

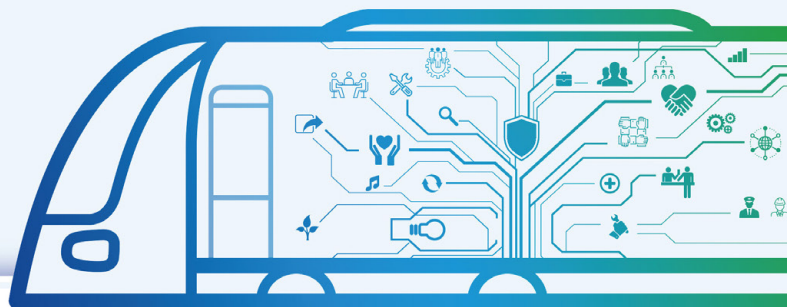


京港地铁
BJMTR



顾客服务承诺

CUSTOMER SERVICE PLEDGE



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总经理的话

General Manager's Message



京港地铁自成立之初，始终秉持“以客为先”的服务理念，致力于为顾客提供安全、可靠、舒适、便捷的生活服务。目前，在北京市轨道交通路网中，我们运营管理 4 号线、大兴线、14 号线和 16 号线，4 条线路总里程 147.1 公里，已开通运营里程 113.4 公里，车站 73 座。

10 年来，京港地铁通过各种方式，不断提升运营服务水平。我们优化客运组织，持续提升运力，所辖 4 条线路十余次缩短发车间隔，让出行更快捷；我们不断提高服务标准，提供人性化服务，让出行更顺畅；我们进行各类设备设施改造，完善无障碍设施，让出行更便利；我们持续引入便民设备设施，并长期营造地铁内的文化艺术氛围，让出行体验更多元化。

2018 年，京港地铁所辖 4 条线路日均运送乘客达 197.4 万人次，列车兑现率、正点率分别达到 99.99%、99.98%；服务设备设施可靠度达到 99.83%；延长运营服务时间达 112 天。在提供优质出行服务的同时，我们充分发挥企业核心优势，将社会责任管理融入日常运营，打造现代城市出行空间，同时积极连接沿线社区，开展形式多样、内容新颖的公益活动，努力实现企业和社会、环境的可持续发展。

2019 年是京港地铁首线开通 10 周年，我们会精益求精，不断提供更优质、更贴心的服务，在满足政府要求及行业标准的同时，进一步提出四项承诺，并邀请广大顾客监督，期待大家给我们提供积极的建议。在此，我谨代表京港地铁每一位同事衷心感谢 10 年来您的选择和信任。

北京京港地铁有限公司总经理

邵信明

Beijing MTR Corporation (BJMTR) upholds to the service concept of 'Customers first' and commits to providing customers with safe, reliable, comfortable and convenient life service since it was established. At present, BJMTR operates 4 lines in the Beijing rail transit network, namely Beijing Metro Line 4, Daxing Line, Line 14 and Line 16, with 73 stations and a total route length of 147.1 km, of which 113.4 km is opened for service.

Over the past 10 years, BJMTR has made continuous progress in improving operation service through various ways. By optimizing transportation management and improving transportation capacity, with the headway of the four lines shortened for a dozen times, we make travel faster. By improving service standards and providing humanistic services, we make travel smoother. By upgrading the equipment and facilities and improving accessibility facilities, we make travel more convenient. By continuously introducing convenient amenities and creating cultural and artistic atmosphere in station, we make travel experience more diversified.

In 2018, the average daily patronage of the four lines operated by BJMTR was 1.974 million. The train service delivery and train punctuality reached 99.99% and 99.98% respectively. The reliability of service equipment and facilities reached 99.83%. The operation hours was extended in up to 112 days. While providing quality travel services, we ride on the core advantages of the corporate, integrating social responsibility into daily operation to create modern urban travel space, actively connecting communities along the lines to carry out public welfare activities in diverse forms and with creative contents, and striving to achieve the sustainable development of the corporate, society and environment.

2019 is the 10th anniversary of the opening of the first line operated by BJMTR. We will continue to strive for excellence and provide better quality and more attentive services. In addition to meeting government requirements and industry standards, we put forward four pledges to customers. We would like to invite customers to supervise and look forward to constructive suggestions. I hereby represent every employee of BJMTR to sincerely thank you for your choice and trust in the last 10 years.

General Manager

Wilson Shao



承诺一 2019年所辖各线保持高水平的 列车运行表现

目前，北京市轨道交通路网日均客流已超千万人次，为提供安全、可靠、舒适、便捷的生活服务，京港地铁借鉴港铁的成熟经验，并结合本地的地铁运营环境，通过现代化、专业化的管理，实现了运营管理的精细化和人性化，并积极探索及运用信息技术，提升地铁系统的运行效率和智能化水平。

为让出行更准时、更顺畅，我们不断提升列车的运行表现，2019 年，京港地铁确保所辖各线列车正点率高于 99.80%，列车时刻表兑现率高于 99.90%。

同时，京港地铁 4 号线工作日早高峰由南向北方向最小发车间隔保持低于 2 分钟；14 号线东段在工作日早高峰期间加开 2 列列车，单向小时运力提升 13.33%；16 号线上下行双向各加开 1 列列车，最小发车间隔由原来的 8 分钟缩短至 6 分钟，早高峰单向小时运力提升 13.33%。通过系列举措，在不同程度上缓解京港地铁所辖各线早高峰的客流压力，让出行更便利。

Pledge 1

Maintain a high level of performance for trains on lines operated by BJMTR in 2019

At present, the average daily patronage in Beijing rail transit network is over 10 million. With the aim of providing safe, reliable, comfortable and convenient life service, BJMTR rides on the mature experience of MTR, through modern and professional management, to realize lean and humanized management, and actively explores and applies information technology to improve the operation efficiency and intelligence level of metro systems.

To provide customers with more punctuality and smoothness, we will continue to improve the operational performance of trains. In 2019, BJMTR pledge to maintain train punctuality and train service delivery beyond 99.80% and 99.90% respectively.

Meanwhile, during peak hours in the morning, we will keep the shortest headway of south-to-north trains on Line 4 under two minutes, dispatch two additional trains on the east section of Line 14 to increase the one-way hourly capacity by 13.33%, and dispatch one additional train on Line 16 in both directions to reduce the shortest headway from 8 minutes to 6 minutes, and to increase the one-way hourly capacity by 13.33%. Through a series of approaches, we will ease the pressure of traffic during peak hours in the morning in different degrees, making travel more convenient for customers.





承诺二

2019年保持稳定的设备设施可靠度

京港地铁坚持提供可靠的设备设施服务，我们在新线建设初期就提出建议，并在线路运营过程中，结合顾客的实际需求进行改造，提升出行体验。

为保障安全，2019 年，我们承诺保持稳定的设备设施可靠度：

- 自动售票机的可靠度：4 号线及大兴线高于 98.60%，14 号线（东、西段）和 16 号线北段高于 98.80%；
- 闸机的可靠度：京港地铁所辖线路闸机可靠度高于 99.60%；
- 电扶梯的可靠度：4 号线及大兴线高于 99.30%，14 号线（东、西段）和 16 号线北段高于 99.00%；
- 直梯的可靠度：4 号线及大兴线高于 99.50%，14 号线（东、西段）和 16 号线北段高于 99.00%；
- 乘客信息系统（车站、列车上的电视屏幕）可靠度：京港地铁所辖各线车站乘客信息系统可靠度高于 99.80%，列车乘客信息系统可靠度高于 98.00%。



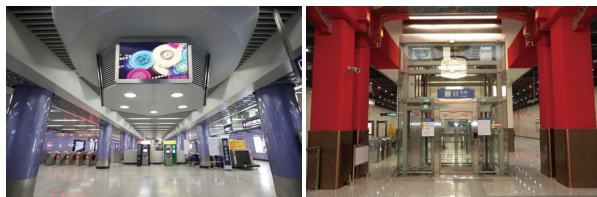
Pledge 2

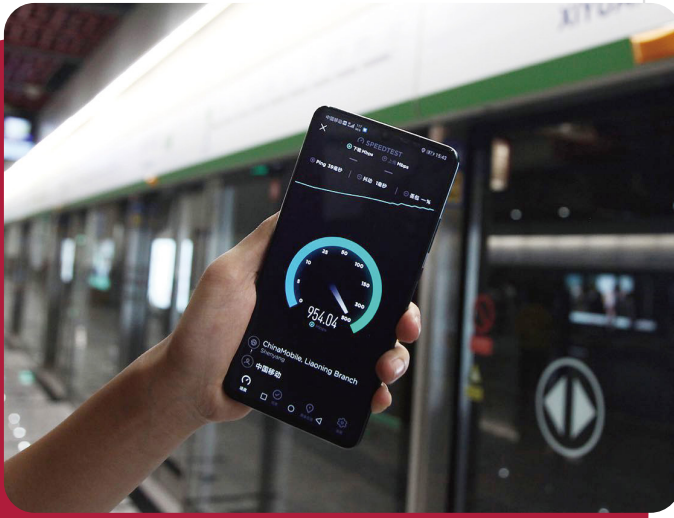
Maintain the reliability of equipment and facilities in 2019

BJMTR is committed to providing reliable equipment and facility services. We put forward suggestions at the early stage of the construction for the new lines, and made modifications based on customers' needs during operation to improve travel experience.

To ensure safety, BJMTR pledges to keep the reliability of equipment and facilities in 2019:

- Ticket Vending Machine (TVM) reliability: beyond 98.60% for Line 4 and Daxing Line and beyond 98.80% for Line 14 (east and west section) and north section of Line 16;
- AFC gate reliability: AFC gate reliability in lines operated by BJMTR beyond 99.60%;
- Escalator reliability: beyond 99.30% for Line 4 and Daxing Line and beyond 99.00% for Line 14 (east and west section) and north section of Line 16;
- Lift reliability: beyond 99.50% for Line 4 and Daxing Line and beyond 99.00% for Line 14 (east and west section) and north section of Line 16;
- Passenger Information System (PIS, the TV screens in stations and trains) reliability: the PIS reliability in all stations of lines operated by BJMTR beyond 99.80%, and PIS reliability in all trains beyond 98.00%.



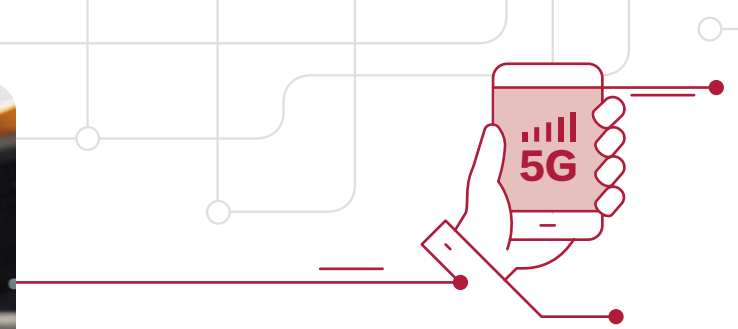


承诺三 打造现代城市出行空间

我们将以顾客需求为导向，进一步开拓人性化服务新模式，打造现代城市出行空间。

设备设施更便民

- 实现 16 号线 5G 信号全覆盖，并将积极推进 5G 网络建设工作，在 4 号线及大兴线、14 号线陆续实现 5G 信号覆盖，进一步提升出行体验。
- 将启动 4 号线西直门站空调系统改造，通过更新并新增公共区空气处理设备，降低车站环境温度，改善西直门站候车环境。
- 在 4 号线动物园站 A 口站前广场增设雨棚，提升排队候车环境，并通过叶子和小动物形象的设计，让雨棚更具童趣。



Pledge 3

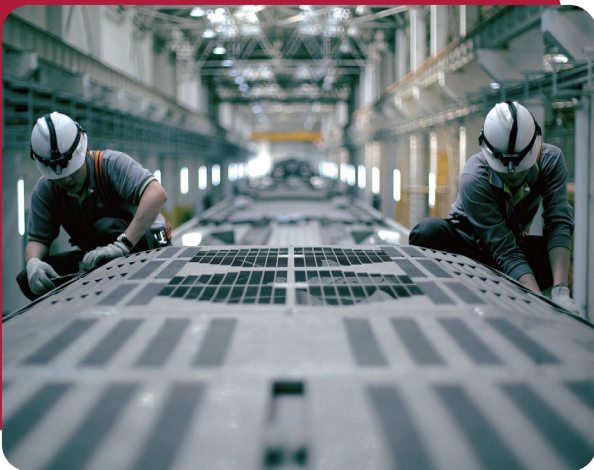
Create modern urban transportation environment

We will be customer-oriented to further develop a new model of customer-friendly service, and to create a modern urban transportation environment.

More convenient equipment and facilities

- Achieved full coverage of 5G signal in Line 16 and will continue to promote 5G network construction by realizing 5G signal coverage in Line 4, Daxing Line and Line 14 to further improve travel experience.
- Will start the renovation of air conditioning system in XIZHIMEN Station of Line 4. By upgrading and adding air treatment equipment in public area, the environmental temperature of the station will be lowered and the travel environment of XIZHIMEN Station will be improved.
- Installed canopy in the square in front of gate A of the Beijing Zoo Station on Line 4 to improve the environment when customers are waiting for the train. The design of leaves and small animals adds to the childishness of the canopy.





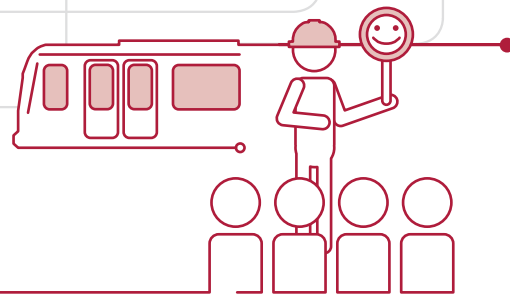
· 拆除部分列车的部分座椅，改为多功能区，一方面方便使用轮椅、携带婴儿手推车及大件行李的顾客出行，同时也在高峰期一定程度增加列车载客量，提升出行体验。

· 在 2014 年完成对 4 号线全线车站卫生间改造的基础上，确保所辖各线卫生间通风良好，同时设有残障如厕设施、部分车站配有婴儿护理台、儿童专用洗手盆等便利设施，改善卫生间环境。

· 每日对所辖各线运营列车进行消毒，夏季车站每天持续空调送、排风不低于 18 个小时，营造良好的出行环境。

· 在 16 号线农大南路站、14 号线金台路站、4 号线中关村站等 8 座车站投入屏蔽门投影媒体的基础上，将陆续在所辖线路车站更多地投入使用该媒体，在播放短视频节目及运营信息的同时，提供更多生动、有趣的出行资讯，让顾客享受到更为信息化和便捷化的出行服务。

· 在车站引入 ATM、硬币兑换机、自动拍照机等自助设备的基础上，进一步引入更多便民服务设施，提供便利的生活服务。



· Remove some seats in some of trains and change the spare space into multi-function area. Bring convenience for customers who use wheelchairs, baby trolleys or large luggage, and meanwhile increase transportation capacity to some extent to improve travel experience during peak hours.

· Ensure that the restrooms in stations on lines operated by BJMTR are well-ventilated, as well as well-equipped with convenient facilities such as baby-care platforms and toilets for the disabled and wash sinks for children in some stations to improve the overall environment since 2014 when all the restrooms in stations on Line 4 were renovated.

· Guarantee daily train disinfection on each line. In summer, air conditioning and ventilation should be supplied continuously in the station for no less than 18 hours a day to create a good travel environment.

· Will introduce screen door media into more stations along the lines operated by BJMTR following the successful installation in 8 stations including NONGDANANLU Station of Line 16, JINTAILU Station of Line 14 and ZHONGGUANCUN Station of Line 4, broadcasting short video programs and operation information, and providing more interesting travel information so that customers could enjoy a more informed and convenient travel service.

· More convenient service facilities will be introduced in station to provide convenient life services on the basis of existing self-service equipment such as ATM, coin exchange machine and automatic camera shooting machine and etc.





服务更贴心

· 4 号线继续实施每周五、周日及特殊时期延长运营时间的举措，为夜间到达高铁北京南站的顾客提供更为便利的出行服务。

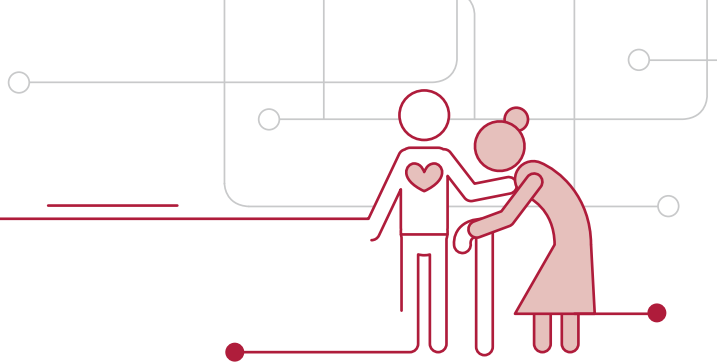
· 组建全新的京港地铁应急支援服务队，增加车站服务力量。当车站发生突发事件时，将会有身穿粉红色马甲的工作人员提供客流疏散、引导换乘等协助。

· 将对现有的运营通告版面进行整体改版，以不同颜色的通告代表不同类型的运营信息，更快速、准确地传递相关服务内容。

· 时刻关注不同顾客群体的需求，将推出一款关爱特殊人群的信息折页，介绍京港地铁所辖线路的无障碍设施及服务。

· 在 4 号线海淀黄庄站、北京南站、14 号线西局站等 10 余座车站铺设“通长地贴”，提供更加明确的导向服务。

· 在车站播放安全提示广播、设置安全标志标识的基础上，将通过发放安全手册、在车站利用广告灯箱、电视媒体等多样化的方式，进行出行安全的温馨提示。



More attentive services

• We will continue to extend the operating hours on Line 4 every Friday, every Sunday and during special periods to provide more convenient travel services for customers arriving at Beijing South Railway Station at night time.

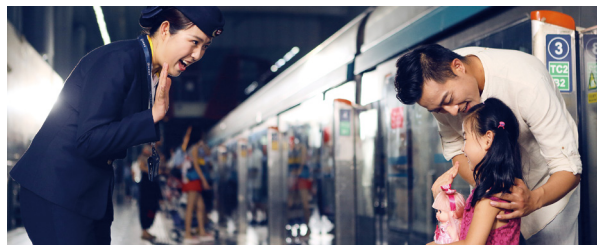
• A new BJMTR CSST(Customer Service Support Team) will be set up to strengthen station service workforce in case of emergency. In case of any emergency occurring in station, staff in pink vest will help evacuating customers or guiding them to change other trains.

• The existing operation notice board will be completely redesigned to use different colors to represent different types of operation information, to deliver service messages efficiently and accurately.

• To pay attention to the needs of all customers, we will release an information foldout on caring special people, introducing the accessibility facilities and services in lines operated by BJMTR.

• More than 10 stations, such as HAIDIANHUANGZHUANG Station and Beijing South Railway Station of Line 4, and XIJU Station of Line 14 laid through-ground stickers to provide clearer guidance for customers.

• In addition to broadcasting safety notice and setting safety signs in stations, ways likes giving out Safety Manual, making use of advertising light boxes and TV media in stations will be adopted to give warm safety reminders to customers.





More diversified cultural experience

To create a comfortable and pleasant travel environment, BJMTR has been carrying out various public welfare projects of culture and art, hoping to create underground space with artistic and cultural atmosphere through various forms.

• We will continue to carry out cultural and artistic projects like 'M series', including 'M-Library', 'M-Gallery', 'M-Broadcast', 'M-Project' and etc. By showing distinctive works of art in several stations, make underground space full of sense of urban culture, and create unique underground scenery.

• We will continue to carry out BJMTR Safety Camp program. By giving 'BJMTR Safety Class', and 'Metro Job Shadow', we actively convey the concept and knowledge of safe and courteous travel to the communities along the lines, and through various activities such as contests, we guide more youth to pay attention to urban transportation and participate in urban development.

In the future, BJMTR will continue to uphold to the concept of 'Customers first' and 'Promoting the construction and development of the community'. While providing customers with safe, reliable, comfortable and convenient life services, we will be committed to taking corporate social responsibility, promoting sustainable development and bringing greater value to urban development.

文化体验更多元

为营造舒适愉悦的出行环境，京港地铁持续开展各类文化艺术公益项目，希望通过多种形式，营造具有艺术文化氛围的地下空间。

· 将继续开展“M 地铁”系列文化艺术展示项目，其中包括“M 地铁 · 图书馆”、“M 地铁 · 影廊”、“M 地铁 · 广播”和“M 运动计划”等，并在多座车站的站内展示有特色的艺术作品，让地下空间更具城市文化感，打造独具特色的地下风景线。

· 持续开展京港地铁安全训练营活动，通过“京港地铁安全课堂”、“地铁职业体验”，向沿线社区积极传递文明、安全出行的理念和知识，并通过赛事等各类主题活动，引导更多的青少年关注城市交通、参与城市发展。

未来，京港地铁将继续秉承“以客为先”、“促进社区建设和发展”的服务理念，在为顾客提供安全、可靠、舒适、便捷生活服务的同时，积极履行企业社会责任，推动可持续发展，为城市发展带来更大价值。



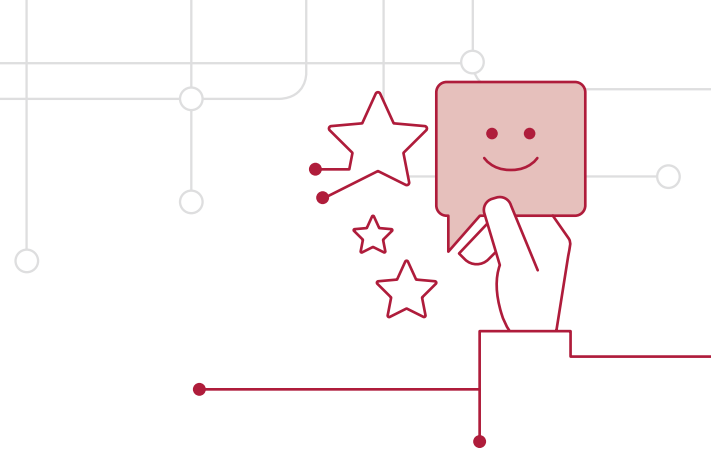


承诺四 聆听顾客声音，提供热线服务

京港地铁一直坚持“以客为先”的服务理念，注重收集意见、积极聆听及回应顾客需求。我们在 2018 年构建了符合自身特点的顾客满意度指标体系，为评估顾客满意度、考量服务水平提供有效工具。今后每年将通过开展顾客满意度调查，广泛收集意见、建议和评价。欢迎大家为京港地铁的服务提出宝贵意见和建议。

凡接到留有联系方式的有效投诉，我们都会在 5 个工作日内予以回复。

京港地铁服务热线 010-63988622（人工服务时间 6:00-21:00）将通过人工或自助语音服务提供咨询、建议、意见受理的相关服务。



Pledge 4 Listen to the voice of customers and provide hotline service

BJMTR has always uphold to the service concept of ‘Customers first’ , focusing on collecting customer opinions, proactively listening and responding to their needs. In 2018, we constructed customer satisfaction index system matching our business characteristic, providing an effective tool for evaluating customer satisfaction and service level. In the future, we will conduct annual customer satisfaction survey to extensively collect opinions, suggestions and evaluations. You are welcome to put forward your valuable opinions and suggestions for the service of BJMTR.

Any valid complaint with contact information will be responded within 5 working days.

BJMTR service hotline 010-63988622 (operator service time 6:00 to 21:00) We will provide related services of consultation, suggestions and complaint handling through operator or self-service.



为你 一路前行
Going Forward for You



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