

Annual Report *2004*

台北捷運公司 2004 年年報



捷運車站
METR STATION



台北大家捷運股份有限公司
TAIPEI RAPID TRANSIT CORPORATION



Annual Report 2004

台北捷運公司 2004 年年報





↑ 捷運車站
MRT STATION

小碧潭站 XIAGUITAN (SIAOBITAN)

捷運車站 MRT STATION

metro
Taipei

Annual Report 2004

目錄

Contents

公司經營概況總覽	02	Corporate Overview
重要紀事	14	Significant Events
營運概況	20	Operation Overviews
營運成果	38	Corporate Performance
強化行銷措施，建立捷運優質生活	56	Reinforcing Marketing and Building a Quality Life Style
強化系統安全，確保服務水準	62	Reinforcing System Safety and Ensuring Service Standards
促進國際及學術交流	72	Promotion of International & Academic Exchange
慶祝成立10週年系列活動	76	Tenth Anniversary Celebration Activities
財務報表暨會計師查核報告	82	Financial Statements and Public Accountant's Audit Report
重要統計資料	114	Important Statistics

公司經營概況總覽 Corporate Overviews

董事長的話



臺北捷運公司成立十週年了，一路走來，捷運人兢兢業業地在自身工作崗位努力，創造出令人肯定的營運成果，對於臺北捷運所肩負每日服務100萬民眾的重責大任，我們將加倍努力達成任務，以回報各界對我們的肯定與支持，未來我們將持續向前邁進，以達成所賦予的使命。

回顧過去，臺北捷運系統自1996年通車營運以來，面臨過許多挑戰，如木柵線火燒車爆胎、馬特拉公司撤離、納莉風災重創、SARS疫情侵襲等，在全體員工努力下均逐一克服；「塞翁失馬，焉知非福」，承繼過去諸多挑戰下之智慧及經驗結晶，我們達成了「提供安全、可靠、親切的高品質運輸服務」的使命，並成為臺北市民的驕傲與市政的成就。

承續過去，臺北捷運公司營運設施、維修設備、人才、技術及經營能力在歷經前述的挑戰之後，已經累積諸多寶貴難得的經驗，環顧市場，我們將跨足顧問業務，積極朝向本公司擁有核心競爭力且具備投資效益的軌道相

關業務發展，以新的觀念與技術提供新型態的服務，承攬相

飛迅捷運，
Give me fun!



Chairman's Statement

This year is the tenth anniversary of the Taipei Rapid Transit Corporation (TRTC). Along the way, the TRTC staff members have dedicated themselves to their work with great diligence and created corporate performance that has been highly regarded. We already have served one million passengers a day on the Taipei Metro, and we will continue to add to our efforts in response to the public's recognition and support. In the future, we will continue the development of our mission.

In retrospect, since the start of Taipei Metro's operation in 1996, we have encountered a lot of challenges, for example, flats and car fires on the Muzha Line, the withdrawal of Matra Transport, Taiwan Branch (France), casualties due to Nari Typhoon, the outbreak of SARS, and so on. Despite this, we have tackled all these problems. As the saying goes, "A loss may turn out to be a gain." By accumulating the lessons and experiences from these challenges, we have achieved our mission of "providing a safe, reliable, cordial, and high-quality transportation service" and become the pride of Taipei residents and the Taipei City Government.

Continuing from the past, the TRTC has accumulated a lot of great experience in operational facilities, maintenance equipment, talents, technology, and management capability through all the past challenges. As for our market, we will develop toward consulting services in areas where the TRTC possesses core competitiveness and in which there are investment benefits so as to provide new services and undertake consulting services with new ideas and technology. Moreover, through the dispatch of consultants and the contracting of assignments, the Taipei Metro has benefited from new technology and experience, raised our core competitiveness, and attained a reciprocally facilitative role of the Metro and its subsidiary industries.

As the mass rapid transit service for the capital city, we have created a unique culture with our advanced management principles and service concept. "Cleanliness" makes an impression on the passengers as soon as they enter the Taipei Metro, for there is no graffiti on the walls and no rubbish on the ground. The stations are brightly lit with spacious, comfortable, and safe cars. Passengers line up to wait for cars, and all is orderly. Entering the Taipei Metro system, passengers appear to step into another nation, which makes a deep impression on foreign visitors to Taipei City. Good corporate culture is the best method for sustainable corporate development. Moreover, Metro staff members bring enthusiasm and seriousness to their job, which is the greatest guarantee of service quality. We hope that people will choose the Metro as a means of transportation, protect it, and become its loyal customers.

With an expansion in the Metro network and a rise in service quality, passenger traffic continues to grow. In November 2004, the Taipei Metro recorded daily average traffic of one million passengers. As a vanguard of Taiwan's mass rapid transit, the TRTC will pur-





顧問業務，同時透過顧問人員的外派及案件的承接，培養新技術及經驗回饋臺北捷運，進一步提高本業之核心競爭能力，達成本業培養副業，副業提昇本業的良性循環。

身為首都捷運，我們以先進的營運技術及服務觀念，創造出獨特的捷運文化。「乾淨」是進入臺北捷運的第一眼印象，牆上沒有塗鴉，地上沒有垃圾，車站光線明亮，乘車空間寬敞舒適，安全的乘車環境，乘客自動排隊候車，一切井然有序，進了臺北捷運，彷彿到了另一個國度，令許多到過臺北的國外旅客印象深刻。良好的企業文化是企業永續發展的最佳利基，高素質捷運員工及熱忱與認真的工作態度，就是確保服務品質的最佳保證，希望民眾選擇捷運，進而愛護捷運，並成為捷運忠實的顧客。

隨著路網擴大與服務品質的提昇，運量持續成長，2004年11月每日平均運量首次突破100萬人次，臺北捷運公司身為國內捷運營運的先鋒，未來將在追求零事故的安全保證下，使後續路網順利通車營運，並縮短營運班距，提升服務水準。在事業發展方面，將拓展軌道經營業務，鞏固產業領導地位，其次進入接駁運具經營業務，以提供旅客完整運輸服務，並發展生活事業，朝著提供創新、多元及優質的服務來經營。此外，為進一步強化公司經營體質及財務透明化，以提昇企業競爭力與經營績效，祈與一流上市上櫃企業及制度接軌，透過制度的建立，確保經營成果，我們的目標除了創造下一個輝煌十年之外，更將戮力追求臺北捷運的永續經營。

陳培亮

sue a “zero incident” standard so that when future Metro network expansions start operation, headway can be shorten and service standards raised. As for its business development, it will expand its track-way services, consolidate its leading position in the industry, and make its way into connection transportation services in order to provide passengers with a comprehensive transportation service, develop recreational businesses, and develop toward innovative, diversified, and outstanding services. Moreover, we will improve corporate operations and financial transparency, increase corporate competitiveness, improve performance and connect with first-rate publicly listed companies in the stock exchange and the OTC stock market to achieve our goal of making the next decade a golden age for the Metro and pursue the perpetual development of the Taipei Metro.

Richard L. Brown



總經理的話

2004年我們在捷運服務方面，提供許多創新措施及項目，例如成立第一個「24小時客服中心」，有效縮短客服處理時間、即時回應旅客諮詢，並提供全年無休的話務服務。為鼓勵民眾多使用無污染交通運具，推動星期假日「開放旅客攜帶腳踏車搭乘捷運」措施，在捷運北投站引進首創「雙層腳踏車架」，提供更多腳踏車的停泊空間。基於車站媒體現代化的趨勢，在車站內設置PDP電漿電視、LED電視牆，進一步使捷運服務與新科技媒體接軌。臺北捷運公司為汲取其他相關系統的營運經驗，積極至國外城市的捷運系統進行訪問，2004年3月韓國首爾特別市都市鐵道公社要求簽署相互研究學習交流訓練計畫，透過雙方重要幹部及同仁的互訪，達到自我成長、相互交流之效益。



在提昇系統穩定運轉方面，努力推動各項與旅客安全有關之措施，落實運輸事業「安全第一」之基本守則，在今年特別推動「行車事件次數減半」專案，經全體從業人員共同積極克服困難，追蹤每一事件發生原因，並立即改善，成效卓著，全年行車延誤5分鐘以上事件降為34件，相較於去年（2003年）的83件，共減少49件，降低幅度高達59%，達成2004年事件減半之設定目標。若換算為國際間常用的「每二事件平均車廂公里數」指標，平均值為每行駛150萬8,000車廂公里發生一次延誤5分鐘以上事件，較2003年的61萬5,000車廂公里呈倍數增加，顯示系統穩定度及可靠度大幅提升，依據Nova國際鐵路聯會2004年最新重要績效指標（KPI）資料顯示，在Nova及CoMET所有24個會員系統中，臺北捷運系統運轉可靠度名列第一，代表著臺北捷運系統的安全品質及服務水準，已達國際一流水準。

對臺北捷運公司而言，2004年有相當意義，年運量大幅成長，總計有3億5,014萬餘人次，平均每日運量95萬6,672人次，較2003年平均每日運量86萬6,272人次，增加9萬400人次。值得一提的是，2004年11月平均每日運量首度突破100萬人次，12月更增加至103萬餘人次。小碧潭支線於2004年9月正式加入營運，使得路網營運總長度達到67公里，車站數為63個，營運路線數7條。新增之小碧潭支線不僅擔負交通運輸功能，車站廣場、公共藝術、咖啡座等都具有特色。配合臺北市政府建置「網路新都」，2004年底完成30個捷運車站、4條地下街及北投機廠等站體周邊半徑150公尺區域之無線寬頻建置工作，民眾至捷運車站，以筆記型電腦、PDA或雙網手機能體會無線上網之便利服務。為提昇捷運系統安全，強化人員對各項行車運轉緊急狀況之應變處理能力，2004年共舉辦18場多重災難模擬演練，以有效因應災害發生時，人員傷亡及財產損失能減至最低。

未來配合民眾需求，將持續提昇服務品質與改善硬體措施，藉由積極參與國際學會活動，建立標準學習管道，提供全方位優質服務，致力達成零事故率目標，以穩定且安全的運輸服務，實現「臺北捷運、世界一流」願景，並藉此促成臺北民眾生活品質的再提昇，全力打造臺北成為一個健康的國際城市。

華 輝 昇

President's Statement

In 2004, we provided a lot of innovative measures and items in Metro system. For example, the establishment of the first "24-hour Call Center" to effectively shorten the processing time for customer services, respond to customers' consultations instantly, and provide 24-hour customer services year round. To encourage frequent usage of public transportation, we have enthusiastically promoted the "portability of bicycles in the Metro." We have introduced "double-decker bicycle racks" in Beitou Station to provide more parking spaces for bicycles. In line with the modernization of stations, plasma display panels (PDP) and LED TV walls have been installed inside the stations to connect the mass rapid transit system to new media. In hopes of accumulating the management experiences of related systems, the TRTC has visited the mass rapid transit systems in foreign cities. For example, in March 2004, on the request of the Seoul Metropolitan Rapid Transit Corp. (SMRT), it signed an agreement for a research and learning exchange program to achieve benefits for self-growth and mutual exchange through important officials and staff members of both parties.

To upgrade system stability, we have dedicated ourselves to launching measures related to passenger safety and putting the guideline "Safety First" into practice. In 2004, we launched a project to "halve incidents within the system" in which we tracked the causes of each incident to tackle difficulties and immediately improved the Metro operations. The number of delays of more than 5 minutes in 2004 was 34, which was reduced by almost 59% (49 incidents) when compared with the 83 incidents in 2003 and achieved the goal of reducing such incidents by half. In terms of universally used indicators such as "average car-km for a delay of more than 5 minutes," the car-km figure was 1,508,000 between two incidents for the Taipei Metro system, as compared to 615,000 car-km in 2003, suggesting that the system has become more stable. According to the KPI (key performance indicator) released by Nova International Railway Benchmarking Group in 2004, the operational stability of Taipei Metro was the top among the 24 members of Nova (less than 0.5 billion trips per year) and CoMET (more than 0.5 billion trips per year), which suggests that the Taipei Metro is an internationally first rate system in terms of safety and service quality.

The year 2004 is significant to the TRTC, the transport volume for the whole year was 350,140,000 trips, with an average of more than 956,672 trips per day. Compared with 866,272 trips in 2003, there was an increase of 94,000 more trips. It should be noted that in November 2004, it had a record-breaking average daily transport volume of 1 million trips, which was increased to 1.03 million trips in December. With the inauguration of the Xiaobitan Line in September 2004, the total length of Metro network became 67 km, with 63 stations and seven Metro lines. The newly added Xiaobitan Line facilitates transportation, and also offers diversified functions such as station plazas, arts environment, and cafes.

In line with the Taipei City Government's goal of creating a "CyberCity," a circle with a radius of 150m in which wireless broadband is accessible has been created for 30 Metro stations, 4 underground malls, and the Beitou Depot. Through these wireless broadband services, passengers can make wireless communications by using a notebook computer, PDA or cellular dual mode handset. To upgrade system security and reinforce staff's response to emergency conditions, 18 multiple disaster simulated drills were held in 2004 to effectively minimize casualties and property loss.

In the future, TRTC will continue upgrading its service quality and improving its facilities in response to people's needs. By enthusiastically participating in international academic activities, it will set up its benchmarking learning channels for best practices, dedicate itself to achieving the goal of zero incident, and fulfill the vision of "Taipei Metro, First Class in the World," thereby boosting the quality of life of the people in Taipei City and helping the Taipei City Government develop Taipei City into a healthy international city.

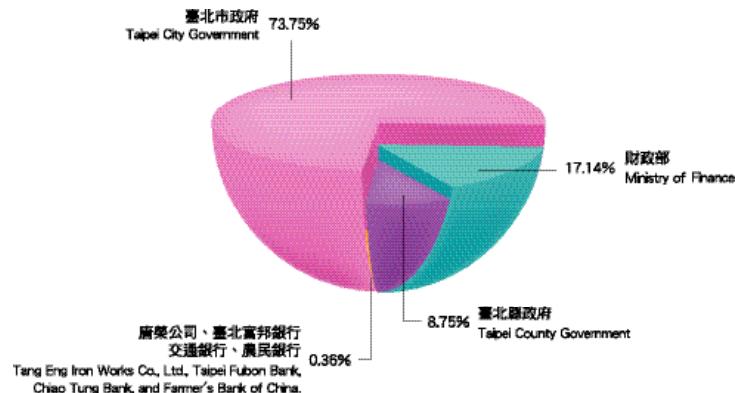
Hau-l Sheang Tsay

資本額與股東結構

公司登記資本額新台幣100億元，分為10億股，每股面額10元。成立初期實收資本額為70億元，經2001年9月及2002年11月，分別將盈餘轉增資20億1,600萬元及3億3,810萬元。截至2004年底止，實收資本額總計為新台幣93億5,410萬元。

資本結構圖

Capital Structure Diagram



Capitalization and Shareholding Structure

Shareholder	Invested Amount (NT\$)	Percentage
Paid-up Capital	9,354,100,000	100.00%
Taipei City Government	6,898,247,860	
Ministry of Finance	1,603,560,000	
Taipei County Government	818,483,750	
Tang Eng Iron Works Co., Ltd.	33,407,500	
Taipei Fubon Bank	133,630	
Chiao Tung Bank	133,630	
Farmers' Bank of China	133,630	

TRTC has a registered capital of NT\$10 billion, divided into one billion shares at a face value of NT\$10 per share. When it was first establishment, the company actually received NT\$7 billion, and in September 2001 and November 2002, the company converted profits of NT\$2,016,000,000 and NT\$338,100,000 respectively into capital; as a result, paid-up shares worth NT\$9,354,100,000 have been subscribed as of year-end 2004.



董事會(2004.12.31在任)

董事長陳椿亮

常務董事

林重昌 (臺北縣政府交通局局長)

陳再來 (交通大學教授)

陳武正 (中華大學教授)

董事

王卓鈞 (臺北市政府警察局局長)

吳澤成 (臺北縣政府副縣長)

周韻采 (臺北市政府研考會主委)

常岐德 (臺北市政府捷運局局長)

陳清秀 (臺北市政府法規委員會主任委員)

陳進財 (南僑化學工業股份有限公司總裁)

陳鴻濱 (唐榮公司總經理)

黃茂穗 (臺北縣政府警察局局長)

蔡輝昇 (臺北捷運公司總經理)

鄭俊明 (臺北市政府交通局主任秘書)

常務監察人

陳高燦 (臺北市政府主計處副處長)

監察人

李永成 (臺北市政府財政局主任秘書)

邱成燧 (臺北縣政府財政局局長)

駱清秀 (臺北縣政府主任秘書)

鐘昱男 (臺北市政府人事處處長)

(以上按姓氏筆畫排列)

Board of Directors (as of Dec. 31, 2004)

Chairman Richard C. L. Chen

Standing Directors

Chung-chang Lin (Commissioner of Transportation Department, Taipei County Government)

Tsai-Lai Chen (Professor of Chiao-Tung University)

Wu-Jen Chen (Professor of Chung-Hua University)

Directors

Jo-Jun Wang (Commissioner of Taipei City Police Department)

Ze-Cheng Wu (Deputy Magistrate of Taipei County Government)

Yun-Tsai Chou (Chairperson of Commission of Research, Development & Evaluation, Taipei City Government)

Chi-Te Chang (Commissioner of Department of Rapid Transit Systems)

Ching-Hsiu Chen (Chairperson of Law and Regulations Commission, Taipei City Government)

Jing-Tsai Chen (Chairman of Nan Chiao Chemical Corp)

Hong-Bin Chen (General Manager of Tang Eng Iron Works Co., Ltd.)

Mao-Sui Huang (Commissioner of Taipei County Police Bureau)

Huel-Sheng Tsay (President of TRTC)

Chun-Ming Cheng (Secretary-General of Department of Transportation, Taipei City Government)

Standing Auditor

Kao-Tsan Chen (Deputy Director of Dept. of Budget, Accounting & Statistics, Taipei City Government)

Auditors

Yong-Cheng Li (Secretary General of Bureau of Finance, Taipei City Government)

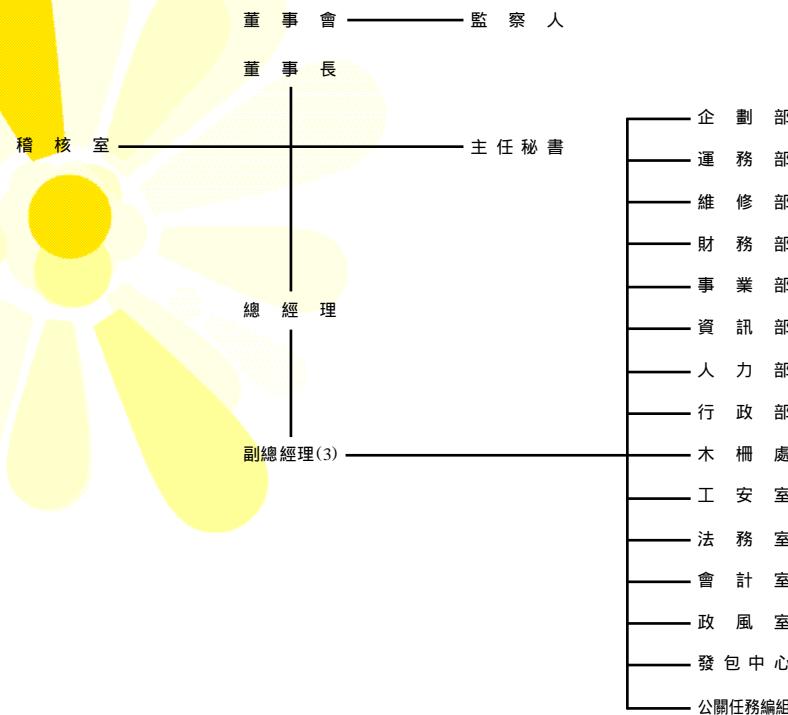
Cherng-Kwei Chiou (Director of Bureau of Finance, Taipei County Government)

Ching-Hsiu Luo (Secretary General, Taipei County Government)

Yu-Nan Chung (Commissioner of Personnel Department, Taipei City Government)



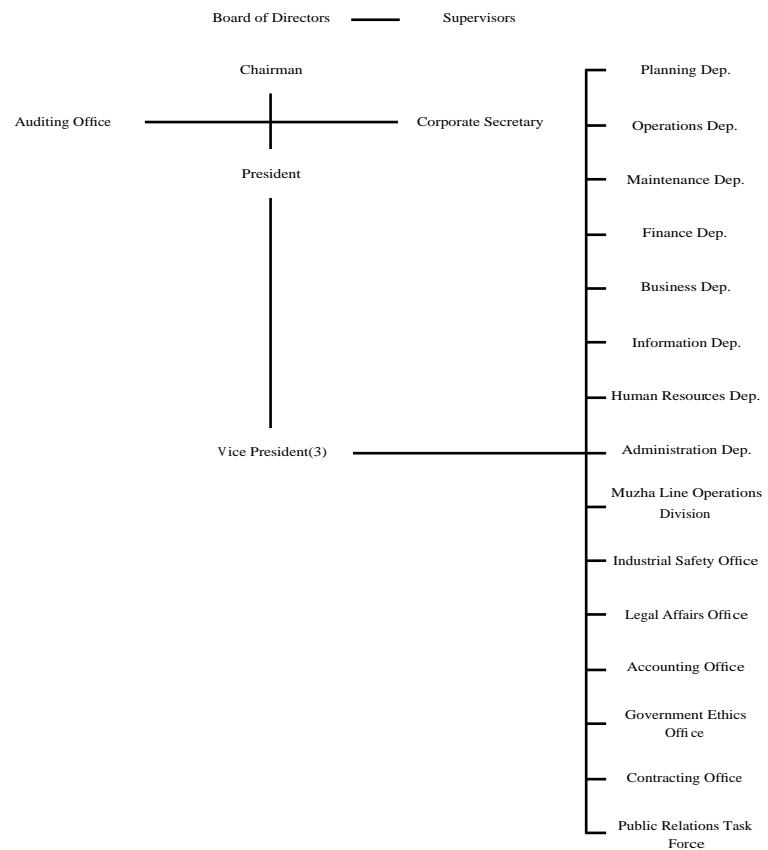
組織架構



人力：(2004.12.31)

- 1.員工總人數：3,066人
 - 2.員工性別統計：男2,568人，女498人
 - 3.員工年齡統計：平均32歲
 - 4.員工教育程度統計：博士3人，碩士283人，大學990人，專科1,290人，高中職489人，國中11人。

Organization



Manpower: (2004.12.31)

1. Total number of employees: 3,066
 2. Gender: Men 2,568, Female 498
 3. Average age: 32
 4. Education statistics: 3 with PhD degree, 283 with master degree, 990 with bachelor degree, 1,290 junior college graduates, 489 senior high or vocational school graduates, and 11 junior high school graduates

重要紀事 Significant Events

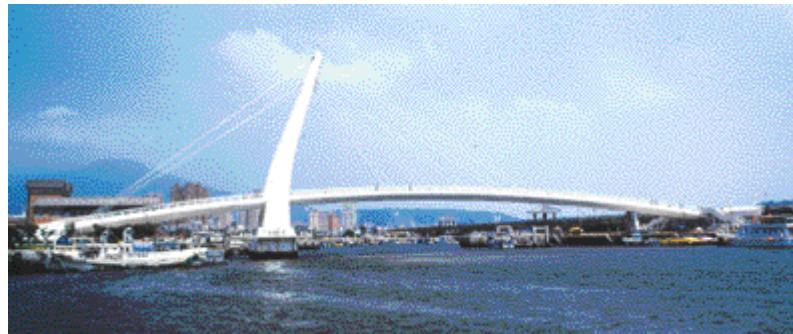
2004.01 開放旅客攜帶腳踏車搭乘捷運

配合臺北市政府提倡正當休閒活動，自2004年1月17日起，週休二日及國定假日，選定15個車站，試辦旅客攜帶腳踏車搭乘捷運。由於試辦期間成效良好，且無旅客受傷事件發生，自2004年10月17日起，將試辦改為常態持續辦理。



2004.03 首爾特別市都市鐵道公社 (SMRT) 簽訂研究學習交流計畫

首爾特別市都市鐵道公社 (Seoul Metropolitan Rapid Transit Co., SMRT)企劃經營室室長金基天 (Dr. Kim,Ki-Chun) 及金炳洪 (Mr. Kim, Byung-Hong) , 2004年3月24日至本公司，研商交流研習計畫，並簽訂雙方研究學習交流之備忘錄。SMRT系統第1梯次於2004年4月派員至本公司進行資訊、安全、規劃與管理等4個領域研習交流。2004年5、6月進行安排第2、3梯次維修領域交流，2004年9、10月則派員進行第4、5梯次運務領域交流，共計51人次至本公司，在交流期間，均住宿於北投機廠訓練中心。

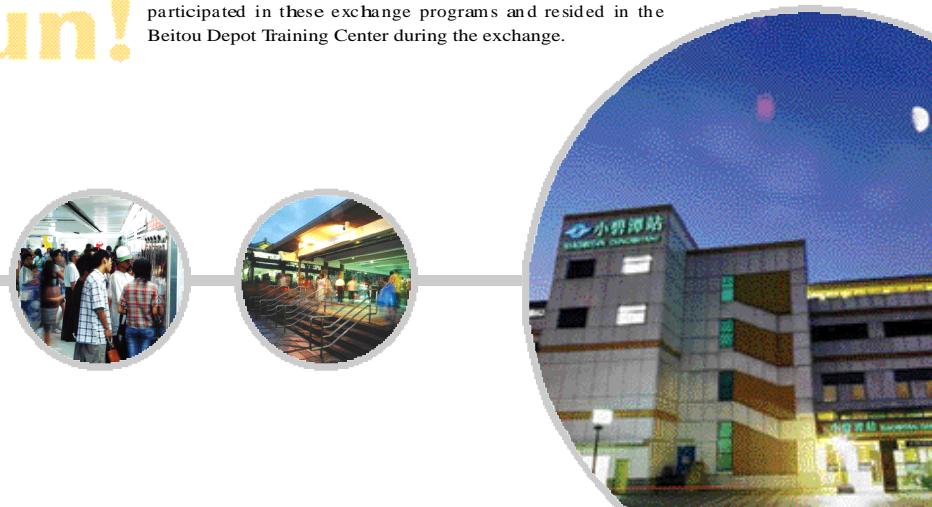


2004.01. Launched the "Portability of Bicycles in the Metro" Program

In January 17, 2004, in line with the recreational activities advocated by Taipei Municipal Government, 15 stations were selected for a trial run of the "Portability of Bicycles in the Metro Program" for weekends and national holidays. As the outcome was good during the trial run, and no injuries occurred, this program was officially implemented on October 17, 2004.

2004.03. Signed an Agreement for Research & Study Exchange Program with SMRT

Dr. Kim Ki-Chun and Mr. Kim Byung-Hong of the Seoul Metropolitan Rapid Transit Co. (SMRT) visited the TRTC on March 24, 2004, discussed our exchange programs, and signed an agreement for research and study exchange program with TRTC. For the first-stage exchange, the SMRT dispatched staff members to the TRTC in April 2004 for workshops on information, security, planning and management. The second-stage program and the third-stage program on maintenance were scheduled in May and June 2004 respectively, and the fourth-stage program and the fifth-stage program on transportation services were scheduled in September and October 2004 respectively. A total of 51 staff members participated in these exchange programs and resided in the Beitou Depot Training Center during the exchange.





2004.03 整合員工識別證與IC悠遊卡

員工識別證與IC悠遊卡整合之新員工識別證，2004年3月31完成發放作業，並自2004年4月1日起全面使用。

2004.07 開辦全員法律政風及勞安宣導訓練班

為強化員工相關法律及勞安觀念，2004年3月3日起至7月5日止，開辦「全員法律政風及勞安宣導」班期，共辦理54期，計2,792人結訓。

2004.07 成立10週年慶祝活動

慶祝臺北捷運公司成立10週年，舉辦多項慶祝活動，2004年7月27日在捷運行政大樓B1國際會議廳，舉辦「10週年學術研討會暨運輸技術論壇」。在2004年7月29日屆滿十週年，當日舉行「捷運公司10週年慶生會暨客服中心開幕儀式」，邀請馬市長、臺北市議會李新副議長、費鴻泰議員及歷任董事長等貴賓一起慶生，並自7月28日起至8月31日於忠孝復興站藝文廊及穿堂層走道牆面，舉辦「10週年歷史車票展暨海報展」。另外同步發行「捷運十年教育紀錄片」，「臺北捷運公司成立十週年回顧紀實」專刊及「10週年慶紀念車票」等，2座高畫質236吋LED電視牆，也在忠孝復興站與臺北車站正式開播，代表臺北捷運公司開始邁向下一個現代化的10年。

2004.08 推出搭捷運拿大獎活動

2004年8月8日至9月4日止，舉辦「搭捷運拿大獎」活動，旅客只要每週上午10時後，持悠遊卡（不限票種）搭乘捷運，累積滿7次，即可獲得1次抽獎機會，每週抽出幸運兒，並重新計算累積次數。抽獎的獎項，分別有365天、180天、90天及30天可免費搭乘捷運之悠遊卡。



2004.03. Integrated the Use of TRTC Staff ID Card with IC EasyCard

The new staff ID Card, which has integrated the functions of the old staff ID card into the IC EasyCard, was issued on March 31, 2004 and implemented on April 1, 2004.

2004.07. Integrated Training on Laws & Government Ethics as well as Labor Safety

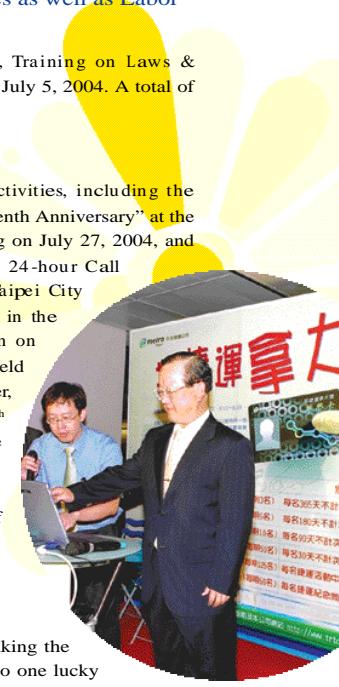
To reinforce staff understanding of laws and labor security, Training on Laws & Government Ethics and Labor Safety was offered between March 3 and July 5, 2004. A total of 54 training phases were offered, with 2,792 trainees.

2004.07. Celebration for the 10th Anniversary of TRTC

In tune with the tenth anniversary, TRTC hosted a series of activities, including the "Symposium on Transportation Technology in Commemoration of the Tenth Anniversary" at the B1 International Conference Hall of the Metro Administrative Building on July 27, 2004, and the "Anniversary Celebration & the Inauguration Ceremony of the 24-hour Call Center" on July 29, 2004. Mayor Ma, Li Hsin, deputy speaker of Taipei City Council, Fai Hrong-Tai, councilor, and former Chairmen participated in the anniversary celebration. Between July 28 and August 31, "Exhibition on Tickets & Posters in Commemoration of the Tenth Anniversary" was held at the art gallery and concourse at Zhongxiao-Fuxing Station. Moreover, the "TRTC 10th Anniversary Documentary" publication, the "TRTC 10th Anniversary Educational Documentary Film," and the "Commemorative Tickets in Commemoration of the Tenth Anniversary" were issued. Two high-resolution 236-inch LED TV walls were inaugurated at Zhongxiao-Fuxing Station and Taipei Main Station to mark the TRTC's 10 years of modernization.

2004.08. Launched the "Grand Prix for Taking the MRT" Campaign

Between August 8 and September 4, 2004, the "Grand Prix for Taking the MRT" was launched. In this campaign, passengers could be entitled to one lucky draw if they took the Metro after 10 a.m. for seven times using the EasyCard. The winner of the lucky draw could be entitled to join the campaign again. The prizes were free 365 day, 180 day, 90 day, and 30 day Metro services.



2004.08 提供旅客金融服務業務

提供旅客更便捷的金融服務，與國泰世華銀行簽訂服務契約，自2004年8月下旬起，陸續在捷運淡水線、新店線（含小碧潭支線）中和線及木柵線共50個車站，設置自動櫃員機（ATM）、兌幣機、悠遊卡加值機，提供一般兌幣、存款、轉帳等金融服務。另外，也設置無人銀行，提供補摺、提款、存款等自動化金融服務。同時亦增設「紙鈔兌換紙鈔」設備，方便民眾購買捷運票。

2004.09 捷運小碧潭支線加入營運行列

捷運小碧潭支線在2004年9月29日，舉行完工通車典禮，並於中午12時起正式加入營運。該支線採區間車營運模式，單線往返捷運新店線小碧潭站與七張站之間。

2004.10 通過資訊安全管理系統CNS17800標準證照驗證

2004年8月31日至9月2日，經濟部標準檢驗局針對「中、高運量行控號誌電腦系統」，進行資訊安全管理系統CNS17800標準之實地評鑑，在2004年10月8日，正式取得通過資訊安全管理系統CNS17800標準證照驗證。

2004.11 捷運忠孝復興站與太平洋崇光百貨公司（SOGO）連通

忠孝復興站自2004年11月10日起，與太平洋崇光百貨公司連通，開放旅客通行，旅客經由捷運忠孝復興站4號出口出站，即可直接通往SOGO百貨公司地下一樓。

2004.12 捷運停車場建置首座雙層腳踏車架

2004年12月23日在北投車站，舉行全國首座捷運停車場雙層腳踏車架啟用典禮，共設置32組計64個停車格位，採用雙層車架所能提供之停車數量，約較平面腳踏車架提高30%至120%，更多腳踏車位有助於提昇轉乘捷運之意願。

2004.12 完成「網路新都」第一階段工作

配合臺北市政府無線寬頻網路建置計畫，於2004年12月24日完成第一階段35個捷運場站工程建置，包括捷運30個車站、4條地下街及北投機廠之無線環境佈置等。



2004.08. Provided Passengers with Financial Services

To provide passengers with more convenient financial services, the TRTC signed a service agreement with Cathay United Bank. In this service agreement, the Cathay United Bank set up ATM, coin-change machines, and IC EasyCard Value Adding Machines at 50 stations on the Danshui Line, Xindian Line (including Xiaobitan Line), Zhonghe Line, and Muzha Line from the end of August 2004 to provide financial services such as coin change, savings, money transfer, etc. Moreover, self-service banks were set up for passbook replacement, money withdrawal and deposits, and the “coins for notes” equipment was set up to facilitate the purchase of tickets.

2004.09. Opening of the Xiaobitan Branch Line from Qizhang Station to Xiaobitan Station

The inauguration ceremony for the Xiaobitan Line was held on September 29, 2004, and service commenced at noon. This line is operated as a commuter rail line and runs back and forth between Xiaobitan Station and Qizhang Station on a single line.

2004.10. Information Security Management System Accredited by CNS17800

Between August 31 and September 2 2004, the Bureau of Standards, Metrology and Inspection, MOEA conducted an on-site assessment of the “Medium Capacity & Mass Rapid Transit Systems Signal Operation Control Computerized System” in accordance with CNS17800 standards and on October 8, 2004, the information security management system was accredited by CNS17800.

2004.11. The Inauguration of the Linking Passage between Zhongxiao-Fuxing Station and Pacific SOGO Department Store.

Since the inauguration of the linking passage between Zhongxiao-Fuxing Station and the Pacific SOGO Department Store on November 10, 2004, the linking passage has been open to passengers so that they can directly go to the basement of the SOGO Department Store via Gate No. 4 of Zhongxiao-Fuxing Station.

2004.12. The First Double-decker Bicycle Racks in Taiwan Installed at Beitou Metro Station.

Since the first double-decker bicycle racks in Taiwan made their first appearance in public at Beitou Metro Station on December 23, 2004, a total of 32 double-decker bicycle racks (64 parking spaces) have been installed, increasing the parking spaces of single-decker bicycle racks by 30% to 120%. Consequently, the greater availability of bicycle parking places has increased people's willingness to use Metro transfer.

2004.12. Finished the First Stage of “Wireless CyberCity”.

In line with the Taipei Municipal Government's wireless broadband deployment project, wireless broadband was deployed at 35 locations for the first-stage project on December 24 2004, including 30 Metro stations, 4 underground streets, and Beitou Depot.

營運概況

Operation Overviews



自2004年9月29日捷運小碧潭支線加入臺北捷運營運行列，營運通車路線計有木柵線、淡水線、新店線、中和線、南港線、板橋線及小南門線7條路線及新北投支線、小碧潭支線等；營運路線總長度67公里，共計63個車站。

小碧潭支線全長為1.9公里，連接捷運新店線七張站與小碧潭站，營運模式採單線往返，行駛時間約為4分鐘。營運通車後，除可帶動環河快速道路以西新店河畔的河濱公園等水岸遊憩區的整合與開發外，車站廣場、公共藝術、咖啡座等均具特色，且臨近新店溪畔，風光明媚，成為民眾假日休閒新選擇地點之一。

一、系統營運概況

2004年捷運系統旅運量已走出2003年SARS陰霾影響，呈現成長趨勢，在不斷追求系統安全與改善服務品質要求下，推出多項行銷活動，導致運量大幅成長，全年計有3億5,014萬餘人次搭乘，平均日運量95萬6,672人次，較2003年平均日運量86萬6,272人次，增加9萬餘人次。2004年11月平均日運量首度突破100萬人次，至12月更增加至103萬餘人次。

其中高運量系統方面

(淡水線、中和線、新店線、南港線、板橋線及小南門線)，總運量3億1,841萬餘人次、平均日運量86萬

飛迅捷運，
Give me fun!



The Xiaobitan Line was inaugurated on September 29, 2004. Now, operational routes include Muzha Line, Danshui Line, Xindian Line, Zhonghe Line, Nangang Line, Bannan Line, as well as Xiaonamen Line, having the total length of 67 km with 63 stations.

The 1.9km-long Xiaobitan Line links Qizhang Station and Xiaobitan Station by a single track with a journey time of approximately four minutes. Since its inauguration and operation, it has promoted the integration and development of coastal recreational areas such as the riverside park to the west of Xindian River. Moreover, station plazas, arts spaces, and cafes are close to the riverside of Xindian River, with spectacular scenery, and have become a new recreational area during weekends and holidays.

1. System Operations

Once the impact of SARS was left behind, the Metro transport volume increased. In its constant pursuit of better system security and service quality, several marketing campaigns were launched, which caused a great growth in transport volume. During 2004, the transport volume for the whole year was 350,140,000 trips with an average of more than 95,672 trips/day. Compared with 866,272 trips in 2003, there was an increase of more than 90,000 trips. In November 2004, the Metro had a record-breaking average daily transport volume of 1 million trips, which subsequently increased to 1.03 million trips.

For the mass rapid transit system (Danshui Line, Zhonghe Line, Xindian Line, Nangang Line, Xiaonamen Line, and Bannan Line), the total transport volume in 2004 was 318,410,000 trips, with an average of 869,000 trips/day. Compared with 783,000 trips/day in 2003, there was an increase of 10.98%. On weekdays, the average transport volume in 2004 was 905,000 trips/day. Compared with 819,000 trips/day in 2003, there was an increase of 10.50%. On holidays and weekends, the average transport volume in 2004 was 793,000 trips/day. Compared with 703,000 trips/day in 2003, there was an increase of 12.80%.

For the medium capacity transit System (Muzha Line), the total transport volume in 2004 was 31,730,000 trips, with an average of 86,000 trips/day. Compared with 82,000 trips/day in 2003, there was an increase of 4.88%. On weekdays, the average transport volume in 2004 was 97,000 trips/day. Compared with 94,000 trips/day in 2003, there was an increase of 3.19%. On holidays and weekends, the average transport volume in 2004 was 62,000 trips/day. Compared with 57,000 trips/day in 2003, there was an increase of 8.77%.



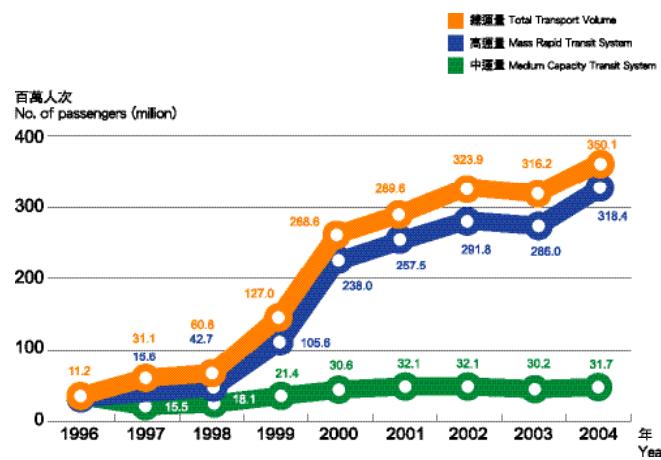
9千餘人次，較2003年平均日運量78萬3千餘人次，增加10.98%。其中平常日日運量90萬5千餘人次，相較於2003年的81萬9千餘人次，增加10.50%；例假日日運量79萬3千餘人次，與2003年70萬3千餘人次相較，增加12.80%。

至於中運量系統方面（木柵線），總運量3,173萬餘人次、平均日運量8萬6千餘人次，較2003年每日8萬2千餘人次，增加4.88%。其中平常日日運量9萬7千餘人次，相較於2003年的9萬4千餘人次，增加3.19%；例假日日運量6萬2千餘人次，與2003年5萬7千餘人次比較，也增加8.77%。

以歷年整體平均日運量成長趨勢觀之，自1996年3月通車平均日運量4萬餘人次後，運量均呈現增加之趨勢，1997年第一條高運量淡水線加入，運量達10萬餘人次。2000年初期路網完成，日運量突破至73萬餘人次；2003年因受SARS外在因素影響，平均日運量下滑至86萬餘人次，2004年運量突破新高達95萬餘人次。

在服務水準方面，2004年中、高運量平均尖峰班距，分別為2分51秒及5分19秒，離峰平均班距為5分1秒及6分11秒，均符合系統目標值（中運量尖峰2-4分鐘、離峰4-7分鐘；高運量尖峰3-7分鐘、離峰5-10分鐘）。其中淡水、新店及中和線列車行駛重疊區段，即古亭站至北投站之尖、離峰班距達3分27秒及3分56秒。考量板橋線及南港線尖峰時間高需求，尖峰時段常態加開3列車共5班次，上午加開龍山寺站往昆陽站方向列車，下午加開忠孝復興站往新埔站方向列車，故尖峰班距已縮短至4分28秒。另外，在準點率方面，中、高運量分別為99.48%及99.56%，超過系統設定之目標值95%

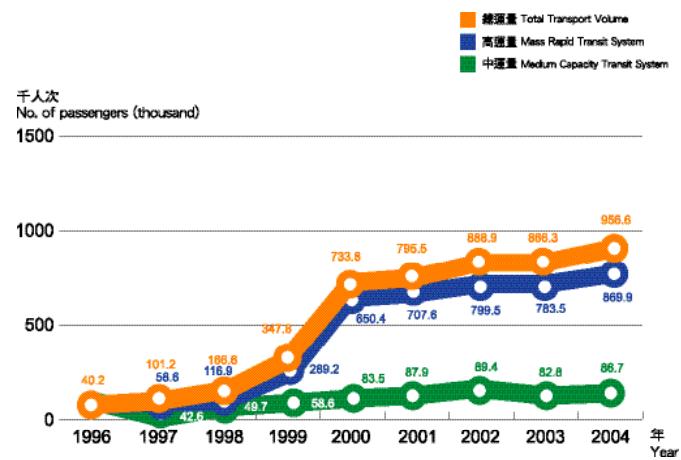
年度總運量 Total Annual Transport Volume



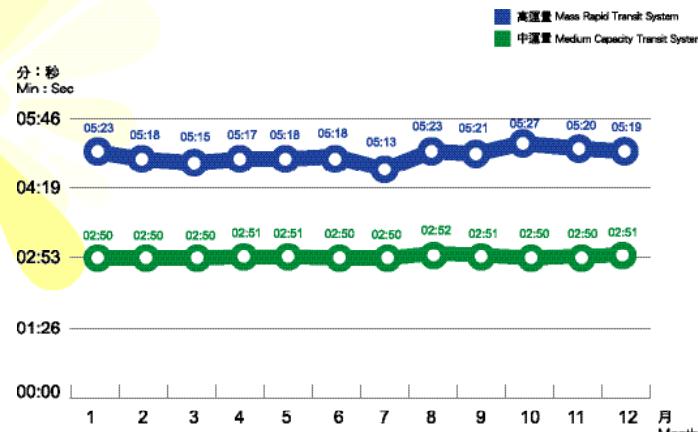
Looking at the growth for recent years, we see that the average transport volume was 40,000 trips/day after the inauguration of Metro in March 1996. This rose to an average transport volume of 100,000 trips/day after the inauguration of the first mass rapid transit system line, the Danshui Line. After the completion of the early road network in 2000, the average transport volume broke the record of 730,000 trips/day. But the average transport volume dropped to 860,000 trips/day in 2003 under the influence of SARS, but again broke record transport volume of 950,000 trips/day in 2004.

For the medium capacity transit system and mass rapid transit system, the average headways during peak hours in 2004 were 02:51 and 05:19, while the average headways during off-peak hours in 2004 were 05:01 and 06:11, which were within the target value of the system (that is, the target headways during peak hours and off-peak hours are 2~4 minutes and 4~7 minutes for medium capacity transit systems respectively; the target headways during peak hours and off-peak hours are 3~7 minutes and 5~10 minutes for mass rapid transit systems respectively.) Among them, Danshui Line, Xindian Line, and Zhonghe Line have sections of overlap, and this reduces the headway during peak hours and off-peak hours between Guting Station and Beitou Station to 3:27 and 3:56 respectively. Considering the high demand of the Banan Line and the Nangang Line during peak hours, the Metro trains and an additional five services were added during peak hours. More services were added between Longshan Temple Station and Kunyang Station in the morning and between Zhongxiao-Fuxing Station and Xinpu in the afternoon. Consequently, the headway during peak hours was reduced to 4:28. In addition, the on-time rates of the medium capacity transit system and mass rapid transit systems in 2004 were 99.48% and 99.56%, which exceeded the 95% target value of the system.

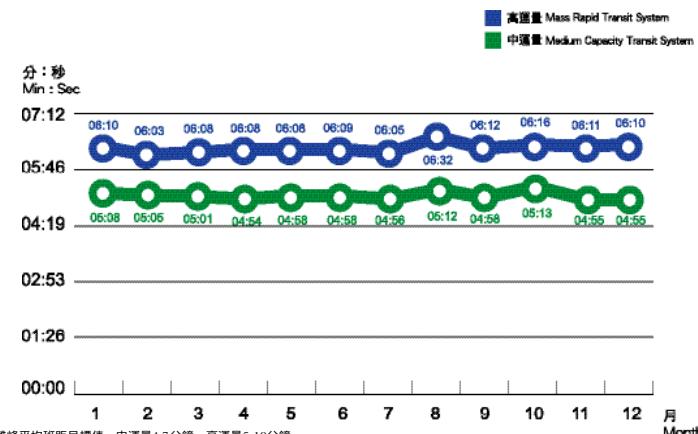
平均日運量 Average Daily Transport Volume



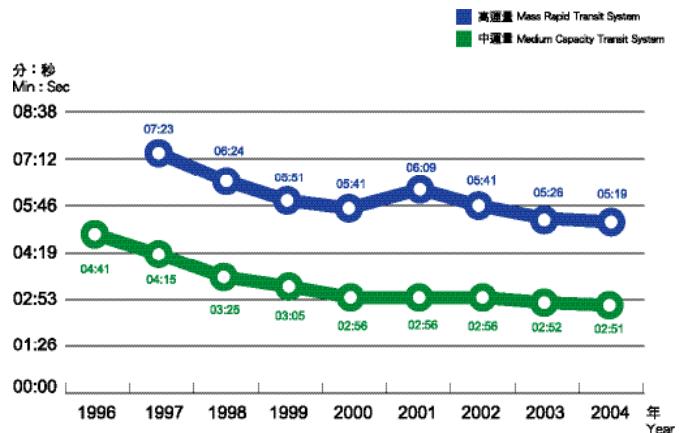
2004年度系統尖峰班距 Headway during Peak Hours 2004



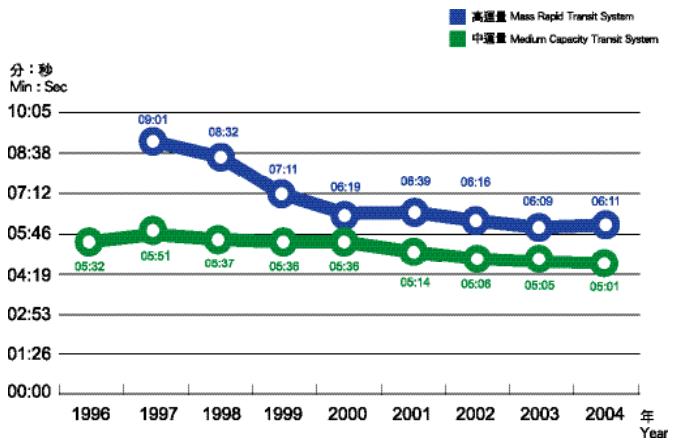
2004年度系統離峰班距 Headway during Off-Peak Hours 2004



歷年平均尖峰班距 Headway during Peak Hours (up to 2004)

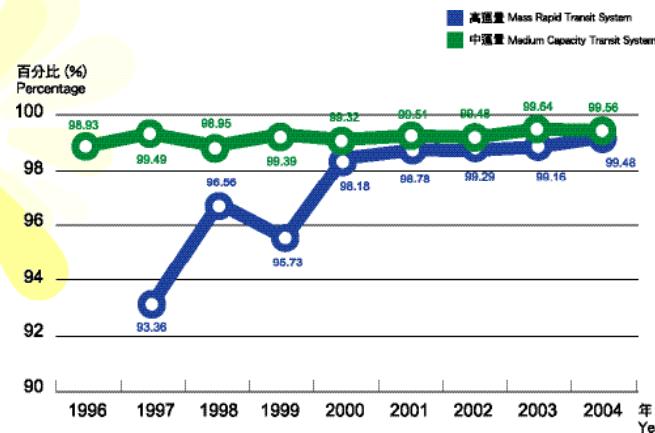


歷年平均離峰班距 Headway during Off-Peak Hours (up to 2004)





歷年準點率變化情形 On Time Rate (up to 2004)



二、附屬事業經營

臺北捷運公司除經營捷運本業外，也致力於廣告、停車場、販賣店及地下商店街等附屬事業之經營，藉由多角化經營增加盈餘，並回饋運輸本業，提供旅客更生活化之多元服務，各項附屬事業經營說明如下：

(一)廣告

廣告經營係透過高品質之媒體形象及廣大人潮，以提高廣告之整體價值，為帶給旅客高品質的視覺感受，除原有車站及車廂廣告外，本年度更導入新科技，完成電子媒體的建置，推動車站廣告媒體現代化，說明如下：

1.車站及車廂廣告

中運量車站計有廣告163幅、車廂廣告306幅；高運量車站計有廣告1,378幅，車廂廣告5,916幅。

2.臺北車站及忠孝復興站LED電視牆建置

2004年7月29日啟用臺北車站及忠孝復興站236吋高畫質LED電視牆，捷運廣告邁入大型電子媒體新紀元。此大型電視牆，除提供一般廣告外，每小時3~5分鐘屬於公益廣告時段，可宣導市政建設或一般公益活動，可節省公帑並提昇捷運系統服務形象。



2. Management of Affiliated Businesses

Besides providing commuting services, we also manage affiliated businesses including advertising, shops, parking lots, underground shopping malls, and linking passages. Through business diversification, we aim at profit maximization and provision of multiple services.

(1) Advertising

The purpose of advertisement management is to achieve a higher aggregate value using high-quality media images and large crowds of people. To achieve a high-quality visual experience for passengers, in addition to the advertisements in the stations and trains, new services were added in 2004, including the incorporation of new technology, the deployment of electronic media, and the launch of a station advertisement modernization program.

1. Advertisements in the Stations & Trains

At the end of 2004, there were 163 advertisements in the stations of the medium capacity transit system and 306 advertisements in the trains; there were 1,378 advertisements in the stations of the mass rapid transit system, and 5,916 advertisements on the trains.

2. Construction of LED TV Walls at Taipei Main Station and Zhongxiao-Fuxing Station

Since the inauguration of 236 inch LED TV Walls at Taipei Main Station and Metro Zhongxiao-Fuxing Station on July 29, 2004, there was a new era for Metro advertisements. The large-scaled TV walls provided ordinary advertisements. Every hour, 3~5 minutes were assigned for public service advertisement time slots to promote public spirit or public services, which can save public funds and boost the service image of the Metro.

3. 捷運車站PDP建置

提供捷運旅客更豐富且多元的資訊整合平台，2003年底開始規劃於捷運車站月台，設置電漿電視(PDP)，整合列車到站資訊及日期、時刻顯示與重大訊息跑馬燈，並提供商業廣告播出的空間。共設立270台大型電漿電視（其中50吋46台，42吋224台），每個捷運車站月台皆有電子媒體，提供民眾即時且貼心的資訊服務。

(二) 販賣店

捷運販賣店係提供旅客便利商店、資訊通信、藥妝、音樂、飾品、書籍、美食等不同業別多元化的服務，以滿足旅客的需求。至2004年底，營運路線計設有91間販賣店，其中為協助社會福利團體創業經營，每一條捷運路線均保留1間販賣店，作為臺北市政府勞工局或原住民委員會等辦理社會福利團體庇護商店之用。

販賣店數量(含北投旅遊服務中心、淡水就業服務站、及西門旅遊服務中心)

	淡水線	新店線	中和線	板南線	木柵線	總計
販賣店數量(間)	41	13	4	19	14	91

(三) 停車場

捷運轉乘停車場，計有汽車停車場16處2,882個格位，機車停車場26處6,722個格位(其中僅捷運淡水站轉乘機車停車場為收費停車，餘皆免費停車)，腳踏車停車場61處8,253個格位。

配合臺北市政府政策，進行捷運、公車及停車場票證整合，2004年12月17日再完成捷運嗔哩岸、新北投站及新設小碧潭站轉乘停車場悠遊卡管制系統設置，全線15處轉乘停車場，均已完成悠遊卡設備裝設，方便民眾使用悠遊卡進出停車場。

停車格數

	淡水線	新店線	中和線	板南線	木柵線	小南門線	總計
汽車	1,451	457	299	135	540	0	2,882
機車	4,298	609	767	744	304	0	6,722
腳踏車	2,901	1,537	1,333	1,639	826	17	8,253



3. Construction of PDP at Metro Stations

To provide a more diversified integrated information platform to Metro passengers, PDP was constructed at Metro stations at the end of 2003 to integrate train arrival updates and date/time display, bulletin board and provide space for commercial broadcasting. 270 large PDPs (46 50-inch PDPs; 224 42-inch PDPs) were set up. Electronic media were available at each Metro platform to achieve instant, caring information services.

(2) Shops

Shops in Metro stations offer passengers with diversified products and services including grocery, information exchange, pharmacy, music, clothing and ornaments, books, food, etc. to satisfy passengers with different needs. Up to the end of 2004, there were 91 shops. In order to assist the Social Welfare Organization, each Metro line leaves one shop to be run by the Taipei City Labor Department as a Social Welfare Organization Patronized Shop.

Number of Shops (including Beitou Travel Service Center, Danshui Job Center, and Ximen Travel Service Center)

	Danshui Line	Xindian Line	Zhonghe Line	Bannan Line	Muzha Line	Total
No. of Shops	41	13	4	19	14	91

(3) Parking Lots

Along the various Metro routes, TRTC has as many as 16 vehicle parking lots with 2,882 parking spaces, 26 motorcycle parking lots with 6,722 parking spaces (only the ones at Danshui Station are not free), 61 bicycle parking lots with 8,253 parking spaces.

The Taipei City Government integrated the ticketing system for Metro, buses and parking lots. On December 17, 2004, the EasyCard parking lot transfer integration services were set up at Quilian Station, Xinbeitou Station, and Xiaobitan Station. As a result, there are already 15 parking lots that accept EasyCards for payment of parking fees.

No. of Parking Lots

	Danshui Line	Xindian Line	Zhonghe Line	Bannan Line	Muzha Line	Xiaonanmen Line	Total
Cars	1,451	457	299	135	540	0	2,882
Motorcycles	4,298	609	767	744	304	0	6,722
Bicycles	2,901	1,537	1,333	1,639	826	17	8,253



(四)地下商店街

地下街除提供實用性生活機能外，業種業態之佈置以滿足市民生活所需，提供市民另一種舒適的購物空間。捷運地下街計有：中山地下街、西門地下街、站前地下街及東區地下街4處，共計142家店舖。其中中山地下街、東區地下街已開始營業，站前地下街2004年3月開幕營運，在2005年1月1日移交臺北市政府市場管理處管理，至於西門地下街則當作公務使用。地下街經營項目，共計有服飾精品店、美妝商品、美食街、藥妝、書店、玩具娛樂用品店等。

店鋪數與面積

	中山地下街	西門地下街	東區地下街	站前地下街	合計
店舖數(間)	83	7	35	17	142
面積(m ²)	4,578	1,272	3,705	3,155	12,710

(五)車站與周邊建物連通

至2004年底，與周邊建物完成連通方案，計有臺北凱撒飯店、臺灣土地開發大樓、太平洋崇光百貨公司(SOGO)等。其中SOGO百貨公司連通為首宗百貨公司與捷運之連通案，申請過程幾經波折。雖早於2000年提出連通申請，礙於當時建築法規之規定，無法同意辦理連通，俟2001年相關法令修改後，該公司於2003年再次申請，經相關單位審查通過後，2004年5月辦理連通工程作業，並於2004年11月10日舉辦連通啟用儀式。連通後，旅客往來捷運車站與SOGO百貨公司，經由4號出口旁之連通道，不僅減少行走路程，更可避免風吹雨淋。同時將捷運車站、SOGO百貨公司、東區地下街等商圈串接，讓捷運系統與東區購物商圈密切結合，提昇周邊商機與繁榮，增加捷運旅運量，創造商家、民眾與公司三贏的局面。本連通案，為公司每年帶來至少新台幣205萬餘元以上之權利金收入。



(4) Underground Shopping Malls

The design of underground shopping malls not only serves practical purposes for life, but also provides the public with a cozy shopping space. There are four underground shopping malls: the Zhongshan Metro Mall, Ximen Metro Mall, Station Front Metro Mall and East Metro Mall, with a total of 142 shops. Among them, the Zhongshan Metro Mall and East Metro Mall have already started business. In March 2004, Station Front Metro Mall was inaugurated and was transferred to the Taipei Municipal Markets Administration Office in January 1, 2005. Ximen Metro Mall served official purposes. Those shops are primarily boutiques, cosmetics, bakeries, food courts, pharmacies, large-scale bookstores, toyshops, and so on.

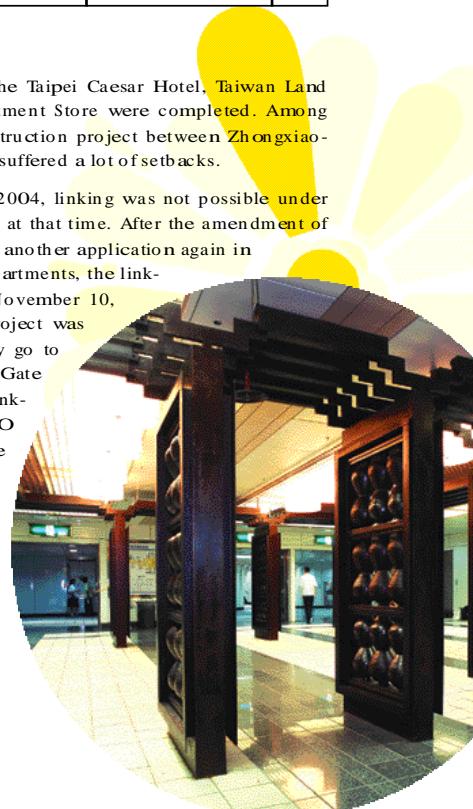
Number of Shops and Area

	Zhongshan Metro Mall	Ximen Metro Mall	East Metro Mall	Station Front Metro Mall	Total
No. of Shops	83	7	35	17	142
Area(m ²)	4,578	1,272	3,705	3,155	12,710

(5) Linking Passages

By the end of 2004, the linkage projects for the Taipei Caesar Hotel, Taiwan Land Development Trust Co., and Pacific SOGO Department Store were completed. Among them, the application for the linkage passage construction project between Zhongxiao-Fuxing Station and Pacific SOGO Department Store suffered a lot of setbacks.

Although an application was filed as early as 2004, linking was not possible under the restrictions of construction laws and regulations at that time. After the amendment of related laws and regulations in 2001, the TRTC filed another application again in 2003. Upon the approval of related government departments, the linking project began construction in May 2004. On November 10, 2004, the inauguration ceremony of the linking project was held. With its completion, passengers can directly go to the basement of the SOGO Department Store via Gate No.4 of Zhongxiao-Fuxing Station. Moreover, the linking project links the Metro station, SOGO Department Store, and East Metro Mall, making the Metro system more closely connected to the East District business circles, enhancing peripheral business opportunities and prosperity, increasing Metro transport volume, creating a win-win relationship with people and companies. Above all, this linking project has created at least NT\$ 2.05 million in license fees every year.



三、收益及租金概況

2004年度總收入為91億餘元，其中營業收入為88億9千餘元及營業外收入2億4千餘元，在營業收入中，運輸收入為76億1千萬餘元及其他營業收入12億7千萬餘元（包含附業收入11億3千萬餘元及其他業種收入1億3千餘元）。

運輸收入

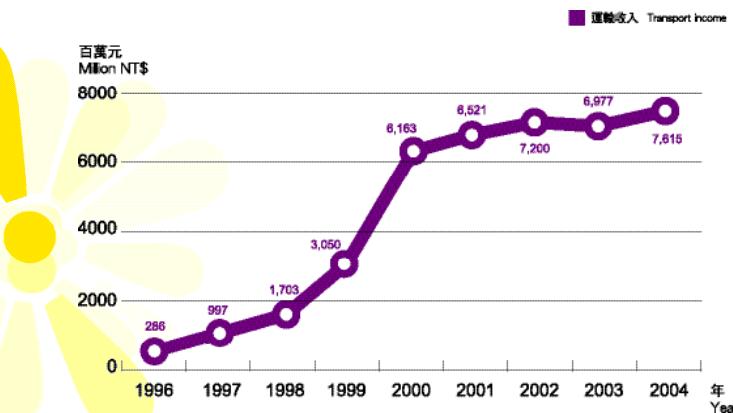
2004年度之運輸收入，中運量為6億3,079萬餘元，平均日營收172萬餘元；高運量為69億8,493萬餘元，平均日營收1,908萬餘元。中、高運量系統運輸收入合計為76億1,572萬餘元，平均每日總營收為2,080萬餘元，較2003年平均日營收1,911萬餘元，增加8.84%，

以歷年總運輸收入的成長趨勢觀之，1996年通車運輸收入2億餘元，爾後運輸收入皆為增加之趨勢。1997年第一條高運量淡水線加入，運輸收入達到9億餘元；2000年初期路網完成，運輸收入突破61億元。2003年雖受SARS外在因素影響，運輸收入下滑至69億餘元，然2004年運輸收入又突破新高達76億餘元。

2002年6月12日起，悠遊卡（IC卡）正式於捷運系統運轉後，悠遊卡使用率持續上升，2003年5月12日停售捷運儲值票，悠遊卡使用率於2004年底達85%，已成為捷運票種的主流，但因使用悠遊卡每旅次給予2折優惠，導致運輸收入並無法隨運量增加成等比例成長。

歷年運輸收入

Transport Income (up to 2004)



3. Revenue & Rental

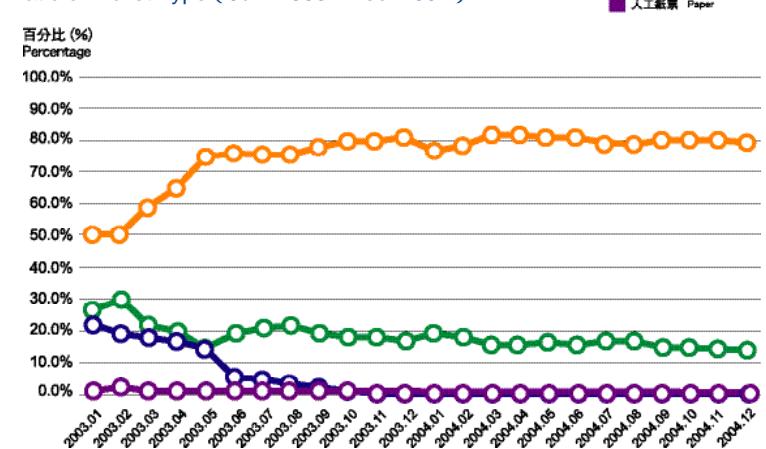
The total revenue of 2004 was NT\$9.1 billion, which included NT\$8.89 billion for operating revenue and NT\$0.24 billion for non-operating revenue. For operating revenue, NT\$7.61 billion was transport income and the remaining NT\$1.27 billion (including NT\$1.13 billion for affiliated business revenue and NT\$0.13 billion for other business revenue.)

Revenue from Transportation

The transport income in 2004 for medium capacity rapid transit system was NT\$630,790,000 with an average daily income of NT\$1.72 million. The transport income in 2004 for the mass rapid transit system was NT\$6,984,930,000 with an average daily income of NT\$19.08 millions. The total income of medium capacity system and mass rapid transit system was NT\$ 7,615,720,000 with an average daily income of NT\$20.8 million and an increase of 8.84% if compared with NT\$19.11 million in 2003. According to the growth trend for the recent years, the transport income in 1996 was NT\$0.2 billion, and thereafter, transport income has kept on increasing. With the inauguration of the first mass rapid transit system Danshui Line in 1997, transport income reached NT\$0.9 billion, which rocketed to NT\$6.1 billion after the completion of the preliminary Metro network in 2000. Although the transport income dropped to NT\$6.9 billion in 2003 under the influence of SARS, it achieved a record transport income of NT\$7.6 billion in 2004.

Since the introduction of the IC EasyCard in the Metro on June 12, 2002, the usage rate of EasyCard has continued to increase. On May 12, 2003, the sale of stored-value cards was terminated. Then the usage rate of EasyCard reached 85% in 2004, so that the EasyCard has become the mainstream ticket for the Metro. However, due to the offer of 20% discounts for the use of EasyCard, corresponding growth in transport services could not be reflected in the transport income.

2003年1月至2004年底各種票種使用率趨勢圖
Ratio of Ticket Type (Jun. 2003 - Dec. 2004)

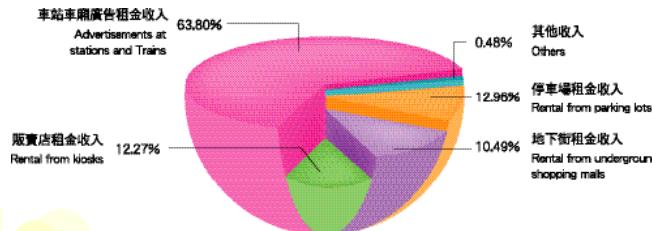


附業收入

2004年附業收入為11億3千萬餘元，較2003年附業收入7億6千萬餘元，成長48.7%，主要因為廣告租約到期，重新公開招標，運作模式由原來的各路線分別招標，改為全系統合併一次招標，使得標者支付之權利金提高。2004年7月29日建置LED大電視牆及車站月台新設立電漿電視等，廣告租金收入達7億2千萬餘元，較2003年廣告租金收入4億2千萬餘元，增加71.4%，成長相當顯著。LED大電視牆及車站月台電漿電視電子媒體，估計年收入增加2,717萬餘元。另外，2004年度販賣店租金收入約為1億3千萬餘元，商店街租金收入約為1億1萬餘元，停車場租金收入則約為1億4千萬餘元。各項租金收入所佔之百分比，如下圖所示：

附業收入類別

Types of Revenue from Affiliated Businesses



租金支付概況

臺北市政府將臺北捷運系統以出租方式，委託臺北捷運公司經營，自2001年3月28日起至2010年12月31日止，雙方簽定9年9個月捷運系統財產租賃契約。依據「公營大眾捷運股份有限公司設置管理條例」第十五條規定：「產權屬政府所有之大眾捷運系統財產，由政府以出租方式提供捷運公司使用。但在捷運公司開始營運5年內，階段性路網尚未完成者，得以無償借用方式供其使用」，故1996年至2000年各路線租金分別為一元。由於本公司必須「負責捷運系統財產與設備之維護，及系統設備之重置」，自2001年起，系統每年租金計算，係依系統設備重置費用再加上當年度營業收入的4%，2004年繳交23.75億元之租金，全數放入「臺北市臺北都會區捷運固定資產重置基金」，作為捷運系統未來設備汰舊換新之主要財源，以確保捷運可永續經營。累積至2004年底，重置基金共計有90億餘元，而2004年度系統重置費用支出為2億餘元。

自1996年通車以來，隨著路網逐漸擴增，至1998年開始轉虧為盈，2000年當年稅後純益為25億餘元；2001年因繳納巨額租金及支付轉乘優惠費用，稅後純益劇減為3億餘元，而2004年稅後純益則為7億餘元。

Revenue from Affiliated Businesses

The revenue of affiliated businesses in 2004 was NT\$1.13 billion. Compared with the NT\$0.76 billion in 2003, the growth rate was 48.7%. This was mainly due to the integration of the bidding for advertising contracts following the expiration of initial contracts. In this way, the bidders paid more royalties for the advertisement. On July 29, 2004, with the construction of LED TV walls and the PDP set up on platforms, income from advertisement rental reached NT\$0.72 billion, an increase of 71.4% if compared with NT\$0.42 billion in 2003. The income from LED TV walls and PDP at the station platform was increased to NT\$27.17 million. Income in 2004 was NT\$0.13 billion for shop rental, NT\$0.11 billion for underground malls, and NT\$0.14 billion for parking lot rental. The share of rental is as follows:

Rental Payment

Taipei City Government has commissioned the TRTC to operate the Taipei Metro under a lease. Between March 28, 2001 and December 31, 2010, both parties signed a Metro system property lease for nine years and nine months. Pursuant to Article 15 of the "Regulations Governing the Establishment of Public Mass Rapid Transit Corporations": The property of all mass rapid systems under the property right of the government shall be leased to the mass rapid transit corporation. However, if the mass rapid transit network has not been completed within five years of operations of the mass rapid transit corporation, it shall be leased free. Hence, between 1996 and 2000, the rental for the routes was NT\$1 because the TRTC should "be responsible for the maintenance of Metro system property and equipment and the replacement of system equipment."

The annual system rental since 2001 was calculated based on system equipment replacement fees and 4% of annual revenue. In 2004, the rental of NT\$2.375 billion was saved into the "Taipei Municipal Taipei Metro Fixed Asset Replacement Funds," which were for replacement of old equipment to ensure sustainable operations of the Metro. The accumulated replacement funds as of year-end 2004 was NT\$9 billion and the system replacement expenditure in 2004 was NT\$ 0.2 billion.

Since the inauguration of the Metro in 1996, with a gradual expansion of Metro network, it started to have net profit after tax in 1998. The net profit after tax in 2000 was NT\$2.5 billion. Due to the payment of a great amount of taxation and transfer discounts in 2001, net profit after tax was reduced to NT\$0.3 billion, whereas it became NT\$0.7 billion in 2004.

Net Profit After Tax & System Rental:

Year	Profit after Tax	Rent
1996	(426,100,600)	NTS 1 for each line
1997	(321,427,473)	NTS 1 for each line
1998	370,208,199	NTS 1 for each line
1999	1,247,302,457	NTS 1 for each line
2000	2,598,263,999	NTS 1 for each line
2001	375,033,188	NTS 2.021 billions for all system
2002	865,432,715	NTS 2.358 billions for all system
2003	366,520,272	NTS 2.343 billions for all system
2004	718,126,675	NTS 2.375 billions for all system

Remarks :

1. Capital was NT\$7 billion before 2000 (inclusive), NT\$9.016 billion in 2001 and NT\$9.3541 billion in 2002.
2. The TRTC has paid NT\$0.3 billion for bus transfer fees since 2001. It has paid full transfer discounts since 2002. It paid NT\$0.74 billion in 2002, NT\$0.859 billion in 2003, and NT\$0.869 billion in 2004.
3. The net profit after tax between 1996 and 2003 was audited by the Taipei Municipal Auditing Department.

歷年稅後純益與系統租金

年	稅後純益 (元)	租金
1996	(426,100,600)	各線租金1元
1997	(321,427,473)	各線租金1元
1998	370,208,199	各線租金1元
1999	1,247,302,457	各線租金1元
2000	2,598,263,999	各線租金1元
2001	375,033,188	系統全線租金20.21億元
2002	865,432,715	系統全線租金23.58億元
2003	366,520,272	系統全線租金23.43億元
2004	718,126,675	系統全線租金23.75億元

註1：2000年（含）以前資本額70億元，2001年為90億1,600萬元，2002年後為93億5,410萬元

註2：自2001年起負擔接駁公車經費3.0億元，並自2002年起全額負擔轉乘優惠費用，2002年支付7.40億元、2003年8.59億元、2004年8.69億元。

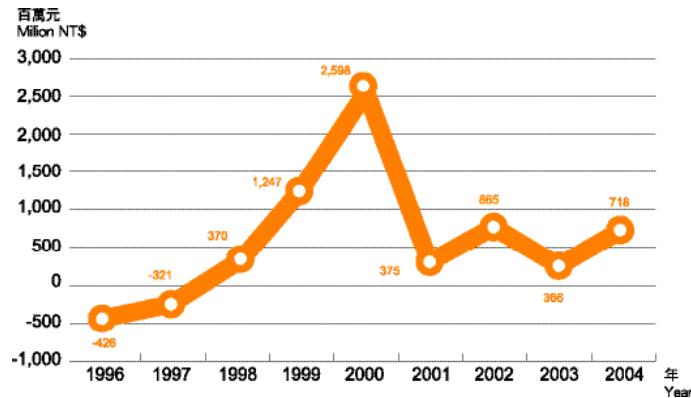
註3：1996年至2003年稅後純益為審計部臺北市審計處審定數。

財務收入

2004年財務投資，考量資金調度靈活性、安全性與收益性，求取利潤最大化，以創造較高的投資利益及利息收入，包含因應利率變動趨勢，調整共同基金投資比例，轉投資利率較高之金融商品或選擇營運良好銀行爭取大額定期存款較高利率，以增加定存利息收入等。2004年可運用資金約為75億元，依每月資金之需求，投資於定存、公債及金融債、公司債、共同基金及股票等，投資比例分別約為7.1%、12.4%、9%、68.6%及2.9%。2004年度財務性收入總計為1.76億元，佔總收入1.9%。



稅後純益 Net Profit After Tax



Financial Revenue

Taking the flexibility, security, and profitability of financial allocation, the financial investment maximizes profits to create higher investment returns and interest, including: Interest rate changes, mutual fund investment proportion adjustment, financial products of a higher reinvestment rate, selection of a bank for higher interest rates for large-denomination time deposits to increase the interest of certificate deposits (CD). The working capital in 2004 was NT\$7.5 billion. Based on several indicators: monthly capital demand and investment in CD, public debts and financial bonds, convertible bonds, mutual funds, and stocks in the ratio of 7.1%, 12.4%, 9%, 68.6%, and 2.9% respectively. The total financial revenue of 2004 amounted to NT\$0.176 billion, which constituted 1.9% of the total financial revenue.





營運成果

Corporate Performance



營造便利、安全、舒適的乘車環境，一直是臺北捷運公司持續努力之目標，2004年不僅積極改善及強化系統現有設備，提供許多創新措施，使民眾感受更親切與貼心之服務，營造既可靠又安全之運輸環境。

一、創新措施及貼心服務

建置24小時客服中心

為及時回應旅客諮詢，縮短處理時間，2004年7月29日啟用首創之24小時客服中心。不論何時，只要撥打(02)218-12345，即有專人提供服務。有別於一般客服之語音回覆，優先以專人回復，旅客來電時首先聽到客服人員「臺北捷運公司您好，敝姓，很高興為您服務。」等問候語之後，直接進行接聽詢答，讓旅客感受親切及快速服務。當完成通話後，藉由電腦電話整合系統，可顯示旅客基本資料、旅客需求、過去曾申訴之內容及處理情形，並在短時間內找到建議的標準答案，以節省查詢溝通時間，甚至將捷運周邊地理環境較不易說明之內容，以傳真方式給來電旅客。至2004年底，處理總件數為84,594件，平均每日542件，在特殊事件發生時，例如颱風、地震、系統停擺等，當日客服詢問電話常超過1,500件以上，符合及時回應民眾之功能。



**飛迅捷運，
Give me fun!**



We have always strived to reach our objective to provide passengers with a convenient, safe and cordial commuting environment. In 2004, we improved and strengthened the existing system equipment and provided more creative measures to give passengers more friendly and cordial services and create a reliable and safe transportation environment.

1. Creative Measures & Friendly Services

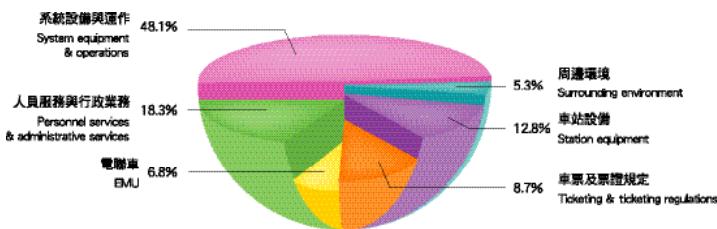
Construction of a 24-hour Call Center

In response to the consultation of passengers and shorter processing time, the 24-hour call center was founded on July 29, 2004. Just call (02) 218-12345 for personalized services. Contrary to voice responses for common passenger services, they are handled by customer service agents. When a passenger calls, he/she first will hear the greeting from the TRTC, and then the customer service agent will answer the phone, so that passengers experience cordial and speedy service. After communication has been completed, the computer-telephone integration system can display the personal information of passengers, passengers' needs, and their previous complaints and solutions, so that it is possible to find a suggested model answer so as to save communication time and even send the information that is not easily explained orally by fax to the passengers. By the end of 2004, there had been a total of 84,594 consultations, with a daily average of 542. In case of special incidents, such as typhoons, earthquakes, system breakdown, etc., the customer telephone complaints amounted to over 1,500, which conformed to the functions of instant response to passengers.



客服中心處理旅客意見類別

Types of Passengers' Inquiries in 24-hour Call Center



開放旅客攜帶腳踏車搭乘捷運及建置雙層腳踏車架

隨著腳踏車休閒人口增加，響應世界無車日、世界地球日等環保訴求，自2004年1月17日起，在週六、週日及國定假日，在特定車站開放旅客攜帶腳踏車搭乘捷運，配合周邊已規劃完成之自行車道或風景區，選定淡水、新店及中和線之15個車站試辦。此項創舉獲得許多民眾好評，試辦成效良好，故試辦9個月後，自2004年10月17日起，持續辦理本項措施，以鼓勵旅客多使用另一種運具，達到推廣多元化休閒遊憩活動之目的。

另為解決轉乘腳踏車位不足的情形，在北投車站設置全國首創的雙層腳踏車架，2004年12月23日於北投站由馬市長英九主持啟用典禮，馬市長致詞讚許臺北捷運讓開車族及機車族逐漸轉變為捷運族，期許將更多汽機車族轉成腳踏車族，讓騎乘腳踏車成為接駁及休閒工具之一。北投站共設置有32組計64個停車格位，比平面腳踏車架提高30%至120%之腳踏車停放容量。2005年及2006年將選擇其他車站周邊有適合場地，再增設300組（600格位）雙層腳踏車架，以提供更多的停車空間予選擇腳踏車轉乘的民眾使用。

規劃設置月台門計畫

為提高旅客在月台候車時安全，2004年6月完成「臺北捷運初期路網高運量系統增設月台門可行性評估報告」，2004年10月確定計畫期程，先期規劃與臺北車站（板南線與淡水線）及忠孝復興站3個月台共6側施作月台門，預計於2006年底完成臺北車站兩線4側車站月台門的設置。另為無月台門車站，考慮「人員入侵軌道事件」可能發生，進行「月台區軌道侵入偵測預警系統」開發工作，全案共分二期辦理，第一期工程依據車站不同特性，先選擇江子翠站、關渡站及淡水站3個車站進行施作，預計於2005年底完成建置與測試。第一期工程的施工、測試、運轉等評估，將做為第二期全線車站工程發包施作之參考。

Portability of Bicycles in the Metro and Double-Decker Bicycle Racks

With an increase of bicycle users and in response to the World No Car Day and World Earth Day, passengers are permitted to carry bicycles at specific Metro stations on Saturday, Sunday and national holidays since January 17, 2004. In line with bike lanes or scenic spots of the surrounding areas, 15 Metro stations on Danshui Line, Xindian Line, and Zhonghe Line were selected for a trial run. This program has been well received by people and made great achievements. Therefore, after this program had run for nine months on a trial basis, the TRTC continued to implement this program from October 17, 2004 to encourage passengers to make more use of another transportation means and achieve the promotion of diversified recreation.

To solve the parking space for bicycles, double-decker bicycle racks were installed at the Beitou Depot. On December 23, 2004, the inauguration ceremony of these double-decker bicycle racks was hosted by Mayor Ma. In Mayor Ma's speech, he expressed his appreciation to the TRTC for turning bicycle riders and motorcycle riders into Metro users, in hopes that more car drivers and motorcycle riders become cyclists and cycling becomes a tool for transportation, connection and recreation. A total of 32 sets of double-decker racks (64 parking places) were built at Beitou Depot, which increased the parking space of single-decker bicycle racks by 30% to 120%. In 2005 and 2006, another 300 sets (600 parking places) will be built in other stations to provide more parking spaces for those transfer passengers using bicycles.

Planning the Platform Door Program

To enhance the safety of passengers when they are waiting at the platforms, the "Preliminary Feasibility Study for Installing Platform Doors for Mass Rapid Transit System" was completed in June 2004, and the program schedule was confirmed in October 2004. For the preliminary program, six side platform doors were installed at Taipei Main Station (Bannan Line and Danshui Line) and Zhongxiao-Fuxing Station for three months. It is planned that four side platform doors will be completed at Taipei Main Station by the end of 2006. As for Metro stations without platform doors, an "Alert Systems for Platform Track Invasion Detection" has been discussed in consideration of the possibility of people invading the track. The program was implemented in two phases. For the first phase, three stations, including Jiangzicui Station, Guandu Station, and Danshui Station were selected, based on the characteristics of Metro stations. It was planned that the construction and testing would be completed by the end of 2005. The construction, testing, and operation evaluation of the first phase will be taken as the reference for project outsourcing in the second phase.

Establishing Mobile EasyCard Gates

To manage the large crowds of people during the Lantern Festival and New Year Eve Evening Party, mobile EasyCard gates were set up at mass rapid transit system stations such as Taipei Main Station, Xinpuz Station, NTU Hospital Station, Taipei City Hall Station, Sun Yat-Sen Memorial Hall Station, Yuanshan Station, and Jiantan Station and completed on December 23, 2004. Due to the above measures, the number of paper tickets used by the crowds in the 2004 New Year Eve Evening Party was 10,084, reduced



設置移動式悠遊卡出入口閘門

每年元宵節、跨年晚會等活動，為紓解大型集會活動人潮，在臺北車站、新埔、臺大醫院、市政府、中正紀念堂、國父紀念館、圓山、劍潭等旅運量較高之車站，設置移動式悠遊卡出入口閘門，於2004年12月23日完成安裝使用。因採取上述措施，使2004年跨年活動人潮所使用之紙票數10,084張，較2003年跨年活動之紙票22,094張，減少約54%，且較2002年跨年活動之紙票30,714張減少67%，可有效加速旅客進出車站，減少販賣紙票所需之人力。同時為提昇車站機動服務旅客能力，及查驗控管悠遊卡等，增購42台手持式悠遊卡處理機，機動增加服務窗口，以提供旅客更迅速服務。

建設「網路新都」

配合臺北市政府「網路新都」政策，在車站先進行無線寬頻建置工作，2004年底完成板南線昆陽站至龍山寺站、淡水線及新店線士林站至公館站、木柵線科技大樓站至中山國中站及小南門站等車站及北投機廠之網路建置。另外，東區地下街、西門地下街、站前地下街、中山地下街等4個捷運地下街，及捷運站體周邊商圈半徑150公尺區域，民眾均能享受無線上網之便利服務。旅客攜帶筆記型電腦、PDA或雙網手機，至捷運車站可享受暢遊無線世界，體驗行動上網的樂趣。其餘車站建置工作，預計2005年8月完成，屆時捷運系統可全面提供民眾無線上網之便利。

提供便捷金融服務

木柵線通車營運後，陸續與國內知名銀行合作，提供便捷之金融互惠服務。捷運車站明亮的規劃與完善的保全系統，減低歹徒覬覦機率，增加民眾的安全感，成為許多民眾使用金融服務的優先選擇。為提昇捷運服務品質，與國泰世華銀行合作，在捷運淡水線、新店線（含小碧潭支線）、中和線及木柵線共50個車站，設置自動櫃員機（ATM）86台、兌幣機113台、悠遊卡加值機124台。提供兌幣、存款、轉帳等金融服務，並於淡水站等6個車站，設置無人銀行，提供補摺、提款、存款等自動化金融服務。這項金融措施，不僅滿足民眾提款、兌幣、加值等需求，許多人性化與多元化的服務，也提昇捷運服務水準，創造旅客、銀行與捷運三贏的局面。

拓展地下段通訊服務

2002年4月GSM無線電話通訊，在捷運系統可全線使用後，更積極推動PHS數位式低功率無線電話通訊服務，全線地下車站已可提供通訊服務，惟隧道段技術瓶頸尚待突破，尚未能達成全面涵蓋。另外，配合第三代（3G）行動電話服務的開通時程，2003年陸續完成淡水線地下段車站及南勢角站停車場2/3G共構整合測試，已積極與業者協商後續建置事宜，預計2005年12月完成建置。

by 54% compared with 22,094 in 2003, and reduced by 67% compared with 30,714 in 2002. All these measures can effectively speed up the entrance and exit of passengers into and out of the stations, cut the manpower required for the sale of paper tickets, upgrade the mobile service capability of stations, and check and control EasyCards. Forty-two portable EasyCard processing machines were purchased to increase the number of service windows and provide more speedy service to passengers.

Construction of the “Cyber City”

In line with the “CyberCity” policy of Taipei City Government, deployment of wireless broadband services was made in the Metro stations. By the end of 2004, broadband services were completely deployed in the Banan Line from Kunyang Station to Longshan Temple Station, Danshui Line, the Danshui Line from Shilin Station to Gongguan Station, the Muzha Line from Technology Station to Zhongshan Junior High School, Xiananmen Station, and Beitou Depot. In addition, broadband services were deployed in the four underground malls including the Zhongshan Metro Mall, Ximen Metro Mall, East Metro Mall, Station Front Metro Mall and the 150m-radius in commercial areas. In this way, people can enjoy the convenience of wireless broadband services using notebook computers, PDAs or cellular dual mode handsets. Wireless broadband services were expected to be completed in August 2005. After the broadband services have been fully deployed at Metro stations, the Metro system can provide wireless broadband services to its passengers.

Provision of Convenient Financial Services

After the inauguration and operation of the Muzha Line, the TRTC collaborated with established local banks to provide convenient financial services. The lighting and the security system of the Metro stations can lower the crime rate and increase the sense of safety of passengers. In this way, more people choose to use the financial services at Metro stations. To upgrade the service quality of the Metro, the TRTC collaborated with the Cathay United Bank, by setting up 86 ATMs, 113 coin-changing machines, and 124 SMART value-adding machines at 50 Metro stations on Danshui Line, Xindian Line (including Xiaobitan Line), Zhonghe Line, and Muzha Line to provide financial services including coin change, savings, and transfer. Moreover, self-service banks were set up at 6 stations including Danshui Station for passbook replacements, money withdrawal and deposits, and the “bill-to-coins” equipment was set up to facilitate the purchase of tickets.

Expansion of Underground Communications Services

After GSM wireless telephone communications were deployed throughout the Metro system, PHS digital wireless telephone services for all underground stations was launched in April 2002. However, a technology breakthrough should be made for the tunnel technology. Moreover, in line with the 3G mobile telephone services, the integration of 2G and 3G services was made on Danshui Line underground stations and the Nanshi Station parking lots were completed in 2003. It was expected that such services would be completed in December 2005.

二、改善及強化系統設施設備

完成全車隊「列車旅客資訊顯示系統」之設置

為讓民眾了解捷運系統行車狀況，高運量電聯車持續推動增設「列車旅客資訊顯示系統」，包含電聯車車頭加裝「列車路線識別指示燈」、車側安裝整合型「列車路線識別指示燈及目的地顯示器」及車廂內加設「列車運行資訊顯示器」。第一批301型電聯車，全車隊已於2002年底完成，第二批321型電聯車，則於2004年4月23日全部完成。

噪音及空調改善工程

2001年10月完成捷運淡水線民權西路站出土段噪音改善工程，2003年6月完成北投站至復興崗站平面段噪音改善工程，2004年至2005年陸續辦理「新北投支線及北投站至復興崗站高架段」、「土林站至芝山站高架段」及「竹圍站至淡水站平面段」等區段噪音改善。當噪音改善工程完成後，可降低捷運列車通過所造成之噪音，改善沿線居民的生活品質。

木柵線北端數個車站因高樓環立，夏季期間月台候車悶熱。為提供旅客較佳候車環境，2004年在木柵線南京東路站、忠孝復興站及大安站3個車站月台，進行增設點狀空調改善工程，2004年12月31日完成設備建置，自2005年夏天起，可提供旅客更為舒適之候車環境。

改善車站照明與增設電梯後視鏡及樓層浮凸標示板

為改善照明及塑造現代化的空間美感，2004年11月陸續完成北投、復興崗、忠義、關渡、竹圍、紅樹林等6個車站大廳、桁架、廊道、出入口、月台及車站周邊之照明重置或改善，包括複金屬燈、壁燈、投射燈、嵌燈、日光燈及鈉氣燈等約1,130盞，照度由80Lux提高至300Lux，不僅改善燈具吊勾磨損之情形，避免燈具墜落之風險，更可透過景觀照明規劃，營造瑰麗且溫馨之車站外觀。

2004年12月完成車站電梯後視鏡及樓層浮凸標示板增設工程，增設全線電梯210片後視鏡及840片樓層浮凸標示板，方便使用輪椅之旅客進出電梯時，藉由後視鏡便利輪椅進出之操作，建構一個更友善之無障礙空間。



2. Improving & Enhancing System Equipment

Construction of "Train Information Display System for Passengers"

To give a better understanding of the operations of the Metro system, "Train-Passenger Information Display Systems" have been continuously installed on mass rapid transit system and the "Train Route Indicator & Destination Displays" were installed on the side of trains. Inside the trains, "train-passenger information displays" were installed. Installation in the first batch of 301 trains was completed by the end of 2002, and in the second batch of 321 trains was completed on April 23, 2004.

Noise & Ventilation Improvement Projects

In October 2001, the noise improvement project was completed for the Minquan West Road Station of the Danshui Line. In June 2003, the noise improvement project was completed between Beitou Station and Fuxinggang Station. Between 2004 and 2005, noise improvement projects were completed for the "Beitou Line & Elevated Sections between Beitou Station and Fuxinggang Station," "Elevated Sections between Shilin Station and Zhishan Station," "Surface Sections between Zhuwei Station and Danshui Station."

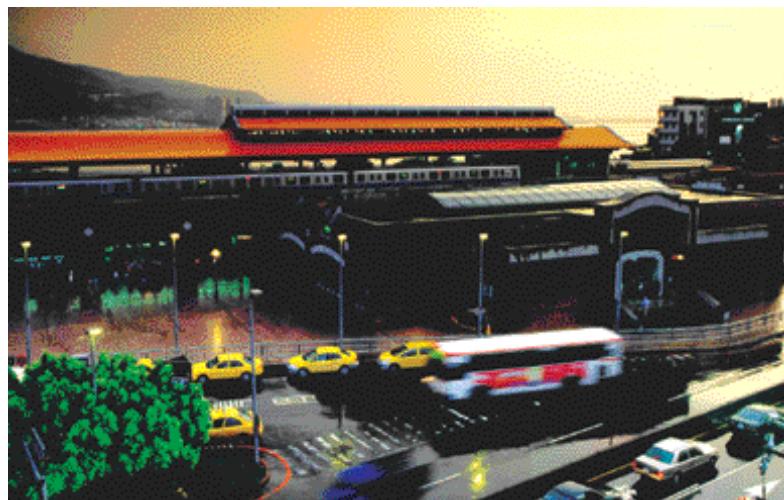
Due to the high-rise buildings at several stations at the north end of the Muzhua Line, it is hot on the platform in summer. To provide passengers with a better waiting environment, air-conditioning improvement projects were under construction on the platforms of three stations, Nanjing East Road Station, Zhongxiao-Fuxing Station, and Daan Station of Muzha Line in 2004 and were completed in December 31, 2004. Since summer of 2005, this has provided passengers with a more comfortable waiting environment.

Improving Station Lighting & Installing Rear-View Mirrors for Elevators and Floor Marking Boards

To improve lighting and create a sense of aesthetics, lighting replacement or improvement were made on six Metro stations: Beitou Station, Fuxinggang Station, Zhongyi Station, Guandu Station, Zhuwei Station, and Hongshuilin Station. 1,130 lamps were replaced or improved from 80Lux to 300Lux.

In December 2004, 210 rear-view mirrors for elevators and 840 floor marking boards were added to facilitate the entry and exit into and out of the elevators by wheelchairs to achieve a friendly space for passengers with disabilities.





月台與列車間隙增設LED閃光警示燈

關渡站因月台曲度較大，月台與列車之間隙較大，易發生旅客不慎陷入之受傷事件。為減少意外發生，比照臺北車站作法，除原有語音提醒外，另於月台與列車間隙過大處，增設高亮度LED閃光警示燈，2004年9月完工，可加強警示功能，減少旅客受傷意外發生。

三、發展公共關係

民眾及外賓參訪

為加強捷運安全宣導與提昇公司形象，積極接待各界參訪團體，同時配合臺北市政府與外交部，辦理外賓的接待。2004年總計外賓參訪團體187團（5,888人次），其中中國外賓59團（715人次）、國內學校16團（590人次）、國內機關團體45團（2,111人次）及第一類接觸活動67團（2,472人次）。

新聞發佈及旅客意見處理

針對每次事件特性，皆會適時對外發佈新聞稿，以加強民眾對本公司各項措施了解，2004年度共發佈96則，讓媒體能正確報導相關之訊息。此外，公司網站也增加新聞資料庫，提供歷史資料關鍵字，快速查詢功能，方便民眾查詢瀏覽。

對於旅客諮詢、建議或申訴案件，客服人員提供24小時親切及迅速之回覆及說明，有效化解旅客疑惑及不滿，2004年度共處理旅客意見90,921件，其中含客服專線84,594件、旅客意見表3,917

Installing LED Flash Alarms between Platform Gap and Trains

Due to the great curvature at the platform of Guandu Station, the greater gap between the platform and the train may easily subject passengers to injuries. To reduce incidents, voice reminders are used, just like at Taipei Main Station. Moreover, high-illumination LED flash indicators were added between the wide gap between the platform and the train. This project was completed in September 2004 to strengthen the alert functions and lower the number of injuries.

3. Development of Public Relations

People & Guest Visits

To strengthen the Metro safety promotion and boost corporate image, the TRTC enthusiastically welcomed visiting groups. In line with functions of the Taipei City Government and the Ministry of Foreign Affairs, it engaged in the reception services of foreign guests. The total of visiting groups in 2004 was 187 groups (5,888 people), which included 59 foreign visiting groups (715 people), 16 local schools (590 people), 45 local organizations and associations (2,111 people), and 67 first-contact activities (2,472 people).

News Release & Passengers' Opinion Management

Based on the characteristics of each incident, timely news will be released to the public to strengthen the people's understanding of TRTC's measures. In 2004, 96 news releases were made to the media. Moreover, a news database was added to the company website to provide keywords for historical information and searches.

Regarding passenger consultations, suggestions or complaints, customer service agents provide 24-hour friendly and speedy responses and explanations, which effectively relieve people from their worries and dissatisfaction. In 2004, a total of 90,921 complaints were tackled. These included 84,594 passenger telephone calls, 3,917 passengers' opinions, 622 E-mail messages to the mayor, and 1,788 electronic mail messages.

Regular Station Opening to the Passengers

The purpose is to familiarize people with station emergency exits, emergency signs, emergency equipment, fire-fighting equipment, and related emergency procedures so that they can immediately report these emergencies, handle them, or guide the other people in case of emergencies. In September 2004, the "Regular Station Opening to the Passengers" Program was launched. Residents, teachers, and students in the neighborhood of stations were invited to visit the stations and the emergency equipment and procedures used during emergencies were explained to the visitors. As of the end of 2004, 706 visits at 20 levels were executed to give a better understanding of station operations, enhance their rescue capability during emergency, build up a good relationship between the surrounding communities and schools, and create a win-win relationship.

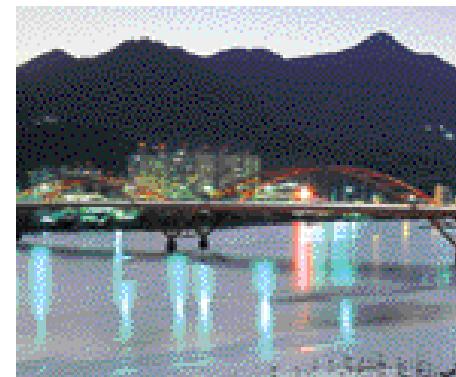
Providing Passengers with Metro Facilities at Beitou Station

The Beitou Hall is located inside the Beitou Depot, which was originally used by Metro staff members. To reward passengers and effectively utilize resources, it was open to the public

件、市長信箱622件及電子郵件1,788件。

車站定期開放民眾參觀計畫

為使民眾熟悉車站逃生路徑、逃生指標、緊急設備、消防器材及相關緊急作業，在緊急時可以立即通報、處置或導引其他民眾，2004年9月開始執行推動「車站定期開放民眾參觀計畫」，邀請車站附近鄰里居民及學校師生，參訪捷運車站，由專人帶領解說車站各項逃生設備及緊急狀況時應注意事項。至2004年底止，共計執行20梯次、706人次參訪，使民眾更加了解車站的運作狀況，增進緊急狀況的逃生能力，並藉由參訪互動的過程，強化與周邊社區、學校的良好關係，創造所謂雙贏的局面。



提供民眾使用北投捷運園區設施

北投會館位於北投機廠內，原僅提供員工使用，基於回饋市民及資源有效運用，2002年7月14日正式對外開放，採會員制，作為提供市民運動休憩及企業團體辦理訓練活動最佳場所之一，結合捷運資源協助附近社區，創造一個融合運輸、藝文、休閒的多元化優質環境。北投會館提供租借使用場地，包括訓練教室、學員宿舍及休閒中心。訓練教室包含大、小教室、電腦教室；休閒中心包含籃球場、羽球場、桌球室、撞球室、韻律教室、迴力球場及全年開放游泳池等。2004年新增綜合會議廳、健身房、兒童遊樂場等，設備已日趨完善。至2004年底止，會員數達14,849人，租借訓練教室計有906次，學員宿舍累積達7,763人次，休閒中心設備使用人數達101,352人次。

四、增進經營效能

永續經營為企業經營之長遠目標，為了達成此目標，積極提昇公司經營效能，推動不同管理措施，加強資訊化自動作業流程，建構企業永續經營的堅實基礎。

激勵專案及提案獎勵制度之實施

為激勵員工提升服務品質與顧客滿意度，運用特別獎金，規劃與執行7個獎勵專案，除針對個人設計之「績優個人獎勵專案」、「績優運務基層主管(站長)獎勵專案」、「績優維修基層主管(領班)獎勵專案」及「PAO工作檯改善設計專案」外，包含特定目標之團體獎勵專案：「行車事件減半獎勵專案」、「車務累計無責任事件專案」及「加強執行旅客違規查核專案」。

為鼓勵員工發揮創意及積極改善之精神，實施提案獎勵制度，採二階段審核方式，第一階段獎勵員工主動發現問題，提出改善方案，第二階段獎勵獲得重大改善成果之提案，2004年全年提案件數共807件，獲獎件數504件，頒發提案獎金共370,650元，其中優等獎5件、甲等獎9件、乙等

on July 14, 2002. The membership system is adopted for the recreational activities of people and corporations. Using Metro resources, it assists communities, creates a quality environment incorporating transportation, arts and culture, and recreation. The Beitou Hall provides rental sites, including classrooms, trainees' dormitories, and recreational centers. Classrooms include large and small classrooms and computer rooms. Recreational facilities include basketball courts, table tennis rooms, billiard rooms, gymnastics rooms, swimming pools, etc. Conference halls, gymnastic rooms, children playgrounds, etc. were added in 2004. By the end of 2004, the number of members reached 14,849; classroom use was 906, trainees' dormitory use was 7,763, and the usage of recreational center equipment was 101,352.

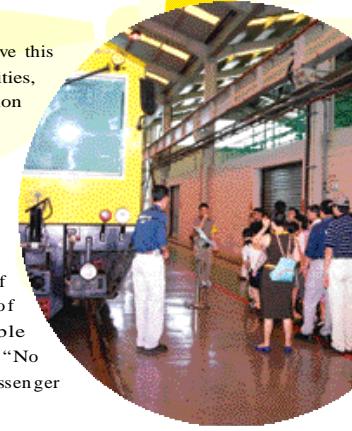
4. Enhancing Business Performance

Sustainable operation is the long-range goal of TRTC. To achieve this goal, the TRTC has enthusiastically upgraded its management capabilities, launched different management measures, and strengthened information automation procedures.

Implementation of Incentives and Reward Systems

To encourage staff members to upgrade service quality and customer satisfaction, monetary rewards were offered to them. Seven incentive programs were planned and executed. These included: "Award of Outstanding Individual Performance," "Award of Outstanding Elementary Chiefs (Station Chiefs)," "Award of Outstanding Elementary Chiefs (Supervisors)," "PAO Job Table Improvement Design Project," "Accident Reduction to Half," "No Responsibility for Train Service," and "Reinforcing Checks on Passenger Violations."

To encourage staff members to become creative and improve their services, incentive systems were implemented and examined in two stages. In the first stage, staff members were encouraged to raise questions and solutions. In the second stage, incentives were offered



獎12件、佳作獎15件，其餘為入選獎和鼓勵獎。

為鼓勵更多創意及重大改善提案能有效施行，針對2004年獲獎且實行成效良好之提案，舉辦「2004年度績優提案發表評選會」，在2005年2月捷運行政大樓國際會議廳舉行，由實施單位報名參加評選，並進行簡報說明，由評審委員及與會同仁，共同票選出年度績優提案前3名，分別獲頒獎金5萬、3萬及1萬元。

實施責任中心制度，客觀評核績效

為客觀評核部門績效，激發員工創造盈餘，實施責任中心制度，作為績效管理工具。另為因應近年來許多企業引進「平衡計分卡」，促進公司體質均衡發展，2004年亦參考該項工具之精神，以公司策略為出發點，將其展開為「策略性目標」及「策略性衡量指標 KPI」，並向下延展成為「部門績效指標」，再朝指標數精簡、優先選用可衡量性指標等方向進行調整，作為各部門之績效指標。藉由公司目標與部門衡量指標之串連，引導各級主管及同仁聚焦於公司的經營策略，進而創造出最大價值。在各級主管與成員的努力下，2004 年度繳出亮麗的經營成績，各項服務品質進一步的提昇，顯示管理制度的推動對於公司經營績效提昇有相當助益。

增進資訊管理效能

為縮短公司業務作業時程，提高工作效率，2004年推動多項資訊化自動作業流程。

建立中、高運量行控電腦資訊安全管理系统 (CNS17800)，並通過驗證工作：中、高運量行控號誌電腦為臺北捷運系統之控制中樞，在未聘請專業顧問輔導情況下，自行辦理，並通過資訊安全認證，驗證了臺北捷運行控號誌電腦的安全性，以及在經營管理面的專業顧問能力。

建置經營管理資訊系統(EIS)：將公司運量、營收、列車、財會、網站、人事、重大事件等



to major improvements and achievements. In 2004, a total of 807 applications were made, and 504 were awarded to a value of NT\$ 370,650. These included 5 Honors Awards, 9 First Awards, 12 Second Awards, 15 Awards of Excellence, and others.

For the effective implementation of creativity and major improvement, the 2004 Election of Outstanding Proposals was held in the International Conference Hall of the Metro Administrative Building in February 2005. Three outstanding applicants were selected and awarded NT\$50,000, NT\$30,000, and NT\$10,000.

Implementation of Responsibility System for Objective Performance Appraisal

For objective assessment of job performance and profit maximization, TRTC implemented a responsibility system as a performance management tool. In recent years, many local corporations adopted a performance management tool called the "Balanced Scorecard." With Balanced Scorecard, companies can have a more balanced development in regard to their finance, customers, production and learning. In 2004, TRTC developed the "Strategic Goals" and "Key Performance Indicators (KPI)" as performance index with reference to the spirit of the Balanced Scorecard.

Enhancing Information Management Performance

To shorten the processing time and increase job effectiveness, several information automation procedures were implemented in 2004:

Accreditation of Operation Control Information Security Management System of medium capacity transit system and mass rapid transit systems (CNS17800): The operation control computer of the medium capacity and mass rapid transit system is the center of the Taipei Metro and was implemented without the assistance of professionals and consultants and was accredited for its information security.

Construction of Enterprise Information System (EIS): Integrates the transport volume, revenue, trains, finances, website, personnel, and major events to provide senior management with real-time access to the Internet and keep abreast of company updates for management decision-making.





資訊加以整合，提供高階主管隨時上網，掌握全公司最新狀況，作為管理決策之參考。

設備設施管理系統：配合臺北市政府推動地理資訊系統的策略，2004年底完成設備設施管理系統第一階段建置工作，藉由GIS技術，提供民眾更多與地理空間相關的資訊服務，並建立捷運設備/設施圖說、工作說明書等資料庫，供設備維護時使用。

縮短悠遊卡退卡時間：簡化退卡之作業流程後，旅客不用填寫申請單，亦不需等待站務人員人工確認，即可立即退費，大幅提昇服務效率及減少旅客等待時間。相較於改善前，站務人員每人每小時可處理60件，改善後增加至100件。

建置車站詢問處表單電腦化系統：減少站務人員重複填寫表單，縮短資料傳遞流程，提高站務人員工作效率，系統建置後，可縮短財務帳務處理流程，以提高數據資料之正確性及製作傳票之效率。

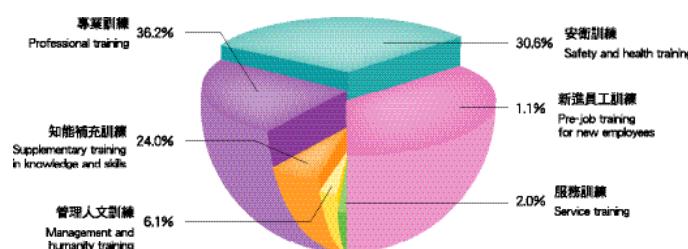
消耗性物品管理系統：庫房人員可事先彙整同仁需求，固定時間開放領用，減少同仁等待及庫房配置人力，並兼具安全存量管理功能，以避免庫存不足。

加強人員培訓，提升核心能力

持續檢視改善現行用人、薪給制度及升遷考核辦法，同時加強人員培訓。透過新進訓練、專業訓練、知能補充訓練、管理及人文訓練、安衛訓練及服務訓練等6類方式，使員工完整具備工作所需能力，正確有效地執行工作要求，以達到企業化人力資源管理目標。2004年共計開班1,479期，訓練總人次為32,261人次，較2003年開班1,053期，訓練總人次18,783人次，總班

員工受訓類別

Subjects of Personnel Training



Equipment Facilities Management System: In line with the Geographic Information System of the Taipei City Government, the first-phase construction was started at the end of 2004. By means of GIS technology, people can access more geographic information and construct Metro equipment/facility drawings, work descriptions, etc.

Shorten EasyCard Withdrawal Time: Simplify the EasyCard withdrawal procedures, so that passengers do not need to fill out application forms and the confirmation of Metro staff, thereby greatly enhancing service efficiency and shortening passengers' waiting time. Compared with the past situations, station service staff could process 60 applications, but now they can process 100 applications.

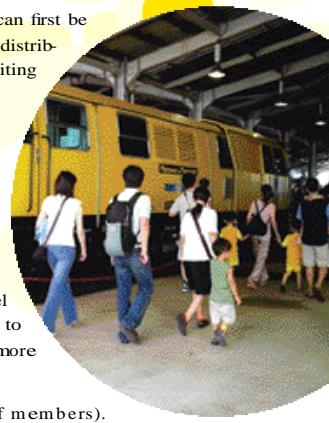
Construction of Station Consultation Form Computerized System: Reduce the repeated filling of application forms, shorten data transmission procedures, and increase station staff's job efficiency. After the construction of the system, this can shorten the processing procedures of financial accounts and enhance data accuracy and the efficiency in process production.

Consumable Management System : Warehousing staff members can first be informed of the needs of staff members for consumables and then distribute them to the staff members at fixed times so as to shorten waiting time, warehousing staff and achieve efficient inventory control.

Strengthening Personnel Training and Core Competence

With the objective of proper management of our human resources, we have consistently improved employment requirements, salary system, promotion assessment and personnel training. Through pre-job training for new employees, professional training, supplementary training in knowledge and skills, management and interpersonal skills training, safety and health training and service attitude training, personnel have become skillful enough to meet their job requirements. In addition to specific skills, they are also encouraged to have other training for a more complete career planning and more balanced personal development.

In 2004, TRTC organized 1,479 training teams (32,261 staff members). Compared with the 1,053 terms (18,783 staff members) in 2003, the increase was 40%.



期數增加40%，總訓練人數增加72%。各類員工訓練所佔百分比，如下圖所示：

不同以往為滿足系統營運需求，以運務及維修專業訓練為重心，在各路線陸續營運通車及運轉穩定後，為了追求經營績效及達到「臺北捷運，世界一流」的願景目標，2004年依照專業訓練體系，建立分層分類之「行政管理才能訓練體系」，具體規範管理知識學習藍圖。行政管理體系包括「行政幕僚基礎訓練班」、「各部門行政管理訓練」、「員級幕僚行政才能發展訓練班」、「師級幕僚行政才能發展訓練班」、「基層主管基礎訓練班」、「中階主管基礎訓練班」、「主管管理才能發展訓練」等各類訓練班期，未來將朝藉由外引知識內化為管理經驗之方式，轉換營運所需之核心能力。

為提昇各級主管管理技能及品質理念，2004年對各級主管規劃研討會或研習營，安排服務、管理、協調應變等主題之演講及座談會，以增加主管之管理領導能力，進而達到凝聚主管向心力之目的。2004年辦理1梯次高階主管研討會、3梯次中階主管研討會、7梯次基層主管研習營等，共計347位主管參加。為增加實務交流與經驗分享，邀請國內各機關官員或專家學者擔任主講人，調派適當職類人員參加(共計776人次)，加強服務理念與標準學習。

確保勞工安全與健康、實施消防教學實作訓練

鑑於員工交通職災比率佔職業災害總比率一半以上，2004年3月1日至7月5日，開辦54期「全員安衛強化教育訓練暨消防教學實作訓練」，強化員工交通安全觀念，以實際案例教導員工防範做法，以降低交通事故發生之比率。同時訓練員工消防緊急應變技能，使員工熟練消防滅火設備及自救器具之操作，一旦災害發生，能發揮自救救人之功能。

針對不同工作場所人員作業安全，分為運務、維修、行政人員三類，進行工作環境危害之認知、作業安全注意事項及消防緊急應變技能等訓練，訓練人數合計3,084人。

除確保捷運公司員工之安全與健康外，訂定「協力廠商安全衛生管理要點」，以規範及協助廠商推行安全衛生工作，透過承商安全訓練，提昇勞工安全衛生水準，以消弭職業災害，保障承商員工之生命安全，2004年承商訓練人數計有7,859人。



Contrary to TRTC's past dedication to the needs for system operations, transportation services, and professional training on repairing, it set up a hierarchical "administrative management training system" to formulate a blueprint for management studies, in hopes of achieving operation performance and its vision of "Taipei Metro, First Class in the World." The administrative management system included: "fundamental training for administrative taskforce," "administrative management training for TRTC departments," "administrative training and development for clerical taskforce," "administrative training and development for technical taskforce," "fundamental training for basic-level management," "fundamental training for middle-level management," "talent training and development for the management levels," etc. In the future, core competence could then be achieved by internalizing the knowledge from the outside into management experiences, in order to change the existing operations of TRTC.

To upgrade management techniques and quality requirements for different levels of management, in 2004 different management levels formulated symposiums or workshops, and seminars and discussions on service arrangement, management, and coordination and emergency response to enhance their management and leadership skills and the cohesion of the management to the company. In 2004, TRTC organized seminars for 347 managers. To increase their practical experience, local government officials or experts were invited to deliver speeches, and 776 staff members were selected to participate in these speeches to enhance their service principles and benchmark learning.

Ensuring Labor Safety & Health and Implementing Fire-fighting Drills

Between March 1 and July 5, 2004, fifty-four "Staff Safety Strengthening & Fire-fighting Drills" were held to strengthen staff's notions of traffic safety and reduce traffic incidents. In addition, staff's response techniques were trained so that they became familiar with fire-fighting equipment and operations.

For the different working environments, different labor safety trainings were offered to the staff in transportation services, repairing, and administrative services so that they got a better understanding of the hazards in workplace job safety procedures, and fire-fighting emergency response techniques. A total of 3,084 trainees participated in these training programs.

To ensure the safety and health of Metro staff members, the "Guidelines Governing the Safety and Health of Sponsoring Manufacturers" were formulated to stipulate and assist manufacturers in the implementation of job safety and health. Through job training, labor safety and health standards were upgraded to avoid job disasters and protect the lives of businessmen and staff members. In 2004, 7,859 trainees participated in these training programs.



強化行銷措施，建立捷運優質生活

Strengthening Marketing Tools & Building a Quality Life Style

為鼓勵民眾搭乘，使其成為捷運的忠實顧客，持續舉辦各種行銷活動，並藉由拓展公共藝術、提供多樣性文化及休閒活動，展現科技運輸外之人文空間，傳輸優質生活文化。

搭捷運拿大獎

為提昇暑期離峰時段及例假日運量，並鼓勵捷運忠誠顧客在離峰時段優先選擇搭乘捷運，2004年8月8日至9月4日，舉辦「搭捷運拿大獎」活動，每週上午10時後持悠遊卡（不限票種）搭乘捷運，累積滿7次，即可獲得一次抽獎機會，週週抽出尊榮獎（3名）、金質獎（6名）、銀質獎（10名）、銅質獎（50名），可分別獲得365天、180天、90天、30天免費搭乘捷運悠遊卡一張；每週在臺北車站客服中心前舉辦公開抽獎，現場邀請律師、媒體朋友及民眾一同見證，以電腦隨機抽出得獎卡號。活動期間悠遊卡例假日運量較非活動期間增加17,305人次。



「捷運『動』起來」系列活動

為推廣臺灣動物生態保育意識，喚起民眾對於自然生態之關懷，與臺北市立動物園共同舉辦「2004臺北動物季 - 捷運『動』起來」系



To attract more people to use the Metro and turn them into loyal Metro passengers, the TRTC promoted marketing activities continuously including public art, diversified cultural and recreational activities, exhibiting humanity outside the transport technology, and promoting a quality lifestyle.

Grand Prix for Taking the Metro

Between August 8 and September 4, 2004, the "Grand Prix for Taking the Metro" was launched. In this campaign, passengers could be entitled to one lucky draw if they took the Metro after 10 a.m. for seven times using the EasyCard. The winner of the lucky draw could be entitled to join the campaign again. Every week, Honor Awards (3), Gold Awards (6), Silver Awards (10), and Copper Awards (50) were offered to each of the winners who were eligible for obtaining one free 365-day, 180-day, 90-day, and 30-day EasyCard respectively. Lucky draws were made in front of the Passenger Service Center at Metro Taipei Main Station every week. During these lucky draws, attorneys, media, and the public were invited to become the witnesses to these lucky draws, in which lucky numbers were randomly selected by computer. These lucky draws were successful because the transport volume during these activities was increased by 17,305 passengers in comparison with the transport volume on regular weekends and public holidays.

Let's Love Animals!

To promote the awareness of environmental protection and people's care for natural habitat, the TRTC held the "2004 Taipei Zoo Festival---Let's Protect Animals!" with the Taipei Zoo. The annual meetings for the World Association of Zoo & Aquarium (WAZA) and the Conservation Breeding Specialist Group (CBSG) were held in Metro from October 17, 2004. During the exhibitions on "Posters for International Zoo and Wild Animal Habitats" held at the art gallery of Metro stations, the TRTC issued "One-way Tickets & Collections on Preserved Animals," and animal-themed trains were also decorated. In addition, impressionistic decorations on Metro animal resorts were produced at different stations on the Muzha Line, and the activity called "Passport to Animal Gathering" was also organized. During these activities, the average transport volume of Muzha Line on weekends and public holidays was increased by 5,687 passengers to 69,428 passengers, compared with the transport volume of 63,741 passengers for the same period of last year.



列活動，配合「世界動物園暨水族館協會（WAZ）」暨「保育繁殖專家群（CBSG）」聯合年會，自2004年10月17日起，在捷運車站藝文廊舉辦「國際各大動物園及野生動物生態海報展」，發行「保育動物單程票及典藏套冊」及裝飾動物彩繪列車，並在木柵線各車站製作捷運動物渡假村之印象佈置，舉辦「動物大會師-活動護照」等活動。木柵線活動期間例假日平均運量為69,428人，較前一年同期運量63,741人，增加5,687人。



「愛的守護犬」系列公益活動

鑑於女性搭乘捷運的比率約65%，以「婦幼安全」為訴求，與東森購物百貨有限公司自2004年12月1日至12月30日，共同主辦「愛的守護犬 - 關懷婦幼安全、燃點你我希望」系列公益活動，每週持續進行「愛的守護犬 - 男人不該讓女人流淚」、「愛的守護犬 - 打擊性犯罪」、「愛的守護犬 - 耶誕佳音隊」、「愛的值日生 - 花絮VCR每日拍攝計畫」等活動。活動期間於12月22日舉辦「愛的守護犬 - 臺北捷運保護您的切身安全」活動，並拍攝捷運系統婦幼安全宣導短片，在各捷運車站內電子媒體播出，宣導捷運系統內保護女性安全之設備及應注意事項，並自12月30日起在車站詢問處提供10,000個免費「安全防狼哨」供女性旅客索取。

「臺北文化季」系列活動

配合臺北市政府觀光委員會、文化局、鴻禧藝術文教基金會、易遊網等單位合作推出「臺北文化季」系列活動，內容包括「臺北文化護照」、「臺北好玩卡」等。為鼓勵民眾搭捷運認識博物館、美術館等文化資產，結合周邊33個文化景點，推出「捷運尋寶趣」與「博覽臺北」之活動。



Love's Guardian

To appeal to the needs of women, the TRTC organized the "Love's Guardian" campaign between December 1 and December 30, 2004. The themes of this campaign were "Love's Guardian--Men Should not Let Women Weep," "Love's Guardian--Attack Sexual Assaults," and "Love's Guardian--Christmas Carol," and "Love's Duty--VCR Filming," etc.. On December 22, the "Love's Guardian--Taipei Metro Protects Your Safety" activity was held. Metro's promotional shorts designed for the safety of women and children were broadcast at different Metro stations to publicize the safety facilities for women inside the Metro system and the attentions to be taken. In addition, starting from December 30th, 10,000 free "safety whistles" would be offered to female passengers at the information desks of Metro stations, upon inquiry.

Taipei Cultural Festival

Cooperated with the Taipei City Government and the other government departments and foundations, the Taipei Cultural Festival was held. These activities included : Taipei Cultural Passport and Taipei Fun, etc. To encourage people to know museums and art gallery, the TRTC cooperated with 33 cultural sites to launch the "Metro Treasure Hunt" and "Taipei Tour."

Love Story Solicitation for Valentine's Day

In line with the Valentine's Day, the TRTC organized the "Love Letter Solicitation for Valentine's Day." Starting from February 13, 204, 40 love stories were showcased in the Metro.

Introducing "Metro Trip to the World" Project

Between May 12 and June 22, 2004, the "Metro Trip to the World" was held in the Taipei Main Station Underground Mall. These activities included: Metro's Global Village, Fun Weekends, Metro Shopping World, lucky draws and much more. No. 6, 7, and 8 Plaza of the underground mall were decorated as "Metro Global Village" including scenes from the world's scenic spots.



情人節愛情徵文活動

配合西洋情人節，與圓神出版事業機構共同舉辦「捷運愛情徵文活動」，2004年2月13日起於高運量電聯車廂內展出40篇愛情故事，讓車廂內的旅客，感受情人節的氣氛。

「悠遊捷運、環遊世界」活動

2004年5月12日至6月22日，站前地下街舉辦「悠遊捷運、環遊世界」活動，包括捷運世界村、歡樂週末、捷運購物世界「袋」著走、購物摸彩等。配合本活動，地下街6、7、8號廣場佈置成「捷運世界村」，設立美國拉什莫爾山四巨頭、巴黎鐵塔、埃及金字塔、日本櫻花的立體圖像，使商店街變成小小世界村，供民眾拍照留念。

發行捷運紀念商品

臺北車站捷運商品館，2002年12月27日開幕以來，獲得各界廣大迴響。捷運衍生性商品琳瑯滿目，由初期20餘種商品逐步開發，現有商品已達40餘種，包括紀念車票（冊）、紀念商品、電玩軟體、列車模型、套裝商品、文具用品等。另外，為擴大銷售服務，搭配節慶活動在車站設點銷售。

2004年發行捷運紀念車票及商品如下：

2004年1月25日與行政院新聞局合作，發行兩款「閱讀城市、悠遊臺北」2004臺北國際書展捷運單程車票。

2004年1月26日發行「神奇寶貝捷運典藏商品」，內含兩款單程車票、四個神奇寶貝造型玩偶及電影折價券兩張。

2004年2月14日限量發行2000套「臺北花季」紀念票冊。

2004年3月10日、5月10日、7月10日及9月10日分別發行「戀戀陽明山典藏票」系列之「頂山石梯嶺典藏車票」、「大屯山步道捷運典藏車票」、「七星山捷運典藏車票」及「龍鳳谷步道典藏車票」。

配合公司10週年慶，推出「Metro Life」10週年紀念商品系列，包含Style、Fashion、Idol、Sight與Festival等5大風格之27款商品。

2004年8月10日推出「薪傳與承載 - 臺北人物誌車票紀念冊」，內含鄧麗君、李天祿等12張車票。

為慶祝小碧潭站通車，2004年9月29日特別發售「小碧潭站通車紀念車票」。

配合「2004臺北動物季 - 捷運『動』起來」系列活動2004年10月31日限量發行「2004臺北動物季保育動物典藏套冊」，內含14張臺灣特有及保育類動物之典藏車票。



Selling Metro Souvenirs

The metro souvenir shop at the Taipei Main Station has earned high public acceptance since its grand opening on December 27, 2002. The number of items offered have grown from 20 items at the very beginning to 40 items at present, varying from commemorative tickets (in sets), souvenirs, video games, model trains, gift boxes to stationery. In order to expand its target market, the shop occasionally sells festival-related products at different points of the stations.

The Metro Commemorative Tickets and Souvenirs Sold in 2004 Were as Follows:

On January 25, the "Reading in the City, Travel in Taipei" activity was held.

On January 26, it issued "Metro Collected Products" including two one-way tickets, four wonderful dolls, and two movie tickets.

On February 14, it issued 2,000 commemorative stamps themed as "Taipei Flower Festival."

On March 10, May 10, July 10, and September 10, it issued "Selected Stamps for Yangmingshan," "Selected Stamps for Tingshan Stone Ladder," etc.

In line with the 10th anniversary, Metro Life commemorative products were launched. A total of 27 products were produced under the themes of Style, Fashion, Idol, Sight, and Festival.

On August 10, the "Traditions---Commemorative Tickets for Selected Taipei Celebrities" were issued.

To celebrate the inauguration of Xiaobitan Line, "Commemorative Tickets for Xiaobitan Inauguration" were sold on September 29.

In line with the "Let's Love Animals" activity, "2004 collections for Taipei Zoo" were issued on October 31. The collections included 14 tickets featuring Taiwan's indigenous and preserved animals.



強化系統安全，確保服務水準 Enhancing System Security and Service Standards



為提高服務品質及建立安全運輸環境，除執行設備保養維修工作，電聯車大修作業外，並推動行車事件次數減半專案、針對行車事件追蹤改善、辦理多重災難模擬演練、加強人員訓練，提供民眾穩定與安全之大眾運輸環境。

降低行車事件次數，提昇系統可靠度

鑑於行車延誤對市民大眾造成不便，為減少延誤發生，提昇系統可靠度，2004年全面執行「行車事件次數減半」專案，全年發生34件行車延誤5分鐘以上事件，相較2003年83件，減少49件，降低幅度約達59%，達成年度事件次數減半目標。在34件事件中，14件屬不可控（係指非系統設備故障，且非公司可掌控因素所造成之事故，如人員入侵軌道、旅客物品掉落軌道、臺電供電異常及雷擊、地震、風速過大等天災因素），可控事件為20件。

另以國際通用之「每發生一次延誤5分鐘以上事件之平均行駛車廂公里數」指標比較，當平均車廂公里數愈高，表示系統可靠度愈高，臺北捷運系統2004年兩事件間車廂公里數達150萬8,000車廂公里，較2003年的61萬5,000車廂公里呈數倍數增加，顯示系統穩定度持續向上提昇，依據Nova國際鐵路聯會2004年重要績效指標（KPI）資料顯示，臺北捷運系統在Nova（年運量未達5億人次）及CoMET（年運量5億人次以上）所有24個會員系統中，運轉可靠度名列第一，代表著臺北捷運系統安全品質及服務水準已達國際一流水準，成為臺北市政一項重大的成果。



飛迅捷運，
Give me fun!

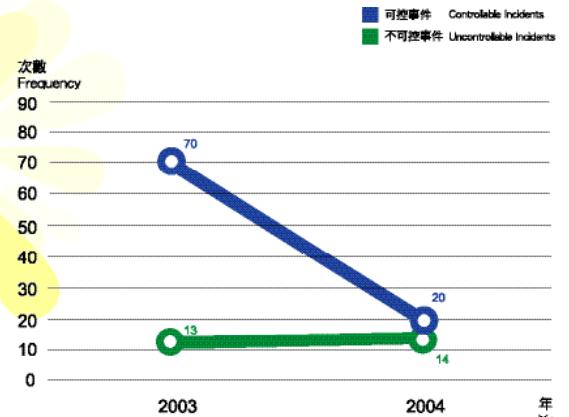
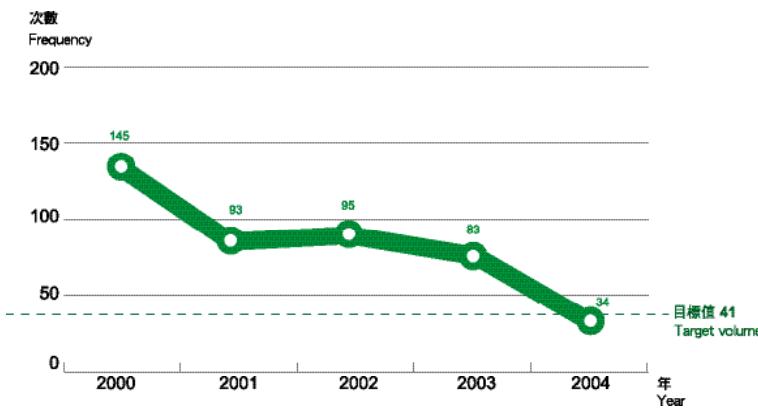
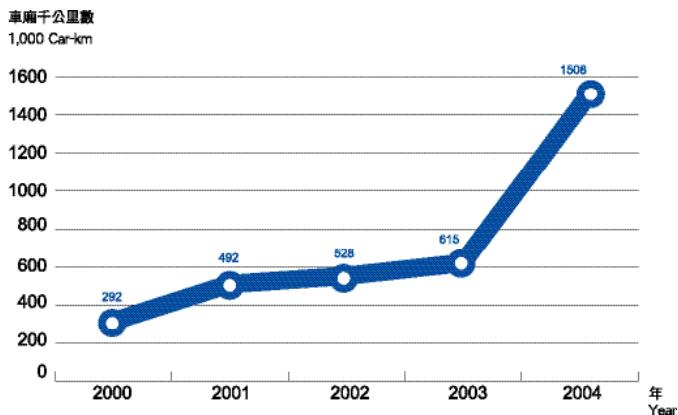


To enhance service quality and build up a safe transportation environment, measures including equipment maintenance and repairs, major metro train repairs, "Accident Reduction to Half," incident tracking for improvement, multiple disaster simulated drills, and strengthening personnel training were performed to provide people with a stable and safe mass transit environment.

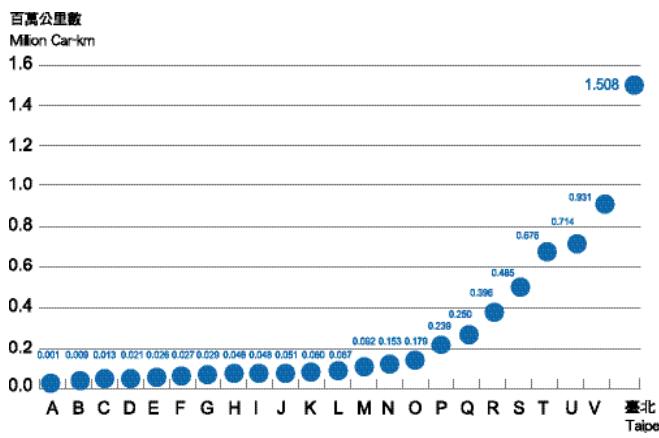
Enhancing Reliability and Reducing Incidents

To further reduce the inconvenience of delays and malfunctions and increase system reliability, TRTC implemented the "Accident Reduction to Half" project in 2004. The number of delays of more than 5 minutes in 2004 was 34, which was reduced by almost 50% (49 incidents) if compared with the 83 incidents in 2003 and achieved the goal of incident reduction to half. Among the 34 incidents, 14 incidents were uncontrollable (refer to non-systematic equipment failures that are out of the control of the company, e.g. track invasion, drop of passenger's belongings onto the train tracks, abnormal electricity supply and natural disasters such as lightning strikes, earthquakes, overly high wind speed, etc.) and 20 incidents were controllable.

The universally used indicator, "average car-km for a delay of more than 5 minutes," was used for the comparison. The higher the car-km number, the more stable the system is. The car-km number was 1,508,000 between two incidents for the Taipei Metro system. Compared with the 615,000 car-km in 2003, the number in 2004 was several times higher, which suggested that the system became more stable. According to the KPI (key performance indicator) released by Nova International Railway Benchmarking Group in 2004, the operational stability of Taipei Metro was the top among the 24 members of Nova (less than 0.5 billion trips/year) and CoMET (more than 0.5 billion trips/year), which suggested that the stability and service standards of the Taipei Metro were internationally first rated and became a significant achievement of the Taipei City Government.

事件型態
Type of Incidents2000年至2004年延誤5分鐘以上行車事件次數
Number of delays for more than 5 minutes between 2000 and 20042000年至2004年兩行車事件間車廂千公里數趨勢圖
Diagram showing car - km between two incidents from 2000 to 2004

【兩事件間車廂千公里數 = 列車全年行駛之總車廂千公里數 (1,000 car-km) / 全年總事件次數，數字愈高表示系統愈可靠】
(Car-km = the total car-km for the whole year (1,000 car-km) / total number of incidents for the whole year; the higher the number, the more stable the system is.)

臺北捷運與Nova及CoMET各會員之兩事件間車廂公里數比較
Diagram comparing the car-km of TRTC with that of members of Nova and CoMET

【Nova組織包括拉斯哥、九廣鐵路、里斯本、蒙特婁、紐卡索、那不勒斯、新加坡、臺北捷運、布宜諾斯艾利斯、多倫多、聖地牙哥及里約等12個系統】
【CoMET組織包括柏林、香港、倫敦、墨西哥、莫斯科、紐約、巴黎（地鐵、國鐵）、聖保羅、東京、馬德里等11個地鐵系統】
(12 member systems of Nova include Glasgow, Kowloon, Lisbon, Montreal, Newcastle, Naples, Singapore, Taipei, Buenos Aires, Santiago, and Rio de Janeiro.)
(11 member systems of CoMET include Berlin, Hong Kong, London, Mexico, Moscow, New York, Paris [subway and national railway], St. Paul, Tokyo, and Madrid.)

辦理多重災害模擬演練

為防範災害發生及減低災害造成人員傷亡及財產損失，除定期保養設備外，積極進行設備改善，以提高設備運轉穩定，同時舉辦多重災難模擬演練，強化人員行車運轉緊急狀況應變處理能力。

強化防災作業稽核及提昇防災能力

防汛期間進行兩次防颱防洪整備作業稽查，以發現缺失並改善，以防患未然，颱風警報發布前進行抽查，以確保線上單位防災整備，預防災害發生，進而確保捷運系統運轉安全，提供市民穩定的運輸服務。

2004年防颱防洪整備作業稽查第1次檢查40個場、站、地下街及停車場，檢查234個項目，第2次檢查27個場、站、地下街及停車場，檢查224個項目，除追蹤稽查缺失改善情形，並透過防颱整備會議及防洪工作檢討會議，檢討防颱防洪作業，以提昇防災能力。

電聯車大修作業

為增進系統安全、確保系統運作，除例行維修保養作業外，並執行電聯車大修作業，中、高運量列車妥善率已達到90%、91%。2004年大修期程如下：

中運量電聯車（60萬公里）一級大修：2001年3月開始執行，2004年底完成27對車，全車隊（51對車）預計2007年底前完成。

高運量301型電聯車3年期大修作業：2004年2月24日開始執行，2004年底完成11列車，全車隊（22列車）預計2005年11月底前完成。

高運量321型電聯車6年期大修作業：2003年6月16日開始執行，2004年底完成14列車，全車隊（36列車）預計2006年2月底前完成。



Handling Multiple Disaster Simulated Drills

To prevent disasters and reduce the casualties and property loss, regular equipment maintenance and equipment improvement were made to enhance equipment operational stability. In addition, multiple disaster drills were performed to reinforce staff's response to emergencies.

Enhancing Disaster Prevention Checks & Disaster Prevention Capability

During floods, TRTC checked the flood-prevention equipment twice to discover defects and make improvement and take precautions against a calamity. Before the issuance of typhoon alerts, spot checks were performed to ensure the preventive equipment could prevent disasters and the safe operations of Metro and provide people with reliable transportation services.

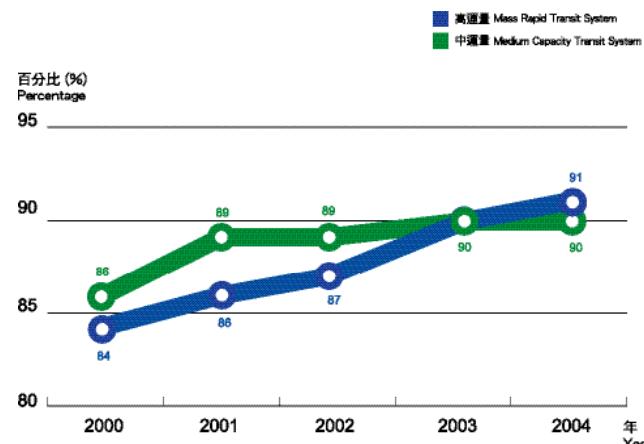
The first check on flood-prevention equipment in 2004 included 40 sites, stations, underground streets, and parking lots, with a total of 234 check items. The second check included 27 sites, stations, underground streets, and parking lots, with a total of 224 check items. During the first and the second check, tracking of defects and improvements were made. In addition, flood-prevention equipment conferences and flood-prevention meetings were held to evaluate flood-prevention procedures to enhance disaster-prevention capability.





列車妥善率

Train Appropriation Ratio of Metro System



【中運量列車妥善率=平均可用對車數/總對車數】
 【高運量列車妥善率=平均可用列車數/總列車數】
 (Medium Capacity Transit System train appropriation ratio = Average number of appropriate paired trains / Total number of paired trains)
 (Mass Rapid Transit System train appropriation ratio = Average number of appropriate trains / Total number of trains)



Metro Train Repairs

To enhance system security and ensure system operations, routine repairs and maintenance and major metro train repairs were implemented. Medium capacity transit system and mass rapid transit system achieved 90% appropriation ratio and 91% respectively. The schedule for major repairs in 2004 was as follows:

Primary repairs for medium capacity metro trains (600,000 km): They were implemented in March 2001. By the end of 2004, repairs for 27 trains were completed, and the repairs for all the trains (51 trains) will be expected to be completed in 2007.

Three-year major repairs for 301 mass rapid transit system trains: They were started in February 24, 2004. By the end of 2004, repairs for 11 trains were completed, and repairs for all the trains (22 trains) were expected to be completed in November 2005.

Six-year major repairs for 321 mass rapid transit system trains: They were started in June 16, 2003. By the end of 2004, repairs for 14 trains were completed, and repairs for all the trains (36 trains) will be expected to be completed in February 2006.

ISO 9001 Quality Management System Integration

With the inauguration of routes and quality requirements, ISO 9001 Quality Management Systems were introduced at different stages, in line with operation and repair technology advancement. Five quality management systems have been formulated. They include: "Muzha Line Passenger Transportation Services," "Muzha Line Train Repair Services," and Muzha Line Electrical and Mechanical Equipment Repair Services," "Mass Rapid Transit Passenger Transportation Services," and "Mass Rapid Transit Train Repair Services."



ISO 9001品質管理系統整併

ISO 9001品質管理系統隨著路線通車與品質要求，配合同仁營運維修技術精進，分階段導入，建立「木柵線旅客運送服務」、「木柵線電聯車檢修服務」、「木柵線機電設備檢修服務」、「高運量旅客運送服務」及「高運量檢修服務」等5個品質管理系統。

2004年起，進行ISO 9001品質管理系統5合1整併，減少前端「旅客運送服務」及後端「檢修服務」等5個品質管理系統介面，整合「旅客運送服務」及「檢修服務」間營運轉作業協定介面，以「安全可靠、舒適便捷」為新的品質政策。經濟部標準檢驗局2004年12月23日准予換發ISO 9001驗證證書，品質系統5合1完成整併。

提昇高運量行控中心可靠度

為避免行控中心受天災、恐怖事件或其他狀況，造成設備損害無法運作，研擬異地備援機制，2004年底已完成北投機廠設置高運量緊急備援行控中心，如有需要，可在短時間內取代現有行控中心，縮短事故處理時間、降低設備異常對系統營運影響，平日可作為行控人員模擬訓練環境；中運量部份，待未來捷運內湖線建置時，再作整體評估。

建立自主檢修電子電路板能力

1996年5月30日法商馬特拉公司技術人員突然全部撤離，企圖要求接受高昂維護費用及不合理工作內容後，為考量永續經營與提升技術自主性，特成立研發小組，主要任務為電路板故障暨預防檢修，自動測試設備及檢修治具之開發，檢修工法改善，電錶、高阻計、電源供應器及示波器校正，及與國內研究單位合作引進新維修技術等。相較委外維修方式，2004年總計節省研發及維修成本約8,769萬餘元，且有效節省修復時程。未來之工作，包括儀器自動校正與資料e化管理、建立自動測試設備規劃能量、建構環境測試實驗室、建立表面黏著零件(SMD)維修能量、符合ISO-9001之檢修作業流程等，自主檢修能力大幅提昇。

Since 2004, Five-in-One Integration of ISO9001 Quality Management Systems has been implemented to reduce five quality management system interfaces, including the front-end "Passenger Transportation Services" and back-end "Repair Services" and integrate the transfer protocol interfaces for "Passenger Transportation Services" and "Repair Services" in accordance with its mission of "Providing Safe, Reliable, Cordial, and High-Quality Transportation Services." The Bureau of Standards, Metrology and Inspection, MOEA, issued the ISO certification to the TRTC on December 23, 2004 for the five-in-one integration of quality management systems.

Increasing the Reliability of the Mass Rapid Transit Train Operation Control Center

To prevent the operation control center from equipment damages and operation failure due to natural disasters, terrorist attacks, or other conditions, remote backup mechanisms were studied and formulated. By the end of 2004, the Mass Rapid Transit Train Operation Control Center was completely constructed at Beitou Depot and can replace the existing operation control center if necessary, so as to reduce incident processing time and the effects of equipment abnormality on system operations. In addition, this operation center can be used for simulation training. As for medium capacity rapid transit trains, overall evaluation will be performed until the Neihu Line is inaugurated.

Building up the Electronic Circuit Board In-house Repairing Capability

On May 30, 1996, technical staff members of Matra Transport, Taiwan Branch (France) suddenly withdrew from the project, in hopes of requesting the TRTC to accept higher repair fees and unreasonable job contents. Considering sustainable operations and technical independence, a research team was specially set up. Its duties included: circuit board failure repairs, development of automatic testing equipment and repair tool, repair procedure improvement, correction of electricity meters, high resistance meters, power suppliers, and oscilloscopes, and cooperation with local research institutes in introducing new repair technology. Compared with repairs outsourcing, this saved NT\$87,690,000 for R&D and repair costs in 2004 and also effectively cut repair time. Its future jobs include: equipment automatic correction and data e-management, deployment of automatic testing equipment-planning capacity, construction of environmental testing laboratory and Surface Mount Devices (SMD) repair capacity, accreditation of ISO-9001 repair procedures, thereby greatly enhancing in-house repair capacity.



促進國際及學術交流

Promoting International & Academic Exchange

為加強國內外運輸相關團體交流，透過專業知識及經驗交換，促進運輸系統規劃、設計、事故風險及經營管理，並拓展國際視野與知名度，2004年辦理相關成果如下：

一、增進國際交流，汲取營運經驗與技術

2004年3月26日與韓國首爾特別市都市鐵道公社（SMRT）簽署研究學習交流計畫意願書，該公社派員至本公司交流，分為5梯次、51人次，包含資訊、安全、規劃與管理、維修、站務、車務、行控及票證業務等領域。基於互訪立場，預定2005年回訪首爾特別市都市鐵道公社，交換運務、維修及經營管理等領域之經驗。

首爾特別市都市鐵道公社每日運量約250萬人次，已累積許多經營經驗，包括恐嚇威脅炸毀地鐵、地鐵工會罷工、以及地鐵縱火等實務經驗，亦累積地鐵延伸建設、行控中心升級、整合舊系統之經驗，可作為改善現況之借鏡，亦可作為營運之參考。

二、促進學術交流，舉辦研討會

為使員工對外汲取新知及經驗分享，並藉由舉辦運輸相關研討會提昇公司營運專業技能及企業形象，舉辦下列活動：



In hopes of promoting the exchange between the local and foreign transportation-related associations, professional knowledge and experiences are exchanged to promote the planning and design of transportation systems, incident risks and business management and expand international perspectives and reputation. The achievements made in 2004 are given as follows:

1. Enhancing International Exchange and Acquired Management Experiences and Technology

On March 26, 2004, TRTC signed an agreement for research & learning exchange with Seoul Metropolitan Rapid Transit Corporation (SMRT). The SMRT dispatched staff members to the TRTC, and a total of 51 staff members participated in these exchange programs on information, security, planning and management, repairing, station services, operation control and ticketing services. It was expected that TRTC visited the SMRT to exchange experiences on transportation services, repairing and management.

The average daily transport volume of the SMRT is 2.5 million trips/day. Therefore, it has accumulated a lot of management experience, including threats of Metro explosion, Metro strikes, Metro arson, Metro extended constructions, operation control upgrading, integration of old systems, etc. All these experiences can be taken for future reference.

2. Promoting Academic Exchange & Organizing Symposia

To promote the staff's acquisition of new knowledge and experiences, symposiums on transportation issues were held to upgrade the professional management skills and corporate image. The following activities were held in 2004:

2004 Annual Meeting & Symposium for International Chinese Transportation Professionals Association

Between February 11 and 13, 2004, the Fifth Asia-Pacific Transportation Development Conference and its 17th Annual Meeting & Symposium for International Chinese Transportation Professionals Association was held in Taipei's Howard Hotel. Between February 12 and 15, exhibitions were held in Taipei Main Station. During these activities, industrial leaders, government officials, and scholars on transportation issues were invited to discuss Taipei Metro construction achievements and prospects, international airport designs, privatization of transportation



2004國際華人交通運輸協會年會暨學術研討會

2004年2月11至13日，國際華人運輸協會在臺北福華國際文教會館合辦「第五屆亞太地區交通運輸發展會議、海峽兩岸交通運輸發展會議及2004國際華人交通運輸協會年會」，2月12日至15日在臺北車站辦理展覽活動。本次活動邀請運輸領域產、官、學界之專家學者，探討臺北捷運建設成果及展望、國外航空場站之設計、運輸事業民營化及我國航空事業之發展等議題；藉由本次會議汲取國內外新知，分享經驗，並提昇公司知名度及企業形象，拓展國內外單位交流管道與情誼。

臺北市交通安全促進會九十三年年會

2004年11月26日在北投機廠綜合會議廳，舉行臺北市交通安全促進會九十三年年會，葉副市長金川於會中致詞、頒發兒童安全座椅繪畫及標語創意比賽及優良交通人員等獎項，隨後舉辦捷運知性之旅及安排休閒設施之體驗。

中華民國軌道工程學會九十三年年會

2004年12月17日在北投機廠綜合會議廳，舉行中華民國軌道工程學會九十三年年會，除邀請交通部游次長芳來擔任貴賓並致詞外，高速鐵路工程局鍾組長維力及本公司工安室李主任為忠，分別發表「中正機廠聯外捷運計畫」、「捷運系統防災計畫」2場專題演講，下午安排參訪北投機廠，並觀摩閃電對焊車實作、維護機具展示等。

三、推廣捷運旅遊及提昇國際形象

參加「東京旅展」

與旅遊業者及臺北市政府交通局等單位參加「東京旅展」，推廣本市捷運旅遊，展期為2004年9月22至26日，現場發送捷運旅遊摺頁5,000份。

參加「亞洲主要都市網展覽」

參加印尼雅加達「亞洲主要都市網展覽」，展期為2004年11月21至24日，現場展出捷運電聯車模型及駕駛模擬電玩遊戲、發送捷運多國簡介摺頁（英、韓、印尼文、馬來文）及捷運旅遊摺頁（英文版）2,000份，與亞洲參展主要都市東京、首爾、新加坡、香港等進行交流。

2004臺北國際旅展參展

2004年11月18至21日參加「2004臺北國際旅展」，展覽期間參觀人數計114,456人，發送捷運旅遊宣傳摺頁5,000份，增加本公司旅遊推廣之曝光率，並現場促銷捷運商品及一日票，增加公司收入。另為建立臺北捷運活力形象，現場將捷運有關之資訊設計成問答遊戲，參與問答遊戲達1,400人，增加參展攤位吸引力，並強化民眾互動及對捷運了解。

businesses and Taiwan's aviation industry development. Through this meeting, new knowledge and experiences were exchanged; corporate image and reputation were also boosted and exchange channels and friendships were built between local and foreign organizations.

2004 Annual Meeting for Taipei Society for Traffic Safety

On November 26, 2004, the 2004 Annual Meeting for Taipei Society for Traffic Safety was held in the Conference Hall at Beitou Depot. During the meeting, Ye Jinchuan, Vice Mayor of Taipei City, delivered a speech and granted awards for the "Children's Safety Chair" Drawing and Slogan Design Competition and Outstanding Traffic Staff. This was followed by an in-depth Metro Trip and recreational facilities experience.

2004 Annual Meeting for the Rail Engineering Society of Taiwan

On December 17, 2004, the 2004 Annual Meeting for the Rail Engineering Society of Taiwan was held in the Conference Hall at Beitou Depot. Yu Fan-lai, Deputy Minister of Ministry of Transportation & Communications was invited to deliver a speech. Moreover, Chung Wei-li, chief of Bureau of High Speed Rail and Li Chung, chief of Labor Safety Office of TRTC delivered a speech on "CKS Depot-Metro Linking Project" and "Metro Disaster Prevention Project" respectively. They were arranged to visit Beitou Depot in the afternoon and observe a demonstration of the effects of lightning on train welding and maintenance of machines and tools.

3. Promoting Metro Travel & Boosting its International Image Participated in the Exhibition "Tokyo Travel"

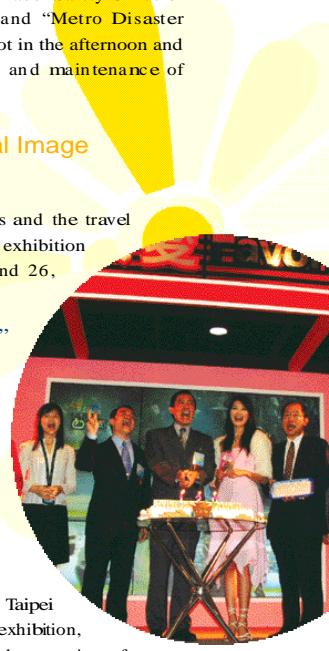
Cooperated with the Ministry of Transportation & Communications and the travel industry service providers, the TRTC participated in the "Tokyo Travel" exhibition to promote the Metro Travel of Taipei City between September 22 and 26, 2004. 5,000 Japanese Metro Travel Leaflets were distributed on the site.

Participated in "Asia Network of Major Cities 21 (ANMC21)"

Participated in "Asia Network of Major Cities 21" in Indonesia between November 21 and 24, 2004. During the exhibition, Metro train models and electronic driving simulation games were showcased. Metro country leaflets in several languages (English, Korean, Indonesian, and Malay) and 2,000 Metro tour leaflets (in English) were distributed. Moreover, exchanges were made between several Asian cities, including Tokyo, Seoul, Singapore, and Hong Kong.

Participated in 2004 Taipei International Travel Fair

Between November 18 and 21, 2004, TRTC participated in the 2004 Taipei International Travel Fair. During the exhibition, 114,456 visitors visited the exhibition, and 5,000 Metro tour leaflets were distributed, which enhanced the travel promotion of TRTC. In addition, Metro products and one-day tickets were promoted on the site to increase revenue. To revitalize the image of the Taipei Metro, Metro-related information was designed as questionnaires, and 1,400 visitors participated in these quizzes, which enhanced the attraction of these booths and reinforced people's interaction with and understanding of TRTC.



慶祝成立10週年系列活動

Activities in Celebration for the 10th Anniversary

臺北捷運公司1994年7月29日成立至今已10年，回顧這10年發展歷程，雖經歷木柵線火燒車及爆胎事件、法商馬特拉公司技術人員撤離、無備品支援、遭受雷擊、納莉風災水淹捷運系統及SARS傳染病等事件之考驗與打擊，在全體員工不畏艱難努力下，逐一克服，進而展現良好的服務品質與營運成果。為慶祝成立10週年，舉辦一系列慶祝活動，7月29日舉辦10週年慶生會，邀請馬市長、臺北市議會李新副議長、費鴻泰議員及歷任董事長等貴賓慶生。馬市長並以「十年樹木，百年樹人」勉勵全體員工，鼓勵本公司以完備的管理與經驗，開創下一個輝煌10年。同時啟用「24小時客服中心」，隨後馬市長及貴賓觀賞成立10週年回顧紀錄片。下午4時，捷運轉運車站（忠孝復興站及臺北車站）2座高畫質236吋LED電視牆正式開播。

24小時客服中心啟用典禮

2004年7月29日公司成立10週年慶祝日，邀請馬市長主持啟用典禮，除讓市民及社會各界共同分享臺北捷運公司生日喜悅外，同時藉由24小時客服中心成立，宣示臺北捷運服務永不止息，撥打服務專線（02）218-12345，即有專人提供服務。



TRTC has been established for ten years since July 29, 1994. Due to the dedication of all staff members, car fires and flats on Muzha Line, the withdrawal of Matra Transport, Taiwan Branch (France), no support for spare parts, lightning strikes, Metro flooding caused by Nari Typhoon, and the outbreak of SARS were tackled, thereby showing its good service quality and management achievements. In commemoration of its tenth anniversary, a series of activities were held. During its celebration on July 29, Mayor Ma, Li Hsin, deputy speaker of Taipei City Council, Fai Hrong-tai, city councilor, and the past directors participated. During the celebration, Mayor Ma encouraged the staff by the saying, "It takes 10 years to grow a tree, while a sound education program may require 10 times before it takes root" and encouraged the TRTC to create another 10 golden years, using its efficient management techniques and experience. Moreover, the "24-hour Call Center" was inaugurated and then Mayor Ma and the guests watched the 10th anniversary documentary film. At 4p.m., the two high-resolution 236-inch LED TV walls were inaugurated at Metro transfer stations (Zhongxiao-Fuxing Station and Taipei Main Station).

Opening Ceremony of the 24-hour Call Center

During the 10th anniversary celebration on July 29, 2004, Mayor Ma was invited to host the inauguration ceremony. The establishment of the 24-hour Call Center marked the non-stop operations of TRTC. For more information, just call (02)218-12345.

Symposium About Transportation Technology

At 2p.m. on July 27, 2004, the "Symposium about Transport Technology in Commemoration of the 10th Anniversary of TRTC" was held in the TRTC Administrative Building. During the symposium, more than 200 experts and scholars in the Industrial Technology Research Institute (ITRI), the Construction and Planning Agency, Ministry of Interior, universities and colleges, Taiwan High Speed Rail, and Ministry of Transportation and Communications participated to discuss the development and applications of mass transit systems and the transit system operational safety and fire-fighting measures.

Exhibitions of Tickets & Posters

Since the inauguration of Metro in 1996, several commemorative tickets and posters have been issued. To call commemorative tickets and posters to people's mind, "Exhibition of Tickets and Posters In



學術研討會暨運輸技術論壇

2004年7月27日下午2時，捷運行政大樓舉行「臺北捷運公司成立10週年學術研討會暨運輸技術論壇」，邀請工研院、內政部營建署、各大學及大專院校相關科系、臺灣高鐵公司、交通部等產、官、學界專家學者200餘人，針對大眾運輸發展應用及捷運系統營運安全與防災措施等議題，進行專題演講及討論。

歷年車票展暨海報展

捷運1996年通車至今，已發行多款紀念車票及各類活動海報，為讓民眾回味具有紀念意義的車票及海報，2004年7月28日至8月31日，在忠孝復興站藝文廊及穿堂層，舉辦「臺北捷運公司成立10週年歷年車票展暨海報展」展覽，挑選歷年發行具代表性的車票320張，及各類活動海報81面展出；透過「車票原版」回顧，傳達臺北捷運對旅客的承諾及喚回發行當時的時空記憶，「海報」則代表著旅客和臺北捷運的互動，作為雙方情感的橋樑。

10週年回顧紀錄

為讓捷運新進員工及社會各界，對於臺北捷運系統過去成長點滴有深入瞭解，傳達「不畏艱難、愈挫愈勇」的公司精神與文化，製作「臺北捷運公司成立10週年回顧紀實」及「捷運10年教育紀錄片」分送捷運同仁，分享臺北捷運成長的喜悅。蒐集了臺北捷運系統通車以來發生之重要事件及歷史資料，與資深人員深度訪談，發掘在克服挑戰與困難背後，一段段不為外人道的秘辛，將前輩辛勞與不畏艱難的精神以文字記錄。辛勞播種，歡笑收成，除寫下克服困難的艱辛，也記錄輝煌的營運成果。此外，為重現歷史畫面，向專業新聞媒體調閱臺北捷運成立以來相關新聞資料剪輯，重塑臺北捷運發展的點點滴滴。本次「紀實」、「影像」完整收錄捷運成長的過程，踏出經驗傳承的一大步。

捷運員工親子日

為慶祝臺北捷運公司成立10週年，2004年7月24日舉辦「捷運員工親子日」活動，結合北投機廠設施設備，安排闔家同樂表演及參觀活動，讓眷屬瞭解同仁工作環境，一起分享各項成果與喜悅。當天北投機廠全面開放自由參觀，學員宿舍、維修工廠、塔台、辦公室等，活動中心之休閒育樂設施也可免費使用，且規劃多項親子趣味遊戲活動，不限時段、不限次數隨時供應之美味餐飲。

10週年紀念商品及紀念車票

配合10週年慶以Style、Fashion、Idol、Sight與Festival 5大風格，設計出27款「Metro Life」紀念商品。為感謝員工對捷運之努力與貢獻，推出「HAPPY METRO TEN」捷運10週年紀念車票贈與員工留念珍藏。

“Commemoration of the 10th Anniversary of TRTC” was held in the art gallery and concourse of Zhongxiao-Fuxing Station between July 28 and August 31, 2004. During this exhibition, a selection of 320 representative tickets and 81 posters was showcased. Through the recollection of “original ticket versions,” it conveyed the TRTC’s commitment to its passengers and called the issuance of these tickets to people’s mind. “Posters” symbolized the interaction of passengers with TRTC and acted as an emotional bridge for the two parties.

Tenth Anniversary Retrospect

To give TRTC’s new staff members and the society a deeper understanding of the history of the Taipei Mass Rapid Transit System and convey the corporate spirit and culture of “defying hardship and danger; the worse a setback the braver it is to overcome it,” it specially produced the “TRTC 10th Anniversary Documentary” and the “TRTC 10th Anniversary Educational Documentary Film” and sent them as gifts to the staff to share the joy of the growth of Taipei Metro. The documentary films were collections of major incidents and historical information since the inauguration of Taipei Metro as well as the in-depth interviews with experienced staff members to reveal the untold secrets behind challenges and obstacles and record the pains and fearless spirit of those who dedicated themselves to the TRTC. To toil but harvest joyfully has recorded the hardships they have tackled and the achievements they have made. To give a clearer picture of its history, reference has been made to the related newspaper clippings since the establishment of TRTC in order to reshape the details in the development of Taipei Metro. These documentary and images have completely captured the growth of Metro and made a great stride in passing down TRTC’s experience.

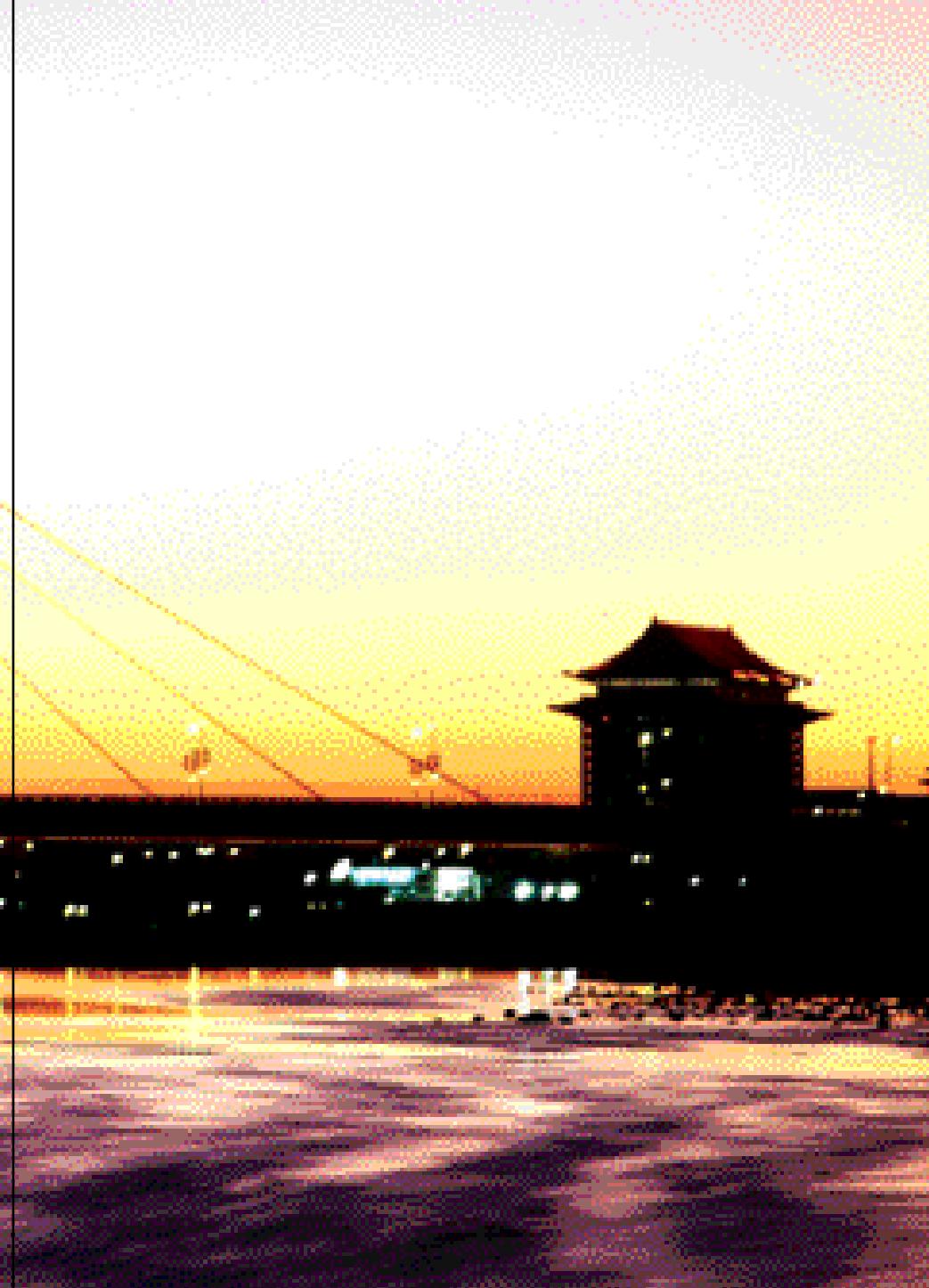
TRTC’s Staff Parent-Child Day

In commemoration of the 10th anniversary of TRTC, the “TRTC’s Staff Parent-Child Day” was held on July 24, 2004. Using the facilities of the Beitou Depot, family funfests were organized to give the staff’s family members a better understanding of their working environment and share their achievements and joy. On the same day, Beitou Depot was fully open for visit. Visitors are welcome to see the trainees’ dormitories, repair plants, control towers, and offices. The activity center was also free for entrance. Further more, several parent-child activities and games were planned. Free food and drink were also provided.

10th Anniversary Souvenirs & Commemorative Tickets

Commemorating the tenth anniversary of TRTC, 27 “Metro Life” souvenirs under the themes of “Style, Fashion, Idol, Sight, and Festival” were designed. In acknowledgement of the dedication and contribution of the staff, the “HAPPY METRO TEN” commemorative tickets were sent as gifts to the staff.





財務報表暨會計師查核報告

Financial statements and report of independent accountants

臺北大眾捷運股份有限公司 公鑒：

臺北大眾捷運股份有限公司2004年及2003年12月31日之資產負債表，暨2004年及2003年1月1日至12月31日之損益表、業主權益變動表及現金流量表，業經本會計師查核竣事。上開財務報表之編製係管理階層之責任，本會計師之責任則為根據查核結果對上開財務報表表示意見。 資公司採權益法評價之長期股權投資—臺北智慧卡票證股份有限公司，其所認列之投資損失，係依該公司所委任其他會計師查核之財務報表評價而得，本會計師並未查核該財務報表；2004年度及2003年度依據其他會計師查核之財務報表所認列之投資損失分別為126仟元及8,297仟元，截至2004年及2003年12月31日之長期股權投資餘額分別為92,533仟元及92,659仟元。

本會計師係依照「會計師查核簽證財務報表規則」及中華民國一般公認審計準則規劃並執行查核工作，以合理確信財務報表有無重大不實表達。此項查核工作包括以抽查方式獲取財務報表所列金額及所揭露事項之查核證據、評估管理階層編製財務報表所採用之會計原則及所作之重大會計估計，暨評估財務報表整體之表達。本會計師相信此項查核工作及其他會計師之查核報告可對所表示之意見提供合理之依據。

依本會計師之意見，基於本會計師之查核結果及其他會計師之查核報告，第一段所述財務報表在所有重大方面係依照中華民國一般公認會計原則編製，足以允當表達臺北大眾捷運股份有限公司2004及2003年12月31日之財務狀況，暨2004及2003年1月1日至12月31日之經營成果與現金流量。

臺北大眾捷運股份有限公司2003年度財務報表，業經審計部臺北市審計處審定完竣，審定結果請詳財務報表附註二十。

資 誠 會 計 師 事 務 所

會計師




2004年 月 日

To the Board of Directors and shareholders of Taipei Rapid Transit Corporation:

We have audited the accompanying balance sheet of Taipei Rapid Transit Corporation as of December 31, 2004 and 2003 and the related statements of income, of changes in stockholders' equity, and of cash flows for the year then ended. These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on these financial statements based on our audits. We did not audit the 2004 and 2003 financial statements of Taipei Smart Card Corporation, an investee accounted for under the equity method, which statements reflect total long-term investment balance as of December 31, 2004 and 2003 of \$92,533,000 and \$92,659,000, respectively, and the related investment loss of \$126,000 and \$8,297,000 for the years ended December 31, 2004 and 2003 respectively. These financial statements were audited by other auditors, whose report thereon has been furnished to us. Our opinion expressed herein, insofar as it relates to the amounts included for Taipei Smart Card Corporation is based solely on the report of the other auditors.

We conducted our audits in accordance with the "Rules Governing the Examination of Financial Statements by Certified Public Accountants" and generally accepted auditing standards in the Republic of China. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits and the report of the other auditors provide a reasonable basis for our opinion.

In our opinion, based on our audits and the report of the other auditors, the financial statements referred to above present fairly, in all material respects, the financial position of Taipei Rapid Transit Corporation as of December 31, 2004 and 2003, and the results of its operations and its cash flows for the year then ended, in conformity with the generally accepted accounting principles of the Republic of China.

The 2003 financial statements were also examined by the Taipei Municipality Audit Division. Please refer to Note 20.

March 21, 2005

The accompanying financial statements are not intended to present the financial position and results of operations and cash flows in accordance with accounting principles generally accepted in countries and jurisdictions other than the Republic of China. The standards, procedures and practices in the Republic of China governing the audit of such financial statements may differ from those generally accepted in countries and jurisdictions other than the Republic of China. Accordingly, the accompanying financial statements and report of the independent accountants are not intended for use by those who are not informed about the accounting principles or auditing standards generally accepted in the Republic of China, and their applications in practice. The report of the independent accountants and the accompanying financial statements were translated from the report of independent accountants and financial statements originally prepared in the Chinese language.

資產負債表 BALANCE SHEETS

2004年及2003年1月1日至12月31日

TAIPEI RAPID TRANSIT CORPORATION

BALANCE SHEETS DECEMBER 31,

Expressed in thousands of New Taiwan dollars;

Balances of 2003 were examined by Taipei Municipality Audit Division

單位：新臺幣仟元

單位：新臺幣仟元

2004 年度 (審計處審定數)			2003 年度 (審計處審定數)		
資產 Assets	金額 Amount	%	金額 Amount	%	
流動資產 Current Assets					
現金 (附註四) Cash and cash equivalents (Note 4)	\$ 672,074	5	\$ 507,564	4	
短期投資 (附註五) Short-term investments (Note 5)	4,984,841	40	5,720,265	48	
應收款項 Receivables					
應收帳款淨額 (附註十七) Account receivables-net (Note 17)	55,574	-	46,528	-	
其他應收款 Other receivables	83,732	1	65,945	1	
存貨 (附註六) Inventories (Note 6)	1,803,318	15	1,853,490	15	
預付款項 Prepayments	158,021	1	192,589	2	
流動資產合計 Total Current assets	7,757,560	62	8,386,381	70	
基金長期投資及應收款 (附註七)					
Funds, Long-term investments and receivables (Note 7)					
長期投資 Long-term investments					
採權益法評價之長期投資 Stock investments accounted for under the equity method	92,533	1	92,659	1	
長期債券投資 (附註十八) Bond investments (Note 18)	1,999,506	16	1,193,678	10	
長期投資合計 Total long-term investments	2,092,039	17	1,286,337	11	
固定資產 (附註八) Fixed Assets (Note 8)					
房屋及建築 Buildings and improvements	32,106	-	33,216	-	
機械及設備 Machinery and equipment	589,847	5	636,928	5	
交通及運輸設備 Transportation equipment	65,266	1	72,694	1	
什項設備 Miscellaneous equipment	62,234	-	48,922	-	
租賃權益改良 Leasehold improvements	1,013,802	8	1,074,384	9	
購建中固定資產 Construction in progress and prepayments	655,082	5	18,122	-	
固定資產合計 Total Properties	2,418,337	19	1,884,266	15	
無形資產 (附註九) Intangible assets (Note 9)					
	76,031	1	36,812	-	
其他資產 Other assets					
什項資產 (附註十) Miscellaneous assets (Note 10)	24,618	-	328,742	3	
遞延資產 (附註十一及十五) Deferred assets (Notes 11 and 15)	66,990	1	112,466	1	
其他資產合計 Total other assets	91,608	1	441,208	4	
資產總計 TOTAL ASSETS	\$ 12,435,575	100	\$ 12,035,004	100	

2004 年度 (審計處審定數)			2003 年度 (審計處審定數)		
負債及業主權益 Liabilities and Stockholders' Equity	金額 Amount	%	金額 Amount	%	
流動負債 Current Liabilities					
應付帳款 Accounts payable	\$ 19,911	-	\$ 55,278	-	
應付所得稅 (附註十五) Income tax payable (Note 15)	142,574	1	32,298	-	
應付費用 (附註十七) Accrued expenses (Note 17)	989,924	8	1,019,585	9	
其他應付款 Other payables	104,365	1	74,271	1	
應付代收款 (附註十七) Receipts under custody (Note 17)	140,261	1	195,882	2	
應付款項合計 Total accounts payable	1,397,035	11	1,377,314	12	
預收款項 (附註十七) Unearned revenue (Note 17)	200,556	2	191,596	2	
長期負債 Long-term liabilities					
長期債務 Long-term liabilities					
應計退休金負債 (附註十二) Accrued pension liability (Note 12)	124,707	1	168,278	1	
長期負債合計 Total Long-term liabilities	124,707	1	168,278	1	
其他負債 Other liabilities					
什項負債 Miscellaneous liabilities					
存入保證金 Deposits in	150,755	1	121,542	1	
其他負債-其他 Other liabilities - others	35,638	-	40,123	-	
其他負債合計 Total other liabilities	186,393	1	161,665	1	
負債總計 Total liabilities	1,908,691	15	1,898,853	16	
業主權益 Stockholders' equity					
資本 (附註一) Common stock (Notes 1)	9,354,100	75	9,354,100	78	
保留盈餘 (附註十四) Retained earnings (Note 14)					
已指撥保留盈餘 Appropriated retained earnings	446,488	4	409,836	3	
未指撥保留盈餘 Unappropriated retained earnings	726,296	6	372,215	3	
業主權益總計 Total stockholders' equity	10,526,884	85	10,136,151	84	
重大承諾及或有事項 (附註十九) Commitments and Contingents (Note 19)					
負債及業主權益總計 Total liabilities and stockholders' equity	\$ 12,435,575	100	\$ 12,035,004	100	

損益表

STATEMENTS OF INCOME

2004及2003年1月1日至12月31日
TAIPEI RAPID TRANSIT CORPORATION
STATEMENTS OF INCOME
YEARS ENDED DECEMBER 31,

單位：新臺幣仟元

	2004年			2003年		
	金額	Amount	%	金額	Amount	%
營業收入 Operating revenues						
運輸收入 Fare revenues	\$ 7,615,729	86		\$ 6,977,918	89	
其他營業收入(附註十七) Other operating revenues (Note 17)	1,277,590	14		851,949	11	
營業收入合計 Total operating revenues	8,893,319	100		7,829,867	100	
營業成本(附註十六及十七) Operating costs (Notes 16 and 17)						
輸儲成本 Transportation costs	(6,246,125)	(70)		(5,964,216)	(76)	
其他營業成本 Other operating costs	(262,111)	(3)		(211,795)	(3)	
營業成本合計 Total operating costs	(6,508,236)	(73)		(6,176,011)	(79)	
營業毛利 Gross profit	2,385,083	27		1,653,856	21	
營業費用(附註十六及十七) Operating expenses (Notes 16 and 17)						
行銷費用 Selling	(831,972)	(10)		(820,760)	(11)	
業務費用 Operating outlay	(417,536)	(5)		(409,707)	(5)	
管理費用 Administrative	(362,302)	(4)		(350,222)	(4)	
其他營業費用 Other operating expenses	(102,526)	(1)		(94,195)	(1)	
營業費用合計 Total operating expenses	(1,714,336)	(20)		(1,674,884)	(21)	
營業淨(損)利 Operating income (loss)	670,747	7		(21,028)		
營業外收入及利益 Non-operating income						
財務收入 Financial income						
利息收入 Interest income	46,798	1		60,747	1	
股利收入 Dividend income	1,432	-		-	-	
租賃收入 Rental revenue	231	-		1,634	-	
處分資產利益 Gain on disposal of assets	125,754	1		117,280	1	
兌換利益 Exchange gain	1,782	-		-	-	
其他營業外收入 Other non-operating income	64,552	1		316,662	4	
營業外收入及利益合計 Total non-operating income	240,549	3		496,323	6	
營業外費用及損失 Non-operating expenses						
財務費用 Financial expense						
利息費用 Interest expense	(23)	-		(4,706)	-	
採權益法評價之投資損失(附註七) Investment loss accounted for under the equity method (Note 7)	(126)	-		(8,297)	-	
兌換損失 Exchange loss	-	-		(166)	-	
其他營業外費用 Other non-operating expense	(22,476)	-		(34,856)	-	
營業外費用及損失合計 Total non-operating expenses	(22,625)	-		(48,025)	-	
稅前純益 Income before income tax	888,671	10		427,270	6	
所得稅費用(附註十五) Income tax expenses (Note 15)	(168,555)	(2)		(60,750)	(1)	
稅後純益 Net income after income tax	720,116	8		366,520	5	
會計原則變動累積影響數(附註三) Cumulative effect of changes in accounting principles (Note 3)	(1,989)	-		-	-	
本期純益 Net Income	\$ 718,127	8		\$ 366,520	5	
假設新成本結轉方法(移動加權平均法)追溯採用之擬制資料 Proforma information retrospective by using moving average method						
本期純益 Net Income	\$ 720,116	8		\$ 361,363	5	

業主權益變動表

STATEMENT OF CHANGES IN STOCKHOLDERS' EQUITY

2004年及2003年1月1日至12月31日
(Expressed in thousands of New Taiwan dollars;
Balances of 2003 were examined by Taipei Municipality Audit Division)

單位：新臺幣仟元

	資本 Common Stock	資本公積 Capital Reserve	已指撥保留盈餘 Appropriated Retained Earnings	未指撥保留盈餘 Unappropriated Retained Earnings	合計 Total
2003年度					
2003年1月1日餘額(審計處審定數)	\$ 9,354,100	\$ 1,110	\$ 324,255	\$ 860,009	\$ 10,539,474
Balance at January 1, 2003					
2002年度盈餘指撥及分配： Appropriations of 2002 net income:					
法定盈餘公積 Legal reserve	-	-	85,581	(85,581)	-
現金股利 Cash dividends	-	-	-	(769,843)	(769,843)
以前年度受贈公積轉列保留盈餘 Transfer of capital reserve from donated assets to unappropriated earnings					
1,110	-	-	1,110	-	-
2003年度純益 Net income for 2003	-	-	-	366,520	366,520
2003年12月31日餘額(審計處審定數)	\$ 9,354,100	-	\$ 409,836	\$ 372,215	\$ 10,136,151
Balance at December 31, 2003					
2004年度					
2004年1月1日餘額(審計處審定數)	\$ 9,354,100	-	\$ 409,836	\$ 372,215	\$ 10,136,151
Balance at January 1, 2004					
2003年度盈餘指撥及分配： Appropriations of 2003 net income:					
法定盈餘公積 Legal reserve	-	-	36,652	(36,652)	-
現金股利 Cash dividends	-	-	-	(327,394)	(327,394)
2004年度純益 Net income for 2004	-	-	-	718,127	718,127
2004年12月31日餘額	\$ 9,354,100	-	\$ 446,488	\$ 726,296	\$ 10,526,884
Balance at December 31, 2004					

現金流量表

STATEMENTS OF CASH FLOWS

2004年及2003年1月1日至12月31日
 YEARS ENDED DECEMBER 31.
 Expressed in thousands of New Taiwan dollars;
 Balances of 2003 were examined by Taipei Municipality Audit Division)

單位：新臺幣仟元

	2004年 度	2003年 (審計處審定數)
營業活動之現金流量 Cash flows from operating activities		
本期純益 Net income	\$ 718,127	\$ 366,520
調整項目 Adjustments to reconcile net income to net cash provided by operating activities:		
提列備抵呆帳及損失 Provision for allowance of bad debts	14,765	13,005
提存各項準備 Provision for reserve	30,111	68,364
折舊及折耗 Depreciation and depletion	301,402	246,933
攤銷 Amortization	14,003	19,738
處理資產損(益) Gain on disposal of assets	4,921	8,906
其他 Other	(104)	(6,043)
流動資產淨減 Net decrease in current assets	53,160	411,397
流動負債淨增(減) Net increase (decrease) in current liabilities	34,671	(885,450)
遞延所得稅資產淨增 Net change of deferred income tax assets	(11,849)	(29,586)
營業活動之淨現金流入 Net cash provided by operating activities	1,159,207	213,784
投資活動之現金流量 Cash flows from investing activities		
短期投資淨減 Net decrease in short-term investment	735,424	327,821
減少固定資產及遞耗資產 Decreases in fixed assets and deferred assets	87	5,116
無形資產及其他資產淨減(增) Decreases (increases) in intangible assets and other assets	224,675	(283,808)
減少長期投資 Decrease in long-term investments	300,000	100,000
增加長期投資 Increase in long-term investments	(1,105,828)	(523,333)
增加固定資產及遞耗資產 Acquisition of fixed assets and deferred assets	(846,389)	(646,790)
投資活動之淨現金流出 Net cash used in investing activities	(692,031)	(1,020,994)

	2004年 度	2003年 (審計處審定數)
融資活動之現金流量 Cash flows from financing activities		
發放股東現金紅利 Cash dividends	(327,394)	(769,843)
其他負債淨增 Net increase in other liabilities	24,728	28,510
融資活動之淨現金流出 Net cash used in financing activities	(302,666)	(741,333)
現金淨增(減) Net increase (decrease) in cash	164,510	(1,548,543)
期初現金 Cash at beginning of year	507,564	2,056,107
期末現金 Cash at end of year	\$ 672,074	\$ 507,564
現金流量資訊之補充揭露 Supplemental disclosure of cash flow information		
本期支付利息 Interest	\$ 23	\$ 4,706
本期支付所得稅 Income tax	\$ 62,497	\$ 291,839
部分影響現金流量之投資活動 Partial disclosure of cash flow information		
購置固定資產及遞耗資產 Acquisition of fixed assets and deferred assets	\$ 840,398	\$ 537,215
減: 期末應付設備款 Less: payables on equipment at the end of year	(26,683)	(32,674)
加: 期初應付租賃款 Add: long-term capital lease liabilities at beginning of year	32,674	147,399
本期支付現金 Cash paid	\$ 846,389	\$ 651,940

財務報表附註

2004年及2003年1月1日至12月31日止

(2003年度之財務報表，係依臺北市審計處審定數列示)

單位：新臺幣仟元

一、組織沿革

- (一) 本公司於1994年7月27日核准設立，經歷次增減資後，截至2004年12月31日止實收資本額為\$9,354,100，主要營業項目為大眾捷運系統旅客運送業務、大眾捷運系統營運管理之顧問諮詢業務、百貨買賣、廣告企劃、代理、製作、看板出租及停車場業務之經營。本公司營運之主要財產係向臺北市政府承租，契約期間自2001年3月至2010年12月止。
- (二) 臺北市政府為本公司持股73.75%之主要股東。
- (三) 截至2004及2003年12月31日止，本公司員工人數分別為3,066及3,036人。

二、會計政策

本公司為公營事業，會計處理及財務報表係依照政府機關對公營事業會計事務頒布之各項法令辦理，每年決算並須經審計部臺北市審計處之審查，審定後始告確定。法令未規定者，則按中華民國一般公認會計原則處理。重要會計政策彙總說明如下：

(一) 資產及負債區分流動及非流動之分類標準

1. 資產符合下列條件之一者，列為流動資產；資產不屬於流動資產者為非流動資產：

- (1) 用途未受限制之現金或約當現金。
- (2) 為交易目的而持有，或短期間持有且預期於資產負債表日後12個月內將變現者。
- (3) 在企業營業週期之正常營業過程中，預期將變現，或備供出售或消耗者。

2. 負債符合下列條件之一者，列為流動負債；負債不屬於流動負債者為非流動負債：

- (1) 須於資產負債表日後12個月內清償者。
- (2) 企業因營業而發生之債務，預期將於企業營業週期之正常營業過程中清償者。

(二) 外幣交易

本公司之會計記錄係以新臺幣為記帳單位；外幣交易事項係按交易日即期匯率予以換算入帳，其與實際收付時之兌換差異，列為當期損益；期末並就外幣資產負債餘額，依資產負債表日之即期匯率換算調整列帳，兌換損益列為當期損益。

(三) 短期投資

以原始取得成本為入帳基礎，成本之計算原採用先進先出法，自2004年1月1日起改採移動平均法，請詳附註三之說明。期末並按成本與市價孰低法評價，跌價損失列為當期營業外支出。上市(櫃)公司股票及封閉型基金係以會計期間最末1個月公開市場平均收盤價為市價，開放型基金則按其資產負債表日每單位淨值為市價，政府債券與公司債係依中華民國證券櫃檯買賣中心之債券參考價格評估市價；比較成本與市價時，採總額比較法。

(四) 備抵呆帳

備抵呆帳係依據過去實際發生呆帳之經驗，衡量資產負債表日應收票據、應收帳款等各項債權之帳齡情形及其收回可能性，予以評估提列。

NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2004 AND 2003

(Expressed in thousands of New Taiwan dollars except as otherwise indicated;
balances of 2003 were examined by Taipei Municipality Audit Division)

1. HISTORY AND ORGANIZATION

The Company was incorporated in the Republic of China ("ROC") as a company limited by shares at July 27, 1994. The Company's registered and issued capital at December 31, 2004 amounted to \$9,354,100. The major business activities of the Company are public rapid transit services, public rapid transit business consulting service, sales of general merchandise, advertising, and the leasing of signboards and parking lots. Major operating properties of the Company are leased from the Taipei City Government and the lease term covering the period from March 2001 to December 2010.

The Taipei City Government owns 73.75% of the Company's outstanding shares.

As of December 31, 2004 and 2003, the Company had 3,066 and 3,036 employees, respectively.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

As a government operated enterprise, accounting and financial statements are prepared in accordance with the laws and regulations issued by the government. The accounts are subject to annual examinations by the Taipei Municipality Audit Division (TMAD), Department of Audit. Matters not provided therein shall be treated in accordance with accounting principles generally accepted in the Republic of China. The summary of significant accounting policies is as follows:

(1) Criteria for classifying assets and liabilities as current or non-current items

1. Assets that meet one of the following criteria are classified as current assets; otherwise they are classified as non-current assets:

- (1) Assets consisting of unrestricted cash or cash equivalents;
- (2) Assets held for trading purposes, or held for a short-term period and expected to be realized within 12 months from the balance sheet date;
- (3) Assets expected to be realized, available for sale or used during the normal course of business.

2. Liabilities that meet one of the following criteria are classified as current liabilities; otherwise they are classified as non-current liabilities:

- (1) Liabilities to be paid within 12 months from the balance sheet date, or
- (2) Liabilities incurred from the Company's operating activities and expected to be paid during the normal course of business.

(2) Foreign currency translations

The accounts of the Company are maintained in New Taiwan dollars. Transactions arising from foreign currencies are converted into New Taiwan dollars at exchange rates prevailing on the transaction dates. Assets and liabilities denominated in foreign currencies at the year-end date are translated into New Taiwan dollars at year-end exchange rates. Foreign exchange gains or losses are included in current operating results.

(3) Short-term investments

Short-term investments are stated at the lower of cost or market value. Effective January 1, 2004, cost is determined using the moving average method (formerly using the first-in, first-out method). Please refer to Note 3. The market values of listed stocks are based on the average closing price of last month during the accounting period. Market values of open-end funds are based on the net asset value on the balance sheet date. Market values of government bonds and corporate bonds are based on market values provided by the Over-the-Counter Securities Exchange in the R.O.C. and securities companies.

(4) Allowance for doubtful accounts

Allowance for doubtful accounts is provided based on an evaluation of the collectibility and aging analysis of notes and accounts receivable at the balance sheet date.

(5) Inventories

Inventories are stated at the lower of cost or market value using the moving average method; cost being determined using the moving-average method. Allowance is provided for obsolescence in slow-moving items. Market value of inventories is determined by the replacement cost.

(五) 存貨

採永續盤存制，平時以實際取得成本為入帳基礎，成本之計算採移動平均法。期末存貨除就呆滯及過時部分提列備抵呆滯損失外，並採成本與市價孰低法評價。比較成本與市價孰低時，係採總額比較法，以重置成本為市價。

(六) 長期股權投資

1. 持有被投資公司有表決權股份比例達20%以上或具有重大影響力者，採權益法評價。
2. 長期債券投資係按面額調整未攤銷溢折價評價，溢折價係按直線法攤銷。

(七) 固定資產

1. 固定資產以取得成本為入帳基礎，並將購建期間之有關利息資本化。凡支出效益及於以後各期之重大改良或大修支出列為資本支出，經常性維護或修理支出則列為當期費用。
2. 以資本租賃方式承租之固定資產將各期租金資本化為租賃資產並認列租賃負債。
3. 折舊按行政院主計處訂頒之「財物標準分類」最低使用年限，加計1年殘值採平均法提列。租賃權益改良依租約年限或估計使用年限較短者按平均法攤銷。主要固定資產耐用年限除房屋及建築物為30年外，餘為2年至15年。固定資產處分損益列為當期營業外收支項下。

(八) 無形資產

電腦軟體成本按預計使用年限平均攤銷。

(九) 收入認列

運輸收入於勞務提供後，認列為收入；捷運車站及車廂廣告收入依契約期間，認列為收入；捷運車站之販賣店、地下街及行動電話場地租金依租約期間認列為收入。

(十) 退休金計劃及淨退休金成本

依財務會計準則公報第18號「退休金會計處理準則」之規定，根據精算報告就累計給付義務超過退休基金資產公平價值之差額，認列最低退休金負債。淨退休金成本則按精算師精算金額提列，包括當期服務成本、利息成本、退休基金資產之預期報酬及未認列過渡性淨給付義務、退休金損益與前期服務成本之攤銷數；未認列過渡性淨給付義務並按29年平均攤銷。

(十一) 所得稅

1. 本公司依財務會計準則公報第22號「所得稅之會計處理準則」之規定，作跨期間與同期間之所得稅分攤。將可減除暫時性差異、虧損扣抵、所得稅抵減及應課稅暫時性差異所產生之所得稅影響數，認列為遞延所得稅資產或負債。同時將遞延所得稅資產或負債，依據其所屬資產負債表科目性質或預期實現期間之長短，劃分為流動或非流動項目。另對遞延所得稅資產評估其可能實現性，設置備抵評價科目，以淨額列於資產負債表。
2. 因購置設備或技術、研究發展及人才培訓等所產生之所得稅抵減依財務會計準則公報第12號「所得稅抵減之會計處理準則」採當期認列法處理。
3. 以前年度溢、低估之所得稅，列為當年度所得稅費用之調整項目。
4. 1998年度(含)以後未分配盈餘依所得稅法加徵10%之所得稅，列為股東會決議盈餘分配案年度之所得稅費用。

(十二) 會計估計

本公司於編製財務報表時，業已依照中華民國一般公認會計原則之規定，對財務報表所列金額及或有事項，作必要之衡量、評估與揭露，其中包括若干假設及估計之採用，惟該等假設及估計與實際結果可能存有差異。

(6). Long-term investments

1. Long-term equity investment is accounted for under the equity method.
2. Long-term bond investments are stated cost net of amortization of discount or premium. The discount or premium on debentures is amortized over the life of the bonds under the straight-line method.

(7). Fixed assets

Fixed assets are stated at cost. Interest incurred during the construction or installation of the assets is capitalized. Maintenance and repairs are charged to expenses when incurred; major additions, renewals and improvements are capitalized.

Capital leases are capitalized at the present value of all payments and lease obligations payable thereon.

Depreciation is provided using the straight-line method over the estimated minimum useful lives of the assets regulated by Directorate General of Budget, Accounting and Statistics, Executive Yuan, R.O.C. Leasehold improvements are depreciated based on the shorter of lease terms or estimate useful lives. The estimated useful lives are 2-15 years for the main fixed assets except for building which is 30 years. Gain or loss on disposal of fixed assets is recognized as non-operating income or loss.

(8). Intangible assets

The cost of computer software is capitalized and amortized under the straight-line method over the estimated useful lives of the assets.

(9). Revenue

Fare revenues are recognized when service has been provided. Advertising revenues from stations and carriages are recognized in accordance with the terms of the contracts. Rental revenues from MRT kiosks, underground shopping malls, and base for mobile phone facilities are accounted for in accordance with the terms of the leases.

(10). Provision for pension and severance liabilities

The Company adopted ROC Statement of Financial Accounting Standards No. 18 " Accounting for Pensions ". As a result, the excess of accumulated benefit obligations over the fair value of plan assets (i.e., net unfounded accumulated benefit obligations) are recognized as minimum pension liability in the balance sheet. The Company recognizes pension liability as determined pursuant to an actuarial valuation. The net periodic pension costs, including service cost, interest cost, expected return on plan assets, unrecognized net transition liabilities, pension gains or losses and amortized of prior service cost. The unrecognized net transition liability is amortized over 29 years under the straight-line method.

(11). Income tax

1. The Company adopted ROC FAS No. 22, " Accounting for Income Tax", whereby deferred tax assets and liabilities are recorded under the asset and liability method with respect to temporary differences, tax losses available to be carried forward and income tax credits. A valuation allowance is then provided for deferred tax assets to the extent that it is more likely than not that the tax benefits will not be realized. Deferred tax assets and liabilities are divided into current or non-current accounts according to the classification of its related liability or asset or based on the expected length of time before it is recovered.
2. In accordance with R.O.C. FAS No.12, " Accounting for Investment Tax Credits", investment tax credits resulting from the expenditures for acquisition of machinery or technology, research and development, and employee training are recognized as incurred.
3. Over or under provision of prior years' income tax liabilities are included in current year's income tax expense.
4. Effective January 1, 1998, additional 10 percent corporate income tax is due when current earnings, on tax basis, are not distributed in the following year. The income tax expense is recognized after the closing of the annual stockholders' meeting.

三、會計變動之理由及其影響

本公司短期投資成本之計算原採先進先出法，自2004年1月1日起，為能即時獲知短期投資成本資訊，以利即時進行投資決策，因而對短期投資成本之計算改採移動平均法。此項會計原則變動產生之會計原則變動累積影響數為\$1,989，使本公司2004年度之本期純益減少\$1,989。

四、現金

	2004年12月31日	2003年12月31日
零用金、活期及支票存款	\$ 52,074	\$ 62,564
定期存款	620,000	445,000
	<u>\$ 672,074</u>	<u>\$ 507,564</u>

五、短期投資

	2004年12月31日	2003年12月31日
開放型基金	\$ 4,777,051	\$ 5,484,993
上市櫃公司股票	207,790	235,272
	<u>4,984,841</u>	<u>5,720,265</u>
減：備抵跌價損失	-	-
	<u>\$ 4,984,841</u>	<u>\$ 5,720,265</u>

六、存貨

	2004年12月31日	2003年12月31日
物料及燃料	\$ 1,814,739	\$ 1,847,211
在途物料	3,240	6,382
商品存貨	1,270	1,063
	<u>1,819,249</u>	<u>1,854,656</u>
減：備抵跌價損失	(15,931)	(1,166)
	<u>\$ 1,803,318</u>	<u>\$ 1,853,490</u>

(12). Use of estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statement, and reported amounts of revenue, cost of revenue and expenses during the reporting period. Actual results could differ from those estimates.

3. CHANGES IN ACCOUNTING POLICY AND THE EFFECT

Effective January 1, 2004, the method to determine the cost of the short-term investment was changed from the first-in-first-out method to the moving average method. As the result of the change in accounting principle, the cumulative effect of change in accounting principle, and the net income for the year ended 2004 was decreased by \$1,989, respectively.

4. CASH AND CASH EQUIVALENT

	December 31, 2004	December 31, 2003
Petty cash, checking accounts and demand deposits	\$ 52,074	\$ 62,564
Time deposits	620,000	445,000
	<u>\$ 672,074</u>	<u>\$ 507,564</u>

5. SHORT-TERM INVESTMENTS

	December 31, 2004	December 31, 2003
Open-end certificates of beneficial interest	\$ 4,777,051	\$ 5,484,993
Listed stocks	207,790	235,272
	<u>4,984,841</u>	<u>5,720,265</u>
Less: allowance for decline in value	-	-
	<u>\$ 4,984,841</u>	<u>\$ 5,720,265</u>

6. INVENTORIES

	December 31, 2004	December 31, 2003
Raw materials and fuel	\$ 1,814,739	\$ 1,847,211
Raw materials in transit	3,240	6,382
Merchandises	1,270	1,063
	<u>1,819,249</u>	<u>1,854,656</u>
Less: Allowance for inventory obsolescence	(15,931)	(1,166)
	<u>\$ 1,803,318</u>	<u>\$ 1,853,490</u>

七、長期投資

被投資公司	2004年12月31日		2003年12月31日	
	帳列數	持股比例	帳列數	持股比例
長期債券投資	\$ 1,999,506	-	\$ 1,193,678	-
長期股權投資(採權益法評價)				
臺北智慧卡票證(股)公司	92,533	28%	92,659	28%
	\$ 2,092,039		\$ 1,286,337	

- (一)本公司2004年及2003年度採權益法認列之投資損失分別為\$126及\$8,297，係依據被投資公司經其會計師查核之財務報表認列。
- (二)本公司2004年及2003年度長期債券投資\$53,478及\$54,411業已提存臺北地方法院作為本公司對啟運通商國際股份有限公司聲請執行假扣押之擔保品。
- (三)本公司2004年度長期債券投資\$214,329已提存於臺北銀行保管品專戶作為大眾捷運系統旅客運送責任保險之保證金。

八、固定資產

資產名稱	2004年12月31日		帳面價值
	原始成本	累計折舊	
房屋及建築	\$ 34,410	(\$ 2,304)	\$ 32,106
機械設備	936,509	(346,662)	589,847
交通及運輸設備	126,275	(61,009)	65,266
什項設備	103,795	(41,561)	62,234
租賃權益改良	1,288,453	(274,651)	1,013,802
購建中固定資產	655,082	-	655,082
	\$ 3,144,524	(\$ 726,187)	\$ 2,418,337
資產名稱	2003年12月31日		帳面價值
	原始成本	累計折舊	
房屋及建築	\$ 34,410	(\$ 1,194)	\$ 33,216
機械設備	886,041	(249,113)	636,928
交通及運輸設備	121,316	(48,622)	72,694
什項設備	81,768	(32,846)	48,922
租賃權益改良	1,192,025	(117,641)	1,074,384
購建中固定資產	18,122	-	18,122
	\$ 2,333,682	(\$ 449,416)	\$ 1,884,266

- (一)本公司2002年與臺北智慧卡票證股份有限公司簽訂悠遊卡設備資本租賃合約，請詳附註十七(二)說明。
- (二)本公司2004及2003年度之租賃權益改良，係向臺北市政府承租臺北都會區大眾捷運系統，為改善營運流程所從事車站及維修場站建築設施之改良。

7. LONG-TERM INVESTMENTS

Investments	December 31, 2004		December 31, 2003	
	Amount	Percentage of Ownership	Amount	Percentage of Ownership
Long-term bond investments	\$ 1,999,506	-	\$ 1,193,678	-
Long-term equity investment (under the equity method)				
Taipei Smart Card Corporation (TSCC)	92,533	28%	92,659	28%
	\$ 2,092,039		\$ 1,286,337	

- (1). Investment loss on long-term equity investment accounted for under the equity method for the years ended December 31, 2004 and 2003 amounted to \$126 and \$8,297, respectively and was based on the investees' audited financial statements.
- (2). Long-term bond investments for the years ended December 31, 2004 and 2003 in the amount of \$53,478 and \$54,411, respectively were deposited with the Taipei District Court as security for dispute with Chi-Yun Ton-Shan International Co., Ltd.
- (3). Long-term bond investments in the amount of \$214,329 were deposited in the custodim account of Taipei Bank as guarantee for Metropolitan Rapid Transit System Customers Transportation Liability Insurance.

8. FIXED ASSETS

Property, plant and equipment	December 31, 2004		Book value
	Cost	Accumulated depreciation	
Buildings and improvements	\$ 34,410	(\$ 2,304)	\$ 32,106
Machinery and equipment	936,509	(346,662)	589,847
Transportation equipment	126,275	(61,009)	65,266
Miscellaneous equipment	103,795	(41,561)	62,234
Leasehold improvements	1,288,453	(274,651)	1,013,802
Unfinished construction and prepayments for business facilities	655,082	-	655,082
	\$ 3,144,524	(\$ 726,187)	\$ 2,418,337

Property, plant and equipment	December 31, 2003		Book value
	Cost	Accumulated depreciation	
Buildings and improvements	\$ 34,410	(\$ 1,194)	\$ 33,216
Machinery and equipment	886,041	(249,113)	636,928
Transportation equipment	121,316	(48,622)	72,694
Miscellaneous equipment	81,768	(32,846)	48,922
Leasehold improvements	1,192,025	(117,641)	1,074,384
Unfinished construction and prepayments for business facilities	18,122	-	18,122
	\$ 2,333,682	(\$ 449,416)	\$ 1,884,266

- (1). For capital lease agreement with TSCC in 2002 please refer to Note 17.2.
- (2). In 2004 and 2003, the leasehold improvements were for MRT stations and related construction of Taipei Metropolitan Rapid Transit Systems (TMRTS) leased from the Taipei City Government.

九、無形資產

	2004年12月31日	2003年12月31日
電腦軟體成本	\$ 76,031	\$ 36,812

十、什項資產

	2004年12月31日	2003年12月31日
預付委託代購款	\$ -	\$ 286,545
催收款項—淨額	24,382	34,400
存出保證金	126	146
其他	110	7,651
	\$ 24,618	\$ 328,742

預付委託代購款係先行撥付臺北市政府捷運工程局，作為委託代辦採購24列電聯車之預付款，已於2004年依契約規定支付予廠商。

十一、遞延資產

	2004年12月31日	2003年12月31日
其他遞延費用	\$ 16,357	\$ -
遞延退休金成本	-	73,682
遞延所得稅資產	50,633	38,784
	\$ 66,990	\$ 112,466

十二、退休金計劃

- (一) 本公司訂有職工退休辦法，適用於所有正式員工，員工每服務滿1年即給予2個基數(1個基數代表員工退休時1個月平均工資)，惟員工服務年資超過15年時，每滿1年給予1個基數，基數累積最高以45個基數為限。員工於達特定年資離職時，即依該員工所累積之基數支付退休金。
- (二) 本公司按每月薪資總額7.4%撥付勞工退休準備金，專戶儲存於中央信託局。退休準備金未列入本公司財務報表，截至2004年及2003年度12月31日止，儲存於中央信託局勞工退休準備金專戶餘額分別為\$545,738及\$426,498。

9. INTANGIBLE ASSETS

	December 31, 2004	December 31, 2003
Computer software cost	\$ 76,031	\$ 36,812

10. MISCELLANEOUS ASSETS

	December 31, 2004	December 31, 2003
Prepayment for purchases	\$ -	\$ 286,545
Call receivables-net	24,382	34,400
Deposits	126	146
Others	110	7,651
	\$ 24,618	\$ 328,742

Prepayment for purchases was payments made to Department of Rapid Transit Systems, Taipei City Government (DRTS) for purchase of 24 trains. Under the contract, DRTS had paid the supplier in full in 2004.

11. DEFERRED ASSETS

	December 31, 2004	December 31, 2003
Other deferred expense	\$ 16,357	\$ -
Deferred pension cost	-	73,682
Deferred income tax assets	50,633	38,784
	\$ 66,990	\$ 112,466

12. RETIREMENT PLAN

- (1) The Company has a non-contributory and funded defined benefit retirement plan (the Plan) covering all regular employees. Under the Plan, retirement benefits are accrued at 2 units for each year of service for the first 15 service years and 1 unit for each year thereafter with a maximum of 45 units. The payments of employees' retirement benefits are based on the total units accumulated.
- (2) Monthly contribution to the Plan is funded monthly based on 7.4% of the employees' total salaries and deposited with the Central Trust of China, the trustee in accordance with R.O.C. Labor Standards Law. The retirement fund balance is not reflected in the financial statements. As of December 31, 2004 and 2003, the accumulated retirement fund balances at the Central Trust of China were \$545,738 and \$426,498, respectively.

(三) 本公司以2004年及2003年12月31日為衡量日完成精算評估，其計算淨退休金成本採用之精算假設如下：

精 算 衡 量 日		
	2004年12月31日	2003年12月31日
折現率	3.75%	3.50%
退休基金預期報酬率	2.75%	2.75%
薪資調整率	2.13%	3.00%

(四)2004年及2003年12月31日之退休基金提撥狀況如下：

	2004年12月31日	2003年12月31日
給付義務:		
既得給付義務	(\$ 2,338)	(\$ 24,416)
非既得給付義務	(646,144)	(569,954)
累積給付義務	(648,482)	(594,370)
未來薪資增加之影響數	(333,917)	(479,654)
預計給付義務	(982,399)	(1,074,024)
退休金資產公平價值	545,738	426,498
提撥狀況	(436,661)	(647,526)
未認列過渡性淨給付義務	264,700	274,881
未認列退休金損失	47,254	278,456
應補列最低退休金負債	-	(73,682)
應計退休金負債	(\$ 124,707)	(\$ 167,871)
既得給付	\$ 2,338	\$ 28,296

(五)2004年及2003年度淨退休金成本組成如下：

	2004年度	2003年度
服務成本	\$ 116,061	\$ 142,957
利息成本	32,491	31,132
基金資產之預期報酬	(11,729)	(18,837)
未認列過渡性淨給付義務攤銷	10,181	10,181
未認列退休金利益攤銷	-	5,934
當期淨退休金成本	\$ 147,004	\$ 171,367

十三、資本公積

依公司法規定，資本公積除彌補公司虧損及撥充資本外，不得使用。惟當公司無虧損時，僅能將超過票面金額發行股票所得之溢額及受領贈與之所得之資本公積撥充資本。

(3). The related actuarial assumptions used to calculate the net periodic pension cost and pension obligation on the measurement dates as of December 31, 2004 and 2003 are as follows:

	December 31, 2004	December 31, 2003
Discount rate	3.75%	3.50%
Expected rate of return on plan assets	2.75%	2.75%
Future salary increase rate	2.13%	3.00%

(4). Pension-related assets and obligations as of December 31, 2004 and 2003 are as follows:

	December 31, 2004	December 31, 2003
Benefit obligations:		
Vested benefit obligations	(\$ 2,338)	(\$ 24,416)
Non-vested benefit obligation	(646,144)	(569,954)
Accumulated benefit obligation	(648,482)	(594,370)
Additional benefits based on future salaries	(333,917)	(479,654)
Projected benefit obligation	(982,399)	(1,074,024)
Plan assets at fair value	545,738	426,498
Funded status	(436,661)	(647,526)
Unrecognized net transition obligation	264,700	274,881
Unrecognized losses on pension plan	47,254	278,456
Additional liability	-	(73,682)
Reserve for pension	(\$ 124,707)	(\$ 167,871)
Vested benefit	\$ 2,338	\$ 28,296

(5). Net periodic pension costs for the years ended December 31, 2004 and 2003 were as follows:

	December 31, 2004	December 31, 2003
Service cost	\$ 116,061	\$ 142,957
Interest cost	32,491	31,132
Expected return on plan assets	(11,729)	(18,837)
Amortization of unrecognized net transition obligation	10,181	10,181
Amortization of unrecognized pension income	-	5,934
	\$ 147,004	\$ 171,367

13. CAPITAL RESERVE

In accordance with the ROC Company Law, capital reserve can only be used to offset a deficit or to increase common stock. Cash dividends cannot be declared out of capital reserve. When the Company has no accumulated deficit, capital reserve from additional paid-in capital and donated assets shall be converted to share capital upon a resolution of the shareholders' meeting.

十四、保留盈餘

- (一) 依本公司章程規定，年度盈餘於完納一切稅捐並彌補虧損後，應先提存10%法定盈餘公積及相關特別盈餘公積，如有餘額由董事會擬定分配案，提請股東會決議分配之。
- (二) 依公司法規定，法定盈餘公積累積至資本額為止；除彌補公司虧損及撥充資本外，不得使用之，惟撥充資本時，以此項公積已達實收資本額50%，並以撥充其半數為限。
- (三) 本公司2004及2003年度經股東會決議，分別發放股東現金股利每股0.35元及每股0.823元。
- (四) 自1998年度起，本公司當年度之盈餘未分配者，應就該未分配盈餘加徵10%營利事業所得稅，未分配盈餘加徵之稅額得計入當年度股東可扣抵稅額帳戶。截至2004年及2003年12月31日有關未分配盈餘及股東可扣抵稅額資訊如下：

	2004年12月31日	2003年12月31日
1998年及以後年度未分配盈餘		
A.已加徵10%營業事業所得稅	\$ 8,169	\$ 5,695
B.未加徵10%營業事業所得稅	\$ 718,127	\$ 366,520
	<hr/>	<hr/>
股東可扣抵稅額帳戶餘額	\$ 726,296	\$ 372,215
	<hr/>	<hr/>
	\$ 45,723	\$ 104,259
預計(實際)盈餘分配之稅額抵扣比率	6.30%	33.56%

十五、所得稅

- (一) 所得稅費用及應付所得稅：

	2004年	2003年
稅前純益按法定稅率計算之所得稅	\$ 222,157	\$ 106,807
永久性差異之所得稅影響數	(28,661)	(38,368)
投資抵減所得稅影響數	(30,854)	(11,778)
未分配盈餘加徵10%	<hr/> 5,913	<hr/> 4,089
所得稅費用	168,555	60,750
遞延所得稅資產淨變動數	11,849	29,586
預付稅款	(37,830)	(65,669)
應付所得稅	\$ 142,574	\$ 24,667

14. RETAINED EARNINGS

Under the Company's Articles of Incorporation, the current year's earnings after paying all taxes, offsetting prior year's operating losses and setting aside legal reserve, if any, shall be allocated based on the proposal of the board of directors following a resolution approved by the Company's shareholders' meeting.

Pursuant to the ROC Company Law, the legal reserve must be used exclusively to offset losses and can not be used for any other purpose, except that one-half of the legal reserve may be capitalized based on a resolution of the stockholders' meeting when it equals at least 50% of paid-in capital.

As approved at the stockholders' meeting held in 2004 and 2003, the Company issued \$0.35 and \$0.823 cash dividends per share, respectively.

The Taiwan imputation tax system requires that any undistributed current earnings, on a tax basis, of a company derived on or after January 1, 1998 be subject to an additional 10 percent corporate income tax if the earnings are not distributed in the following year. This 10 percent additional tax on undistributed earnings paid by the Company may be used as tax credit by the foreign stockholders against the withholding tax on dividends. In addition, the individual domestic shareholders can claim a proportionate share in the Company's corporate income tax, including the 10 percent additional tax, as tax credit against their individual income tax liability effective 1998.

As of December 31, 2004 and 2003, the Company's undistributed earnings and imputation tax credit account balance were as follows:

	December 31, 2004	December 31, 2003
Undistributed earnings		
A.-having been assessed with a 10% income tax	\$ 8,169	\$ 5,695
B.-not having been assessed with a 10% income tax	\$ 718,127	\$ 366,520
	<hr/>	<hr/>
Imputation tax credit	\$ 726,296	\$ 372,215
	<hr/>	<hr/>
	\$ 45,723	\$ 104,259

	December 31, 2004	December 31, 2003
Creditable tax ratio	6.30%	33.56%

15. INCOME TAX

(1) Income tax expense and income tax payable are as follows:

	2004	2003
Net income before income tax at statutory tax rate	\$ 222,157	\$ 106,807
Tax effect of permanent differences	(28,661)	(38,368)
Tax effect of investment tax credits	(30,854)	(11,778)
10% income tax on prior year's undistributed earnings	<hr/> 5,913	<hr/> 4,089
Income tax expense	168,555	60,750
Net changes of deferred income tax assets and liabilities	11,849	29,586
Prepaid and withholdings of income tax	(37,830)	(65,669)
Income tax payable	\$ 142,574	\$ 24,667

(二) 2004年及2003年12月31日之遞延所得稅資產

	2004年12月31日	2003年12月31日
遞延所得稅資產—非流動—淨額	\$ 50,633	\$ 38,784

(三) 2004年及2003年12月31日產生遞延所得稅資產之明細如下：

	2004年12月31日		2003年12月31日	
	金額	所得稅影響數	金額	所得稅影響數
備抵呆帳	\$ 22,067	\$ 5,516	\$ 22,075	\$ 5,516
存貨備抵損失	15,931	3,983	1,166	292
投資損失	47,467	11,867	47,341	11,835
退休金負債	115,005	28,751	84,539	21,135
其他	2,062	516	23	6
	\$ 202,532	\$ 50,633	\$ 155,144	\$ 38,784

(四)本公司營利事業所得稅業經稅捐稽徵機關核定至2002年度。

十六、用人、折舊及攤銷費用

	2004年 度			
	營業成本	營業費用	合	計
用人費用				
薪資費用	\$ 1,705,085	\$ 410,622	\$ 2,115,707	
勞健保費用	119,773	26,426	146,199	
退休費用	118,999	28,005	147,004	
其他用人費用	28,824	31,789	60,613	
折舊費用	250,023	51,379	301,402	
攤銷費用	-	14,003	14,003	
	\$ 2,222,704	\$ 562,224	\$ 2,784,928	

	2003年 度			
	營業成本	營業費用	合	計
用人費用				
薪資費用	\$ 1,659,478	\$ 404,331	\$ 2,063,809	
勞健保費用	118,166	26,523	144,689	
退休費用	138,400	32,967	171,367	
其他用人費用	21,795	29,445	51,240	
折舊費用	166,084	80,849	246,933	
攤銷費用	-	11,692	11,692	
	\$ 2,103,923	\$ 585,807	\$ 2,689,730	

(2). Deferred tax assets and liabilities as at December 31, 2004 and 2003 are as follows:

	December 31, 2004	December 31, 2003
Deferred income tax assets-noncurrent-net	\$ 50,633	\$ 38,784

(3). The details of temporary differences resulting in deferred income tax assets and liabilities are as follows:

	December 31, 2004		December 31, 2003	
	Amount	Tax Effect	Amount	Tax Effect
Allowance for doubtful accounts	\$ 22,067	\$ 5,516	\$ 22,075	\$ 5,516
Provision for loss on inventory obsolescence	15,931	3,983	1,166	292
Unrealized investment loss	47,467	11,867	47,341	11,835
Pension liability	115,005	28,751	84,539	21,135
Other	2,062	516	23	6
	\$ 202,532	\$ 50,633	\$ 155,144	\$ 38,784

(4). The Company's income tax returns for the years through 2002 have been approved by the Tax Authorities.

16. PERSONNEL, DEPRECIATION AND AMORTIZATION EXPENSES

	2004		
	Recorded in operating costs	Recorded in operating expenses	Total
Personnel expenses			
Salaries	\$ 1,705,085	\$ 410,622	\$ 2,115,707
Labor and health insurances	119,773	26,426	146,199
Pension and retirement	118,999	28,005	147,004
Other	28,824	31,789	60,613
Depreciation expenses	250,023	51,379	301,402
Amortization expenses	-	14,003	14,003
	\$ 2,222,704	\$ 562,224	\$ 2,784,928

	2003		
	Recorded in operating costs	Recorded in operating expenses	Total
Personnel expenses			
Salaries	\$ 1,659,478	\$ 404,331	\$ 2,063,809
Labor and health insurances	118,166	26,523	144,689
Pension and retirement	138,400	32,967	171,367
Other	21,795	29,445	51,240
Depreciation expenses	166,084	80,849	246,933
Amortization expenses	-	11,692	11,692
	\$ 2,103,923	\$ 585,807	\$ 2,689,730

十七、關係人交易

(一) 關係人之名稱及關係

關係人名稱	與本公司之關係
臺北市政府	本公司持股73.75%之主要股東
臺北智慧卡票證股份有限公司	本公司採權益法評價之被投資公司
大都會汽車客運股份有限公司	臺北市政府之轉投資事業

(二) 與關係人間之重大交易事項

1.財產租賃

本公司於2001年10月與臺北市政府簽訂臺北都會區大眾捷運系統財產租賃契約，契約期間自2001年3月至2010年12月止。第1期自2001年3月至2001年12月，租金\$2,021,109；其餘每年1期，租金按臺北市市議會審定之重置經費\$2,030,000加營業收入百分之4倍計算，於每年6月及12月支付。2004年及2003年度之租金支出為\$2,375,789及\$2,343,195(表列輪儲成本及其他營業成本)，2004年及2003年12月31日應付租金為\$32,428及\$30,429，業於2005年1月及2004年1月支付。

2.臺北IC卡票證整合業務委託契約

本公司為配合臺北市政府推動「臺北IC卡票證整合專案」，與臺北智慧卡票證股份有限公司簽訂臺北IC卡票證整合業務委託契約，合作辦理票證製作、發行、處理資訊及營業收入撥付等業務。依契約規定產生之重大交易事項如下：

(1) 租賃資產

本公司依上述契約規定向臺北智慧卡票證股份有限公司以資本租賃方式承租悠遊卡設備(帳列成本為\$159,372)，租賃期間自2002年6月12日起共5年，依合約每月支付租金及利息，惟於2003年12月已向臺北智慧卡票證股份有限公司購買該項租賃資產。

(2) 悠遊卡票證業務

2004年及2003年度因上述契約產生之交易事項如下：

A: 其他營業收入

	2 0 0 4 年 度		2 0 0 3 年 度	
	金額	佔營業收入%	金額	佔營業收入%
代售悠遊卡佣金收入	\$ 20,403	-	\$ 18,951	-
加值機場地租金收入	\$ 2,429	-	\$ 1,605	-
	\$ 22,832	-	\$ 20,556	-

B: 業務費用

	2 0 0 4 年 度		2 0 0 3 年 度	
	金額	佔營業成本%	金額	佔營業成本%
手續費—悠遊卡清算手續費	\$ 122,235	1.88	\$ 89,978	1.46

17. RELATED-PARTY TRANSACTIONS

(1). Name and relationship of major related parties Name of Related Party

	Relationship
Taipei City Government (TCG)	Majority shareholder
Taipei Smart Card Corporation (TSCC)	Investee accounted for under the equity method
Metropolitan Transport Corporation (MTC)	Investee of TCG

(2).Summary of significant transactions with related parties

1. Property lease

The Company entered into an agreement with the Taipei City Government to lease properties of the Taipei Metropolitan Rapid Transit Systems (TMRTS) in October 2001. The lease term is from March 2001 to December 31, 2010. The first rental expense was \$2,021,109 from March to December 31, 2001. For the remaining periods, the rental expense is \$2,030,000, plus 4% of operating income each year, payable in June and December. In 2004 and 2003, the rental expense was \$2,375,789 and \$2,343,195 (recorded as "Transportation cost" and "Other operating costs"), respectively. As of December 31, 2004 and 2003, the rental expense payable was \$32,428 and \$30,429, which were paid in January, of 2005 and 2004, respectively.

2. Taipei IC Card Integration Business Agreement (the Agreement)

In compliance with the Taipei IC Card Integration Project of the Taipei City Government, the Company signed a contract with TSCC for the manufacture and issuance of tickets, data processing, and cash disbursements. The major transactions under the Agreement are as follows:

(1) Leased property

Under the Taipei IC Card Integrating Project, the Company entered into a five-year capital lease agreement with TSCC for the lease of EasyCard equipment starting June 12, 2002. The capitalized amount was \$159,372. The Company pays rental expenses and interest in accordance with the terms of the Agreement. The Company had purchased the EasyCard equipment in December 2003.

(2) EasyCard ticketing system

In 2004, and 2003, the transactions under the lease agreement are as follows:

A: Other operating revenue

	2 0 0 4		2 0 0 3	
	Amount	% of operating income	Amount	% of operating income
Commissions for sales of EasyCard	\$ 20,403	-	\$ 18,951	-
Rental revenue for lease of for ticketing machine	\$ 2,429	-	\$ 1,605	-
	\$ 22,832	-	\$ 20,556	-

B: Operating expense

	2 0 0 4		2 0 0 3	
	Amount	% of operating cost	Amount	% of operating cost
Operating outlay: Handling charges for EasyCards	\$ 122,235	1.88	\$ 89,978	1.46

C: 預收款項

依上述合約約定，臺北智慧卡票證股份有限公司應按其每月月底預收悠遊卡加值款餘額一定比例暫存本公司。截至2004年及2003年12月31日，本公司預收之款項為\$154,549及\$140,627，表列預收款項。

D: 本公司因上述交易產生之各項資產負債餘額如下：

	2 0 0 4	2 0 0 3		
	金額	佔各科目%	金額	佔各科目%
應收帳款	\$ 16,619	20.79	\$ 16,426	20.30
應付款項	\$ 27,721	2.79	\$ 29,843	2.93
預收款項	\$ 154,549	77.06	\$ 140,627	73.40

本公司與關係人交易之付款期限如下：代售悠遊卡款項(表列其他應付款)為悠遊卡進貨10日內扣除佣金收入後結算付款；悠遊卡清算手續費及加值機場地租金收入為每月結算於次月付款。

3.公車免費轉乘費

本公司2003年度因辦理公車轉乘免費措施，支付予臺北市政府公車處之業務宣導費(表列行銷費用)為\$99,704；2003年12月31日尚未支付之款項餘額(表列應付費用)為\$10,182。

本公司2004年度因辦理公車轉乘免費措施，支付予大都會汽車股份有限公司之業務宣導費(表列行銷費用)為\$60,801；2004年12月31日尚未支付之款項餘額(表列應付費用)為\$12,077。

4.應收款項/應付代收款

截至2004年及2003年12月31日止，本公司因辦理臺北市府交通局、社會局、財政局及捷運局所委託代辦事項(老殘票補助款及代辦設備工程等)，代理收付之款項餘額如下：

	2 0 0 4 年 1 2 月 3 1 日	2 0 0 3 年 1 2 月 3 1 日
老殘票應收款項	\$ 17,380	\$ 12,502
設備工程應付代收款	\$ 127,068	\$ 195,882

十八、質押資產

截至2004年及2003年12月31日止，本公司資產提供質押明細如下：

資產項目	2 0 0 4 年 1 2 月 3 1 日	2 0 0 3 年 1 2 月 3 1 日	擔保用途
長期債券投資	\$ 267,807	\$ 54,411	請詳附註七說明

C. Unearned revenue

In accordance with the Agreement, TSCC deposits a certain percentage of advance receipts of EasyCard with the Company. As of December 31, 2004 and 2003, the advance receipts were \$154,549 and \$140,627, respectively, listed under the unearned revenue account.

D. The balance resulting from the above transactions are follows:

	2 0 0 4	2 0 0 3		
	Amount	% of total balance	Amount	% of total balance
Account receivables	\$ 16,619	20.79	\$ 16,426	20.30
Accrued expenses	\$ 27,721	2.79	\$ 29,843	2.93
Unearned revenue	\$ 154,549	77.06	\$ 140,627	73.40

The payment terms for related parties are as follows: Payments (recorded as "Other payables") for purchases of EasyCards net of commissions are due 10 days after purchases. The handling charges for EasyCard and rental revenue are due in the following month.

(3). Free shuttle bus ride expenses

The Company pays promotion expenses (recorded as "Selling expenses") to the Taipei City Bus Administration for free bus shuttle expenses in the amount of \$99,704 in 2003. As of December 31, 2003, the unpaid expenses (recorded as "Accrued expenses") were \$10,182, respectively.

The Company pays promotion expenses (recorded as "Selling expense") to MTC for free bus shuttle expense in the amount of \$60,801 in 2004. As of December 31, 2004, the unpaid expense (recorded as "Accrued expense") was \$12,077, respectively.

(4). Receivables/receipts on hand

As of December 31, 2004 and 2003, the Company was engaged to handle certain business activities of the Department of Transportation, TCG, Department of Social Welfare, TCG, Department of Finance, TCG, and Department of Rapid Transit Systems, TCG. The related account balances (subsidies for tickets for senior citizens and handicapped and reimbursement for purchases of equipments, etc.) are as follows:

	December, 31, 2 0 0 4	December, 31, 2 0 0 3
Receivables for senior citizens and handicapped tickets	\$ 17,380	\$ 12,502
Advance receipts for construction of facilities	\$ 127,068	\$ 195,882

18. PLEDGED ASSETS

As of December 31, 2004 and 2003, the details of pledged assets were as follows:

	December, 31, 2004	December, 31, 2003	Purposes
Long-term bond investments	\$ 267,807	\$ 54,411	Please refer Note 7

十九、重大承諾事項及或有事項

- (一) 截至2004年及2003年12月31日，本公司為購買原料及設備已開立尚未使用之信用狀金額為\$34,556及\$185,826。
- (二) 本公司以營業租賃方式承租交易請詳附註十七(二)1。

二十、財務報表表達

(一) 財務報表之審定調整及重編

本公司2003年度之決算，業於2004年5月17日經審計部臺北市審計處(以下簡稱審計處)審定完竣，並依指示將應予調整事項追補入帳，有關重編財務報表之明細如下：

資產負債表

	會計	師	查	核	數	調	整	金	額	審	計	處	審	定	數	說	明
資產																	
流動資產	\$	8,426,100	(\$	39,719)	\$	8,386,381											說明1
基金及長期投資		1,286,337		-		1,286,337											
固定資產		1,884,266		-		1,884,266											
無形資產		110,494	(\$	73,682)		36,812											
其他資產		325,680		115,528		441,208											說明1、2及4
資產總計	\$	12,032,877		\$	2,127												
負債																	
流動負債	\$	1,563,712	\$	5,198	\$	1,568,910											說明3及4
長期負債		167,871		407		168,278											
其他負債		160,595		1,070		161,665											說明2
負債合計	\$	1,892,178		\$	6,675												
股東權益	\$	10,140,699		(\$	4,548)												
負債及股東權益總計	\$	12,032,877		\$	2,127												

損益表

	會計	師	查	核	數	調	整	金	額	審	計	處	審	定	數	說	明
營業收入																	
營業收入	\$	7,829,489	\$	378	\$	7,829,867											
營業成本	(\$	6,170,780)	(\$	5,231)	(\$	6,176,011)											說明3
營業毛利		1,658,709		(4,853)		1,653,856											
營業費用	(\$	1,673,637)	(\$	1,247)		1,674,884											說明3
營業淨利	(\$	14,928)	(\$	6,100)	(\$	21,028)											
營業外收入及利益		496,277		46		496,323											
營業外費用及損失	(\$	48,015)	(\$	10)	(\$	48,025)											
稅前純益		433,334		(6,064)		427,270											
所得稅費用	(\$	62,266)		1,516	(\$	60,750)											說明4
本期純益	\$	371,068		(\$	4,548)												

註：若調整金額未達\$1,000，則未加以說明。

19.COMMITMENTS AND CONTINGENCIES

- (1) As of December 31, 2004 and 2003, the unused balance of the Company's letters of credit for the purchase of raw materials and fixed assets were \$34,556 and \$185,826, respectively.
- (2) For operating lease agreements please refer to Note 17.2).A.

20.FINANCIAL STATEMENT REPRESENTATION

- (1) The accounts for the year ended December 31, 2003 have been examined by TMAD of the Ministry of Audit on May 17, 2004. Certain accounts in the 2003 financial statements have been restated to conform with the adjustments made by TMAD.

Balance Sheets

	Balance per audited statements	Adjustments	Balance per audited by TMAD	Note
Assets				
Current assets	\$ 8,426,100	(\$ 39,719)	\$ 8,386,381	a
Long-term investments	1,286,337	-	1,286,337	
Fixed assets	1,884,266	-	1,884,266	
Intangible assets	110,494	(\$ 73,682)	36,812	
Other assets	325,680	115,528	441,208	a,b,d
Total assets	\$ 12,032,877	\$ 2,127	\$ 12,035,004	
Liability				
Current liabilities	\$ 1,563,712	\$ 5,198	\$ 1,568,910	c,d
Long-term liabilities	167,871	407	168,278	
Other liabilities	160,595	1,070	161,665	b
Total liabilities	\$ 1,892,178	\$ 6,675	\$ 1,898,853	
Stockholders' equity	\$ 10,140,699	(\$ 4,548)	\$ 10,136,151	
Total liability and stockholders' equity	\$ 12,032,877	\$ 2,127	\$ 12,035,004	

Statements of Income

	Balance per audited statements	Adjustments	Balance per audited by TMAD	Note
Operating revenue				
Operating revenue	\$ 7,829,489	\$ 378	\$ 7,829,867	c
Operating cost	(\$ 6,170,780)	(\$ 5,231)	(\$ 6,176,011)	
Gross profit	1,658,709	(4,853)	1,653,856	
Operating expenses	(\$ 1,673,637)	(\$ 1,247)	(\$ 1,674,884)	c
Operating income	(\$ 14,928)	(\$ 6,100)	(\$ 21,028)	
Non-operating income	496,277	46	496,323	
Non-operating expenses	(\$ 48,015)	(\$ 10)	(\$ 48,025)	
Income before income tax	433,334	(\$ 6,064)	427,270	
Income tax expenses	(\$ 62,266)	1,516	(\$ 60,750)	d
Net income	\$ 371,068	(\$ 4,548)	\$ 366,520	

Note: If adjustment was below \$1,000, no explanation was provided.

(二)調整金額說明：

- 遞延所得稅資產-流動\$5,814經會計師查核簽證後，表列「其他流動資產」，惟經審計處審定重分類至「遞延資產」。
- 本公司暫付臺北智慧卡票證股份有限公司悠遊卡加值等款項，誤以暫收及待結轉帳項科目借方餘額列帳，故如數修正。
- 決算短估本年度考核獎金共\$6,651，應修正增列「營業成本」\$5,180、「營業費用」\$1,471及「應付費用」\$6,651。
- 經上列1-3項調整及其他經臺北市政府及臺北市審計處調整結果，共減列稅前純益\$6,064，故相對調整「應付稅款」\$1,491、「所得稅費用」\$1,516及「遞延所得稅資產」\$25。

Note a: Reclassified deferred income tax assets - current of \$5,814 from " Other current assets" to " Deferred assets".

Note b: Corrected the temporary payment of advance receipts of EasyCard to TCSS from debt side of temporary receive.

Note c: Adjustment to reflect the understatement of accrued bonus. Operating cost, operating expense and expense payable was increased by \$5,180, \$1,471 and \$6,651, respectively.

Note d: As a result of the adjustments listed above and other adjustments made by TCG and TMAD, income before income tax, income tax payable, income tax expense and deferred tax assets was decreased by \$6,064, \$1,491, \$1,516 and \$25, respectively.

重要統計資料 Important Statistics

系統資料 System Information

	中運量 Medium Capacity Transit System	高運量 Mass Rapid Transit System	全系統 All System
路線長度 Total Length			
總長度 Total length	10.5 <small>註1</small>	56.5	67.0 <small>註2</small>
高架段 Elevated section	10.5	11.01	21.51
平面段 Ground-level section	-	10.07	10.07
地下段 Underground section	-	35.42	35.42

	車站數 No. of Stations	單位 Unit
總車站數 Total no. of stations	12	站 Station
高架段 Elevated section	12	站 Station
平面段 Ground-level section	-	站 Station
地下段 Underground section	-	站 Station

	中運量 Medium Capacity Transit System	高運量 Mass Rapid Transit System	單位 Unit
電聯車 Electric Multiple Units			
列車種類 EMU type	VAL-256	301型	321型
列車數 No. of trains	25.5	22	36
每列車車廂數 Carriages per train	4	6	6
車廂數 No. of carriages	102	132	216
每列車座位數 Seats per train	80	352	352
每列車載客容量 Loading capacity per train	456	2,220	2,220
最大爬坡 Maximum gradient	6%	3%	3%
最小曲率半徑 Minimum curvature radius	30	140	140
平均時速 Average speed	33	34	34 公里/小時 km/hour
最高設計時速 Maximum design speed	80	90	90 公里/小時 km/hour

	中運量 Medium Capacity Transit System	高運量 Mass Rapid Transit System	全系統 All System
自動收費系統 Automatic Fare Collection System			
自動售票機 Automatic ticket issuing machine	73	381	454
旅客進出閘門 Passenger gate	120	715	835
站務員售票機 Manned ticket issuing machine	24	92	116

	單位 Unit
機廠 Depot	
機廠數 No. of depots	1
機廠面積 Depot area	6.2

	單位 Unit
附屬事業 Affiliated Businesses	
販賣店 Kiosks	14
廣告 Advertisements	
車站廣告 In-station advertisements	163
車廂廣告 On-carriage advertisements	306
停車場 Parking lots	
機車車位 Motorcycle parking spaces	304
汽車車位 Car parking spaces	540
地下街 Underground shopping mall	
店舖家數 No. of stores	-
店舖面積 Store area	-

註1：中運量木柵線長度係2003年度實際丈量後數據(以前年度係採用臺北市政府捷運工程局資料為10.9公里)。 註2：系統總長度67公里係指營運公里數。
Remark 1: The length of Muzha Line is adjusting to the measurement in 2003 by Taipei Rapid Transit Corporation. (The former length is based on the 10.9km from the Department of Rapid Transit System. Remark 2: Total Length of 67km refers to the total operation length in km.

營運數據 Operation Data

	中運量 Medium Capacity Transit System	高運量 Mass Rapid Transit System	單位 Unit
營運時間 Operation Duration			
每日營運時數 Daily operation duration	18 (6:00~24:00)	18 (6:00~24:00)	小時 Hour

列車運轉時間 Train Operation Data

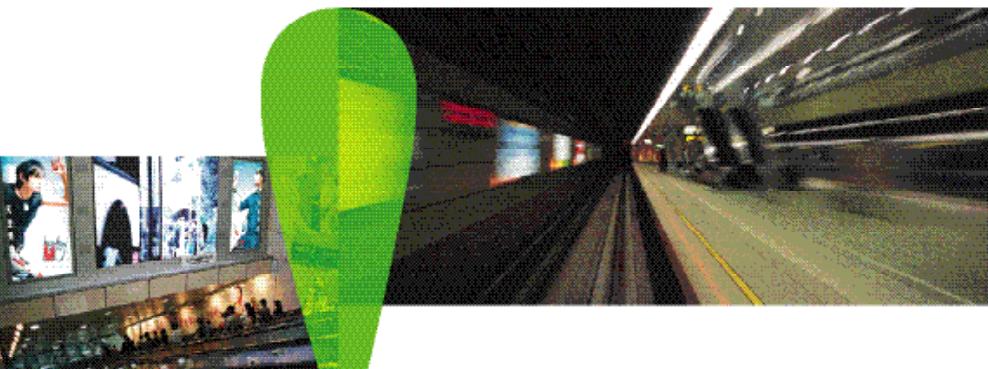
停靠車站 Standing at stations	17~45秒 sec.	臺北車站 Taipei Main Station 忠孝復興 Zhongxiao Fuxing 其餘各站 Other Stations 淡水-新店 Danshui-Xindian 北投-南勢角 Beitou-Nanshijiao 昆陽-新埔 Kunyang-Xinpuk 淡水-新店 Danshui-Xindian 北投-南勢角 Beitou-Nanshijiao 昆陽-新埔 Kunyang-Xinpuk	40秒 sec. 40秒 sec. 18~25秒 sec. 54分min 2秒 sec. 34分min 2秒 sec. 24分min 5秒 sec. 118分min 47秒 sec. 78分min 45秒 sec. 50分min 0秒 sec.
單向行駛 One-way running time	20分 min.		
雙向行駛 Two-way running time	40分 min.		
端點折返 Turnround time	70秒 sec.		300秒 sec.

	中運量 Medium Capacity Transit System	高運量 Mass Rapid Transit System	全系統 All System	單位 Unit
運量 Transport Volume				
年度總運量 Annual total ridership	31,735,815	318,406,141	350,141,956	人次 Person
日平均運量 Average daily ridership	86,710	869,962	956,672	人次 Person
平常日每日平均運量 Average daily ridership on weekdays	97,992	905,653	1,003,645	人次 Person
例假日每日平均運量 Average daily ridership on weekends and public holidays	62,226	793,135	855,361	人次 Person

	車輛使用 Vehicle Use	單位 Unit
列車總行駛班次 Total no. of train journeys	169,272	班 Trip
平均每日班次 Average no. of journeys per day	462	班 Trip
總延車公里 Total train kilometers	1,811,210	列公里 Km

	系統服務水準 System Service Performance	單位 Unit
平均尖峰列車班距 Average headway during peak hours	2分51秒	5分19秒
平均離峰列車班距 Average headway during off-peak hours	5分01秒	6分11秒
行車速率 Train speed	31.10	34.40
準點率 On-time ratio	99.48%	99.56%
尖峰平均承載率 Loading ratio	3.95	5.30
一般事故率 General accident rate	0.55	0.54
重大事故率 Major accident rate	1.1	0.00
總延人公里 Total passenger kilometers	136,971,929	2,543,383,601 2,680,355,530

	其他 Others	單位 Unit
平均票價 (稅前) Average fare (before tax)	22.16	元 NT\$
平均旅次長度 Average journey length	7.71	公里 Km



 **台北大眾捷運股份有限公司**
TAIPEI RAPID TRANSIT CORPORATION
臺北市中山北路2段48巷7號
7, Lane 48, Sec.2, Zhongshan
N. Rd., Taipei, Taiwan, R.O.C.
<http://www.trtc.com.tw>

GPN:200860086

ISSN 1680-9179



9 771810 917000

工本費：170元 Cost: \$170