfied with MTR's services)

## 今日的種子 明天的綠林

百多名地鐵公司員工和家屬為了參與公司第二屆植樹日這項有意義的活動，於三月二十四日早上，不怕艱辛的山路，一同浩浩蕩蕩出發到清水灣郊野公園。

這項活動對去年曾參加第一屆地鐵公司植樹日的員工來說尤具意義，眼見昔日種下過萬顆的種子，今日已茁壯成長，心裡自感欣喜。

在開始儀式後，各參加者便急不及待戴上白手套，第一時間挖泥播種。這次活動得到地鐵之友和漁農自然護理署代表的支持和協助，與地鐵同事們齊來為原來光禿的山頭種下種子。

這次綠色使命的另一個收穫，是於進行植樹活動的地點不但可以欣賞到清水灣優美的景色，更可以看到建於八十六區的將軍澳東廠的煙囪。待將軍澳支線於二零零二年下旬落成啟用時，這山頭的一片青蔥樹林將見證地鐵公司致力響應環保工作所作出的貢獻。



小環保大使同心齊種樹，更有意義更多Fun。  
Little environmentalists work hard for a meaningful cause.

### MTR staff planting for a greener tomorrow

More than 100 MTR staff members and their families made the trek up Clear Water Bay Country Park on 24 March for the second MTR Afforestation Day. The event is particularly meaningful for those who had helped plant 10,000 seedlings in the first MTR Afforestation Day last year and saw the fruits of their labour growing strong.

Immediately after the kick-off ceremony, participants put on their gloves and started to dig. With the assistance of representatives from the Friends of the Earth and the Agriculture, Fisheries and Conservation Department, each participant planted several seedlings on the bare hilltop.

As well as from the fantastic view of Clear Water Bay, the Tseung Kwan O Depot taking shape on Area 86 below was a rewarding sight for those on the greening mission. When the new Tseung Kwan O Line opens in late 2002, a piece of woodland crowning the hilltop will serve as a reminder of MTR staff's contribution and commitment to environmental protection.

