

A woman with long dark hair, wearing a light blue blazer over a matching textured dress and a dark blue handbag, is smiling and talking on a mobile phone. She is standing in a modern airport terminal with a high ceiling and other people in the background. The image is framed by a blue geometric overlay.

Liz
Flight Attendant



World Class Service Levels



Hong Kong Transport Operations

Our service performance in 2015 was one of our best since the Rail Merger with KCRC back in 2007, despite passenger numbers from 2008 to 2015 increasing by a significant 30.5%.

Total revenue from Hong Kong transport operations in 2015 was HK\$16,916 million, an increase of 4.3% over 2014 with operating costs increasing by 5.0% to HK\$9,702 million. Together, this resulted in a 3.2% increase in operating profit to HK\$7,214 million, with an operating margin of 42.6%.

Safety

Our efforts to ensure continuous improvement in safety led to a 6.1% reduction in reportable events to 1,246 on the Hong Kong heavy rail network in 2015 compared with 2014. In addition, we won the “Gold Award for Work Safe Behaviour” in the “14th Hong Kong Occupational Safety & Health Award” jointly organised by the Occupational Safety and Health Council and the Labour Department.

Escalator safety is one of our prime safety concerns. The 2015 MTR Escalator Safety Campaign was launched from August to September 2015. It aimed to inform passengers of the

dangers arising from potentially unsafe behaviour when using escalators, such as the use of mobile phones, incorrect handling of baby prams and standing too close to escalator edges. The campaign was accompanied by new safety posters and the deployment of specially-trained Escalator Safety Ambassadors. In addition, a new escalator safety video was broadcasted on trains and in station concourses, as well as on television and in other social media. Our safety initiatives helped reduce the reportable events involving escalators on the Hong Kong heavy rail network by about 6.5% when compared with 2014. The project to standardise door chimes across the network was completed early in 2015, helping to achieve a 22% reduction in door-related reportable events compared with 2014.

Since the launch of the automated external defibrillator (“AED”) programme in 2010, our station staff have saved 17 lives using the AED for emergency treatment.

48.5%
Share of Franchised
Public Transport Market

99.9%
Passenger
Journeys On-time

Over
1.9 billion
Total
Patronage



Liz, Flight Attendant

Liz is a flight attendant and she lives in Tuen Mun. She takes the MTR to and from the airport four to five times a week. She finds MTR service very reliable; only when her flight arrives late and she is unable to take the last train home will she use other modes of transport. Her usual route involves the West Rail Line, Tung Chung Line and the Airport Express, and travelling on MTR avoids the hassle of traffic jams.

As a frequent customer, Liz usually takes a nap or checks her smartphone when riding on the MTR. She lives near Siu Hong Station, which is on the West Rail Line. “It’s not often I can find a seat when I get on a train,” she says. “So whenever I do, I see it as a favourable sign for the rest of the day!”

Executive Management's Report

Hong Kong Transport Operations

Patronage

Total patronage from all our rail and bus passenger services in Hong Kong rose by 1.8% to a record 1,938.2 million in 2015.

For the Domestic Service (comprising the Kwun Tong, Tsuen Wan, Island, Tung Chung, Tseung Kwan O, Disneyland Resort, East Rail (excluding the Cross-boundary Service), West Rail and Ma On Shan lines), total patronage reached 1,577.5 million, a 1.9% increase over 2014. The rate of growth in 2015 was impacted by a higher patronage base in 2014 which was due to the effect of the public order events in Hong Kong in the fourth quarter of that year.

The Cross-boundary Service to Lo Wu and Lok Ma Chau showed a 1.1% rise in patronage to 114.2 million for the year. The rate of increase was impacted by a decrease in visitor arrivals from the Mainland of China using land transportation.

Passenger traffic on the Airport Express increased by 5.7% over 2014 to 15.7 million, supported by a moderate increase in air passenger traffic and more events being held at AsiaWorld-Expo.

Passenger volume on MTR's Light Rail and Bus services for 2015 was 226.7 million, a gain of 0.9%, while patronage on the Intercity service declined by 6.2% to 4.1 million due to fewer leisure travellers from the Mainland of China.

Average weekday patronage for all of our rail and bus passenger services in Hong Kong increased by 1.8% to 5.56 million during 2015, (5.55 million excluding the Intercity service). The Domestic Service accounted for the majority of this patronage, increasing by 1.9% to 4.58 million.

Market Share

The Company's overall share of the franchised public transport market in Hong Kong was 48.5% in 2015 as compared to 48.1% in 2014. Within this total, our share of cross-harbour traffic was 68.8%. Owing to continued competition from other modes of transport, our market share of the Cross-boundary business declined from 51.6% to 51.3% and our market share to and from the airport decreased to 21.5% from 22.3%.

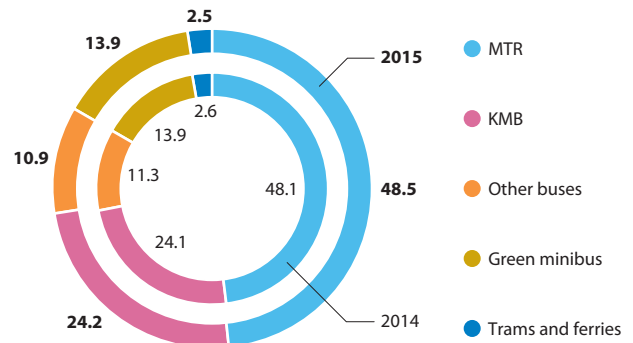
Fare Revenue

Total Hong Kong fare revenue in 2015 was HK\$16,754 million, a 4.3% increase over 2014. Of this total, the Domestic Service accounted for HK\$11,819 million or 71%. Average fare per passenger on our Domestic Service increased by 2.5% to HK\$7.49, the result of fare adjustments partially offset by concessions.

Market Share of Major Transport Operators in Hong Kong

The Company's overall market share increased from 48.1% in 2014 to 48.5% in 2015.

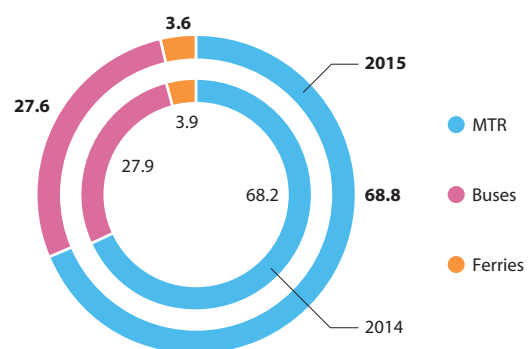
(Percentage)



Market Share of Major Transport Operators Crossing the Harbour

The Company's market share of cross-harbour traffic increased to 68.8%.

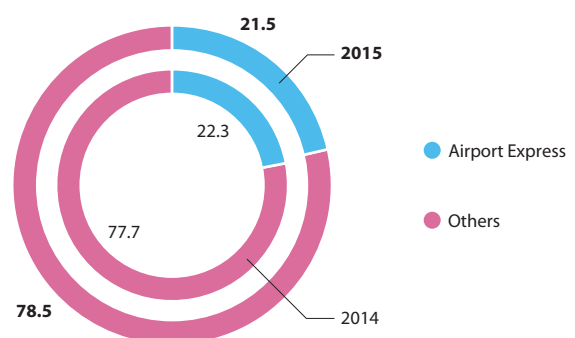
(Percentage)



Market Share of Airport Express

The proportion of air passengers using the Airport Express was 21.5%.

(Percentage)





To improve platform management in stations, over 300 additional station assistants were added in 2015

Fare revenue from the Cross-boundary Service in 2015 was HK\$3,172 million, an increase of 4.0% over 2014. Fare revenue from the Airport Express was 3.8% higher for the year at HK\$950 million. Light Rail and Bus fare revenue in 2015 was HK\$671 million, a 5.0% rise over 2014, while fare revenue from the Intercity service was HK\$142 million, a decrease of 2.1%.

The Company's fares are adjusted based on the Fare Adjustment Mechanism, in accordance with which an overall fare adjustment rate of 4.3% was implemented in June 2015. In conjunction with this, fare promotions estimated at over HK\$500 million for the year 2015/2016 were announced, adding to the approximately HK\$2.4 billion of ongoing fare concessions and promotions in 2015.

The "MTR Festive Discount" is a highlight of the 2015/2016 fare promotions package. Following a special promotion on two days of the Chinese New Year holiday in 2015, the Company offered the same promotion when travelling

on MTR domestic services on designated festive days over Christmas 2015 and Chinese New Year 2016, and will be offering the same discounts during the Easter holidays 2016.

In addition, the "MTR City Saver" and "Early Bird Discount Promotion" were extended for one year to 30 June 2016 and 31 May 2016 respectively. Other fare promotions included the "10% Same-Day Second-Trip Discount" from June to November 2015, using HK\$220 million set aside under the "Profit-related Fare Concession Scheme" and the "Service Performance Arrangement". We also offered free rides for the elderly on Senior Citizens Day and for the disabled on the International Day of Disabled Persons.

The Disneyland Resort Line celebrated its tenth year of operation in 2015 and to mark the occasion, four sets of souvenir tickets featuring Disney characters were sold in October and November 2015.

Executive Management's Report

Hong Kong Transport Operations



Since the launch of our programme to raise service levels in March 2012, more than 2,600 extra train trips have been added each week

For our MTR Club members, in addition to a new Bonus Point Scheme, promotions were offered to stimulate more cross-boundary travel for different segments of MTR Club members.

New fares on the Guangdong Line Through Train took effect on 15 July 2015, the first fare rise since 1998. The Company has partnered with various hotels and tourist attractions in Hong Kong and Guangzhou to offer special

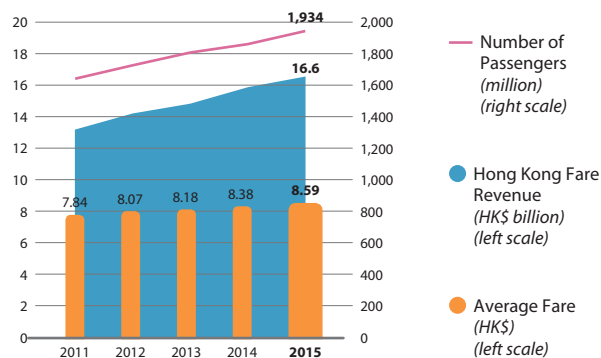
travel package deals to the passengers of Guangzhou-Kowloon Through Train.

On the Airport Express, three rounds of “Free Child Travel” were launched during festive seasons. Besides, two promotions were offered in 2015 for tourists purchasing MTR Tourist Tickets (except Child Tourist Day Pass), with free gifts and cash vouchers from MTR shopping malls plus discounts offers to various attractions.



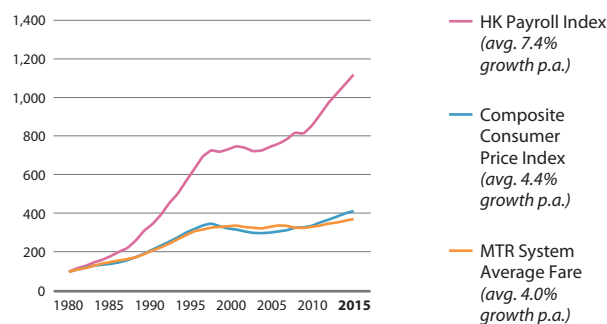
Passengers and Fares (Hong Kong Transport Operations excluding Intercity)

Economic growth supported the increase in fare revenue and patronage.



Fare Trend

In past years, MTR fares have consistently lagged behind the growth in Hong Kong payroll but were in line with the long-term changes in consumer prices in Hong Kong.



Service Quality Index and Fare Index

Customer satisfaction on our service and fares are measured through regular surveys and research, and reflected in the Service Quality Index and Fare Index respectively.

	2015	2014
Service Quality Index		
Domestic and Cross-boundary services	71	70
Airport Express	82	82
Light Rail	74	72
Bus	69	68
Fare Index		
Domestic and Cross-boundary services	61	62
Airport Express	75	71
Light Rail	73	73
Bus	68	66

Service and Performance

Service performance during 2015 remained excellent. Our train service delivery and passenger journeys on-time in our heavy rail network were maintained at 99.9%, a world-class performance that exceeds the targets set out in the Operating Agreement and our own more demanding Customer Service Pledges. Of more than 1.9 million train trips on our heavy rail network and more than 1 million train trips on our light rail network during the year, only seven delays on the heavy rail network and one delay on the light rail network lasting 31 minutes or more were attributable to factors within MTR's control. Our service performance in 2015 was one of our best since the Rail Merger with KCRC back in 2007, despite passenger numbers from 2008 to 2015 increasing by a significant 30.5%.

Executive Management's Report

Hong Kong Transport Operations

As in previous years, the MTR's high level of service was recognised locally and internationally, with some of the awards received listed in the table below:

Awards Received in Hong Kong	Organisation
Hong Kong Service Awards 2015 <ul style="list-style-type: none"> Category Award of Public Transportation 	East Week
Top Service Awards 2015 <ul style="list-style-type: none"> Category Award of Public Transportation 	Next Magazine
Yahoo! Emotive Brand Awards 2015 <ul style="list-style-type: none"> Category of Logistics/Transportation 	Yahoo! Hong Kong
Sing Tao Service Awards 2014 <ul style="list-style-type: none"> Category Award of Public Transportation 	Sing Tao Daily News
Tomo Brand Awards 2015 <ul style="list-style-type: none"> Public Transportation Category Tomo Brand of the Year 	Apple Daily Action News
HKACE Customer Service Excellence Award 2015 <ul style="list-style-type: none"> Outstanding Customer Service Program Award – Silver Award 	Hong Kong Association for Customer Service Excellence
TVB Most Popular TV Commercial Awards 2015 <ul style="list-style-type: none"> Professional Selection Award 	Television Broadcasts Limited
Web Accessibility Recognition Scheme 2015 MTR Mobile app <ul style="list-style-type: none"> Gold Award (iOS) Gold Award (Android) Most Favorite Mobile Apps Award MTR Website <ul style="list-style-type: none"> Gold Award 	Office of the Government Chief Information Officer & Equal Opportunities Commission

Awards Received outside of Hong Kong	Organisation
Most Popular Hong Kong and Macau Brands of 2015 <ul style="list-style-type: none"> Golden Cup Award (<i>for The Guangzhou-Kowloon Through Train service</i>) 	China Media in Mainland of China
2015 Communicator Awards <ul style="list-style-type: none"> Award of Distinction: Websites – Transportation (<i>for MTR website</i>) 	Academy of interactive & Visual Arts, US
2015 WebAward Competition <ul style="list-style-type: none"> The Best Transportation Website (<i>for MTR website</i>) 	Web Marketing Association, US



The MTR network carries 5.56 million passengers efficiently and safely every weekday



We invest heavily in maintaining, renewing and upgrading our Hong Kong network

Responding to Our Customers

We continue to generate initiatives designed to make our services more comfortable, improve station access and facilities, as well as enhance communication.

A Customer Experience Development Section has been set up to deepen our understanding of customers' needs and formulate plans to bring about continuous enhancement. During the year, a Customer Experience Management Model was established, with journey mapping exercises conducted and customer group meetings held, leading to the development of various customer service initiatives that are now being implemented. In addition, to enhance communication during incidents, clear, timely and accurate information is being delivered to affected customers. A detailed survey is also carried out after each major delay to collect feedback with a view to improving services. To thank our customers for their support, a "Happy Birthday • Happy Journey" campaign will be launched in April 2016. Customers with Hong Kong Identity Cards whose birthdays fall on a lucky day drawn for each month will be eligible to redeem a

birthday pack, including a specially designed free one-day pass for unlimited journeys on our Domestic Service, as well as a HK\$50 MTR Malls gift voucher and merchant coupons.

In response to opinions expressed by some customers, in September 2015 the Company reviewed its rules on the size of objects which can be carried on the railway network. Members of the public were invited to express their views. Following a smooth trial that ran from November 2015 to 29 February 2016, allowing passengers with musical instruments that exceed our normal size restrictions (but are still within a certain limit) to be carried on our system upon issuance of a "Carriage of Oversized Musical Instrument Permit", the registration scheme has become an ongoing arrangement starting on 1 March 2016.

Providing More Rail Services

During 2015, 599 additional weekly services were added on the Ma On Shan, Tseung Kwan O, Island, Kwun Tong, East Rail and West Rail lines as well as on some Light Rail routes. In addition, more coupled set Light Rail vehicles have been deployed on nine routes.

Executive Management's Report

Hong Kong Transport Operations



We continue to enhance our customer service

Since launching of our programme to raise service levels in March 2012, more than 2,600 extra train trips have been added per week to different MTR heavy rail lines, and more than 650 weekly train trips added to Light Rail routes.

Rail Gen 2.0 – Investing in Network Improvements

In early 2016, we announced the launch of Rail Gen 2.0, which encompasses both the significant on-going enhancements to our existing rail network and the four remaining railway extensions to be delivered over the next few years. When completed, Rail Gen 2.0 will offer our passengers increased services, enhanced environments and an extended network. It will truly be a “next generation” rail network.

As part of Rail Gen 2.0, MTR's extensive asset maintenance and replacement programme saw more than HK\$7 billion spent on maintaining, renewing and upgrading our Hong Kong network in 2015.

A highlight of the asset replacement programmes was the signing, in July 2015, of a HK\$6 billion contract to purchase 93 8-car trains to replace the same number of existing 8-car trains currently operating on the Kwun Tong, Tsuen Wan, Island and Tseung Kwan O lines. These new trains will bring greater comfort and a better travelling environment to our passengers.

In addition, we awarded a HK\$3.3 billion contract in March 2015 to install new signalling systems on the Island, Kwun Tong, Tsuen Wan, Tseung Kwan O, Tung Chung and Disneyland Resort lines as well as the Airport Express. The new signalling system is expected to increase overall capacity by about 10% on these lines through enhancing service frequencies. The initial design has been completed and advance works to facilitate installation of new signalling equipment commenced in December 2015.

To increase train service further, the existing 28 7-car trains on the West Rail Line will be gradually converted to 8-car trains under the Shatin to Central Link project. The first 8-car train entered passenger service in January 2016, with all 8-car trains targeted to be in service in 2018. The Company is also exploring the feasibility of procuring ten new Light Rail Vehicles and ten buses for a total of more than HK\$300 million, pending a Government review on overall transport needs in the Northwest New Territories.

As part of our ongoing efforts to improve station environments, major works are underway at several stations.

At Mong Kok Station, the two existing paid concourses were connected to form one enlarged and integrated paid area in August 2015. This provides easier access to all locations

around Mong Kok Station for passengers and has made room for the installation of three additional escalators. When the installation are completed in 2017, it will facilitate smoother passenger flow between the concourse and platform levels. At Diamond Hill Station, one lift and two escalators connecting the concourse and platform levels were put into service to provide more convenience for passengers. At Fo Tan Station, the previous two individual paid concourses have been connected to create a more spacious overall environment and improve connectivity.

In addition, new external lifts came into service at Lai Chi Kok, Prince Edward and Sai Wan Ho stations during 2015. Passengers at Austin Station benefited from new entrances connecting to The Austin and Grand Austin residential developments.

As part of the Shatin to Central Link project, installation works for Automatic Platform Gates on the Ma On Shan Line are moving forward. The first set of gates was retrofitted at Tai Wai Station in July 2015. The programme is now expected to be completed in 2017, one year earlier than planned. Installation of wide gates at 25 stations was completed during 2015.

In response to customers' needs, new public toilets at Mong Kok and Prince Edward stations were opened in January 2015, and toilets at Ma On Shan Line stations were refurbished.

To facilitate smooth train operations and raise door safety awareness, the Door Chimes Standardisation Programme was successfully completed, with the roll out to the East Rail Line in March 2015.

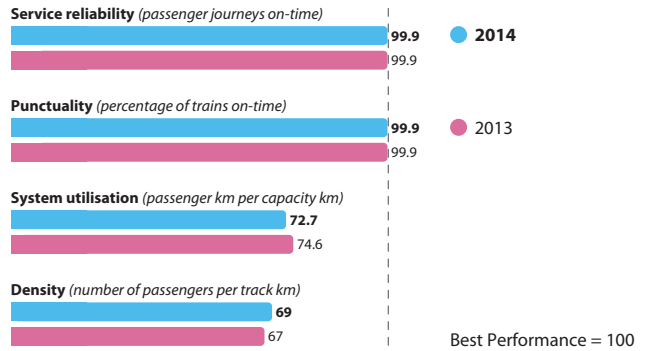


Friendly, well-trained staff help ensure a positive passenger experience on our network

Benchmarking Comparisons

MTR Corporation maintained its strong position, particularly in service reliability, against international benchmarks.

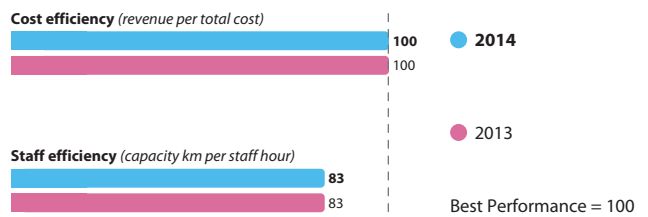
MTR Performance vs. Best Performance



Cost Efficiency and Staff Efficiency

New initiatives continue to be introduced to enhance operating efficiency.

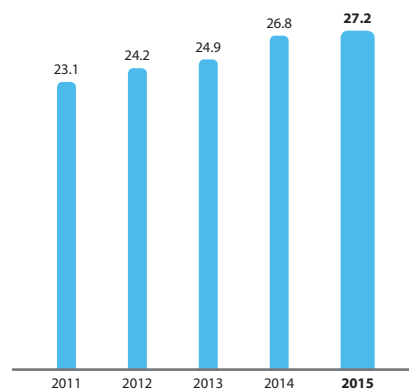
MTR Performance vs. Best Performance



Operating Costs Per Car-km Operated for Hong Kong Transport Operations

The increase in operating costs per car-km reflected the increase in expenditure on enhancing our service and system.

(HK\$)



Executive Management's Report

Hong Kong Transport Operations



Over 15 million passengers travelled on the Airport Express in 2015

For our Light Rail service, improvements at Platform 2 Tai Tong Road Stop were completed during 2015, while the replacement programme of new Light Rail ticket machines is in progress.

Looking forward, as part of Rail Gen 2.0, we will continue to upgrade our station facilities to enhance the overall customer experience. One upcoming project is to replace 160 chillers that provide air conditioning in stations with more energy efficient models. A new CCTV system is also planned to enhance coverage to ensure we continue to provide a safe and secure travel environment for our customers.

Enhancing Passenger Communication

We continue to enhance our communications with passengers. Our aim is to improve the delivery and content of messages, particularly during incidents.

New liquid-crystal display ("LCD") information display systems for station concourses and platforms providing more timely and useful information to passengers, are being progressively installed on the Island, Kwun Tong and Tsuen Wan lines.

The total number of users of MTR Mobile, MTR Tourist and Next Train apps exceeded 3.5 million during 2015. The Train Trip Planner and Light Rail Planner on MTR Mobile have been upgraded to include over 35,000 landmarks for route searches.

Increasing Support Staff in Stations

An additional 300 station assistants were introduced during 2015 to help manage the flow of passengers through stations, especially during peak periods. We have also deployed more staff to assist during specific incidents and to reinforce safety campaigns.

System and Market Information

Railway operation data	2015		2014	
Total route length (km)	220.9		220.9	
Number of rail cars	2,106		2,106	
Number of stations (Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line, West Rail Line, Airport Express, East Rail Line and Ma On Shan Line)	87		87	
Number of Light Rail stops	68		68	
Number of eInstant Bonus Terminals in stations	51		51	
Number of station shops	1,362		1,350	
Number of advertising units in stations	21,730		21,592	
Number of advertising units in trains	23,455		23,415	
Daily hours of operation Island Line, Tsuen Wan Line, Kwun Tong Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line, West Rail Line, Airport Express and Light Rail	19.0		19.0	
East Rail Line and Ma On Shan Line	19.5		19.5	
Minimum train headway (second)	Morning Peak	Evening Peak	Morning Peak	Evening Peak
– Tsuen Wan Line	120	120	120	120
– Kwun Tong Line	126	140	126	140
– Island Line	112	124	112	124
– East Rail Line				
Hung Hom to Sheung Shui	212	200	212	200
Hung Hom to Lo Wu	327	327	327	327
Hung Hom to Lok Ma Chau	600	600	600	600
– Ma On Shan Line	180	240	180	240
– Tseung Kwan O Line	133	133	133	133
– Tung Chung Line				
Hong Kong to Tung Chung	360	360	360	360
Hong Kong to Tsing Yi	240	240	240	240
– Airport Express	600	600	600	600
– West Rail Line	171	210	171	210
– Disneyland Resort Line	270	270	270	270
– Light Rail	270	300	270	300

International Performance Comparisons: the 17-member Community of Metros (CoMET)

Metro system network data (2014)	MTR*	Metro A	Metro B	Metro C	Metro D	Metro E	Metro F	Metro G	Metro H	Metro I	Metro J	Metro K	Metro L	Metro M	Metro O	Metro P	Metro Q
Passenger journeys (million)	1,661	1,545	1,358	1,324	1,614	562	2,469	1,786	1,570	486	668	1,668	896	680	517	731	871
Car kilometres (million)	274	373	236	554	372	171	825	555	256	110	140	394	108	117	122	127	157
Route length (km)	177	450	253	439	226	284	327	501	206	115	104	548	66	129	146	130	171
Number of stations	84	216	143	270	163	247	177	424	303	66	100	290	59	107	173	79	134

* The Lines included in the CoMET metro benchmarking programme are Kwun Tong Line, Tsuen Wan Line, Island Line, Tung Chung Line, Tseung Kwan O Line and Disneyland Resort Line, East Rail Line, Ma On Shan Line and West Rail Line. The Airport Express is excluded from the benchmarking.

Note: The other metros in the comparison are London Underground Limited, New York City Transit, Sistema de Transporte Colectivo, Régie Autonome des Transports Parisiens Metro, Régie Autonome des Transports Parisiens Réseau Express Régional, Metropolitano de São Paulo, Moscow Metro, Metro de Madrid, Metro de Santiago, Berliner Verkehrsbetriebe, SMRT Corporation Limited, Shanghai Metro Operation Corporation, Beijing Mass Transit Railway Operation Corporation, Taipei Rapid Transit Corporation and Guangzhou Metro Corporation. The benchmarking agreement prohibits specifically identifying the data by metro system.

Executive Management's Report

Hong Kong Transport Operations

Operations Performance in 2015

Service performance item	Performance Requirement	Customer Service Pledge Target	Actual Performance
Train service delivery			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.5%	99.5%	99.9%
– East Rail Line (including Ma On Shan Line)	98.5%	99.5%	99.9%
– West Rail Line	98.5%	99.5%	99.9%
– Light Rail	98.5%	99.5%	99.9%
Passenger journeys on-time			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line and Disneyland Resort Line	98.5%	99.5%	99.9%
– Airport Express	98.5%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	98.5%	99.0%	99.9%
– West Rail Line	98.5%	99.0%	99.9%
Train punctuality			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line and Disneyland Resort Line	98.0%	99.0%	99.8%
– Airport Express	98.0%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	98.0%	99.0%	99.9%
– West Rail Line	98.0%	99.0%	99.9%
– Light Rail	98.0%	99.0%	99.9%
Train reliability: train car-km per train failure causing delays ≥ 5 minutes			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	N/A	650,000	2,861,014
– East Rail Line (including Ma On Shan Line) and West Rail Line	N/A	650,000	7,386,248
Ticket reliability: smart ticket transactions per ticket failure			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line, Airport Express, East Rail Line (including Ma On Shan Line) and West Rail Line	N/A	8,000	20,254
Add value machine reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.0%	99.0%	99.7%
– East Rail Line (including Ma On Shan Line)	98.0%	99.0%	99.8%
– West Rail Line	98.0%	99.0%	99.9%
– Light Rail	N/A	99.0%	99.6%
Ticket machine reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	97.0%	99.0%	99.7%
– East Rail Line (including Ma On Shan Line)	97.0%	99.0%	99.7%
– West Rail Line	97.0%	99.0%	99.7%
– Light Rail	N/A	99.0%	99.9%

Operations Performance in 2015 *(continued)*

Service performance item	Performance Requirement	Customer Service Pledge Target	Actual Performance
Ticket gate reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	97.0%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	97.0%	99.0%	99.9%
– West Rail Line	97.0%	99.0%	99.9%
Light Rail platform Octopus processor reliability			
	N/A	99.0%	99.9%
Escalator reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.0%	99.0%	99.9%
– East Rail Line (including Ma On Shan Line)	98.0%	99.0%	99.9%
– West Rail Line	98.0%	99.0%	99.9%
Passenger lift reliability			
– Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, Tung Chung Line, Disneyland Resort Line and Airport Express	98.5%	99.5%	99.8%
– East Rail Line (including Ma On Shan Line)	98.5%	99.5%	99.8%
– West Rail Line	98.5%	99.5%	99.9%
Temperature and ventilation			
– Trains, except Light Rail: to maintain a cool, pleasant and comfortable train environment generally at or below 26°C	N/A	97.5%	99.9%
– Light Rail: on-train air-conditioning failures per month	N/A	<3	0
– Stations: to maintain a cool, pleasant and comfortable environment generally at or below 27°C for platforms and 29°C for station concourses, except on very hot days	N/A	91.0%	99.9%
Cleanliness			
– Train compartment: cleaned daily	N/A	99.0%	99.9%
– Train exterior: washed every 2 days (on average)	N/A	99.0%	100.0%
Northwest Transit Service Area Bus Service			
– Service Delivery	N/A	99.0%	99.7%
– Cleanliness: washed daily	N/A	99.0%	100.0%
Passenger enquiry response time within 6 working days	N/A	99.0%	100.0%