

TAIPEI METRO COMPANY INFORMATION



Metro Taipei



01 Operational Network

[1994]

Taipei Rapid Transit Corporation (TRTC) was established on July 27, 1994, becoming the first company in Taiwan to operate a metro system. As of 2024, the company comprises 18 divisions and 1 office, with a workforce of 6,063 employees.

[1996]

With the opening of the first metro line—the Muzha Line—in 1996, Taipei entered a new age of convenient and efficient urban transit. From system construction to daily operations, Taipei Metro has not only pioneered Taiwan’s rail transit industry, but has also grown alongside the city it serves. With the successive expansion of five major lines—the Wenhu Line, Tamsui-Xinyi Line, Songshan-Xindian Line, Zhonghe-Xinlu Line, and Bannan Line—Taipei Metro now operates a total of 131.1 kilometers of track across 117 stations.

02 Vision and Mission

Vision :
A world-class metro, a wonderful Taipei

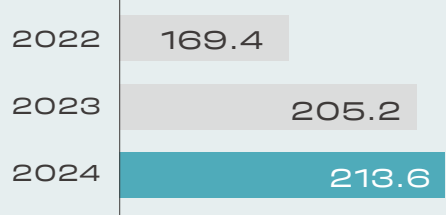
With a service philosophy of openness and innovation, the Taipei Metro supports the City’s all-round development for better living, working, recreation, and transportation. We integrate the local spirit to forge a brighter urban culture.

Mission :
Providing safe, reliable, and friendly transportation services while pursuing sustainable development.

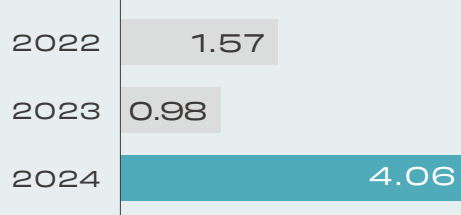
We are diversifying our services and fulfilling our corporate social responsibilities on the basis of our core transportation services. Growing and developing in partnership with our customers, communities, employees, shareholders, and suppliers.

03 Financial Overview

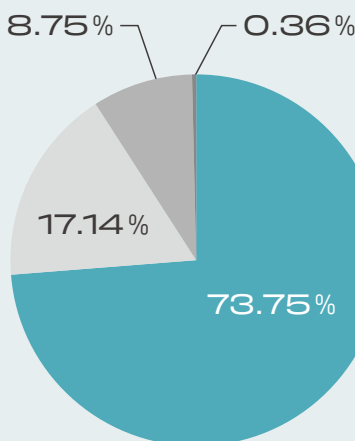
Total Revenue [NT\$100 million]



Pre-tax Net Income [NT\$100 million]



04 Capital and Shareholder Structure



The company’s registered capital is NT\$10 billion, with a total paid-in capital of NT\$10 billion.

- Taipei City Government
- Ministry of Transportation and Communications
- New Taipei City Government
- Tang Eng Iron Works Co., Ltd., Mega International Commercial Bank Co., Ltd., Taiwan Cooperative Bank, Ltd., Taipei Fubon Commercial Bank Co., Ltd.

05 Domestic and International Exchange

Actively promoting domestic and international exchange and cooperation, Taipei Metro co-founded the Metro Alliance with major metro operators across Taiwan in 2023. In 2024, the Metro Alliance signed a Memorandum of Understanding with Singapore's SMRT Group to deepen talent exchange, technology sharing, and international collaboration between the two parties.

In terms of tourism promotion, Taipei Metro has established friendly relationships with numerous railway industry peers. Through mutually beneficial cooperation in promotional resources, these partnerships demonstrate goodwill, enhance international travelers' recognition of Taipei Metro, and further drive tourism businesses for both parties.

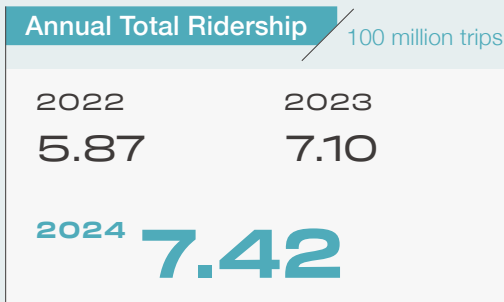
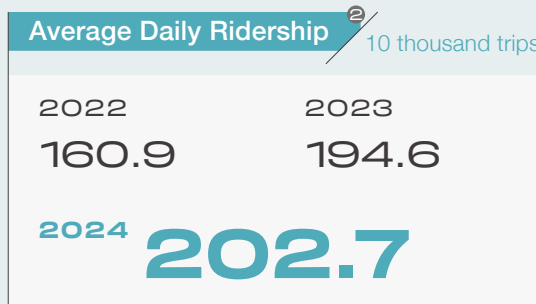


Taipei Metro x Kintetsu Group themed train



Metro Alliance and Singapore's SMRT Group signed a Memorandum of Understanding

Core Business: Transportation Data Overview



① The first phase of the Circular Line, spanning 15.1 kilometers, was operated by Taipei Metro under delegation starting 2020. On May 23, 2023, operational responsibilities were officially transferred to New Taipei Metro.

② In 2022, Taipei Metro experienced a significant decline in ridership due to the impact of the COVID-19 pandemic. Ridership gradually recovered in 2023 as the pandemic eased, economic activities resumed, and the Megacity Pass was introduced for Keelung, New Taipei, Taipei, and Taoyuan areas.



O1 Transportation

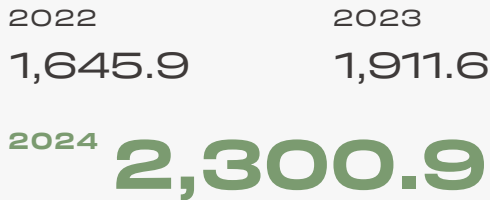
Launch of the Megacity Pass Covering Keelung, New Taipei, Taipei, and Taoyuan

In line with government efforts to encourage public transportation use, the Megacity Pass for Keelung, New Taipei, Taipei, and Taoyuan was launched in July 2023 at NT\$1,200. The pass covers the entire metropolitan area and integrates multiple transit modes, including metro, light rail, Taiwan Railways, buses, intercity buses, and YouBike. Cardholders enjoy unlimited rides without distance restrictions during the validity period, significantly enhancing commuting convenience and urban living experience.

Excellence in Operations

MKBF (Mean Kilometer Between Failures): Average Car-Kilometers Traveled per Incident of Service Delay Over 5 Minutes

10,000 car-kilometers



Internally Developed Systems

- Train Supervision Information System (TSIS 2.0)
- Metro Predictive Rail Operations Management Information System (Metro PROMIS)
- Metro Transit Information Management Expert System (Metro TIMES)
- Network Transit Display System (NTDS)
- Go! Taipei Metro App

Commitment to Environmental Sustainability

In response to the global net-zero carbon emission trend, Taipei Metro embraces the sustainability vision of *Go Greener, SHINE Brighter* to drive energy conservation, carbon reduction, and green energy adoption. Through smart operations, replacing high-energy-consuming equipment, installing solar power systems, and establishing electric bus charging stations, Taipei Metro optimizes a low-carbon transit network, and fulfills its commitment to environmental sustainability.



Launch of Taipei Metro's first AI-powered train

Advancing Smart Operations and Digital Innovation

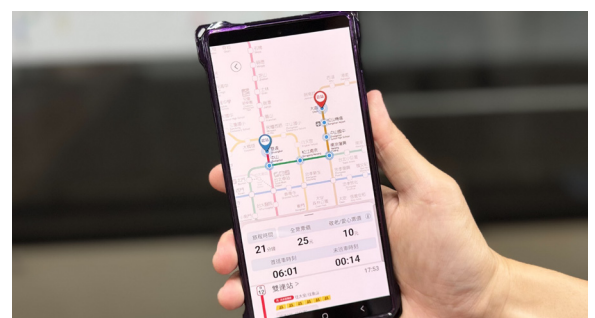
To enhance system operational safety, Taipei Metro has independently developed several smart systems through value-added applications of Internet of Things (IoT) technology and big data analytics. In collaboration with Acer, it launched an AI-powered train featuring glasses-free 3D advertising technology, and enhanced metro safety monitoring systems—marking a new chapter in smart mobility.

In addition, at Sun Yat-sen Memorial Hall Station, AI-based image recognition technology is integrated with fare gate data to estimate real-time passenger flow. This information is then used to guide crowd distribution through visualized passenger flow display panels, platform light guidance strips, and directional floor stickers, thereby enhancing transport efficiency.

Passengers can also use the Go! Taipei Metro App to check real-time train updates and crowd levels in each car. The app offers personalized trip planning, exclusive member discounts, and lifestyle services, serving as a one-stop smart living platform.



Receiving the Gold Award at the 1st ESG Transportation Sustainability Awards



Route planning in the Go! Taipei Metro App

02 Commercial Operations

Growing Affiliated Business Opportunities Around the Metro Community

The company strategically runs affiliated businesses such as advertising, retail shops, and parking lots, as well as leverages transportation advantages and lifestyle needs to create Metro Corner micro-malls. These initiatives revitalize station spaces, foster convenient consumer experiences, and generate profits that contribute to the company's revenue.

Cross-industry IP Collaborations: Cute Companions

Collaborating with renowned IP stars from Sanrio, Disney, and Wagahai is Cat, Taipei Metro has designed themed painted trains, decorated themed metro shops, and created themed markets and photo spots. Over 100 co-branded products have been released, inviting children and adults into a kaleidoscopic, playful universe.



Driving New Value in Station Spaces

By integrating metro spaces with surrounding lifestyle amenities, various themed market events are held at key station plazas and the Xinhongshan Linear Park to vitalize urban public spaces. In collaboration with Louisa Coffee, co-branded cafes have been opened, weaving the metro into the fabric of urban life.



Wagahai is Cat themed metro shop



Disney-themed train



New Year Flavor Market



Xinhongshan Halloween: Hallo-Ghost Party!



Innovating Rail Economy: Development of Multi-purpose Station Complexes

Drawing on international trends in rail property development, Taipei Metro rejuvenates land along metro lines to promote regional growth and optimize land use. Multi-purpose building developments are underway at Shilin, Jiantan, and Jiannan Road Stations, with plans to integrate transit facilities into mixed-use complexes, crafting iconic landmarks for Taipei City.

Recreation Businesses Dedicated to Creating Wonderful Memories

To strengthen professional management and segmented corporate operations, a subsidiary, Taipei Metro Recreation Enterprise Co., Ltd., was established to manage recreation-related businesses.

■ Maokong Gondola

With a total of 4.03 kilometers, the Maokong Gondola is the longest cable car system in Taiwan that serves transportation and recreational purposes. It not only improves connectivity to the Maokong area, but also boosts local tourism and commercial activity. In 2024, it carried approximately 1.89 million passengers.

■ Taipei Children's Amusement Park

Combining education, recreation, and culture, this urban family park offers Taipei residents a safe and diverse outdoor leisure option. In 2024, the park welcomed approximately 1.98 million visitors.

■ Taipei Arena

The facility is a multifunctional venue that combines sports, arts, and leisure. Its main arena is a popular site for large-scale domestic and international performances and sporting events. The subvenue, Ice Land, is currently Taiwan's largest and only ice rink that meets international competition standards.

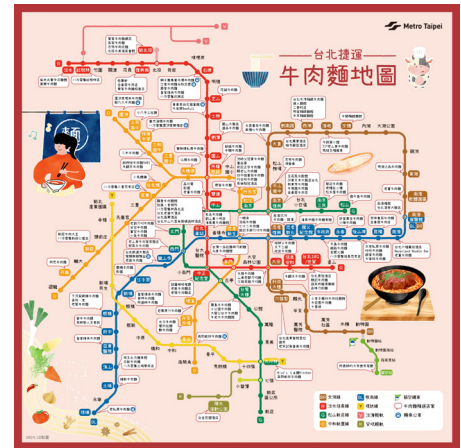


03 Healthy and Active Living

Explore Taipei by Metro

Taipei Metro's network connects the Greater Taipei metropolitan area, making it an essential part of everyday life and travel. To promote tourism, the Go! Taipei Metro app features a variety of themed maps that highlight the unique vibe of each station and nearby attractions. With curated itineraries centered around food, leisure, family activities, and culture, the app encourages passengers to explore Taipei by metro and bask in the city's charm.

The company's first self-operated hotel is located at the Beitou Resort, offering a serene lodging experience. Integrating nearby Beitou Depot facilities, it features unique programs such as "Mini-Employee for a Day" events and Open Metro guided tours, providing guests with a stay like no other.



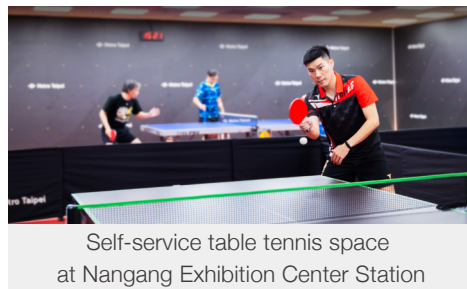
Beitou Resort Hotel



"Mini-Employee for a Day" events



Badminton court at Beitou Resort



Self-service table tennis space at Nangang Exhibition Center Station

Building a Metro-Centered Lifestyle Community

To revitalize station spaces, unmanned self-service table tennis space meeting international standards—the first of their kind in Taiwan—have been installed at Banqiao Station and Nangang Exhibition Center Station, encouraging the public to engage in healthy exercise.

The recreation center at the Beitou Resort features a gym, swimming pool, and basketball and badminton courts, offering comprehensive sports and recreation facilities for public and employee use.



Redefining the Cityscape Along the Metro

Since 2016, a series of revitalization projects have been carried out along the linear park between Zhongshan and Shuanglian stations. By integrating building façades, viewing platforms, and public art, the space has been transformed into a pedestrian-friendly environment that serves as a leisure spot for citizens and a fresh highlight of urban design.

04 Culture

Promoting Safe and Courteous Metro Etiquette

Centered on the theme of *spreading love and care*, Taipei Metro introduced its original IP character, Jamie, and teamed up with the family-friendly ambassador Maji Cat. Through animated shorts, illustrated messages, and other creative formats, the campaign promotes metro etiquette such as speaking softly, and carrying backpacks by hand or in front. Safety signage—such as stand on both sides of the escalator—has been installed at stations to create a metro culture of safety and courtesy.



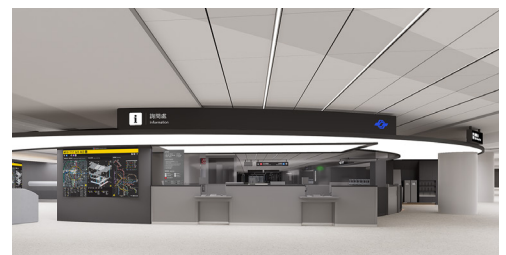
The Metro's Top 4 Don'ts

Fostering a Caring and Friendly Metro Experience

Committed to creating a friendly and inclusive travel environment, Taipei Metro promotes initiatives such as family-friendly themed trains and pet-friendly trains, making metro rides warm and vibrant experiences. Station signage systems have been improved and multilingual information expanded to better serve international passengers and senior citizens, enhancing overall service quality.

Shaping Metro Urban Aesthetics

Adhering to a human-centered design philosophy and building on the success of the Zhongshan Station renovation, Taipei Metro has launched the Taipei Main Station upgrade project along the Tamsui-Xinyi Line. This initiative enhances wayfinding signage, integrates passenger flow and commercial facilities, and implements smart management systems to enhance ease of travel and service efficiency.



Taipei Metro Renovation:
Taipei Main Station (Tamsui-Xinyi Line)



Recipient of the Taiwan Healthy and Age-friendly Cities Award



2025 Pet-Friendly Train



Holiday Family Movie Theater



Inaugural Taipei Metro Group Wedding Event

Cultivating Urban Culture and Metro-Themed Events

On November 30, 2024, Taipei Metro held its inaugural group wedding event themed *Train of Happiness, United Forever*, reflecting care and support for employees and further promoting a happy workplace culture.

In celebration of Taipei Metro's 30th anniversary, the company co-hosted the first-ever Metro 30 Folk Song Concert with New Taipei Metro. Taipei Metro also organizes events such as the annual Metro Street Dance Competition and Exit Music Festival. In partnership with indigenous organizations, the company promotes indigenous cultural activities, fostering a diverse, inclusive, and friendly urban atmosphere.



Taipei Rapid Transit Corporation

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