



2021

TAIPEI



捲起  
衣袖  
同心  
抗疫

All Hands  
to the Pump  
in Fight  
against the Pandemic

臺北市年鑑

Yearbook



# 2021 TAIPEI



捲起  
衣袖  
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抗疫

All Hands  
to the Pump  
in Fight  
against the Pandemic

## 臺北市年鑑 Yearbook





## Preface by the Mayor

2021 has been a memorable year for Taipei City and Taiwan as a whole. COVID-19 spread across Taiwan, and Taipei bore the brunt of its effects as it was confronted with several daunting challenges. This year, people have joined hands to tackle the pandemic with reason, pragmatically, and scientifically; together, they strived to prevent, recover, and transform; the citizen body of Taipei City embraced the new norms of a post-pandemic life with courage and optimism.

The outbreak in Taipei City in mid-May led to more than 1,000 confirmed cases in less than ten days. The virus spread across the city at an alarming rate, and the outlook was grim. The most urgent task for Taipei City Government was to develop a community-based pandemic prevention and containment mechanism to stop the spread and with that said, it responded quickly and established several quick screening stations to curb the spread. However, public health and medical staff responsible for admitting and treating patients still faced some of the most intense pressure in history. Some confirmed cases could not be evacuated, the wail of sirens reverberated throughout the night, and hospitals struggled with effective virus management as they coped with insufficient intake capacity. However, through its 7-year corporate culture reformation, Taipei City Government tackled the problem head-on and successfully tamped down the pandemic within two weeks. The spread started to subside in three months, thanks to concerted effort of Taipei City Government, extraordinary self-discipline and trust in the government, exhibited by all residents of Taipei.

Pandemic prevention mechanisms have put into motion an unprecedented lifestyle change in Taipei City. Working from home and online learning have become the norm for the majority, ushering in a

revolution in people's thought-processing experience. The real-name registration system has buoyed the number of TaipeiPASS users by more than 80%, and the number of newly registered members increased by 300,000 in just one week. In addition, the online course platform Taipei CooC Cloud received more than 100 million hits in 2021, signaling an urgent need for digital transformation. This year, the world witnessed Taipei City Government's digital infrastructure in action. Daily life, work, and on-campus learning will continue to modify, and Taipei City Government will continue to be an experiential platform for governmental innovation to pursue its vision of a smart, citizen-centric Taipei. Moreover, the city government set up three strategies, namely dynamic transformation, resilient adaptation, and facility and service improvements, and promoted policies based on two developments (stay-at-home economy and zero-contact services), one initiative (constructing digital infrastructure), and two support packages (nurturing digital talent for the future and spearheading industrial transformation). The year 2021





was a time for turning crisis into opportunities. In the next two years, the city government will continue to strategically refine its digital infrastructure to ensure Taipei's leading status as a megapolis when borders reopen.

After the 2021 Leaders' Summit on Climate, Taipei City joined more than 100 countries, including the United States, the United Kingdom, the European Union, Japan, and South Korea, and 500 cities worldwide and pledged to achieve net zero emissions by 2050 and control global warming to within 1.5°C. As Taiwan's capital, Taipei City will propose short-, medium-, and long-term projects for net zero emissions by 2050 this year. These projects will contribute to a livable and sustainable city, enabling us to address climate change and take a constructive first step toward our goal.

Continued innovation and the pursuit of excellence are key features of Taipei City. Despite the pandemic, the 2021 Global Livability Ranking published by the Economist Intelligence Unit revealed that Taipei City rose from number 61 in 2014 to number 33 in 2021. In addition to being the only city from Taiwan named on the list, Taipei City's ranking also surpassed that of Singapore. Taipei City's education also received a perfect score from Economist Intelligence Unit this year. Moreover, the city's public works won both the National Construction Excellence Award and the World Prix d'Excellence Awards. TaipeiPass, which the city government has worked on for years, also earned an international award in 2021, such as the IDC Asia Pacific Smart City Awards. Taipei City Government will continue to serve the citizens and push for innovations to ensure Taipei's livable and sustainable future.

Living in harmony is a prerequisite for a livable and culturally-diverse society. Taipei City upholds the

value of collective prosperity and effectively addresses issues related to social antagonism. We expect to achieve cooperative living, collective prosperity, and stable housing prices for our social housing program. We also hope to eliminate labeling and discrimination in co-living environments by accommodating a wide variety of populations, implementing various types of housing services, and integrating social housing into inclusive communities, thereby ensuring collective prosperity. Today, we are still working hard to expand social housing availability, with an annual construction output of 10,000 units. To date, Taipei City has the highest capacity for social housing in Taiwan. With this accolade, we shall continue to work toward housing justice in Taipei City.

Besides being highly advanced and innovative, Taipei City is also a place of history, with a unique and profound cultural memory that can be discovered in every corner of the city. The city government has always been committed to the 5+3+2 project, which involves more than 60 projects, 80 themed events, and 60 key locations. Taipei City's local vision is created through public-private collaboration, which conveys stories and enables residents to leave their mark and make memories. The vibrant history of Taipei City is interwoven into five districts: Beitou, North Town, Dadaocheng, South Town, and Bangka. On this fertile cultural ground, the Taipei City Government has developed three art and culture bases symbolizing youth and innovation through collaboration with the Taipei Performing Arts Center in Shilin District, Songshan Cultural and Creative Park in Xinyi District, and Taipei Music Center in Nangang District. Taipei City has never lacked natural landscapes. Through the Taipei Grand Trail and the Three Mao project, which features the Maokong area, the Maokong Gondola, and the pandas at the Taipei Zoo, Taipei City replaces the image of a city as a cold concrete jungle with the ecological beauty of a green belt.

The year 2021 is worth remembering. For Taipei City, it is a year of collective courage in the face of change and transformation. It is also the 100th anniversary of the Taiwanese Cultural Association. The spiritual legacy of the association lies in its determination to fearlessly pursue democracy and freedom. My wish for Taipei City Government is to pass on its culture and courage and implement effective politics that improve its residents' lives and help them advance toward the next century.

Taipei City Mayor

*Wen-je Ko*

June 2022

## Editor's Note

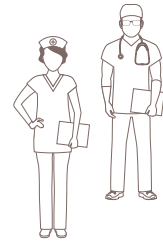
1. This yearbook is published annually, in both Chinese and English editions. The 2021 edition encompasses milestones and events taking place between January 1 and December 31 of the year 2021. Its content is primarily devoted to landmark projects undertaken by Taipei City Government, its many plans and policy agenda, specific achievements, strategies and policymaking, key events and activities staged and planned for members of the public, and reform direction of the city's future development and innovation efforts.
2. The yearbook consists of nineteen chapters and three appendices. The contents of each chapter were first written by designated writers of bureaus and agencies of the city government, and then reorganized by department heads. Manuscripts were then submitted to the editorial staff for proofreading and polishing, and handed over to professional editors and art editors.
3. The primary objective of the yearbook is to disseminate information in a smooth, user-friendly flow. Instead of providing a statistical summary of the city government's undertaking, the yearbook includes descriptions of important events and activities that take place throughout the year, to aid the reader to arrive at an in-depth understanding of the city's policy choices. Because of this, the yearbook differs from an official report of the government's practices and achievements.
4. The cover story of the yearbook focuses on center-stage construction projects, policies and activities of Taipei City. In the 2021 yearbook, the cover story "All Hands to the Pump in Fight against the Pandemic" helped to give readers a better picture of the specific achievements of the city government.



5. The “Special Report” of the 2021 yearbook are: “EV-Friendly Travel Environment and More Subsidies for Electric Motorcycles,” “Pandemic Prevention Technology, Smart Taipei,” “Pop music x cross-border culture-Taipei Music Center,” “Store Makeover in Taipei,” “A New Lifestyle during Pandemic Prevention; Encouraging Consumption by Giving Respecting Elder Funds,” “Epidemic Prevention Education New Normal Barrier-free Remote Learning,” “At-Home Care Service – Convenient COVID-19 Vaccination for Peace of Mind,” and “Public Communication Services during Pandemic,” and they are all about the important projects currently being promoted in Taipei City. These feature reports are used as a propaganda tool for here within the country and overseas.
6. The major events and activities sponsored by Taipei City Government are chronologically listed in the Appendices, from January to December of the year 2021.
7. The statistical data on Table 16 in the Appendix is based on information for 2020, since corresponding data for 2021 were not available at the time of printing.
8. The data of Appendix III includes Outstanding Citizens of Taipei for the Year 2021, Councilors of Taipei City 13th, Mayor and Directors General of the Taipei City Government 7th, and Directors of Secondary Departments of the Taipei City (7th).
9. This yearbook is published in USB Flash Drive form. All the text is also available on the official home page of the Taipei City Government (<https://reurl.cc/rlzkDE>) for your reference.
10. The compiling and editing of this publication was done in a relatively short period of time. Readers are asked to bear with the inevitable minor errors and inaccuracies found in the text.

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Cover Story

# All Hands to the Pump in Fight against the Pandemic

Taipei City pandemic prevention hotline on-site training



Taipei City Deputy Mayor Shan-Shan Huang explains pandemic prevention policymaking areas

Taipei City Pandemic Prevention Hotline is a 24-hour service, providing the public with effective pandemic prevention consultation support. As one of the channels for health authorities to keep the public in the loop of the pandemic, it offers care services for those in-home quarantine or self-isolation, arranges medical treatment appointments, rapid screenings, sets up visits to sick and dying patients, vaccination consultation assistance and other urgent pandemic -related information.

Before the COVID-19 pandemic, the pandemic prevention hotline was staffed alternately by two teams of people from the Disease Control Division, Department of Health, Taipei City Government, each member of both teams would take turns to hold the fort. At the start of the pandemic in 2020 (around March/April), the increase in call volumes led to successive increases in staff allocation, and three teams of people started to work in shifts, with four staff members on the day shift and one staff member on the evening and night shifts.



As the pandemic began to intensify, on May 15, 2021 the Central Pandemic Command Center (CECC) announced that prevention effort in Taipei City and New Taipei City would be upgraded to level 3. Public panic and anxiety about the pandemic led to a large influx of telephone inquiries, and the hotline was soon overrun. Members of the public who couldn't get through became irritated and angry, and callers on the line who hadn't had their questions answered would quickly hang up in frustration. In addition, many of the inquiries were both urgent and complicated in nature, putting enormous pressure on those manning the hotline. In order to solve the problem, the Taipei COVID Command Center held a meeting, to set up training for hotline staff. They discussed unusual cases and shared experiences to train them up and supplement hotline personnel as quickly as possible. Having completed their training, these dedicated hotline staff members began fielding calls on June 14, 2021, offering solace to the distressed with their kind words.



Treatment network vice commander explains details of accurate COVID testing

## Words that Comfort Pandemic Prevention Hotline

Pandemic prevention hotline staff shared that when they processed applications from callers, it may take nearly a dozen calls to connect them to the right agency for handling. Although the process was arduous, hearing the gratitude of the caller made it all worth it.

Before those being quarantined at home were conditionally allowed to go out to visit sick patients or go to a funeral, the pandemic prevention hotline would often hear from distressed people describing their relative's critical condition. They wanted to visit them in hospital one last time, but the prevention measures meant they had to isolate for 14 days and couldn't go out. The CECC assessed Taiwan's community infection risk as well as humanitarian considerations, and in April 2020 it conditionally relaxed the rules on applications to visit sick relatives or attend funerals. When hotline staff received urgent requests from those in quarantine, asking to visit family members in intensive care or hospice, they would all be dealt with as top priority.



The public show gratitude for the kindness of Taipei's pandemic response team



Taipei City pandemic prevention hotline arranges testing for a caller

One time, the voice on the other end of the line was that of an anxious wife, still in quarantine, who had returned to Taiwan to see her husband one last time. This couple had lived separately for a long time due to work, and for 20 years the husband had traveled back and forth between Taiwan and abroad as a frequent flyer. The hospital had issued a critically ill notice for the husband, and the wife was worried sick when she found out, and she rushed back to Taiwan. After hotline staff listened to her situation, they made an urgent call to the nurse's station and doctor in charge at the husband's hospital to ask for a visit approval. In accordance with the relevant regulations, self-funded testing was arranged for the wife as soon as possible, the results were tracked and all the relevant details were followed up to allow her to leave quarantine.

This policy permitting patient visits and funerals actually increased the call volume and workload of hotline staff, but the idea of helping callers see their loved ones gave them strength to press through, and made the work more satisfying. When hotline staff deal with a small number of callers, whose visits of relatives turned into funeral stops, though heartbroken, they would remind themselves to pull themselves together and serve the next caller.



Group discussion meeting



## Help Over the Phone

Hotline staff receive all kinds of calls every day, and are often on the receiving end of callers' frustrations.

Hotline staff shared that one afternoon they received a call from a member of the public who asked to go out for 6 hours on one day, and refused firmly to split this time over the course of three days. The CECC regulations state that those who're isolated, or quarantined at home may go out for once a day for two hours at a time, whether visiting a sick or dying relative or making funeral arrangements, so the person's request made things very awkward for the hotline staff.

At the time, the caller's tone was impatient, and this individual's high-pitched voice really grated on the on-duty partners. Still, they bore in mind the fact that the caller had hurried back to Taiwan to say the final goodbye to their loved one, only to be thwarted by pandemic prevention regulations, so it's understandable that they would be frustrated.

The hotline staff gently and patiently explained the current regulations to the caller, and in the end came up with a plan that both complied with the regulations and was helpful to the caller. The caller gradually calmed and became more cooperative.

Hotline staff deal with all sorts of callers who apply to visit the dying, or attend funerals; they are sympathetic and hope to be able to give all applicants a little more time with their loved ones as they approach the end of the journey together.

## Pandemic Prevention Hotline's Raison d'Etre

Hotline staff are not just there to help callers retell their stories. When talking to callers, they often have to be vigilant, using the information given by the caller to judge whether or not they require medical treatment. Sometimes callers who are complying with quarantine and isolation procedures find it embarrassing to talk, and are at risk of missing the most opportune moment for treatment.



Taipei pandemic prevention hotline connects with a hospital



Helping transfer a person in home quarantine for medical treatment



A person in home quarantine receiving treatment for symptoms manifested

One member of staff spoke of a caller who rang at a time of a shift handover, and said that they didn't have a fever or any other symptoms. Their PCR test from two days ago was negative and they were 48 hours from the end of isolation, but when the staff listened a little closely, she could detect a worrisome cough, and they also rasped when they spoke. The staff member figured that medical treatment was necessary. Besides showing concern for the caller, they also explained this was an emergency rescue hotline for those in quarantine or isolation, and they could immediately arrange a quarantine taxi to take them to the nearest emergency room for treatment.

The cough symptom made the caller worried, by explaining to the hotline staff, the caller was able to calm down. The member of staff asked the caller to first pack a bag, and either receive hospital treatment or return to the hotel to rest after taking medicine, based on the doctor's



recommendation. Later, it turned out the caller's situation wasn't COVID after all: the doctor diagnosed a collapsed lung requiring emergency hospital treatment. When hotline staff followed up the case, the caller was very grateful, and kept thanking them for promptly arranging treatment. Hearing the caller's voice of gratitude gave the staff a great sense of fulfillment .

## A Listening and Sympathetic Ear

One time at 1.15 am, hotline staff received a call from a member of the public who had tested positive. The caller was very panicky, and his voice was very hoarse. He was terrified that they would not recover.

The staff member calmed down the caller, and asked him to cooperate with the treatment arrangements of the hospital. She told the caller: "I've seen a lot, I work in the hospital, and should be more worried than you. But as of now, the pandemic is spreading and lots of people share your agitation and frustration. I won't give up on you, you will definitely receive good treatment, trust me!"

With this reassurance, the caller gradually calmed and became more cooperative, and his parting words were: "I will keep going, I will survive!"

Afterwards the staff member followed up on the caller's situation, and discovered that he was in recovery, and has gone back to his normal life. He even asked if he could treat the staff to dinner after his recovery to thank them properly for offering support and follow-up care, but they politely declined. For the staff on the phones, receiving gratitude from callers and their family members is already the best payback, and is their motivation to continue providing the service.

## Bridging Great Distances with Kind Words

Besides health risks, this explosive public health incident the world is facing has also overturned the operational modes that mankind is used to. Quarantine policies have widened the distances between people.

During the pandemic, many medical professionals left the comfort of retirement to rejoin the prevention response team. There is a glint of humanity beneath the devastation of the spread. The colleagues of the pandemic prevention hotline have bridged the distance with their kind words.



Daily checks on home quarantine health status



Clean Air Action 2.0

Special  
Report  
1

## EV-Friendly Travel Environment and More Subsidies for Electric Motorcycles

According to statistics released by the Ministry of Transportation and Communications, ROC, there were about 1.76 million motor vehicles in Taipei City up to 2021, and about 940 thousand of them were motorcycles. The vehicle density in Taipei was about 10 times the average in the country. Since there are no large factories in Taipei City, the exhaust emissions of the vehicles are the main source of the air pollution.  $PM_{2.5}$ , for example, has been a concern of many people in recent years, and about 43% of the primary  $PM_{2.5}$  comes from vehicle emissions, according to statistics by the Environmental Protection Administration, Executive Yuan.

To improve air quality, Taipei City Government took steps to unveil the “Clean Air Action 2.0” in 2019 by implementing an air pollution control program under the following three strategies: “low pollution, green transportation, and regional mutual aid.” With an improvement rate of 40%, the annual average concentration of  $PM_{2.5}$  in Taipei City dropped from  $19.6 \mu\text{g}/\text{m}^3$  in 2014 to  $11.8 \mu\text{g}/\text{m}^3$  in 2021. Taipei City ranked No. 1 among the six municipalities with the program and on top of that, that figure was closing in on the US standard ( $12 \mu\text{g}/\text{m}^3$ ). The air quality in Taipei City has improved continuously in recent years and the  $PM_{2.5}$  value met the standards of the Republic of China for four consecutive years. With these achievements, the Environmental Protection Administration, Executive Yuan, announced that Taipei City was upgraded from Class 3 control region to Class 2 control region in January 2021 in terms of  $PM_{2.5}$ .



Promotional poster for additional stimulus subsidies

汰舊換新補助			
舊車型	新車型	中大型型	小型型
機車類	4,500 (450cc/年)	4,500 (450cc/年)	4,500 (450cc/年)
機車類	3,000	3,000	1,000
輕便型機車類	3,000	3,000	3,000
合計	10,500	10,500	11,500

新購電動機車			
舊車型	新車型	中大型型	小型型
機車類	4,500 (450cc/年)	3,000 (450cc/年)	3,000 (450cc/年)
輕便型機車類	3,000	3,000	3,000
合計	7,500	6,000	6,000

The amount of the 3-year subsidy program

## Taipei City Taking the Lead in Rolling Out a Triple Subsidy Program for the Next Three Years

To meet the goal of net zero emissions in 2050, Taipei City Government took the lead in launching the “3-Year Electric Motorcycle Subsidy Program” for the period between 2021 and 2023. The total amount of the subsidies will be three times higher than the level in 2020 and a subsidy of NTD\$19 thousand maximum will be received for replacement of old motorcycles with electric models, or NTD\$11 thousand maximum for new purchase of a motorcycle. An additional subsidy of NTD\$10,000 is provided for mid- and low-income households to purchase an electric scooter. According to the program, about NTD\$156 million will be appropriated every year as an aid for replacement of old models or purchase of new electric motorcycles. This is helpful to ease the financial burden on citizens looking to purchase motorcycles; it also encourages them to rid old models and replace them with environmentally-efficient electric vehicles.

### More Subsidies under the Impact of the Pandemic

In consideration of the COVID pandemic of 2021, Taipei City Government introduced the “Electric Bravo Stimuli” in addition to the triple subsidy program to stimulate the economy and encourage the purchase of electric motorcycles. Qualifying candidates may enjoy an additional subsidy of NTD\$8,000 for purchase of new electric motorcycles from October 8, 2021 to June 30, 2022. The application may be filed under this recovery program without the need to use the quintuple stimulus vouchers promoted by the central government. During the period of the recovery program, a subsidy of NTD\$27 thousand maximum will be made available for replacement of old motorcycles with electric models or NTD\$19 thousand maximum for new purchase of a motorcycle to encourage citizens to use low-pollution electric vehicles.

### Electrification, Carbon Reduction and Multiple Actions to Speed Up Promotion of Electric Vehicles

A brand-new online subsidy request system was created in 2021 to provide a more favorable process for citizens to apply for subsidies. They can access the system via the official website of the Department of Environmental Protection, Taipei City Government, and proceed with the application step-by-step or inquire the processing system per the instructions. The process is simple, doesn't take much time to finish, reduces the consumption of the paper used previously for the application,



Promotion of electric motorcycles on a regular inspection notice



Promotion of subsidies for electric motorcycles at an MRT station

and further facilitates the environmental protection and reduction of carbon.

To help citizens stay informed about the subsidies for the electric motorcycles and speed up the elimination of old motorcycles and use of the electric vehicles that produce less pollution, the announcement was published synchronously on the official website and Facebook of the Department of Environmental Protection on the first day of the subsidization (October 8, 2021) and related information was added to the regular inspection notices of all kinds. Promotional posters were issued to motorcycle traders, gas stations, and sub-district affairs office. Backlit advertisement billboards and signboards were set up along the passageway to Taipei City Government and at the Taipei MRT platforms where crowds of people passed by. Also, the inspection stations and motorcycle services dealers in Taipei City were incorporated in the action to provide assistance in promotion and intermediate services for the citizens. This intensive implementation aims to encourage people to eliminate their old motorcycles and use electric vehicles of low pollution as early as possible.

## Green EVs in Taipei for “Upgrade in Riding, Parking, Charging and Safety”

Besides the additional subsidies for citizens to use electric vehicles, Taipei City Government was even more committed to the creation of a friendly environment for electric vehicles by enhancing the preferential policies for their use in four categories: exemption from license and fuel taxes, free parking, and free charging service at public charging stations. With these measures in place, Taipei City Government encourages citizens to eliminate traditional gasoline motorcycles and replace them with electric models of low pollution.

In addition to setting up public charging stations, Taipei City Government assists the dealers of motorcycles in building swap stations around the city to meet the electricity requirements of the electric motorcycles. By the end of 2021, a total of 628 charging and swap stations was set up in Taipei City with a density of 2.3 stations/kilometer, making it the most favorable and accessible city among the six municipalities.

Taipei City Government is dedicated to expanding the public transportation networks and increasing their



Charging and swap station



The highest density of charging and swap stations

density. In addition to the integration of the buses, MRT transportation, YouBike, and shared electric vehicles, Taipei City Government establishes policies and takes the lead by eliminating old service vehicles of the government and replacing them with electric models. From the private to the public vehicle transportation, Taipei City Government is transforming Taipei into an electricity-driven city of new energy at a steady pace .



More than 1,000 police electric motorcycles available to Taipei City Government

### Ongoing Promotion toward an Environmentally Friendly City of Low Pollution

Taipei City Government has promoted the elimination of gasoline vehicles and the use of low-pollution electric motorcycles in their stead for a long period of time. We encourage citizens to buy electric motorcycles by providing them with incentives. As the electric motorcycle industry grew more mature, the percentage of the electric motorcycle ownership in the total number of motorcycles proprietorship in Taipei City increased to 4.2% in 2019, 5% in 2020, and 6.5% in 2021, a share greater than the occupation of the electric motorcycle at the national level by 2%.

Moreover, Taipei City announced a triple subsidy program for a period of 3 years and a stimulus subsidy addition program in 2021. Based on the current share of 6.5%, the electric motorcycles in Taipei City are expected to have a share of 12% in 2023. With the support of the electricity-driven service vehicles, public transportation, buses, and shared vehicles, Taipei City Government has taken the first successful step toward the implementation of the green vehicle policy in Taipei City



Taipei City dedicated to the implementation of green transportation



Taipei City in the No. 1 position in purchase of new electric motorcycles



Taipei City ranked the 4th among global smart cities in 2021

Special Report  
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# Pandemic Prevention Technology, Smart Taipei

The severe pneumonia with novel pathogens has spread all over the world. In the war against COVID-19, Taipei City Government shifts gears and launches contactless services, and improves the overall pandemic prevention performance. The Department of Information Technology of Taipei City Government employs many technology resolutions and provides innovative pandemic prevention mechanisms to citizens to ensure a safe public environment. The results of the implementation were positively recognized by the international community, with recognitions from the IDC's City Asia Pacific Award (SCAPA) in 2021, including the "TaipeiPASS: Digital Pass to Government Mobile Service" in the civic engagement category, and the "Taipei City Technology-Assisted pandemic Prevention Project in the public health



Taipei City Government's smart innovation recognized by the international community

and social service category. In the 2021 Smart City Index published by International Institute for Management Development (IMD) in August 2021, Taipei City was ranked fourth among the 118 cities in the world and second in Asia.

### A Link to International Smart Cities

The 2021 Smart City Summit & Expo (SCSE) was held in-person and virtually (Smart City Online). At the Taipei Pavilion, 29 innovative administrative services in the 1+7 smart application areas were exhibited to share the modes and experiences of the smart Taipei City in the promotion of the Proof of Concept (PoC). The 2021 Smart City Mayors' Summit was also organized both physically and virtually. Wen-Je Ko, the mayor of Taipei City, gave the opening remarks for the Mayors' Summits of Afro-Eurasia and Amerasia and the GO SMART Day forum, as municipal leaders exchanged opinions on digital transformation in the post-COVID-19 era. Statistically, the online exhibition and forum reached more than 150 countries and areas with one hundred and fifty thousand people involved. The events attracted more than six hundred thousand people to browse online.



2021 Smart City Mayors' Summit



The mayors from the cities all over the world sharing pandemic prevention experiences



Winners of the outstanding projects at GO SMART Congress

### Digital technology to Enhance the Prevention Measures

During the period when the pandemic reached its first peak in Taiwan, Taipei City Government integrated the internal resources and set up the Wanda front-line command station, deployed mobile rapid test teams, conducted contact tracing analysis, and set up other pandemic prevention

measures. The Department of Information Technology equipped the command station with networking services and temporary and wireless networks for the administration building, stadium and gymnasium to ensure the implementation of the Real Contact Registration System in these facilities go swimmingly.

The “COVID-19 Dashboard” used big data analysis technology and visualized charts to integrate domestic and overseas critical information related to the COVID-19, and analyze multi-dimensional data on the hotspots and the association with sources of infection. The response team was supported in their decision-making process, and monitoring the implementation of the Real Contact (Name) System to the facilities, checking face masks and other resources in stock, performing disinfection, and tracing public census. Taipei City Government set up a commodity dashboard to ensure effective resource distribution and stable commodities pricing and, thus, maintain a safe public environment.



Data analysis for assessment of the pandemic

### Contactless Administration

Taipei City Government uses the Living Lab to put social innovations into practice and, thus, implement the smart city strategies. In the digital transformation, the government emphasizes the systematization and enterprise architecture, values the rebuilding of a comprehensive digital environment with cyber security and open data, and establishes the capabilities to cope with emergencies by upgrading the infrastructure. During the pandemic, the Department of Information Technology provides useful resources for video conferencing at the government level, builds a cloud-based video conference management system, expands online forms, and integrate digital sign-in systems. Statistically, the agencies of Taipei City Government at all levels held about 24,000 video conferences during the Level 3 COVID Alert period.

To meet the requirements for distance services and staggered work times, the Department of Information Technology assists the employees of Taipei City Government with the access to the VPN (Virtual Private Network) service and the login in the digitized work environment using TaipeiPASS. In the meantime, the Department of Information Technology provides the “MyDoc File Service Platform” for suppliers to deliver electronic purchase files online, and achieves the goal of preventing COVID-19 in a contactless manner by creating digital receipt certificates and building an electronic receipt



Network resources supporting important video conferences



MyDoc File Service Platform

system. The Department of Information Technology has created more than 19,000 digital receipt certificates and issued more than 479,000 digital receipts, and saved the printing cost of more than 1 million pieces of paper every year as estimated.

### Comprehensive Digital Services

Taipei City Government is dedicated to providing citizens with versatile digital services. A total of 145 agencies of Taipei City Government, more than 1,400 application cases, and 1,899 facility rentals have been integrated via the “Citizen Service Platform – service.gov.taipei.” Most of the applications were processed via a single platform – from review, approval to the final step. The “online counter appointment” service function enables citizens who need to come to the administration building and handle affairs to make an appointment online or in person at the counter, to shorten the wait time, thereby reducing unnecessary contact. The “COVID-19 Relief Section” was launched in June 2021. It integrates the nine short-term relief measures that Taipei City Government offers, as well as providing 16 favorable online application services for the citizens.

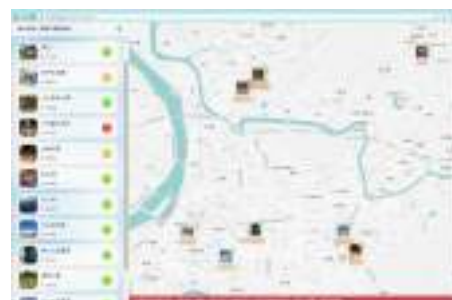
### A synergy of Pandemic Prevention Effect

To maximize the pandemic prevention policy of the central government and its impact, the integrated QR Code for the pandemic prevention under the Real Contact Registration System was launched in Taipei City on June 1, 2021. The functions of the SMS Real Contact Registration System of the Executive Yuan are integrated with the TaipeiPASS system, and thus the integrated TaipeiPASS Real Contact Registration System is interoperable with the 1922 Real Contact Registration System of the central government, and the QR Code is supported by both systems. The QR Code is available to shop owners and traders free of charge to meet the requirements of different people and applications. A total of more than 15,000 TaipeiPASS QR Codes have been issued and about 32.6 million people have registered. The 1922 COVID-19 Vaccination Reservation System of the central government was interfaced in July. Citizens can use TaipeiPASS to reserve the vaccine and vaccination as well as inquire about the records. Taipei City Government sets up stream control and real-time image functions at the scenic spots in Taipei City and provides application services for pandemic prevention strategies.

Looking into the post-COVID-19 era, Taipei City Government uses technology as an aid for pandemic prevention and enhances governance flexibility and resilience. Taipei City Government meets citizen demands by integrating information, improving IT facilities, and making use of digital technology and innovation services for a new lifestyle for long-term, harmonious coexistence with the pandemic.



TaipeiPASS scanning for Real Contact System



Stream of people and real-time image at the scenic spots in Taipei City



Concert Hall

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## Pop music x cross-border culture- Taipei Music Center

Taipei Music Center (TMC) is an integrated park that combines pop music and pop culture. It occupies an area of 8.96 hectares and is bisected into north and south bases by the Civic Boulevard. The north base houses the Concert Hall with a 5000-person capacity, and a medium-large sized venue devoted exclusively to pop music performance; the south base consists of the Cultural Cube that displays the illustrious history and various faces of Taiwan's pop music scene, plus the Creative Hub which aims to nurture Taiwan's music talent. The Concert Hall opened in September 2020 and the Cultural Cube and Creative Hub opened successively in September 2021.



Taipei Music Center by night



Exterior of the Cultural Cube

## Music is life, life with music

TMC, conveniently located and spacious, is a new landmark in Nangang District, Taipei City. The park lies between Kunyang Station on the MRT Bannan Line and TRA's Nangang Station. In the past, the planning for Nangang was industry-oriented; in coordination with the Taipei Eastern Gateway Plan, TMC will be the nexus of a music and cultural industry cluster, and connect to the Nangang lifestyle and business beltline district. Through venues leasing and routine programs, TMC will draw in a large number of visitors and revitalize the surrounding area. The opening of the south base's Cultural Cube and Creative Hub will bring in more cultural content and industrial functions, and make TMC a living base for the general public and professionals alike, putting the style value of "Music is Life, Living in Music" into play.

## The Cultural Cube pays homage to the past, acknowledges the contemporary and looks into the future of Chinese pop music

The Cultural Cube was officially opened on September 18, 2021 and is the first music-themed exhibition hall in Taiwan. It documents the history of pop music, celebrates its legacy, acknowledges the contemporary, and looks into the future of Chinese pop music. The permanent exhibition MUSIC, ISLAND, STORIES: POP MUSIC IN



The Cultural Cube's glass staircase at night



Concert Hall seating



Permanent exhibition- "The Electrical Appliance Store"



Permanent exhibition immersive experience

TAIWAN comprises of 12 exhibition areas on the theme of "Collective Memory" of pop songs in Taiwan, put together by curator Ocean Liang and three other curators Akibo, Shi-Fang Ma, and Masa, the front man of popular rock band MayDay. Different "scenes of the times" and "story themes" are referenced, blaring music through an infrared automatic sensor so that visitors get to enjoy an immersive visual and auidal experience and revisit fond memories. The first special exhibition, IS YOUR TIME - TPE, is a collaborative effort by Japanese maestro Ryuichi Sakamoto and visual artist Shiro Takatani and makes its first appearance in Taiwan, demonstrating the vitality of international music. The two musical feasts celebrate culture from an international and Taiwan perspectives, enriching Taipei's pop music culture.



MUSIC, ISLAND, STORIES: POP MUSIC IN TAIWAN



Creative Hub

## Integrating upstream and downstream music industry chains, leading Taiwan's music industry to a new future

The strategic direction of the TMC Creative Hub features a versatile music business cluster. The operating team assessed and planned the functions of the diverse space of the Creative Hub, established recording studio, rehearsal rooms, a business space, an outdoor plaza, offices for lease and four Live Houses (with capacity of 1,600, 800 and 200 people), taking into account the current business needs and future considerations. One 200-person capacity space will become the LAB, a mini TMC provided for newcomers, the simulation planning and performance. In the future, it will align its vision with digital industry trends, and post-pandemic era online performance needs to offer an environment for diverse use.

TMC has an important cultural mission and in the future, it will commit its overall capability to form Taipei Pop Music Cultural Park, merging upstream and downstream industrial chains and leading Taiwan's music industry to a new future.



The Live House space will be opened for performance applications in the future



Store owners' taking management courses

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## Store Makeover in Taipei

Taipei city's traditional industries are noted for their own unique characteristics. While the City Government is keen on providing assistance to emerging industries, traditional businesses in Taipei city must also be coached to make the necessary time-keeping changes. To help these traditional businesses upgrade to improve their brand value and competitiveness, the Taipei City Office of Commerce has begun promoting "Store Makeover in Taipei" since 2015. By infusing new ideas while preserving business' traditional characteristics, a new commercial model is thus created to help stores undergo substantial changes. This enables businesses to adopt a new look in keeping with "humanity" and "design", allowing "old culture" to integrate with "new ideas," while creating new value for old businesses so that their legacy will be defined with more vitality that ensures greater success.

### Professional coaching to rebuild the brand

Each year, the "Store Makeover in Taipei" project selects stores from the "food and drink industry" and "traditional industry". Through in-depth and light coaching, a group of experts assists in reshaping the store's core value according to its nature, modifying the corporate identity, packaging, rebuilding the storefront and interior space. This makeover gives the business a new look that

highlights its brand architecture. Store visits and coaching, management coaching courses, brand building and story writing are also provided to help stores build their core value combined with brand spirit and design aesthetic.

### Reverse store business models and opportunities

Since the project launched 7 years ago, a total of 124 stores have received coaching and undergone a makeover. In 2021, due to the pandemic, digital transformation, such as zero-contact business opportunities, was offered to various stores, including food take-away, delivery, e-commerce, and livestreaming. Milestone achievements unlocked in 2021 include transforming “Sew Beautiful,” a traditional clothing alteration store, into a modern business with a livestreaming feature, as well as “Beefull”, a beef noodle restaurant that turned their braised vegetables into the signature product, while setting up a takeaway area. We encourage stores to discover their brand value and product characteristics, change their customer structure and business thinking, while increasing online retailing and attracting young consumers. By promoting special features of products via online marketing tools, it at the same time inspires other nearby businesses to follow suit.

### Create a ripple effect in the neighborhood

Since the project was launched, many stores have been inspired to do the same. For example, we launched this project in Dadaocheng by helping food and traditional vendors discover their own brand stories, and introducing to them a new business model, including B2B (business-to-business) to B2C (business-to-consumer), from offline to online, and from single product to composite business. Since the project was initiated, 34 stores have gone through a makeover. The result brings more consumers and the transformation has now expanded to other neighborhoods. For example, 22 stores in various industries in Wanhua District have undergone transformations. It is clear that “business coaching” has trended and other stores in the commercial district are picking up the idea. The unique charm of creative old stores has made Taipei a vibrant city packed with stories and creativity, leaving visitors fond memories after their visit.



Coaching to Manoirs



Sew Beautiful, after the makeover



Takeaway area of Beefull



The public's participation in the interaction between the group and store

### Example of business coaching

Take "Favor Tonic Soup," one of the stores receiving coaching in 2021 for example. The first generation of the founder is proficient in medicinal components and makes the restaurant's signature dish, "Four Herbs Soup" with only top-class ingredients, allowing the restaurant best other rivals serving similar items. Nevertheless, despite the effort the founder put in, the essence of the product was not getting across customers. The dated and worn storefront made it even more difficult to attract new customer groups. The brand positioning request was "slow cooking with a nostalgic recipe and available all year round" in order to highlight the brand value and product advantages. A new storefront with a new English name was also put up to attract the young generation.



Favor Tonic Soup, before the makeover



Favor Tonic Soup, after the makeover

The traditional store “Budding CraftsTea” was formerly known as Budding Roasted Tea Research Center. The founder Chao-Chieh Li had his own idea when it came to tea-making techniques, from tea plantation management to teapot research and tea teaching. The business philosophy consisted of many complex details and top that with its tire-looking storefront, it was difficult to show customers what the center really offered. After transformation, the center was renamed “Budding CraftsTea,” and it repositioned itself as “one-shop fine tea craftsmanship” by showcasing the five elements of metal, wood, water, fire and earth with an emphasis on “slow tea brewing and roasting to taste its exquisite flavor.” Besides an eye-catching 5-element store decoration, the visual and taste senses have both been upgraded, becoming a tea-experience space that stands out.

“Ten Cake”, another traditional store, was established in 1930 and still follows the ancient ceremonial cake-making recipe in keeping with specific festivals and customs. After the makeover, the store redefined its business positioning, “Taiwanese traditional ceremonial cakes.” Couplets that advertise the meaning of traditions, and festive food and beverages are hung in the store. Illustrations are added to the gift boxes to bring bridge the distance between the brand and its customers to integrate it into their daily lives.



Budding CraftsTea, before the makeover



Budding CraftsTea, after the makeover



The packaging of Ten Cake, after the makeover



Shu-Fang Chen, Taipei's Senior EasyCard and Charity EasyCard Saving Funds Ambassador

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## A New Lifestyle during Pandemic Prevention; Encouraging Consumption by Giving Respecting Elder Funds

From May to mid-August 2021, the spread of COVID-19 has forced citizens, especially the elderly and people with disabilities, to cut down on their outings. As a result, the use of senior EasyCards as well as Charity cards, on which 480 points were added each month by Taipei City Government, was stalled. To encourage the elderly to go out more, increase their activity level and to build a cashless city, the government topped up NTD\$1,500 on these cards as part of the subsidies for the pandemic. This is designed to encourage their cashless transaction during the post-pandemic period.

From November 15 to December 31, 2021, holders of concessionaire EasyCards may visit the top 4 convenience stores, Simple Marts or the help desk at the Ground Floor of Taipei 101 to have the card scanned by the card reader and NTD\$1,500 worth of fund will be added to their cards. They may purchase at any shop that accepts EasyCard any time, with no expiry date. This time around 5,000 stores sign up for the Senior Citizen-Friendly Store logo, where card holders may shop with discounts. Citizens are also encouraged to visit website of Grow Old Gracefully with Taipei, where a



A screenshot of the Grow Old Gracefully With Taipei Website

full list of these stores is made available for inquiry. Citizens are encouraged to shop at these stores to help revive the economy. It was a win-win solution.

The “Senior Citizen-Friendly Store” program curates public markets, venues, commercial districts, assistive devices and big chain stores. 23 shops at public venues provide extra discounts; 50 small-middle stores from Tiaotong business district, Eastern Taipei business district, Dihua business district, assistive/pharmacists; 9 big chain shops, such as Formosa Chang, Carrefour (Welcome), 7-11, Family Mart, Hi-Life, OK-mart, Medline (Wellcare), Yes Health and Medfirst Healthcare; a total of nearly 5,000 shops sign up for the program with installation of specific shop logo.

In letting the public know where and how to use the added fund in concessionaire Easy cards, a press conference on Respecting Elders, Compassion, and Consume was organized on November 8, in which



Senior Citizen and People with Disability-friendly Store logo



Opening ceremony at Senior EasyCard and Charity EasyCard Saving Funds press conference



Senior EasyCard and Charity EasyCard Saving Funds press conference

Mayor Wen-Je Ko, Deputy Mayor Shan-Shan Huang, Director of the Department of Social Welfare Yu-Xiu Chou and Director of Taipei Metro Yu-Kai Chiu were invited to brief on the policy. Award-winning actress Shu-Fang Chen was also invited to serve as Taipei's Senior EasyCard and Charity EasyCard Saving Funds Ambassador to encourage elders and disabled residents to go out more often, and take advantage of the monthly 480 points. The fund can be used for fares for buses, MRT, taxis, and YouBike, as well as tickets any of the 12 district sports centers, including sports games or courses for older adults. Swimming pools managed by the Department of Sports, Taipei City, various recreational centers, arts and culture exhibition centers such as National Palace Museum, Taipei Zoo, Taipei Film Festivals are given discounts. In April 2021, Taipei Children's Amusement Park was also added to the list so that senior citizens could go with their grandchildren. Taipei City Government will continue to expand the number of retails and services that accept the concessionary 480 points in hopes of encouraging senior citizens to head out more.



Happy 65+ Birthday Booklet



Happy 65+ Birthday Booklet – Taipei Children's Amusement Park

Various marketing schemes were launched during policy implementation: Electronic Direct Mail, EDM are published on Taipei City Government website for subscription, released on civil affairs and social welfare community applications as well as disseminated in top 4 convenience stores; posters are printed and put up in 12 district offices; 2 short video clips were produced and released before and after the pandemic prevention press conference by Taipei City Government and advertised by Taiwan Taxis. The Department of Social Welfare takes action to integrate resources in different sectors throughout the city, such as long-term care centers under the Department of Health, Taipei City Hospital network, senior education centers and community colleges under the Department of Education. All these efforts are aimed to maximize information circulation in communities of senior citizens.



EDM on Senior EasyCard and Charity EasyCard Saving Funds press conference



A screenshot of community care centers system notice board



The short video clip on Senior EasyCard and Charity EasyCard Saving Funds

Under the principle of “Relief, Stimulus, Transformation,” Taipei City Government applies a variety of measures to transform the city to a cashless society, which is a must in the post pandemic time. In 2020, Taipei City Government topped up extra NTD\$1,000 to concessionaire EasyCards in order to promote cashless payments by the senior citizens and people with disabilities in accordance with the central policy on purchase threshold, scope and expiry. In 2021, Taipei City Government directly added funds to the cards to replace cash transactions with no limit on product items or expiry dates. EasyCards can be used anywhere in Taiwan, including traditional markets, night markets, Taipei city hospitals, convenience stores, chain stores and so on. Cashless transactions are considered the infrastructure of a megapolis as well as a cultural challenge. The 2021 program has extended into 2022, with an addition of NTD\$1,000 to Senior EasyCards—reaching the goal of cashless payments and complete society transformation.



Pandemic prevention preparations at schools - pandemic prevention plexiglass shields

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## Epidemic Prevention Education New Normal Barrier-free Remote Learning

### 1. Epidemic prevention education responses during the pandemic

#### (1) Revising “General Guidelines on Epidemic Prevention Education” for pandemic prevention work in schools

On May 18, 2021, Taipei City Government’s Department of Education suspended all in-person classes at all schools in the city and replaced them with online classes in response to a spike in the domestic spread of COVID-19. It also introduced related guidelines for the closure of school campuses, curriculum instruction and measures to combat the spread of the COVID-19 Delta variant, to complement epidemic prevention rules. Arrangements were also made for students aged 12 and over to receive the BNT vaccine at school, with a total of 95 percent of students receiving a first vaccine shot, in the hope that normal school life can be resumed as soon as possible.



Students receiving vaccination shots at school

## (2) First at-home learning activities and progress calendar for young children

The city government promoted “At-home Progress Tracker for Young Children” with a focus on child growth and parents spending time at home with their children. Special focus was given to preschool educators offering care and counseling strategies, while simultaneously promoting “Taipei City Progress Calendar for Young Children,” providing parents and kindergartens with curricular references for activity planning, so parents and children can enjoy learning and growing together.



Kindergartens are opening up

## (3) Promoting learning through the OnO platform of the “Taipei City CooC-Cloud”

The OnO platform of the “Taipei City CooC-Cloud” has three functions: “digital learning resources,” “learning management platform” and “simultaneous livestreamed remote teaching.” This remote learning model includes simultaneous online learning, non-simultaneous self-learning and is connected to class timetable information to facilitate real-time interactive classes. Through the statistics provided by the platform it is possible to keep up to date with student attendance and their study record. During the school closures, up to 97% of elementary school, junior high school and high school students use the CooC-Cloud to actually implement “learning non stop”.



Using the CooC OnO platform to teach

## (4) Establishing an online evaluation mechanism for student studies

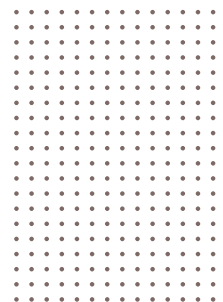
During the period in-person classes were suspended, a great diversity of evaluation protocols was adopted with teachers encouraged to develop flexible, appropriate evaluation methods, with a focus on scenario-based, open and competence-oriented topics, with students able to upload their work, reports, compositions, drawing/paintings and audiovisual works, to determine their learning effectiveness. At the same time, monitor mechanisms were also be put in place to prevent cheating, for example simultaneous video invigilation, random number matching of questions and time limits on tests.



Online assessment and remote teacher invigilation

## (5) Establishing an online registration system for new students

For the 2021 school year, all elementary and junior high schools adopted an online registration system for new students. Parents/guardians could complete the registration of new students from home, uploading new student basic data such as a digital photo student ID of the student and extracurricular activity selections. They did not need to go to the school, as online uploads of written information could reduce in-person contact, enhanced pandemic prevention, and improve administrative efficiency.



## (6) Organizing remedial instruction classes

Online matching classes and remedial instruction classes were set up in order to ensure students' basic academic proficiency, and avoid the "vacation slippery slope," while also adopting small classes to better meet the individual needs of students, and employing the Snapask online tutoring platform, so students would have online tutors who can answer questions in a timely manner.



Beginner's class for ukulele at Zhongshan Community University

## (7) Creating an online lifelong learning environment

In-person classes in community colleges were suspended in mid-May, and the Department of Education encouraged 12 such campuses to engage in online and offline diverse and flexible teaching, while also organizing teacher empowerment training, so as to provide Taipei citizens with a rich selection of diverse lifelong learning opportunities.

## 2. Post-Epidemic New Innovative Teaching Norms

### (1) Implementing versatile and flexible teaching support

The "Versatile and Flexible Teaching Guidelines" were published to address different pandemic scenarios, enabling schools to select and plan an appropriate teaching model after weighing the opinions of parents/guardians and teaching capabilities. More than 50 percent of schools adopted in person or online live streaming teaching, while nearly 40 percent opted for distance video teaching. In addition, to ensure the rights of special-needs students, teaching strategies and coping methods are provided to tackle individual differences of students.



Versatile and flexible online teaching models

## (2) Promoting remote teaching practice

In order to continue to strengthen online remote teaching/learning ability of teachers and students the Department of Education has instructed schools to conduct remote learning practice once every two weeks or twice a month, in preparation for the suspension of classes in the event of pandemic escalation. All national and municipal senior and colleges and below have planned and implemented this system, with 47.08% practicing at school, 35% at home and 17.91% a mixture of the two approaches .

## (3) Providing students with mobile devices, internet support and promote a Bring Your Own Device (BYOD)

Taipei City promotes “mobile learning, smart teaching” and in the 2019 school year upgraded this to “one mobile device per public.” After the epidemic started there was an increase in demand for online teaching, and students with their own mobile device enjoy greater autonomy and motivation for afterschool study; it also facilitated deeper inquiry-based learning. In response to the need to bridge in-person and online teaching, four schools including Yangming High School pilot the BYOD project. At the same time, in order to protect the right to learn of students from disadvantaged backgrounds, an internet and mobile device leasing program was introduced to meet the demand for online learning.

## (4) Improving teacher information literacy training

Online teaching has become the new educational norm. In order to ensure student motivation for internet and practical learning applications, the Department of Education held 11 teacher training classes in conjunction with iWin (Institute of Watch Internet Network). It also provided schools at senior high school level and lower with 25 sets of teaching materials on information literacy, including Internet fraud, online bullying, preventing information hazards, and the application of new technology .

## (5) Establishing an online counseling and care mechanism

During the pandemic, schools sought to actively show concern for the physical and mental well-being of students through telephone calls, communication software and video links, while also promoting a “free student psychological counseling hotline” staffed by professional clinical psychologists providing timely care and counseling for parents, teachers and students. This sought to ameliorate the pressure caused by alienation or emotional issues resulting from remote teaching or challenges with parents/child conflicts.



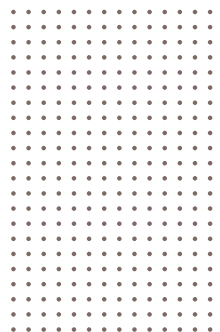
Regular online remote teaching drills are conducted



Mobile learning combined with smart future classroom equipment



Information literacy training classes for teachers





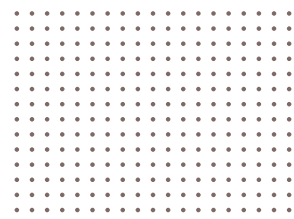
Home vaccination team preparing to go out on a typhoon day

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## At-Home Care Service – Convenient COVID-19 Vaccination for Peace of Mind

### The Impact of Vaccination on the Pandemic

The COVID-19 pandemic has wreaked havoc worldwide, and vaccine is regarded as the only solution to returning to normal life. Infections began to spread in Taiwan on March 22, 2021. Five months before the outbreak in Taiwan, the number of people wanting to be vaccinated was low, but then the pandemic escalated and the Delta variant started to spread. Its high transmissibility made the death rate rise even in countries where pandemic prevention performance had seemed very good so far, and it was especially concentrated as yet unvaccinated communities. When a local case appeared in Taipei City, residents started to worry about the pandemic, and soon the Central Pandemic Command Center declared an increased pandemic prevention alert level. Pandemic prevention measures were set in place, and aside from getting citizens to sanitize, vaccination against COVID-19 is the most effective prevention intervention solution. Vaccination increases protection against the virus for the elderly and those with major or chronic hidden illnesses, reducing the occurrence of serious illness and death.



## Vaccinations for Disabled People - Establishing a Mobile Vaccination Team

When the Department of Health, Taipei City Government realized that a section of the population were unable to leave their homes to get vaccinated despite being eligible for the job, Mayor Wen-Je Ko announced the “Taipei City Government COVID-19 Mobile Vaccination Team Home Vaccination Program” (referred to henceforth as the Home Vaccination Program). All sorts of challenges were experienced and dealt with in the planning process: arranging necessary funding, vaccines, medical personnel, cold storage equipment and personal protective equipment. Among these, vaccine acquisition was the hardest part to control. The program was only able to be executed after extensive coordination with central government vaccine types and arrival schedules.

The home vaccination challenge turned out to be a race against time, with residents scattered in different areas. As well as needing to arrange 10 vaccinations in order to open a bottle, the vaccine also needs to be used within its six-hour efficacy period. During the planning process the Department of Health, Taipei City Government constantly explored feasible arrangements with various agencies, until finally the plan was coordinated at a convening of the Taipei Medical Association (hereafter referred to as the Association). Local clinics were assigned to administer vaccines based on residents’ addresses, cold storage space and relevant protective equipment was provided by the Association, and the nation’s first mobile vaccination team was established to administer vaccines at home.

The Home Vaccination Program began on June 15, 2021, providing home vaccine service for those eligible for long-term care 2.0 service disability level 7 and 8, and was open to people registering through a variety of platforms, such as the 1966 long-term care hotline, city resident 1999 hotline and the long-term care register. Integrating personnel from all COVID-19 vaccination contracted medical institutions, teams would head out to communities to provide a personal, safe home vaccination service, reducing the risk of viral infection to the public.



Pre-vaccination assessment of a disabled resident



Vaccination status



Vaccination team give hygiene guidance to family member during observation period



Vaccination of resident with mobility issues



Pre-vaccination health assessment of an elderly resident



Vaccination assessment for a bedridden elderly resident and explanation of precautions

### Vaccination at Home - Attentive Service

Medical teams would usually need to carry vaccine storage equipment when going to work in the scorching sun, but when a typhoon struck on a day when vaccinations were arranged, it was even more difficult to work in the storm. But they had made an agreement with the senior citizens, so they stuck to the itinerary and set off to administer home vaccination service. In particular, there were two 100-year-old residents on that day's vaccination itinerary. When they arrived, a relative who had been eagerly waiting immediately said: "I thought the doctor wouldn't come!" After assessing their physical condition, they completed the personal vaccination service amid the raging storm. Some senior citizens addresses were quite remote, for example on the side of Xiangshan in Hsinyi District. Climbing steps up the steep hillside, they were often almost dried out or beaten by the rain in the course of going to work, if it seemed like an ironman challenge for the medical staff who were able

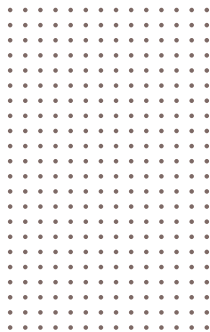
bodied, imagine how much more difficult it would have been for disabled residents to get to a vaccine station!

### Compassionate Service Reassures Senior Citizens

Because the population is rapidly aging, caring for the elderly has become the norm in the community. One elderly man, whose children had all married and left home, was being cared for by his elderly wife. The man's situation had steadily declined to the point where he was bedridden and unable to walk. The pandemic has not only changed our lifestyle, but also minimized chances for children return home to visit, so his wife had to carry the burden of care alone. They lived in an old-fashioned apartment block with no elevator, so going downstairs took a great effort, and the couple could only stay within their four walls. When the medical team entered their home to carry out the vaccination they chatted with the wife during the 15-minute observation period. They gave her information on applying for long-term care, and she unexpectedly burst into tears saying "It's been a long time since anyone's come in the house." Although the pandemic has cut people off from each other, it can't cut off our warm services for elderly people.

### The Whole Nation Fighting the Pandemic Together!

The Home Vaccination Program began administering vaccines on June 15, 2021, and in that year helped 1,215 people to get vaccinated. In the pandemic, everyone is at risk, and challenges facing people in getting out take many forms. Perhaps what we have seen is just the tip of the iceberg. Taipei City Government will continue to make rolling adjustments in response to the changing nature of the pandemic, so that people may continue to access safe and convenient services.



Pre-vaccination assessment of a disabled elderly resident



Pre-vaccination assessment of a bed-ridden elderly woman



Group photo of elderly resident and medical team after vaccination



HELLO TAIPEI promotional material

Special  
Report  
8

## Public Communication Services during Pandemic

The simple petition system in Taipei City “HELLO TAIPEI” (hereinafter “HELLO TAIPEI”) and the “1999 Citizen Hotline” (hereinafter “1999”) are platforms established by the Taipei City Government to communicate with citizens; they provide members of the public with services related to municipal affairs, without being subject to spatiotemporal limitations. The challenges brought about by the pandemic have inspired government to modify their solutions accordingly. The hope is to timely respond to questions from the public, as well as quick emergency responses for service volume and quality enhancement through digital transformation and big data analysis, all in order to undertake the task of bridging the communication gap between the government and the public during pandemic times.

### Full Services under the Pandemic

#### Activate reserve center to adjust call service forces

1999 is set up in the Taipei City Government Disaster Prevention and Rescue Center. The “1999 Second Reserve and Rescue Center” has been experimented with split operation as early as 2020. It negotiated with the Department of Civil Servant Development of Taipei City Government to establish



Taipei City Government Disaster Prevention and Rescue Center



Third Reserve and Rescue Center, Department of Civil Servant Development



Agency backup personnel station at a call service center

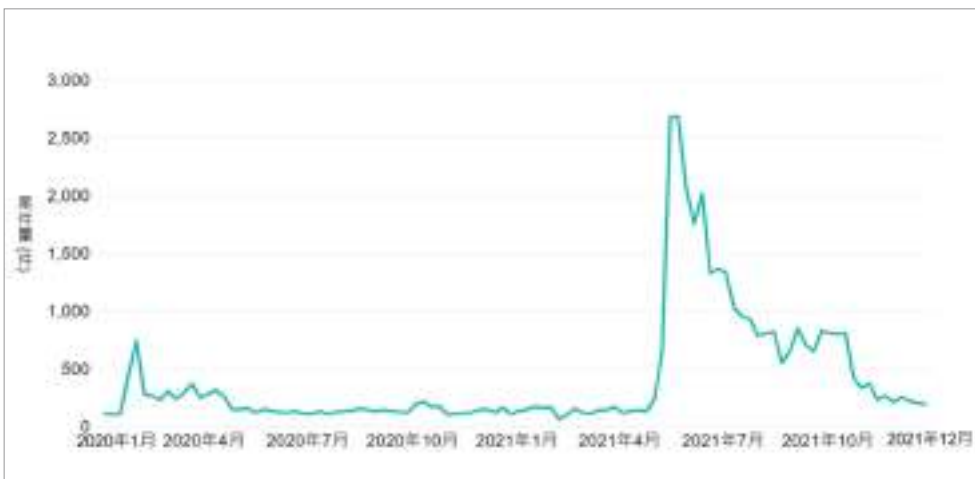


Agency backup personnel station at the third reserve and rescue center

the third reserve and rescue center during a level 3 art period, and then immediately used such venue to diversify the risks of crowd-gathering. In order to correspond with the increasing number of calls, Taipei City Government agencies also initiated pandemic consultation services provided by backup personnel to reinforce pandemic prevention, in addition to notifying suppliers of temporary personnel recruitment and ensure full service during the pandemic period.

### Smart case division and quick response

To correspond with rising petition cases related to the pandemic since the epidemic alert was raised to level 3 on May 15, 2021, 21 “pandemic related” categories were established on the “HELLO TAIPEI” website and app, that is, the TaipeiPASS app, which categorizes cases among the competent industrial authorities (or appointed agencies) in the following eight categories: “medical care,” “public transportation,” “life consumption,” “education,” “observation,” “recreation,” “religion,” and “business consultation agency,” all aimed at pandemic management issues to share cases and speed up responses to petitions.



Number of disease and pandemic cases reported every week

## Digital Transformation Service Upgrade

### Seize key information via automatic alert

To collectively handle issues raised by the public in a timely manner, “HELLO TAIPEI” established the petition alert system to identify abnormalities and issue alerts by level through digitalized systems, as well as alert agencies to take relevant improvement measures via an automatic alert (alert notices sent automatically) system and data visualization launched by the Department of Information Technology, Taipei City Government. This service is expected to be expanded to all business authorities of Taipei City Government by the end of 2022.



Alert and data visualization of petition cases

### Petition Profile Presented by Word Cloud

Following the extensive application of big data analysis, “HELLO TAIPEI” also seeks possible data exploration during service process to identify the profile of public petitions. Since 2021,

it has cooperated with the Department of Information Technology to launch popular keyword and road section exploration, and the results will be presented in a digital panel via word cloud, allowing business authorities to effectively tackle matters that concern the public, and provide suitable city affair services.

### Listen to the Voice of the Public Anytime

The pandemic has changed the lifestyle of people, and the public is already adapting. In times of great anxiety due to the pandemic, 1999 plays a key role in answering questions in a timely manner and comforting people. Confronted by all kinds of inquiries, and working to support any accidental situation, all call service personnel are trying their best. Meanwhile, they also assume the responsibility of locating missing reports in a timely matter when citizens in home quarantine become incommunicado. With the number of calls regularly reaching new records, all 1999 personnel still steadily hold the fort in order to listen to the voices of the public, maintain service quality, and weather these dark times with all citizens.

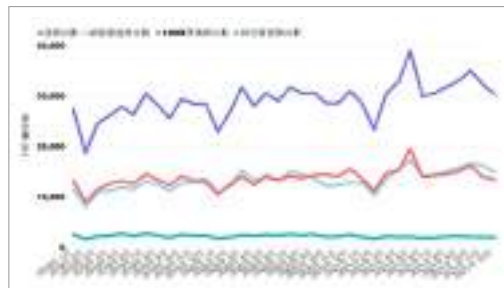
### Summary

Since “HELLO TAIPEI” was launched on November 1, 2016, 1,716,388 cases have been received, with a monthly average of 27,684 cases as of December 31, 2021. From the effective service of 1999, started in July 2008, until December 31, 2021, 26,107,465 calls have been fielded, with an average of 161,157 calls per month. They are treasure data banks that curated the concerns and hopes of the public for governmental service quality.

At the peak of the pandemic, the service volume at “HELLO TAIPEI” and 1999 continuously set records, representing the demand and expectation of citizens, which also inspires us to do our best at all times. Taipei City Government will continuously promote big data analysis and data exploration, optimize agency decision quality, and advance governmental service effectiveness to provide citizens with warmer and more efficient services.



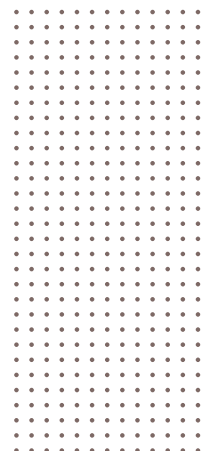
“Environmental audit” popular keywords exploration



Number of petition cases received by HELLO TAIPEI every month



Call services in process



一九七八  
門額隱身碑文森林  
夾縫高架困住承恩門三十載；

二〇一六  
柳暗花明，重見天日  
躍身國門，北城門依舊佇立城中。



01

# Taipei Overview

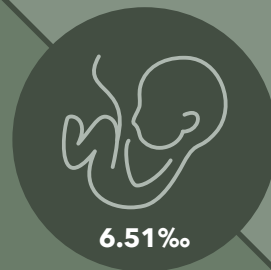




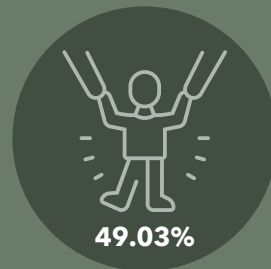
Population



Crude fertility rate



Dependency ratio



Taipei City's incredible transformation began when the first development project was launched in Taipei Basin, as the "Chen-Lai-Zhang Land Development Co." was granted to the Han settlers in 1709 to open up areas along Tamsui River for cultivation purposes. The development led to thriving trade and economic activities in Dadaocheng. In the first year of Qing emperor Guangxu (1875), "Taipeh Prefecture" was established. Japanese rulers renamed it "Taihoku Prefecture" during Japanese Occupation Era. In 1920, "Taipei City Hall" was inaugurated and the name has stuck ever since. The City of Taipei boasts a robust transport network that facilitates international trade services, and over time, it evolves into the political, economic and cultural capital of Taiwan and widely recognized as an international megapolis.

01

# Taipei Overview

As is the case with every major city in the world, Taipei started out as a humble hamlet: Taipei Basin used to be the ancestral home of the aboriginal Ketagalan people before development began. In 1709, “Chen-Lai-Zhang Land Development Co.” was granted to the Han settlers as they set the development of Dajiala along Tamsui River into action. Over the past three centuries, the city witnessed a robust town-building effort by Qing dynasty, advanced urban planning by Japanese rulers during the Japanese Occupation Era, and an upgrade to become a direct municipality following Taiwan retrocession. Taipei City experienced dramatic transformation from a humble settlers’ village to a thriving international business hub. The City is now Taiwan’s political, economic and cultural nexus and in recent decades, concerted effort by Taipei City Government and the citizens has catapulted the City into the ranks of one of the world’s most livable, prosperous megapolises.

Part  
1

## Geographical Overview

Taipei City is located in the northeastern corner of the Taipei Basin, and enclaved by gentle hills. It borders on New Taipei City on all sides. The three major tributaries -- Jingmei River, Xindian River and Keelung River -- flow through Taipei City to eventually converge into the Tamsui River. The city's easternmost point is Jiuzhuang Ward in Nangang District; westernmost point, Guandu Estuary of Guandu Ward in Beitou District; southernmost tip, Zhinan Ward in Wenshan District; and finally, northernmost tip, Hutian Ward in Beitou District.

### Geographic Coordinates of Taipei’s Center and Four Limits:

<b>Center</b>	Xikang Ward, Neihu District (121°33'20" E, 25°05'14" N)
<b>Easternmost point</b>	Jiuzhuang Ward, Nangang District (121°39'30" E, 25°01'51" N)
<b>Westernmost point</b>	Guandu Ward, Beitou District (121°27'10" E, 25°06'59" N)
<b>Southern point</b>	Zhinan Ward, Wenshan District (121°35'22" E, 24°57'42" N)
<b>Northern point</b>	Hutian Ward, Beitou District (121°33'04" E, 25°12'46" N)



Satellite image of the Taipei Basin



The drainage map of Tamsui River



A snapshot of Xindian River

See below for meteorological data for 2021 collected by the Taipei Weather Station:

- Annual accumulated rainfall: 1,908.5mm
- Annual 1-day maximum rainfall: 156 mm (June 4, 2021)
- Number of rainy days: 116
- Annual average temperature: 24.1°C
- Absolute yearly highest temperature: 38.2°C (May 28, 2021)
- Absolute yearly lowest temperature: 6.8°C (January 13, 2021)
- Annual average relative humidity: 75.9%

At 271.7997 square kilometers in size, Taipei City is made up of 12 administrative districts. As far as the city's geological makeup is concerned, Xindian, Taipei and Kanjiao are the three great faults composed of both sedimentary and igneous rock strata areas. Furthermore, Taipei City's terrain is roughly demarcated into three types of landform: the Taipei Basin, the over-thrust fault ridges, and the Datun Volcanoes. Climate-wise, Taipei City is characterized by subtropical monsoon climate, with torrid and humid summers, and warm, mild winters. The city enjoys ample precipitation throughout the year, with typhoons in the summer and fall. The city's riverscape consists of three major tributaries: the Tamsui, Xindian and Keelung rivers.

Taipei City becomes blanketed in continental high-pressure systems from Mongolia and Siberia in winter; consequently, the colder months are susceptible to the northeastern monsoon. In summer, the city's weather is controlled by the marine high-pressure system formed above the Pacific Ocean, which gives rise to the southwestern monsoon that leads to overwhelming humidity. Meanwhile, the distinct seasonal differences in Taipei City are caused by the presence of high mountains that dominate the landscape, and the surrounding oceans around Taiwan. Spring begins in March and ends around May; summer, June through August; fall, September through November; and winter, December through February of the following year.

Part 2 **Historical Development**

Four specific periods - Qing dynasty, Japanese Occupation Period, provincial municipality and centrally-controlled municipality – define Taipei's urban evolution process. See below for details.

### 1. Qing Dynasty

Taipei City, like any major city in the world, has a humble beginning. It started out as a hunting ground for the aboriginal Ketagalan people, where they gathered, hunted, foraged and fished to earn their keep. And in 1709, the Han settlers established the "Chen-Lai-Zhang Land Development Co.," requesting a permission from the government to develop Dajiala for commercial activities and since then, carefully-planned land development projects kicked into gear. Afterwards, the Han settlers began building water pipelines and tap services, erecting canals and hydraulic infrastructure projects. Clusters of hamlets began to form. Street and building blocks first appeared in Monga, today's Wanhua; the project was followed by the establishment of Shilin Street, Xikou Street, Dalongdong, Dadaocheng and Chengnei Street. And, in 1875, Imperial Envoy Bao-Zhen Shen requested authorization from the imperial Qing court to install the Taipei Prefecture. The walled city of Taipei was built in 1884, with Dongmen ("East Gate"), Ximen ("West Gate"), Nanmen ("South Gate"), Xiaonanmen ("Little South Gate") and Beimen ("North Gate") erected around the premises. In 1885, Taiwan was conferred a provincial status and the Qing court appointed Ming-Chuan Liu as its first governor.



Rural village by Monga outside Ximen taken in Qing dynasty



The streetscape of the south stretch of Kangding Road by Wanhua Train Station in 1964



An ancient landmark stele that commemorates "the sweet potato city"



A glance at the modern-day river shore along Dadaocheng

## 2. Japanese Occupation Era

In 1905, an urban regeneration project was unveiled that led to the dissolution of the walls of Taipei Prefecture. But the debris was put to good use: the city foundation's remains were upcycled in consequence for the creation of a three-lane main thoroughfare. At that time, the street layout of Taipei City centered around the New Park (today's 228 Peace Memorial Park), the development progress radiated slightly outward. In 1920, the local administration system went through a makeover and was corrected, and the "Taipei City Office" the predecessor of Taipei City Hall was established to be oversee in charge of Taipei municipal affairs City. In 1932, Taihoku Prefecture unveiled a Greater Taipei City Project. Most of the Japanese civilians, officials, military personnel and merchants lived around downtown Taipei, their residential community gradually expanding outward. Most of the modern infrastructure services, such as new hospitals, the installation of street lights and the establishment of culture, education, commercial and banking institutions were erected primarily in Japanese communities; heavy industry quarters, on the other hand, were predominantly located in areas inhabited by the Taiwanese. For example, ironworks were

clustered in the area around Dadaocheng, whereas the streets within Dadaocheng were dominated by the food processing industry, in particular, tea production undertakings. On the other hand, the area south of Monga was occupied by the chemical industry.

## 3. From Provincial Municipality to Centrally-Controlled Municipality

Taipei City became a provincial city in 1945. Four years later -- in 1949 -- the central government relocated to Taiwan and Taipei City became the provisional capital. In 1967, Taipei City was converted into a centrally-administered municipality. The following year, Nangang Township, Jingmei Township, Muzha Rural Township and Neihu Rural Township in Taipei County -- along with Beitou and Shilin towns under the Yangmingshan Administrative Bureau -- were incorporated into Taipei City. This restructuring program altered the development progress of the city, moving the focal point of urban development to the east ward. In 1990, the number of administrative districts in Taipei City was downsized from 16 to 12: Songshan, Xinyi, Daan, Zhongshan, Zhongzheng, Datong, Wanhua, Wenshan, Nangang, Neihu, Shilin and Beitou. The administrative structure of the city remains the same as of 2021.



A three-lane artery roadway by the Taipei Main Station taken during Japanese Occupation Era



Taipei City Hall



Tea-picking activity in Dadaocheng during Japanese Occupation Period



A snapshot of the Red House Theater in Ximen, Taipei City

Part 3 Demographic Structure and Composition

Taiwan was retroceded to the nationalist government in 1945. A year later – in 1946, a national census was conducted island-wide. At that time, the population of Taipei City was 271,754. In 1968, following the annexation of Neihu, Nangang, Muzha, Jingmei, Shilin and Beitou into the Taipei City proper, the population was measured at 1,604,543 at the end of that year. By the end of 2021, the population of Taipei City stood at 2,524,393 (1,201,966 were men, and 1,322,427 were women), registering a drop of 78,025 (totaling 36,652 men and 41,373 women) from 2020.

1. Demographic Distribution

Taipei City consists of 12 administrative districts, their populations vary with differences in topographical makeup, economic development histories and progresses; Daan, Neihu and Shilin districts are the most peopled.

(1) Density

As of the end of 2021, the population density in Taipei City was 9,288 people per square kilometer. By district, Daan was the most densely populous, inhabited by 25,649 people per square kilometer, whereas Beitou was the most sparsely populated district – every square kilometer is inhabited by 4,307.

(2) Births and Deaths

In 2021, the crude fertility rate was 6.51‰, a decrease of 0.74‰ from 2020. The crude mortality rate was 7.26‰, marking an increase of 0.7‰ from 2020. Negative socioeconomic impact and the financial uncertainties have all contributed to a steady decline of the fertility rate. In 2011, Taipei City Government launched an incentive program, offering an array of subsidization measures to curb the drop of fertility rate. On the other hand, the ratio of senior citizens in Taipei City has risen steadily over the past decade. Effective measures therefore must be taken so as to effectively put a cap on the rapid population decline and widespread population aging, while implementing doable population growth policies. Socioeconomic shift and a graying population, which threaten a nation's future economic prosperity, are the two greatest menaces threats facing policymakers and they are duty-bound to create a solution ensure healthy population growth.

2. Demographic Composition

The shift in a city's population can be understood through demographic data collected by the government; it can be used to pinpoint the nature and cause of specific social issues, and to observe the connection between the communities and their socioeconomic development. Demographic composition is also a vital indicator of socioeconomic transitions, and can serve as a crucial frame of reference for effective social welfare policymaking.

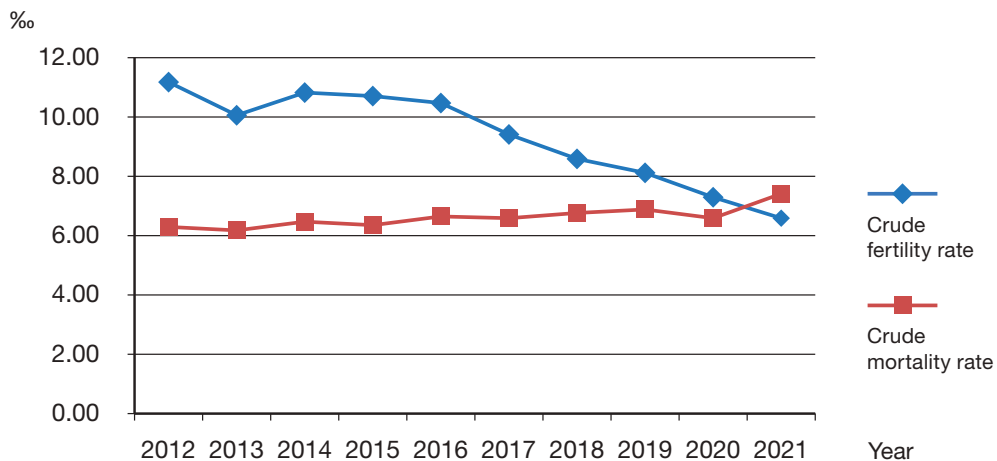


Figure 1 Crude fertility and mortality rates of Taipei City over the last decade

### (1) Age Distribution

As a rule of thumb, the higher the number of able-bodied laborers in the population, the lower the dependency ratio; also, the more labor is engaged in production activities, the greater the boost will be to drive economic development. At the end of 2021, the younger population (age 0 to 14) was numbered at 326,440; working adult population (age 15 to 64) was measured at 1,693,847 and the elderly population (65 and above) 504,106, registering a dependency ratio of 49.03%, and figuring an increase of 1.35% from 2020.

Table 1 Taipei City Age Structure of the Past Decade

Year	Age 0-14	Age 15-64	Age 65+
2012	14.33	72.63	13.04
2013	14.28	72.22	13.5
2014	14.17	71.75	14.08
2015	13.95	71.29	14.76
2016	13.91	70.54	15.55
2017	13.78	69.85	16.37
2018	13.63	69.18	17.19
2019	13.44	68.49	18.07
2020	13.24	67.72	19.05
2021	12.93	67.1	19.97

Source: Department of Civil Affairs, Taipei City Government

Unit: %

### (2) Marriage

In 2021, the number of couples who registered for marriage was 11,107, the crude marriage rate was

4.33‰; the number of couples filing for divorce was 4,303; the crude divorce rate was figured at 1.68‰. Compared with 2020, the crude marriage rate dropped by 0.53‰; the crude divorce rate slid by 0.15‰.

### (3) Distribution of Indigenous Peoples

Taiwan is home to a great number of indigenous peoples. They are: Amis, Atayal, Paiwan, Bunun, Rukai, Puyuma, Tsou, Saisiyat, Yami, Thao, Kavalan, Truku, Sakizaya, Seediq, Saaroa and Kanakanavu. As of the end of 2021, the indigenous population in Taipei City was figured 17,073, with the Amis being the majority, and very few from the Saaroa and Kanakanavu peoples. Most of the aborigines inhabit in suburban areas such as Neihu, Wenshan, and Shilin Districts.

### (4) New Immigrants and Foreign National Population

The term “new immigrants” applies to foreign nationals or residents of Mainland China (Hong Kong and Macau included) who marry Taiwanese citizens. Taipei City had 36,846 new immigrants as of the end of December, 2021. Among which, 32,044 hailed from China (including Hong Kong and Macau), and 4,802 were from other countries. The new immigrant population in Taipei City, moreover, congregates predominantly in Wanhua District, Wenshan District and Daan District, at 4,681, 3,866 and 3,816, respectively (source: The Department of Household Registration, Ministry of the Interior. This data is based on the number of new immigrants whose spouses establish domicile records in Taipei City).

To help new immigrants make a smooth transition to the community, and to encourage greater acceptance and understanding of other cultures among its citizens, Taipei City Government has



Calligraphy class in Beitou District



Arts and crafts class in Xinyi District



Coffee connoisseur training in Neihu District



Scented candle-making class in Zhongshan District



Taiwan street eats class in Zhongzhen District



Silk screen printing class in Datong District

unveiled a series of support programs and a wide array of enrichment courses ranging from personal growth and culture study groups, native language (Indonesian, and Thai) clinics and multilingual classes (the Taiwanese dialect, English). What's more, to help new immigrants acclimatize to a new lifestyle, Taipei City Government launched vocational courses that combine cultural enrichment and skillset upgrades in 2013, with a stronger professional focus (computer skills, Taiwanese cuisines, artisan tannery, nail art and design), arts and crafts, yoga and dance, essential oil making, artisan soap making, and startup courses for novice baristas. The program supports new immigrants to be better-acquainted with the community, and improve their employment potentials.

In addition, to encourage friendship-building between new immigrant families and locals, the Department of Civil Affairs of Taipei City Government hosts multicultural festivities and events, where newcomers and members of the community can enjoy

getting to know each other. This type of community-building is key to making Taipei a megapolis that embraces and appreciates the beauty of different cultures.

#### Demography-Related Terminology

**Crude marriage rate:** the number of married couples as a percentage of the overall population during a certain period.

**Crude divorce rate:** the number of divorced couples as a percentage of the overall population during a certain period.

**Crude fertility rate:** the number of live births per 1,000 people.

**Crude mortality rate:** deaths in a year as a percentage of the total population, the number of deaths per 1,000 people.

**Dependency ratio:** A simple measurement of the burden on the working population of dependents.



Cultural event paying homage to the cultural strengths of Kenya



Cultural event paying tribute to the cultural gems of Mongolia



Cultural event celebrating the exotic culture of Myanmar

Part  
4

## Political Structure and Administration

Taipei City, a local self-governing body, is established in compliance with the laws of Taiwan. It has historically been the political, economic and cultural lifeline of the country, and it boasts robust and thriving commercial and trade activities, with a full-bodied economic, cultural, transportation, information infrastructure and administrative services.

### 1. An Organic and Efficient Administrative System

Taipei City has been the political, economic and cultural polestar of Taiwan since the Japanese Occupation Era. Following the retrocession in 1945, Taipei became a “provincial city” governed by Taiwan Province. In 1967, the city’s status was elevated, becoming a “centrally-controlled municipality” under the Executive Yuan, outfitted with a city council

and a municipal government. City councilors were directly elected by citizens, while the mayor was still appointed by the central government. In 1990, the 16 administrative districts were redrawn into 12. And, in 1994, “Self-Governance Act for Executive-Yuan-Governed Municipalities” was enacted, designating centrally-controlled municipalities as juristic persons. On December 25, 1994, the first-ever direct elections were held for mayors, heralding in a new era of democracy. As a result, Taipei City was accorded its status as an autonomous entity.

Per the “Local Government Act,” the designation of administrative areas in Taipei City includes not only districts but also wards (“Li”) and neighborhoods (“Lin”), to facilitate administrative services. Wards are structured under district; and neighborhoods are zoned under wards. As of the end of December, 2021, there are a total of 456 wards and 9,623 neighborhoods in Taipei City.

### 2. Taipei City Governance - Institution and Responsibilities

Checks and balances are important for the healthy performance of municipal affairs. That being said, an administrative body – Taipei City Government, and a deliberative body – Taipei City Council, responsible for administrative and legislative decisions, are authorized to oversee official affairs pertaining to the city. The rights and duties of Taipei citizens, the structure, responsibilities of Taipei City Government, and the organization, responsibilities of Taipei City Council, plus the interaction between the two entities are detailed in the following:

**(1) Rights and Duties of Taipei Citizens**

**A. Citizens’ rights**

- (A) The right to elect and recall local public officials.
- (B) The right to execute a legislative initiative or demand a referendum relating to local self-government.
- (C) The right to use public facilities installed in the community.
- (D) The right to local education, social welfare and medical care services in accordance with the law and self-government ordinance.

- (E) The right to request the disclosure of local government information.
- (F) Other rights stated by the law and local ordinance

**B. Citizens’ duties**

- (A) To observe local ordinances.
- (B) To pay local taxes.
- (C) To honor all other duties decreed by the law and local ordinances.

**(2) Organization**

Taipei City Government is defined by a leadership system, with an elected mayor in office to represent the city and oversee municipal affairs. The mayor is voted into office by the people in an election (Taipei Mayor Wen-Je Ko is the seventh elected mayor), who serves a term of four years, and can be re-elected once. Three deputy mayors are put in to assist the mayor with a variety of tasks; they leave office at the same time as the mayor. A secretary-general is also installed under the command of the mayor to support governmental affairs. For the organizational structure of Taipei City Government, see the following:



**Figure 2 Taipei City Government (TCG) Organizational Chart**

### (3) Powers, Duties and Administrative Operations

Taipei City is a local autonomous organization, and responsible for the following 13 areas of autonomy in its decision-making process: organizational and administrative management, finance, social services, education and culture, sports, labor affairs, urban planning and construction, economic services, water resources, health and environmental protection, transportation and tourism, public safety, etc. The operational management of these services are conducted in accordance with existing laws.

Procedural performance determines the effective functioning of a municipal government. In a move to upgrade its procedural efficiency, Taipei City Government convenes "City Affairs Forums" per "Rules of Procedure for Taipei City Government City Affairs Forums." The forums are regarded as the highest-level decision-making process of Taipei City Government, and attended by the mayor, deputy mayors, secretary-general, deputy secretary-general, top executives and other individuals appointed by the mayor. The meetings are convened and chaired by the mayor. During City Affairs Forums, decisions and resolutions about administrative programs and budgets are discussed and made; motions, reports, landmark municipal development projects and policies put forward by Taipei City Council are presented and reviewed accordingly.

### (4) Limitations on the Exercise of City Government Powers

In addition to self-government-related policy agenda, Taipei City Government is responsible for executing tasks delegated or decreed by the central government. If Taipei City violates the ROC Constitution, or any existing ordinance or regulations pertaining to legally authorized powers in the exercise of self-government, its powers will be thus rescinded, modified, annulled or terminated by the central government.

In the event that Taipei City Government, in the exercise of official services, is found to have violated the Constitution, laws, or any central government ordinances, or oversteps its authority, the central government will thereby rescind, modify, annul or put a stop to such actions. Whereas it is unclear whether self-government matters violate the constitution, law

or a central government decrees, an interpretation must be sought from the Judicial Yuan. Prior to such an interpretation, the actions in-question cannot be rescinded, modified, annulled or stopped.

### (5) Organization of Taipei City Council

Taipei City Council is composed of city council members who are directly elected by citizens. The 12 administrative districts of Taipei City are divided into six electoral districts, from which 61 city councilors are elected. In order to protect the rights of indigenous peoples living in Taipei City, two indigenous councilors are elected: one representing indigenous peoples living in the city (from the 7th electoral district) and one representing those living in mountainous areas (from the 8th electoral district).

A speaker is elected for Taipei City Council (the 13th session speaker is Mr. Ching-Hsiang Chen) democratically by all the councilors. The speaker representing the council to the outside world. Votes are also cast to select one deputy speaker, one secretary-general and one deputy secretary-general. The secretary-general is directed by the speaker to conduct council services and supervises council employees. The deputy secretary-general assists the secretary-general in addressing council services. Various sections and offices are also erected to captain a variety of assignments; committees in charge of a multiplicity of municipal concerns are founded to ensure smoother operations – and supervise operational performance -- in Taipei City Council. See the organizational chart for details:

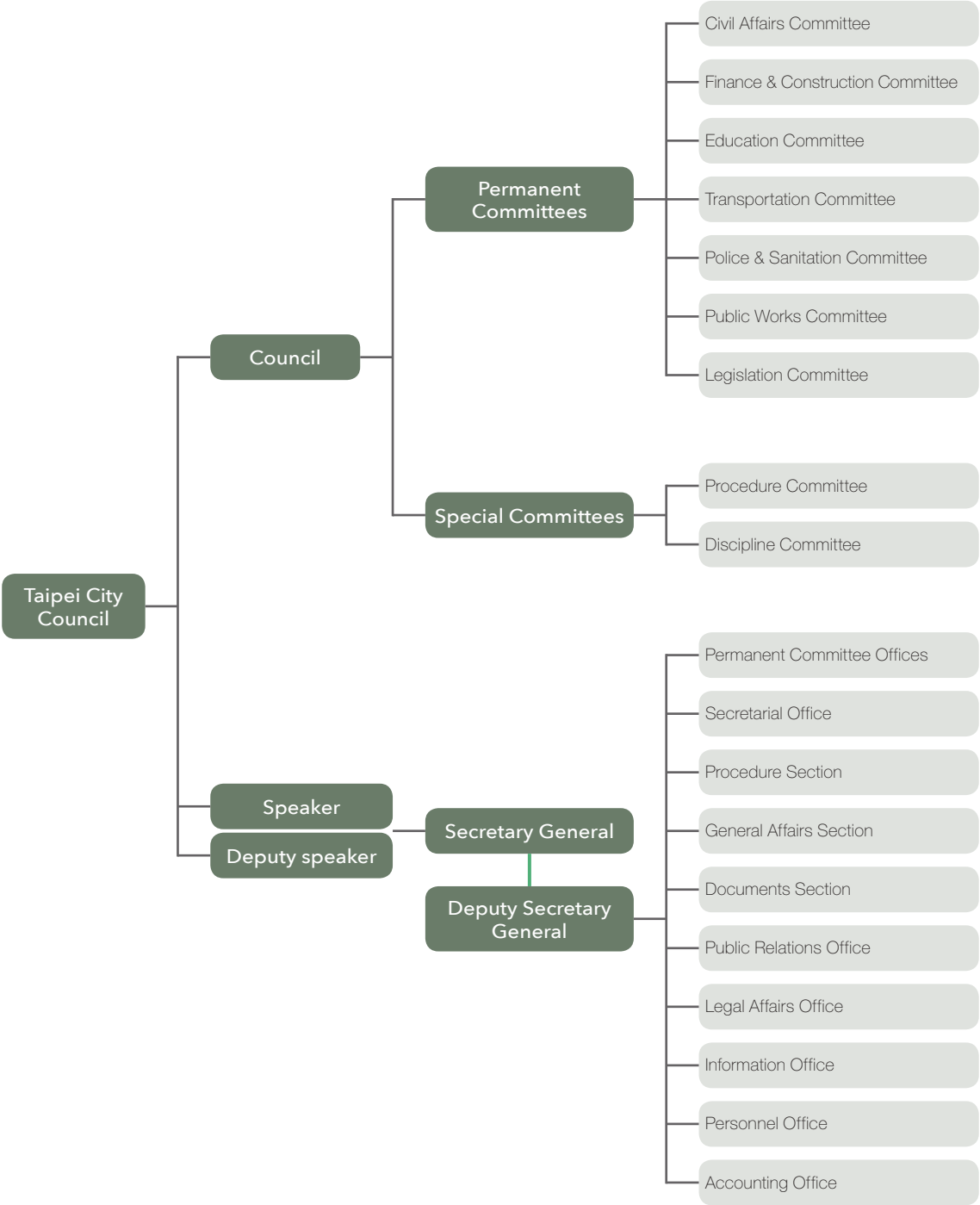


Figure 3 Organizational Chart of the Taipei City Council

## (6) City Council Powers, Checks and Operation

By the power vested in it, Taipei City Council also reviews the city's goals, major projects and infrastructure improvements ranging from community growth to land use to finances and strategic planning. As a collegiate body, all members of the Council have the same rights and duties. These responsibilities are detailed as follows:

- A. To deliberate and determine laws and regulations in Taipei City.
- B. To deliberate and determine the budget for Taipei City.
- C. To deliberate and determine special taxes, provisional taxes and additional taxes in practice in Taipei City.
- D. To deliberate and determine the disposition of city assets.
- E. To deliberate and determine the organization and self-government ordinances of Taipei City Government and subordinate agencies.
- F. To deliberate and determine proposals made by Taipei City Government.
- G. To review the audit report of the final accounts of Taipei City.
- H. To deliberate and determine motions made by Taipei City councilors.
- I. To hear and accept petitions from the public.
- J. The exercise of other powers stipulated by law or central ordinances.

Meeting and sessions are organized at Taipei City Council to review issues needing attention. A session is routinely convened every six months by the speaker. In the event that the speaker does not convene a session as required by law, the deputy speaker can do so. If the deputy speaker also fails to convene a session, it can be convened by a councilor chosen by more than half the council. Provisional sessions can be called at the request of the mayor, speaker, or more than one-third of the councilors, or whenever Taipei City Government refers a proposal for reconsideration. The convening of council sessions and its collegiate execution of authority is conducted on the basis of majority voting per legally determined procedures.

## (7) Relationship between City Government and City Council

- A. To oversee and be overseen: through deliberation and hearing, the city council acts on behalf of Taipei citizens to oversee the City Government's policymaking efficiency, budget review and key policy execution performance; City Government officials are also made to stand for interpellated during municipal session.
- B. Check and balance: the Council helps to prevent City Government autocracy by exercising its legislative rights accordingly; Taipei City Government on the other hand practices its rights of reconsideration to preclude the Council from legislating laws or approving motions that are deemed impossible to implement.
- C. Division of labor and cooperation: Taipei City Government formulates administrative visions and statutes to execute its policy agenda; City Council members represent the people and shall consider citizen's welfare and needs when deliberating motions put forth by City Government.

The above provides a summary of the political structure of Taipei City Government and its relationship with Taipei City Council. The establishment of these two organisms aims to uphold the rights of Taipei citizens, and check-balance the administrative and legislative powers. Together, they bring their duties to bear for municipal service development and for the welfare of Taipei citizens.

## Conclusion

One of Taipei City's greatest assets is its unparalleled, robust transportation network composed of Taipei Songshan Airport, a thoughtfully-integrated land-based transport infrastructure constituting clean, urban roadways, a sound mass rapid transit service, a high-quality freeway system, an electrified railway structure, and a high-speed rail service. Keelung Harbor, Taipei Port and Taiwan Taoyuan International Airport are seamlessly linked to form a full-bodied transportation infrastructure that facilitates thriving international trade and business activities. New immigrants who join the urban community bring with them dynamic multicultural perspectives to add to the city's spirited, culturally-inspired scenscape.

Furthermore, the incorporation of intelligent designs has rewritten Taipei's cityscape aesthetic and living space quality. Taipei City Government also launched a series of public housing policies, "Project: A Pastoral City," Smart City, and inclusive playground amenities to make Taipei an even better place to live, its future sustainably ensured.

And there is more great news: a "County/City Macro Competitiveness Survey" released in 2021 by Global Views Monthly suggests that Taipei City is ranked first in terms of overall performance. What's more impressive is that Taipei City comes first in four out of the nine categories appraised: "Economy and Employment," "Education and Culture," "Environmental Stewardship and Environmental Quality" and "Local Finances Transparency." Taipei also took the cake in "environmental awareness,"

"arts and education services" and "social welfare offerings." In terms of international recognition, Taipei City was awarded a perfect score in education services by The Economist magazine in the UK in an international livable city survey in 2021. Most exciting of all is that Taipei City is ranked fourth in the world in "IMD Smart City Index 2021," released by International Institute for Management Development (IMD) in Lausanne, Switzerland. These recognitions attest to Taipei City's greatness, made possible by her advanced industrial strengths, technological development, and lifestyle amenities. It is, in every sense of the word, an extraordinary megapolis and a trade powerhouse in the global business community.

## Feature Report: Administrative Nomenclature

### ◎ 16 Administrative Districts:

In 1968, six townships and wards in Taipei County were annexed into Taipei City. As a consequence, the city now has 16 administrative districts: Songshan, Zhongshan, Daan, Guting, Chengzhong, Jiancheng, Yanping, Datong, Longshan, Shuangyuan, Shilin, Beitou, Neihu, Nangang, Jingmei and Muzha.

### ◎ 12 Administrative Districts:

In 1990, the 16 administrative districts were redrawn to form 12 districts: Songshan, Xinyi, Daan, Zhongshan, Zhongzheng, Datong, Wanhua, Wenshan, Nangang, Neihu, Shilin and Beitou.

### ◎ 456 wards, 9,623 neighborhoods:

33 wards and 766 neighborhoods in Songshan; 41 wards and 915 neighborhoods in Xinyi; 53 wards and 1,030 neighborhoods in Daan; 42 wards and 872 neighborhoods in Zhongshan; 31 wards and 583 neighborhoods in Zhongzheng; 25 wards and 525 neighborhoods in Datong; 36 wards and 725 neighborhoods in Wanhua; 43 wards and 1,010 neighborhoods in Wenshan; 20 wards and 456 neighborhoods in Nangang; 39 wards and 917 neighborhoods in Neihu; 51 wards and 996 neighborhoods in Shilin; 42 wards and 828 neighborhoods in Beitou.

### ◎ Eight Electoral Districts:

First, Shilin and Beitou; Second, Neihu and Nangang; Third, Songshan and Xinyi; Fourth, Zhongshan and Datong; Fifth, Zhongzheng and Wanhua; Sixth, Daan and Wenshan; Seventh, aborigines living in the city; Eighth, aborigines living in mountainous regions.



022

# Urban Development





Payment for  
Building Bulk



NTD\$**15.914** billion  
collected

Multiform  
Social housing



Over **46,700**  
households

Rent Subsidy



Applications from  
**20,176** households

Sea Sand  
House in Urban  
Renewal Area



**43** areas designated

In a move to address rapid urban development and transformation process, Taipei City Government conducted a comprehensive review of urban development and revamped the cityscape in line with the National Spatial Plan and made housing subsidy programs and quality social housing more widely available. Meanwhile, the city government is committed to stamping out the illegal use of buildings, promoting the reconstruction of dangerous and old buildings as well as urban renewal to create a livable and sustainable living environment.

02

## Urban Development

To promote robust urban development, Taipei City Government is hard at work to improve the mechanism, regulations and space of urban renewal through introducing spatial transformation, reshaping urban image, implementing housing justice, strengthening building management and promoting urban renewal to meet the needs of citizens and ensure a quality living space for all.

Part 1

### Guiding Spatial Transformation

#### 1. Superior Guidance: National Spatial Planning

In response to the Spatial Planning Act and the National Spatial Plan, Taipei City Government must consider how best to coordinate its urban development efforts with the national spatial scheme to improve urban environment safety, resource conservation and use. This strategy will facilitate Taipei's urban planning and spatial development. That being said, in 2019, the Department of Urban Development of Taipei City Government undertook research and planning to map out future spatial development of the city from an overall planning perspective. Besides the zoning of the functional areas per code of ordinances, the outline of the city's spatial plan will be sent forth for review to make room for development positioning adjustments, development strategies and guidelines to fulfill the vision of a "sustainable and livable city."

The Department of Urban Development of Taipei City Government hosted the Guangdu Zhoumei

Area Workshop in September and October, 2021, as well as public exhibitions and statutory briefings on the statutory procedures for the functional zoning of Taipei City to reference public opinions and consensus, and give feedback on the planning of functional zoning in Taipei City .

#### 2. Overall Review of City-wide Urban Planning

Considering the city's future development demands, and to expedite local development, and in a move to tackle inconsistent zoning and current land use, the Department of Urban Development of Taipei City Government undertook an overall urban planning review in each administrative district to effectively modify land use zoning and restrictions, as well as comprehensively reviewing the legal benefits of overall urban planning.

##### (1) Key Projects

Since 2018, a comprehensive review of statutory procedures has been conducted in each administrative district as follows:

- A. Implemented: Neihu District, Nangang District, Songshan District, Wanhua District, Datong



Guangdu Zhoumei Area Workshop



Guangdu Zhoumei Area Workshop



Comprehensive review of handling in each administrative district

District, Shilin District, Daan District, Zhongshan District

B. Under review by the Urban Planning Commission of the Ministry of the Interior: Wenshan District, Xinyi District, Beitou District, Zhongzheng District

## (2) Projected benefits

- Having a strategic plan in place for the management and maintenance of natural and landscape resources.
- Incorporate local needs into urban planning.
- The creation of space for development through mixed land use, urban design continuity and pedestrian accessibility around the station.

## 3. Formulation of Appropriate Urban Planning Regulations

### (1) Taipei City Self-Government Ordinance for Land Use Zoning

A. Zone use regulations relaxed in line with the needs of industry: Fitness industry zoning was relaxed on February 5, 2021, for agricultural product retailing, commercial parking space and earth dump sites was relaxed on December 30, 2021.

B. Improve the flexibility of base planning and promote reconstruction: On February 5, 2021, the regulations on the building coverage ratio and floor area ratio of land used for market were relaxed. On August 20, 2021, the restrictions on trellis and pavilions on land used for parks based on the ratio of depth of courtyards and backyards were lifted. On December 30, 2021, the regulations on the depth ratio of backyards in residential areas were relaxed.

## (2) Land Zoning Conditional Permission and Use Standards in Taipei City

- A. Newly-permitted use conditions in line with relaxed land use zoning regulations: Conditions for setting up fitness industry in the 3rd kind of residential area were added on February 5, 2021. On December 30, 2021, agricultural retail was added to the agricultural area, as well as conditions for setting up commercial parking spaces and agricultural areas in the 1st and 2nd kinds of residential areas and earth dump sites in protected areas.
- B. Use conditions allowed in line with policy adjustments: On February 23, 2021, the conditions for setting up funeral services in the 2nd to 4th kinds of commercial areas were restricted. On August 23, 2021, the conditions for setting up long-term care institutions in protected areas were relaxed.

## 4. Payment for Building Bulk System

Taipei City Government hopes to establish the nation's first building bulk system and enhances the administrative efficiency for appraisals. To that end, it formulates mechanisms such as setting up a

rotation system of entrusted appraisers and a building bulk payment review committee, commissioning professional organizations to assist in the review of appraisal and establishing a building bulk prepayment system. From 2014 to 2021, NTD\$15.914 billion in building bulk payment has been collected. The New Construction Office, Public Works Department, Taipei City Government started bidding for privately-owned plots reserved for public facilities in 2019, with winning bids amounting to approximately NTD\$2.39 billion by 2021. Taipei City Government will continue to participate in such biddings and optimize the applications of building bulk payment to protect the rights of the landlords of privately-owned public facility reserved land.

## Part 2 Revamping Taipei's Cityscape

### Living Humanity: Art Installations for Five Social Housing Projects in Taipei

"Living Humanity," the first social housing art project in Taipei City, was realized in five social housing projects including Youth, Jiankang, Dongming, Sections 1 and 1 of Phase 1, Xinglong. The project was executed through artistic actions, resident creations and permanent installations to localize art by changing the way works and objects were restricted to their visual aspect. This also allows art participation and experience to develop local connections, while the permanent art installations engage in dialogues with the environment around them.

RH. Chen, the resident artist of Xinglong Social Housing (creator of Side Notes on a Journey), records the life process of the residents of Ankang Low-Income Housing nearby through text, sound and video. The portrayals of their individual life circumstances create resonance and strengthen a sense of local identity. Cheng-Te Chin of "History of Residence" in Jiankang Social Housing invited residents to write down their migration stories in calligraphy before turning them into engravings on the roof tiles. People from all four corners drew their own migration routes on the map, and gathered at the point of social housing purely by chance. This shelter allows people to trace their stories back, and people meet each other and create stories in the process that are presented through art to move people.



Poster featuring the bidding for public land plots with funds from building bulk payment



Public art in Xinlong Social Housing



Public art in Xinlong Social Housing



Public art in Jiankang Social Housing



Public art in Jiankang Social Housing

Part 3 Implementing Housing Justice

1. Making Social Housing Available and Inventorying Social housing Resources

Multiform support services are made available by Taipei City Government to help citizens find affordable housing and fulfill housing justice. Many measures are taken in terms of facilities, including inventorying idle public land that can be used, feedback for changes in urban planning, exchanging land with the central government, joint development, introducing private resources, reward for bulk in the area of TOD (Transit-Oriented Development), combined use for city-owned buildings (EOD), participation in urban renewal projects, renovation for affordable housing, repurposing leased social housing and repairing idle housing in the city. In terms of policy, rental subsidies from private resources, subletting and leasing programs and other assistance have been made available. By integrating public and private resources, numerous measures have been taken to support more



Multiform social housing



Xiaowan Social Housing

than 46,700 households. Taipei City Government also continues to facilitate the construction of 20,000 units of social housing. As of 2021, Taipei City is in charge of 129 bases for social housing.

In terms of inventorying currently available public housing resources, many of the affordable housing and public housing for rent in Taipei City were built over 30 years ago. They are in dire need of renovations or upgrades into social housing units. In terms of affordable housing, An Kang Affordable Housing has been converted into Xinglong Social Housing. Stage-one of Fuming affordable housing has been demolished. The site for stage-one development will be rebuilt before stage-two site rebuilding follows suit. In transforming public housing for rent, Dongming Social Housing that was public housing leased by Taiwan Fertilizer Co., Ltd. started accepting tenants in early 2020. The Department of Urban Development of Taipei City Government has prioritized the renovation of Qiyang, Taifei (Section D) and Huachang public housing for rent, as well as Yanji affordable housing with the rehoming of current residents and renovation in progress.

## 2. Subsidy Program for Integrated Housing

### (1) Tiered Rent Subsidy for Easy Living in Taipei: Additional Rent Subsidy Program

In honoring the spirit of social welfare and ensuring that disadvantaged families can afford rent, Taipei City Government has integrated the existing rent subsidy system and devised standards for tiered rent subsidy from 2018, with the amount ranging from NTD\$3,000 to NTD\$11,000. In 2021, it also worked in line with the central planning to accept applications from 20,176 households from August 2, 2021 to August 31, 2021. The applications were reviewed, and the approved ones received payment in January 2022. The second batch of applications will be accepted in February 2022.

### (2) Rent Subsidy for Low-income Households

Taipei City Government accepted applications for rent subsidies for low-income households registered in Taipei. In 2021, applications were accepted between January 4, 2021 and December 31, 2021 with 294 households approved. NTD\$1,500 would be allocated for approved applications monthly retroactively from the month of application.

## 3. Social Housing Subletting and Leasing Program

To encourage owners to lease empty homes to young people and underprivileged families, increase social housing resources and help to cope with issues experienced by households with two senior citizens as the result of Taipei's aging society, Taipei City Government works with the central government to run the "Second Phase Social Housing Subletting and Leasing Program." The first stage saw 1,166 cases matchmade by 4 companies from October 31, 2017. The second stage was launched in March 2020 with three companies commissioned to matchmake 614 cases.

Taipei City continued to promote the "Third Phase Social Housing Subletting and Leasing Program" in 2021 with the goal of 500 cases. Four companies were commissioned in 2021 with 359 cases matchmade by December 31, 2021, with the completion rate of 71.8%. A total of 2,139 cases have been completed from all stages, with 1,266 socioeconomically disadvantaged households assisted to build their roots in Taipei City. It is hoped that the provision of housing resources and subsidies can reduce the burden of rent on socioeconomically disadvantaged renters.



Poster featuring the Social Housing Subletting and Leasing Program

#### 4. Introduction of High-quality Property Management

Smart management is the general direction for optimizing property management mechanism of social housing in Taipei City. With the experience in management and use, the planning and design are reviewed based on the feedback. Three smart meters (for water, electricity and gas) and Information and Communication Technology (ICT) have been incorporated to assist with operations management so as to deal with irregularities as soon as possible. In case of water leakage, the central monitoring system detects and alerts of a low water tank level through the Building Automation monitoring system (BA). This is then inspected and reported for repair by the security and property management personnel. Detecting abnormalities early can avoid disasters and improve the overall residential quality as a regional highlight.



Map of new social housing in Taipei City



Smart management of Minglun Social Housing



Ruiguang Social housing

#### 5. Building High-quality Social Housing

Taipei City's social housing program aims at building sustainable, smart, energy-saving, earthquake-resistant and accessible high-quality housing certified with the smart building mark, the green building mark, the accessible building mark and the earthquake-resistant mark. This improves the urban environment and upgrades public perception of social housing as more refined, people-friendly and sustainable. Taipei City Government continues to review and take stock of social housing sites. Among them, the number of social housing units that are completed, under construction, tendered



Aerial photo of Guangci Park

and planned has exceeded 15,000. In the future, the number of social housing units will be increased through more diverse platforms and the social housing construction program will continue to enhance the living and service standards of social housing. The goal is to create “high-quality and high-standard” social housing so that all citizens can find their home in Taipei City.

Part 4 **Improving Building Management**

**1. Renewal of Dangerous and Old Buildings**

**(1) Raising Awareness of Regulations on Dangerous and Old Building Reconstruction**

In conjunction with the “Regulations on Expediting the Reconstruction of Dangerous and Old Urban Buildings” announced by the central government, Taipei City Construction Management Office hosted six “Dangerous and Old Urban Building Reconstruction Seminars” in 2021 on October 1, 8, 15, 22, 29 and November 5 on top of multiple sessions in communities.

**(2) The Training of Facilitators and the Wide Establishment of Workstations**

The Department of Urban Development of Taipei City Government put together a plan to train facilitators to expedite the reconstruction of dangerous and old buildings. As of 2021, 16,012 facilitators have been certified, of which 458 are architects. Currently, 132 “Workstations of Dangerous and Old Buildings” provide service to the general



Workstation of Dangerous and Old Buildings, Taipei City

public, with an information counter in the Information and Assistance Division at City Hall.

**(3) Promoting the Reconstruction of Dangerous and Old Buildings to Enhance the Willingness of the General Public**

The Construction Management Office has set up a “Dangerous and Old Building Reconstruction Advisory Group” to field legal questions from the citizens, help community residents come to a decision, apply for anti-quake capacity evaluation, and continue to revise and print promotional leaflets. From 2018 to 2021, 60,000 copies of the leaflet as well as 30,720 copies of “Q&A on the Expedited Reconstruction of Dangerous and Old Buildings in Taipei City” have been made available at every dangerous and old building and urban renewal work station. Relevant information can also be found online.

**2. Improving Illegal Building Use**

To effectively curb illegal use of buildings, the Construction Management Office has been actively investigating and penalizing all violators of Paragraph 2 of Article 73 of the Building Act. All noncompliant venues are fined NTD\$60,000 to NTD\$300,000 per Article 91 of the same act, as well as being required



Illegal building before improvement



Illegal building after improvement



Land use zoning business and item inquiry system

to make improvement or reapplication procedures within a time limit. A consulting platform has been set up to help businesses become legal. On February 4, 2021, Taipei City Government revised “Guidelines for Setting up the Taipei City Government Apartment Building Mediation and Illegal Construction Dispute Resolution Committee” to “Guidelines for Setting up the Taipei City Apartment Building and Violation of the Building Act Dispute Resolution Committee,” with the additional task of offering consultations on disputes involving illegal use.

To promote the legal use of land and reduce the number of incidents relating to illegal use, the “User-friendly Land Use Zoning Business and Item Inquiry System” was launched on March 29, 2021. People can inquire about relevant land use zoning regulations by typing in the address and item in the system through cloud. Not only does this make inquiries easy for citizens, fines are also replaced with prior counseling to improve the government’s administrative efficiency and service quality.

### 3. Simplified Permission Procedure for Small Billboards

To strengthen the management of small advertising billboards, the Taipei City the Construction Management Office has formulated the “Simplified Procedures for Small Advertising Billboard Applications in Taipei City.” These apply to front-mounted billboards with a length of less than 2 meters and side-mounted billboards with a length of less than 6 meters installed at the base of the building. A search can be run on the Taipei Citizens’ Life Network for a link to the online application page. Select the standard illustrations and size specifications provided



Example of small billboards

by the Construction Management Office, provide a copy of user rights and safety guarantee, notify the owner of the place of installation with a copy of the notice and on-site photos. If the applicant does not need a permit on paper, it can be replaced by a text message with a fee exemption, providing a simple and fast way for legal application.

### 4. Promoting Paperless Building Permit System and Outsourced Review

To integrate the processes, information systems is in charge of, as well as building a BIM (Building Information Modeling)-assisted building permit review mechanism, the Department of Urban Development of Taipei City Government launched an online review system for building permits in July 2019. The system was updated to version 2.0 in January 2020, saving nearly 90% of paper for each building permit review and shortening the time to about 22 days. Currently, the system is being expanded for more user-friendly features to achieve the smart city framework.



Public briefing on paperless building permits

The Department of Urban Development of Taipei City Government started outsourcing building permit review on September 16, 2021. A dual-track system was adopted for review by the professional association and the government. The professional capability of the professional association is taken advantage of to improve the quality of building permit review. The reviewers from the professional association will bear the administrative responsibility for review, raise the threshold for qualifications of reviewers, and be included in the insurance system. The professional association has been made available for reviews based on the principle of user payment to improve the quality and flexibility of review and approval, providing the public with another option.



Outsourced review of building permits

Part 5 Promoting Urban Renewal

1. Strengthening Communication with the General Public and Integration

The Taipei City Urban Regeneration Office set up the "Village Taipei" website in 2010, inviting experts from all fields to voice their forward-looking points-of-view. In 2021, the office focused on increasing exposure so that more people could read all the articles that have been published. Four themes have been picked out in line with people's topics of concern, including the epidemic, walking, fashions and a city of common good.

"Village Taipei" has been around for 11 years, with over 1.88 million page views, over 24,000 followers on Facebook and over 1,000 followers on Instagram. It has published 440 articles, videos and 12 booklets. In 2021, five promotional activities were organized to turn the online experience into a real-life one, creating a "five sense experience" of urban renewal issues.



Website of Village Taipei

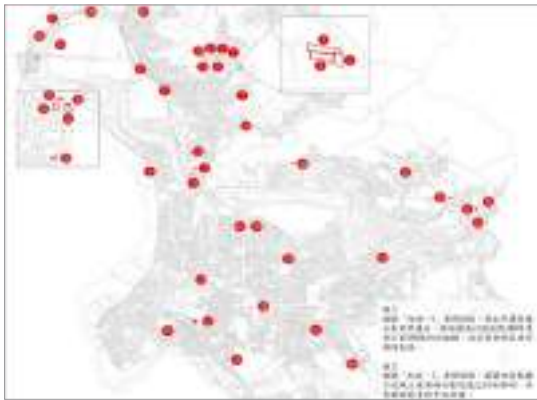
In the future, publicity methods such as articles, communities, and real-life activities will be more systematically integrated to enhance the frequency and breadth of communication and interaction with the public, so that people can understand the importance of urban renewal and become promoters themselves.

2. Putting Public-led Urban Renewal Into Practice

Taipei City Government started promoting public-led urban renewal in 2016, with tasks including promoting the Taipei Regeneration and Gateway projects, targeting old, obsolete and disaster-damaged buildings sitting in prime locations and private financing to facilitate the development of construction-related industries through private investment. The tasks are completed per government policy of creating public and public welfare facilities (including social housing, social welfare facilities, daycare, elderly care, etc.), as well as reintegrating idle public land use to expand the size of regional public facilities. Taipei City Government also gets involved in the integrated planning for resettled tenements with a high ratio of underprivileged households and lack of funds for renewal and provides consulting and guidance for urban renewal. As of 2021, 18 public-led urban renewal projects

have been launched, including the Siwen Village III Government-led Urban Renewal Project.

The “Taipei City Public-led Urban Renewal 2.0 Pilot Project” was announced on August 29, 2020, targeting bases in the renewal area with over 2,000 square meters to expand channels for public participation with the spirit of “cooperation between the public and private sectors and self-help.” If the willingness to participate in both stages reaches 90%, they can submit the application to Taipei City Government to have the Taipei Urban Regeneration Center launch the public-led urban renewal project. As of 2021, a total of 10 projects are being executed.



Areas for sea sand house renewal

### 3. Facilitating Private Urban Renewal

The amendment of the “Urban Renewal Act” was promulgated on January 30, 2019, with a hearing in place to enhance communication. Taipei City Government has continued to address issues with inconsistencies found in the urban renewal review system, as well as revising the review guidelines in a timely manner. This specifies the rewards for urban renewal building bulk and enhances the efficiency of urban renewal reviews.

To encourage the owners of sea sand houses to accept integrated renewal as soon as possible, Taipei City Government was the first to follow Article 7 of the “Urban Renewal Act” on August 22, 2019 to target sea sand houses listed for “demolition and rebuilding.” In 2021, a total of 43 areas are designated for renewal (with an area of 7.49 hectares) based on quarterly reviews.



Distribution and progress of public-led urban renewal 2.0

As of 2021, a total of 500 cases of proposed business plans, business plans and rights transfers had been approved (the original number of households is 15,971, and the number of post-renewal households 53,253). After the completion of construction, 195 user licenses have been obtained, with the original number of households of 5,579 and the total number of households after renewal 18,731. The current approved renewal project has generated a variety of public benefits, including housing 18,188 existing households, the widening of roads numbered at 53,753.2 square meters, adding 70,679 car parking spaces and 83,473 scooter parking spaces, as well as retaining 243,135.3 square meters of sidewalks. In addition, Taipei City has announced a list of priority donations for public welfare facilities to enhance their diversity.

## Conclusion

To create a livable and sustainable living environment, Taipei City Government continues to fulfill housing justice, improve the quality of urban space and promote urban renewal based on urban development policies to respond to social changes and citizens' needs.

2021  
臺北市  
線上經貿拓銷計畫  
/ 活動記者會 /



03

Industry,  
Commerce  
and Finance





2021 Taipei Trade Mission creating procurement opportunities



USD\$**78.01** million

Relief measures to boost the economy - Taipei Digital Stimulus Vouchers for Taipei's retail, food and beverages businesses and market



NTD\$**450** million was put into issuing **4,500,000** Taipei Digital Stimulus Vouchers for Taipei's retail and food and beverages businesses; NTD\$**50** million was put into issuing **100,000** Taipei Digital Stimulus Vouchers for Taipei's market businesses

Amount for Short-term Relief Measures



NTD\$**6.37** billion

The Department of Economic Development, Taipei City Government, has been working tirelessly to create a better environment for investing in startups and strive for business solicitation in Taipei City. It has established incentive and subsidy mechanisms as well as a guidance policy for the industry, hoping to promote industrial upgrade and transformation. In addition, markets with upgraded amenities/facilities in the city are being built. The Department of Finance of Taipei City Government has been hard at work improving the city's financial performance. Promoting a system with reasonable taxes has put city-owned properties to a wide range of uses; relief measures in response to the COVID-19 pandemic have also been launched through the use of the electronic reimbursement system.

03

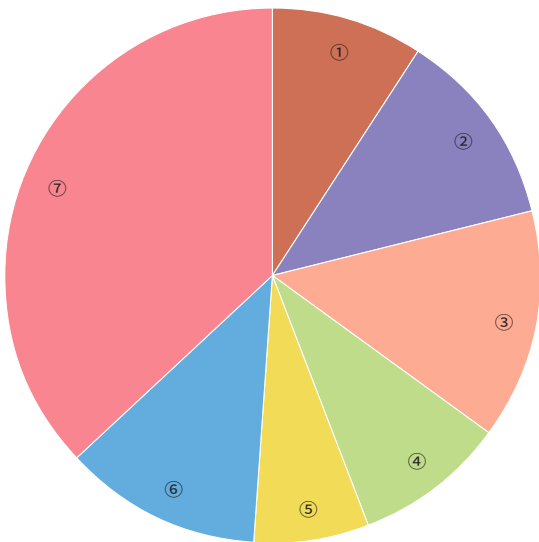
## Industry, Commerce and Finance

Although many industries were badly affected by the COVID-19 outbreak in 2021, Taipei City Government vowed to integrate resources to create job opportunities and facilitate economic development in the city, creating a favorable, competitive climate for industrial growth. With other measures to facilitate industrial growth in place, Taipei City Government hopes to turn the city into an international commercial hub with stable industrial development and innovative energy.

Part 1  
1 Overview of Industrial and Commercial Development

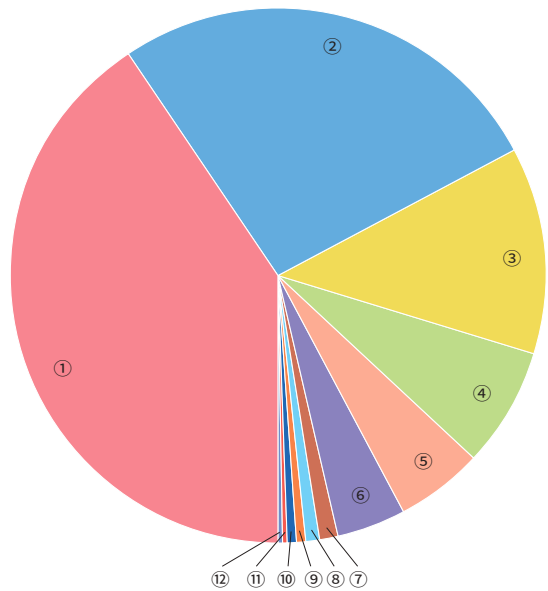
### 1. Overview of Industrial Development in Taipei

As of the end of 2021, there were 1,006 legally registered factories in Taipei City. Their distribution by industry and administrative district is shown in Figures 1 and 2:



- ① 90 Printing and Reproduction of Recorded Media Manufacturers, 9%
- ② 123 Metal Product Manufacturers, 12%
- ③ 140 Computer, Electronic, and Optical Product Manufacturers, 14%
- ④ 87 Machinery and Equipment Manufacturers, 9%
- ⑤ 77 Other Manufacturers, 7%
- ⑥ 119 Food Manufacturers, 12%
- ⑦ 370 Other Manufacturers, 37%

Figure 1 Statistics of Manufacturers by Industry Type in Taipei



- ① 409 in Neihu Dist.
- ② 269 in Nangang Dist.
- ③ 125 in Shilin Dist.
- ④ 73 in Beitou Dist.
- ⑤ 53 in Wanhua Dist.
- ⑥ 41 in Datong Dist.
- ⑦ 12 in Xinyi Dist.
- ⑧ 7 in Wenshan Dist.
- ⑨ 6 in Zhongshan Dist.
- ⑩ 5 in Zhongzheng Dist.
- ⑪ 4 in Songshan Dist.
- ⑫ 2 in Da'an Dist.

Figure 2 Statistics of Factories in All Administrative Districts in Taipei City

## 2. Overview of Commercial Development in Taipei

As of the end of 2021, 60,139 businesses were licensed and 177,262 companies registered in Taipei City, bringing the total to 237,401. Table 1 details industry types and Table 2 lists the industry for each administrative district.

**Table 1 Statistics of Businesses and Companies Registered in Taipei (by Industry Type)**

Industry	Number of Local Businesses	Percentage (%)	Number of Companies	Percentage (%)
Total	60,139	100.00	177,262	100.00
Agriculture, Forestry, Fishing, and Animal Husbandry	189	0.31	2,761	1.56
Mining and Quarrying	6	0.01	412	0.23
Manufacturing	754	1.25	28,448	16.05
Electricity and Gas Supply	6	0.01	1,259	0.71
Water Supply and Remediation Activities	118	0.20	406	0.23
Engineering	2,239	3.72	20,110	11.34
Wholesale and Retail Trade	29,451	48.97	29,253	16.50
Transportation and Storage	5,177	8.61	5,084	2.87
Accommodation and Food Service Activities	9,658	16.06	1,931	1.09
Information and Communication	1,085	1.80	11,294	6.37
Financial and Insurance Activities	425	0.71	22,351	12.61
Real Estate Activities	219	0.36	8,955	5.05
Professional, Scientific and Technical Activities	2,136	3.55	30,579	17.25
Support Service Activities	1,318	2.19	5,105	2.88
Public Administration and Defense; Compulsory Social Security	0	0.00	0	0.00
Education Services	146	0.24	163	0.09
Medical Services and Social Work Activities	0	0.00	4	0.14
Arts, Entertainment, and Recreation Services	2,086	3.47	870	0.49
Other Service Activities	5,126	8.52	3,823	2.16
Uncategorized	0	0.00	4,454	2.51

Source: The Department of Economic Development, Taipei City Government

**Table 2 Statistics of Businesses and Companies Registered in Taipei (by Administrative District)**

District	Total	Song-shan	Xinyi	Daan	Zhong-shan	Zhong-zheng	Datong	Wan-hua	Wen-shan	Nan-gang	Neihu	Shilin	Beitou
Number of Local Businesses	60,139	6,209	4,460	7,336	8,316	4,553	4,353	5,704	3,644	2,120	4,856	4,776	3,812
Percentage (%)	100.00	10.32	7.42	12.20	13.83	7.57	7.24	9.48	6.06	3.53	8.07	7.94	6.34
Number of Companies	177,262	20,625	18,220	29,926	36,210	15,094	12,172	6,381	4,832	4,761	15,720	8,494	4,827
Percentage (%)	100.00	11.64	10.28	16.88	20.43	8.52	6.87	3.60	2.73	2.69	8.87	4.79	2.72

Source: The Department of Economic Development, Taipei City Government

Part 2 Investment Promotion and Industry Guidance

1. Encouraging Innovative Entrepreneurship and Offering Loans

(1) Subsidies & Incentives for Taipei-based Industry

Taipei City Government established the “Taipei Municipal Self-Government Ordinance for Industrial Development” in 2010. The provision serves as the basis for providing investment incentives and research and development subsidies. From the start date of the project to the end of 2021, a total of 5,916 applications for incentives and subsidies were received. Of these, 1,975 were successful, amounting to NTD\$2,483,145,087. The number of applications from 2015 to the end of 2021 increased by 182% compared to the 2011 to 2014 period. The number of successful applications grew by 65%, and the amount of incentives and subsidies increased by 142%.

(2) The Promotion and Marketing Plan for the Taipei Entrepreneurs Incubation Program

To promote the “Promotion and Marketing Plan for the Taipei Entrepreneurs Incubation Program,” the Department of Economic Development established the “StartUP@Taipei Office, hosted “matchmaking sessions for entrepreneurs,” provided “training coaching services,” and set up the “StartUP@Taipei” website to provide Taipei City citizens with integrated startup resources.

For entrepreneurs to track with what's trending internationally, Taipei City Government hosted the “2021 Taipei International Startup Week” from November 2021, touting “Let's StartUP@Taipei!” as event focus to host activities with private startup platforms, therefore showcasing the vibrant entrepreneurial energy of Taipei City.

(3) Taipei City Loan Program for SMEs

In 2009, the Department of Economic Development joined forces with Taipei Fubon Bank and Taiwan SMEG to execute the “Taipei City Loan Program for SMEs.” From March 2009 to the end of 2021, the program received a total of 5,093 applications and approved loans totaling NTD\$3.5692 billion to 4,269 enterprises.

(4) Taipei City Youth Start-Up Loans

In 2011, the Department of Economic Development joined forces with Taipei Fubon Bank and Taiwan SMEG to carry out the “Taipei City Loan Program for SMEs.” From April to the end of 2021, the program received a total of 2,316 applications and approved loans totaling NTD\$1456.54 million to 2,045 enterprises.

(5) The Taipei City Social Enterprise Preferential Financing Program

In 2017, the Department of Economic Development joined forces with Cathay United Bank and Taiwan SMEGs to provide necessary working capital to social enterprises counseled by the bureau, who received a recommendation letter. By doing so, the Department of Economic Development continue to expand influence on society. From the start of the program in July 2017 to the end of 2021, a total of 16 grants were approved, totaling NTD\$85.3 million.

(6) Taipei City Social Enterprise Startup Financing Program

In 2019, the Department of Economic Development partnered with Taiwan SMEGs and related training units of social enterprises to help social enterprises established in Taipei to acquire funding to start business operation. By doing this, more social enterprises will be able to develop locally. From the start of the program in March 2019 to the end of 2021, a total of 12 grants were approved with an amount of NTD\$31.5 million.

2. Creating Business Opportunities by Attracting Businesses and Investors

(1) Industry Investment Service Program



ITO Service - IKEA



Trade Exhibition Participation and Sales Expansion Program

The program provided a one-stop and customized service where designated personnel were assigned to handle individual cases. In addition, an interdepartmental contact platform was established to help avoid investment problems. As of the end of 2021, the program provided consulting services for 1,422 cases, and facilitated 156 investment cases with an amount of USD\$762 million.

**(2) Trade Exhibition Participation and Sales Expansion Program**

With continued disruption of COVID-19, and in an attempt to help Taipei enterprises expand their businesses overseas, the “2021 Taipei Trade Mission” was held online for procurement matchmaking. For each month between June and October, a marketing event was organized, connecting 19 countries and assisting 133 vendors and 496 overseas buyers. A total of 819 video business conferences were hosted, creating procurement opportunities amounting to USD\$78.01 million.

**(3) Talent Exchange Program**

In 2021, the all-English social media platform “Taipei Entrepreneurs Hub” was erected. With a group of mentors from the industry, overseas



Talent Exchange Program



Talent Exchange Program



2021 Bio Taipei Award Ceremony

international innovative groups are invited to exchange views, advertise Taipei's vibrant entrepreneurial energy around the world. Six events were held to exchange views on startup sites, one online forum and matchmaking meeting and one startup talent Boot Camp, and a Demo Day of 14 groups of startups were organized. Aside from these activities, we also worked with the Dutch office in Taiwan to organize a startup competition to deepen exchanges from both sides.

### 3. Support for Development of the Technology Industry

#### (1) Biotechnology Industry Development

Taipei City Government continues to hold the "2021 Taipei Biotech Awards" with an extra award added this year - the "Interdisciplinary Excellence Awards." A total of 20 successful biotech enterprises and research institutions received the prize, the prize money totaled to NTD\$6 million. Being affected by the pandemic outbreak, "Bio Asia—Taiwan 2021" was held online in July 2021. The Department of Economic Development put together the "Bio Taipei Online Pavilion" to help high-performing biotech companies

exchange views in both Taiwan and overseas. Taipei City Government and Taipei's top biotech companies will hold an in-person exhibition for the Bio Taipei Pavilion in November.

In 2021, the BIO Annual International Convention held an online exhibition, "BIO Digital 2021". Taipei City Government participated in the exhibition alongside 8 vendors to carry out 128 online matchmaking sessions, demonstrating the value of Taipei's biotechnology industry.



Smart Technology Exhibition for Future Life

## (2) Promotion of the Digital Industrial Park (digiBlock Taipei)

digiBlock Taipei is the first industrial park featuring innovative AR/VR technology in Taiwan. The services provided by the companies in the park include AR/VR digital production, livestreaming, etc. Moreover, the resources and interactive equipment of the international AVR industry chain are included. An AVR school has also been established. Therefore, the AVR industry in digiBlock Taipei can now interact with other international companies. As of the end of 2021, a total of 1,010 events were held, and attended by 167,805 participants.

## (3) Nangang Biotechnology Industry Cluster BOT Development Project

The BOT project includes the creation of a biomedical innovation and incubation center with a total floor area of more than 15,537 square meters. Moreover, a space over 39,670 square meters has been ear-marked for offices, research and development labs, and pilot-plants. Construction began on December 23, 2021. The project is slated for completion in May 2023, generating over NTD\$6.7 billion in revenue for the Government and 3,100 jobs created. In addition, an annual output value of more than NTD\$50 billion can be generated in the biotechnology field.

## 4. Creation of Distinctive Industry for Upgrade and Transformation

### (1) Urban-themed Marketing

#### A. 2021 Taipei Lunar New Year Festival

The Department of Economic Development's "Have an Awesome Year – Sending a Heartfelt

Moment" worked with paper-maché artists to reenact nine major distinctive shopping districts to convey blessings and thoughts of family members, lovers, and partners. Festive lights decorate 12 business districts, taking the quality shopping experience to the next level.

#### B. Shopping District Carnival

In October 2021, we organized the "Shopping District Carnival," themed "shopping together in Taipei". The event saw the participation of 24 shopping districts and 60 stalls. In October, we joined hands with Yahoo! Mall in launching "Online Shopping District Carnival Zone," which saw the participation of 100 stores. From September to November, we also partnered with 14 shopping districts to organize ten "shopping district mini-tours," giving visitors an in-depth shopping experience.

#### C. Friendly Store Promotion Program

From 2016 to the end of 2021, we recruited 671 friendly stores and venues. In 2021, we initiated the "Friendly Story in Taipei" and held eight mini-trip in October and November. The "Taipei Friendly for you" program was launched in October, with over 200 participating stores offering discounts.

#### D. Design Industry

Taipei City Government launched the "Taipei Industrial Design Award" in 2008. The event was then renamed to become the "Taipei International Design Award" in 2012. The event has garnered recognition from three international design associations. In 2021, the



2021 market street decoration for Lunar New Year



Shopping District Carnival



Friendly shop mini-trip



Taipei International Design Award

awards attracted 5,545 design pieces from 72 countries for entry. This was the highest number of entrants since the founding of the Awards. Over 70% of the total design works submitted were from overseas artists.

## (2) Coaching for Distinctive Industries

### A. Coaching for Distinctive Industries and Promotion Plan

In September 2021, the final of “2021 Fashion in Taipei” and its fashion show were held; two matchmaking meetings were organized to help designers connect with the industry; and videos of the “T Fashion Series” were put together to promote Taipei’s fashion scene, and the distinguishing characteristics of the 7 shopping districts.

In December, the “2021 TaipeiXmas” launched a stamp collection map to bring together department stores and special shopping districts; while “Shining Taipei” contributed to creating Taipei’s Christmas atmosphere by conducting activities in Taipei’s department stores with over 50 lighting displays. From December 2021 to January 2022, the “2021 Ximen Play and Buy” was organized using the “Sanrio Characters Together in X’mas” as theme to attract visitors.

### B. Food Scene

From July to August 2021, the “Tasting Taipei” program was introduced. Delivery and takeaway platforms worked with Taipei food and drink caterers and restaurateurs in



2021 Fashion in Taipei



Main visual of Tasting Taipei

the Wanhua district to promote offers. This generated approximately NTD\$3.4 million to expand business opportunities of Taipei's 15,000 food and beverage, increasing benefits by 17-fold, while helping 1,134 businesses transform and upgrade.

### C. Store Makeover in Taipei

The judges selected ten stores for the makeover and another 13 stores for coaching. These stores were given coaching tips to determine the core value of their brands and the characteristics of their products. They are promoted through various marketing strategies to highlight their milestones and business characteristics for heightened visibility.

## 5. Coaching for Shopping Areas

### (1) Performance Improvement of Shopping District

We continue to make efforts in encouraging the shopping districts to organize special events of their own volition through the ongoing "Taipei City Shopping District Development Subsidy." In 2021,

a total of 36 shopping districts were subsidized, promoting their development.

### (2) Shopping District Coaching and Promotion

The "Zhongxiao Eastern District Revival Project" was launched under the framework of "One Repositioning, Three Main Strategies," to upgrade the service and amenities of the shopping districts. From December 2020 to March 2021, we assisted in the lighting decoration of the "Walking on the Eastern Cloud;" in October 2021, we organized the "Eastern District Night Festival"; and in November, the "Eastern District Anniversary" was launched gathering 176 local stores. At the end of the year, "Eastern District: Up in The Air" was set up to attract people with installation art pieces.

### (3) Facilitate E-service in Shopping Districts

We have put much effort into helping shops implement digital transformation and technology utilization in the post-pandemic era. From July to August in 2021, three advanced courses to improve management capabilities were held in 29 shopping districts with 120 participants. Three shopping



Budding CraftsTea, after makeover



The 13th Tianmu Halloween



Eastern District Night Festival

districts were selected to demonstrate the use of the introduced technology and the R&D of creative marketing models. Six stores were selected to be provided with virtual and real marketing coaching aiming to develop their diversified marketing channels.

#### (4) Relief to Boost COVID-impacted Businesses

##### A. Relief package for commercial service industry in Wanhua.

On July 21, 2021, Taipei City Government announced it would provide NTD\$20,000 or 10% of the central government's subsidy to qualified businesses in Wanhua District that have been approved by the Ministry of Economic Affairs for relief. In addition, wholesale, retail and catering businesses that registered between May and June 2021 would be given NTD\$10,000 in relief.

##### B. Business opportunity plan to boost the economy in Taipei shopping districts

From November 2021 to February 2022, the "2021 Taipei Shopping Festival" was launched. Shoppers making purchases were qualified to win prizes. People who shop in the Wanhua district would be given an additional chance to win prizes. These creative in-person and online marketing ploys have incentivized shoppers to spend.

##### C. Stimulus for Taipei's retail and food and beverages businesses

In an attempt to facilitate retail and food and drink businesses in Taipei City with their digital transformation and revitalization efforts,

we kick-started revitalization measures at the end of October 2021. A total of NTD\$450 million was estimated to have been invested in issuing 4,500,000 "Taipei Digital Stimulus Vouchers" to boost business opportunities for Taipei's retail and food and beverage providers.

## 6. Market Management and Coaching

### (1) Market operation management optimization

The Taipei City Administration Office continues to promote the "Market Improvement Project." In 2021, brand images of 13 publicly-owned retail markets and 11 open-air markets were upgraded. Furthermore, the service quality of these markets were enhanced through operating environment optimization. In terms of the "Long-Term Improvement Project for Taipei Stall Vendors", 4 night markets were renovated in 2021 by maintaining their operating order through regulation and enhanced stall management.

Cashless transactions at markets has been implemented as well. By the end of December 2021, a total of 6,768 stalls from 47 markets, 1,177 stalls from 16 night markets, 138 stalls from fish wholesale markets and 286 stalls from flower wholesale markets and 308 stalls from 4 underground shopping arcades have all supported e-payment services.

### (2) Market renovation/refurbishment programs

Operating environment upgrade is conducted through market renovation and refurbishment. A modern management model was introduced to provide Taipei citizens a comfortable, safe and clean shopping experience, giving traditional markets a necessary makeover.



Parasol of Bangka Night Market



Dadaocheng Cisheng Temple stall skirt design



E-guide system for Shilin Night Market

- A. The second phase of the construction for the Huannan Market Renovation Project started on April 6, 2020 and is estimated to be completed in August 2023.
- B. The Chenggong Interim Market Renovation Project started on October 15, 2020; and was completed on January 26, 2022.
- C. The First Fruit & Vegetable Wholesale Interim Market Renovation Project started on March 11, 2020 and was completed on March 10, 2022.
- D. The Nanmen Market Renovation Project started in December 2019, and is slated for completion in February 2023.
- E. The Beitou Interim Market Renovation Project started in April 2021 and is expected to be completed in July 2022.

- F. The Yongchun Market Renovation Project started in July 2021 and was completed on November 28, 2021.

### (3) Market marketing diversification

The unique features of markets are promoted through promotional and market outlets online and offline such as “2021 Taipei Traditional Market Festival”, “Guanghua 13th Anniversary”, “Longshan Temple Underground Shopping Bazaar Good Life Festival” and “Taipei Night Market Festival.” The “2021 Delivery Subsidy Project for Public Retail Markets and Stall Vendors” provides various incentives to increase opportunities for markets and night markets to work with delivery platforms to adapt to the new, post-pandemic consumption pattern.



Photo of Chenggong Interim Market after construction



Image of Beitou Interim Market after construction



2021 Taipei Traditional Market Festival



Guanghua 13th Anniversary



Longshan Temple Underground Shopping Bazaar Good Life Festival

#### (4) COVID-19 subsidy and revitalization

In August 2021, the Taipei City Administration Office announced the "2021 Wanhua District Market Recovery Project for the Autonomy Closure due to the Epidemic." From May 15, 2021, the nine publicly-owned markets, temporary vendors in open-air markets, and underground shopping arcade vendors and shops that took the initiative and closed their businesses were given NTD\$20,000 in relief. In November 2021, the "2021 Market Recovery Project for Overall Close Down More than One Month due to Epidemic" was announced. Meeting the same criteria, 11 operators outside Wanhua District were provided with a relief fund of NTD\$10,000. In addition, each vendor at Huannan Market that was emergently forced to close was given NTD\$20,000 in July 2021.

In a bid to boost market business, a total of NTD\$50 million was put into issuing 100,000 Taipei Digital Stimulus Vouchers for Taipei's market businesses. These vouchers can be used in publicly- and privately-owned retail markets, open-air

markets, underground shopping arcades, wholesale markets, Jianguo Holiday Flower Market and Taipei Expo Farmer's Market, revitalizing market business opportunities.

### Part 3 Financial Strategy

#### 1. Proactive effort to attract investment, won the PPP Distinguished Awards for four years in a row

By building a platform to communicate with investors and a solicitation mechanism, the Taipei City Government managed to secure 12 investments in 2020 during the pandemic outbreak. As all contracts combined amounted to NTD\$4.077 billion, the Taipei City Government ranked first among other counties and cities, thus winning the PPP Distinguished Awards from the Ministry of Finance for four consecutive years.



Taipei City Government won the Business Solicitation Award for the 4th time

## 2. Promote relief measures to help people fight COVID-19

In response to the pandemic, relief measures including "tax deferral, tax cut, rent reduction, rent exemption, rent extension, preferential interest, subsidies, enterprise financing and labor relief" were rolled out by the Taipei City Government in May. Moreover, relief scales were extended from July 14 and on August 13, rent reduction, rent exemption and rent extension were introduced for city-owned properties from August to October. Up until the end of 2021, 230,000 people (households) benefited from these relief measures, totaling NTD\$6.37 billion.

## 3. Strengthen debt management - Implement financial discipline

To take advantage of market interest rates and to respond to rising future interest rates and under the provision that no debts were added to, we issued governments bonds twice in 2021, totaling

NTD\$30 billion. By issuing these bonds, debts were repaid, the debt structure adjusted, and interest rate benefit enhanced. In January, 2-year, 3-year, 5-year and 7-year government bonds were issued totaling NTD\$10 billion with a weighted average interest rate of 0.2932%; in October, 2-year, 3-year and 5-year government bonds were issued totaling NTD\$20 billion with a weighted average interest rate of 0.3894%. This was used to repay loans with higher interest rates, saving nearly NTD\$50 million interest expense per year.

## 4. Implement housing justice and accelerate the release of empty houses

Taking into account that in recent years that more than 70% of houses have been sold within a year of being built, and houses with a user license from January to February 2020 were 80% sold within a year, amendments to the "Taipei Municipal Self-Government Ordinance for Housing Tax Collection" were proposed. After the proposal was approved



New tax system for houses pending sales by builders came into effect

by the council, the sales period for houses owned by builders was shortened to 1.5 years and the applicable tax rate increased to 2%. The amendment took effect on July 1, 2021 to release empty houses to fulfill residential justice.

### 5. Effort to lower the stress over tax during the pandemic

In a bid to help those who are unable to pay local taxes on time as a result of the pandemic outbreak, other than applying for deferred installment payment house tax, land tax, vehicle license tax, and

amusement tax, the Taipei City Government was the first in the country to include stamp duty in the scope of tax deferral. Meanwhile, to help the entertainment industry, the Taipei City Government was also the first to halve the amusement tax of the entertainment industry, valid until June 30, 2022.

### 6. Revitalization of city-owned assets

To strengthen the effective utilization of city-owned assets, in 2021, the Taipei City Government City began the revitalization initiative of properties through multiple approaches:

- (1) Idle and low-utilized land released by the authorities are put to good use. Through a matching system, 13 plots of land were put to good use in 2021, including social and care facilities of the Department of Social Welfare, integrated care service stations constructed by the Department of Health, and comprehensive training classrooms of the Fire Department, all to strengthen the effectiveness of city-owned assets.
- (2) The Taipei City Government openly encouraged the public to submit creative revitalization proposals for idle, city-owned properties, aiming to give the idle city-owned properties a new lease on life.
- (3) Private resources were introduced to extend the life of old dormitories. Private entities were leased to renovate these old dormitories for rental. Up



Public request for creative ideas for revitalization(original user)

until the end of 2021, a total of 26 dormitories has been leased.

## 7. Reverse the handling pattern of public property to promote a circular economy

Based on the philosophy of “sustainable development and reuse resources”, shwoo.gov.taipei has committed to promoting a circular economy for a long time. By practicing the 3Rs (reduce, reuse, recycle), the website is now the nation’s first cross-county and city government auction platform that promotes scrapped public properties. Up until the end of 2021, 15 county and city governments, 335 central government agencies, and 55 other agencies have joined the partnership, and 4,116 agencies have participated in online auctions. As well as the normal bidding, “flash sales” are held irregularly. Up until the end of 2021, a total of 7 flash sales were held. The website provides multiple easy online payment options. Up until the end of 2021, 55.1% of people paid by electronic payment.

## 8. Commitment to E-administration - promotion of electronic reimbursement

Taipei City Government is committed to introducing e-reimbursement and has been providing coaching to entities in order for them to introduce

e-invoicing. In 2021, the execution rate of the Taipei City Government for e-invoicing was 92.18%, with an e-reimbursement rate of 99.62%. Over 2,100 entities successfully introduced e-invoicing.

## Conclusion

Taipei City Government will continue to identify innovative solutions to complete the system for nurturing startups, create a favorable business environment, promote local business opportunities, and establish strategies for industry development. Taipei City Government will boost economic growth as well as improve competitiveness. Eyeing the future digital age, more performance landmarks and achievements will surely be made. Taipei City Government will continue to create a quality, favorable business environment and investment opportunities for companies to interact with companies in other fields. In doing this, Taipei City is poised to become a strategic business location with an international impact.



Flash sales held with the Department of Environmental Protection



04

# Education and Effective Learning





Addition of Senior Learning Activity Centers



In 2021, Senior Learning Activity Centers were set up at **51** public and private high school campuses, middle schools and elementary schools

Bilingual curriculum schools



In 2021, a total of **51** schools participated in this program; **36** elementary school and **51** junior high schools

Implementation of a variety of adaptive teaching model schools



A total of **236** schools in Taipei City launched diverse and flexible teaching, replacing in-person classes with online learning and conducted regular remote learning tests

Taipei City Vocational School Education Policy Guidelines 2.0



In 2021, a total of **7** enterprises and **3** universities of science and technology completed **8** Industrial-Academic Co-op Learning programs

Proportion of public preschool education services



In 2021, this reached **64.8%**, providing **37,317** children with public preschool education services

Education is one of the most important ingredients to a happy, successful, and constructive life. Through the pursuit of such strategies as “promoting all-round education in elementary and middle schools, cultivation of future innovative talent,” “integration of diverse resources, promotion of cross-discipline learning,” “preschool learning 5.0,” “building an intelligent and innovative lifelong learning environment” the city seeks to develop an education roadmap that will help students better adapt to the changes of the future, aspire for positive education advancement/innovation and upgrade the quality of education.

04

## Education and Effective Learning

“Striving to transcend, innovate, change and achieve perfection,” are the core educational principles of Taipei City.

In 2021, Taipei City earned a perfect score in the education category of the latest global city livability survey conducted by London-based the Economist Intelligence Unit, to finish first among the Four Asian Tigers (Taiwan, South Korea, Singapore and Hong Kong). It also came first among the six special municipalities in Taiwan and first nationally in Commonwealth Magazine’s Commonwealth City Happiness Survey, and Global Views Monthly’s “Mass Survey on the Overall Competitiveness of Counties and Cities” education and culture category for six years in a row. The quality of education service offered in Taipei has been affirmed both at home and overseas.

Part 1

### Promoting All-around Education in Elementary and Junior High Schools, Cultivation of Future Innovation Talent

#### 1. Deepening Innovation through Experimental Education

School-type experimental education started with kindergartens and continued with the promotion of five main innovative teaching models and experimental approaches, which includes the use of English in kindergartens. In the 2021 academic year,



Happy Xishan Life Waltz animal protection education experience

Taipei Municipal Fanghe Experimental Junior High School transitioned into the city’s first experimental complete senior high school, a milestone in K-12 Experimental Education.

Non-School type experimental education: in the first semester of 2021, a total of 2,872 students at 25 groups and 21 institutions took part in non-school type experimental education. The number of participating individuals, group and institution students in Taipei City was the highest in Taiwan.

In 2021, in light of the rapid development of experimental education, Taipei City government issued a “White Paper on Experimental Education in Taipei City,” the first of its kind in Taiwan. This document reviewed achievements made in experimental education in Taipei from 2016-2021 and was referenced for an innovative and forward-looking blueprint for experimental education, in the hope of continuing to promote its steady growth in Taipei city.

#### 2. Promoting Innovative Intelligent Education

The Department of Education embraces the 6i concept (intelligent learning, intelligent teaching, intelligent administration, intelligent health care, and intelligent green energy) as a core focus for building intelligent schools. This involves providing quality processes and equipment and school environments, while promoting the CooC App, which has an array of functions, including cashless payments, classroom tools, online leave of absence applications, class



The CooC Cloud online learning platform has been upgraded to Taipei CooC Cloud 4.0

communication book, questionnaire return slips, student health management system etc. This helps to reduce the administrative burden, while enhancing the relationship between parents, teachers and students. The objective is to keep improving the Taipei CooC Cloud online learning platform, so that schools have more options when they introduce diverse and flexible teaching. At the same time, building on the foundation of promoting “mobile learning, and smart teaching,” schools are encouraged to participate in the “Bring Your Own Device (BYOD)” program.

### 3. Steady Promoting Bilingual Education

Taipei City introduced the “Program to Integrate English into all areas of Teaching” in the 2016 academic year as a way of steadily promoting bilingual education. In 2021, a total of 85 schools participated in this program (58 elementary schools, 27 junior high schools).

One-third of the courses taught over the duration of a week by schools steadily promoting bilingual curriculums are conducted in English, covering lifestyle, physical education and arts. In 2021, 51 schools (36 elementary schools and 15 junior high schools) took part in the program with the aim of building a bilingual learning environment for schoolchildren, thus grooming them into citizens of the future with topnotch international adaptivity and mobility.

The “Pre-preparing Bilingual Teachers, Starting from Six Channels Including State-Financed



Bilingual curriculum teaching

Students in Taipei City – Bilingual State-Financed Student Meet and Greet” and “Taipei City 2021 Academic Year Bilingual Education Online Forum,” were launched to incentivize education partners to participate in bilingual education, to transform Taipei City into an international city and enhance Taiwan’s competitiveness.

### 4. Establishing Multi-Dimensional International Education

In order to expand international education, Taipei City has promoted diverse exchange models as a substitute for real world exchanges in the face of the pandemic. For example, new cross-border visit models, such as cloud exchange international pen pals, Bloomberg Global Online Education Program,



Having fun studying at Australia Gold Coast Online Language Schools



Opening Event for the Taiwan-Israel International Pen Pals /Youth Painting Exhibition in Taiwan

Australia Gold Coast Online Study Trip, the Japan Kansai High School Online Exchange Program and the Overseas Community Affairs Council's "Digital Study Partner Program," provide students with a safe, intelligent and diverse study environment.

Taipei City Department of Education has actively worked with overseas middle school and higher education institutes on senior high school curriculums to encourage students to accept multicultural humanistic concerns, expand student's international horizons, and cultivate their critical thinking skills. These are divided into the two categories of international diplomas and study credits, including the International Baccalaureate Diploma Program (IB), Joint School System (Taiwan-US, Taiwan-Canada), International Foundation Year (IFY) and unique international courses offered at individual schools. In principle, all classes are in English, ranging from languages, society, science and engineering to art design. This way, students can embrace adaptive development, while also nurturing their global adaptivity and mobility, ensuring that they become future talent with international standards. In 2021, three general and vocational high schools organized bilingual experimental classes to enhance the international mobility of students.

## 5. Developing an Industry, Government, Academia, Research, Technical and Vocational Educational Strategic Alliance

In order to strengthen industry-and-academia partnerships, Taipei City Government has built on the foundation of "Taipei City Vocational School

Education Policy Guidelines 2.0" to complete 22 large industry-academia-government projects (with eight newly added in 2021). This has involved the opening of six technology education centers: "Automation Technology Center," "Energy Stewardship Technology Education Center," "Electronic Vehicle Technology Education Center," "Automobile Servicing Education Center" and "IoT Smart Home Appliances Technology Education Center" as well as the "Taipei City Industry Robotics Technology Education Center (opened in 2021). It has also led to industrial support of teaching facilities, equipment and scholarships worth NTD\$193,600,000, results that top the nation. In the future, Taipei City will continue to assist public and private vocational senior high schools to establish Technology Education Centers, and support technical senior high schools as they seek to grow on "strengthening the industry-academia cooperative chain," "cultivating professional technical



Signing of Industry Robotics Technology Education Center Memorandum of Understanding

skills” and “implementing an employment talent cultivating mechanism.” This will enable them to train outstanding talent with practical and innovative capabilities able to meet future business needs.

Part  
2

## Integrating Diverse Resources, Promoting Inter-disciplinary Learning

### 1. Pandemic Prevention Education as Part of Daily Life

In response to the spread of COVID-19, public and private schools at all levels in Taipei City made dramatic changes to how they'd conduct education. At the start of the 2021 academic year, teachers, administrative personnel and students in schools across the city were required to wear facemasks and maintain social distancing at all times, other than when eating and drinking, engaging in outdoor sports, and singing or playing wind instruments during music classes. In addition, self-management and temperature taking were also required, with the regular disinfection of the school environment and many activities moved to an online platform, with health education promotion becoming an integral part of everyday school life. Taipei City Department of Education also retained the right to introduce rolling revisions of the “Pandemic Prevention General Guidelines for Schools and Educational Institutes in Taipei City in Response to COVID-19,” depending on the development of the pandemic, making it easier for schools to implement pandemic prevention measures as part of daily school life.



Making pandemic prevention an integral part of daily life – Plexiglass shields

### 2. Refining Adaptive Special Education

Professional special education assessments and adaptive placements implements education for special-needs students, and those who are gifted and talented. Education for the gifted elementary and middle school students provides them with multifaceted learning opportunities. In 2021, a total of four elementary schools and 23 junior high schools unveiled a satellite-based education initiative for the gifted. The initiative received a subsidy of NTD\$10,841,779. To ensure the equal rights of special-needs children, Taipei City also installed 12 inclusive playgrounds and 11 playgrounds for these youths. In addition, the city also saw the opening of its first four professional skillset training classes introduced to help special-needs students acquire workplace-oriented professional skills at four technical senior high schools.



Able-bodied and wheelchair bound students play with inclusive playground equipment



Professional skills class student culinary class

### 3. Cultivating Student Aesthetic Education

Taipei City promotes a diverse range of art education and aesthetic activities and in 2021 sponsored resident artists in 62 schools, subsidized the promotion of traditional arts in 129 schools, as well as “the Search for Artistic Education Program” aesthetic education with 43 schools visiting art and cultural venues. In 2021, Taipei City’s outstanding art education team worked to make art an integral part of daily life and museum visits more accessible, with the theme of “cross-discipline innovative local tour.”

“Life Made Beautiful – Art Education Enlightenment Program” is the nation’s first learning initiative launched by Taipei City Government to combine art resources and mandatory education. It is hoped that by integrating “art and humanities courses” into lifestyle education, Taipei City’s schoolchildren will enjoy robust aesthetic education before graduating from elementary school. Since the 2005 academic year a total of 10,659 events have been visited with



Outstanding art education – a tour of painted face art in Wanhua



Taipei Chinese Orchestra - “Let’s Get Together! Friends of the Chinese Orchestra”

more than 1,608,938 young children benefiting. In addition, Taipei Chinese Orchestra has organized “Let’s Get Together! Friends of the Chinese Orchestra,” with musical instruments mimicking the sounds of animals, the kisses of the wind and clouds changing color to present an interesting Taipei Chinese Orchestra concert; Wen-Shan Theater held “Stories by Zhuangzi” and Taipei Fine Arts Museum hosted “Taipei Biennial 2020: You and I Don’t Live on the Same Planet,” with Dadaocheng Theater and the Puppetry Art Center of Taipei holding an “Early Experience of Puppet Theater” event, introducing young children to the joy of playing with puppets. In 2021, a total of 155 visits were organized with 27,137 children taking part.

### 4. Promoting the Mental Well Being of Parents, Teachers and Students

#### (1) Embracing all-round education, promoting a range of programs to enhance the mental wellbeing of parents, teachers and students

A student-centric approach to teaching is adopted that involves a combination of character education, life education and adopting a cat or dog on campus, gender equality education, Social and Emotional Learning and outdoor education. In addition, visits are arranged to camp organizers, with life warrior lectures and parent seminars, as a way of directly and indirectly increasing life education awareness of parents and students, thereby bringing them closer together. In addition, “Self-Care Starts with the Mind” mental health materials are published to teach students how to pay attention to their emotions, show concern for their peers and introduce ways of seeking assistance. This helps to build a friendly atmosphere on campus, and it is combined with “Friendly School Week,” which uses promotional activities and school-based scenarios to increase awareness of mental health and suicide prevention, by emphasizing the role everyone plays in preventing suicide.

#### (2) Integrating resources, establishing an on-campus medical service network

Taipei City’s Department of Education and Department of Health worked together to establish an “on-campus medical service network” (with 89 locations) based on the city’s administrative districts,

so when schools have mental health or medical service referral needs, they can easily access local medical resources, receive funding to apply for a medical consulting team to provide services on-campus, contact local community medical facilities to provide professional consulting services on-campus and provide opportunities for parents, teachers and students to use those resources at the school.

In addition, Songde Branch of Taipei City Hospital strengthened its three-tier collaborative mechanism, with psychiatrists providing professional preliminary evaluations, child and adolescent psychiatry department outpatient registration slips and, where necessary, an increase in the availability of and areas covered by "Taipei City Elementary and Junior High Schools Resident Psychiatrist Services," while also providing emergency incident services (green channel).

## 5. Encouraging Sports Participation

In order to increase the quality and quantity of physical activities in which students engage, efforts were made to encourage student participation in sport and cultivate the habit of regular exercise. In 2021, Taipei City started to promote the "SH150+" policy, allowing individual schools planning and developing sporting activities, with 30 minutes per day in principle and students required to participate in more than 150 minutes per week, with 200 minutes the goal. These objectives were promoted as follows:

- (1) Schools arranged for students to exercise in the early morning, during recess and before the end of the school day, with schools encouraged to support a wide range of sport-related extracurricular clubs.
- (2) Organized class-based teams so students who are not members of school sports teams can participate in popular physical education activities and sports, ensuring student have more time and opportunities to take part in physical activities at school as an extension of PE classes.

## 6. Creating Low Carbon Sustainable Schools, Enhancing Food Knowledge at Schools

The Department of Education drafted a guide for the design of green school buildings for environmental temperature reduction and energy-saving school buildings and established a verification mechanism for environmental temperature reduction and school building energy saving. This is used as a reference for green building energy saving and temperature reduction, as well as enhancing understanding of green building design on school campuses.

The reconstructed Yanping Elementary School building in Taipei City was presented as an example of a green school building, combining aesthetics, ecology and energy-saving elements. The reconstructed University of Taipei Library received a



"Self-Care Starts with the Mind"



Schools plan recess exercise for students

silver green building label and an intelligent building label.

Given the limited space available in urban environments, students and teachers are encouraged to use idle spaces on school campuses to establish gardens as part of the green campus program. Through the cross-discipline promotion of food and farming education, young people can better understand the journey “from farm to table,” thus gaining a better understanding of healthful dietary choices.

Part 3 Planning Preschool Learning 5.0

1. Establishing Public Kindergartens

In 2021, the number of public preschool education services in Taipei City reached 64.8%, and a systematic inventory of public preschool education service resources is ongoing. This seeks to utilize the revitalization of surplus space in elementary and junior middle schools, public housing and urban renewal and other city-owned land and buildings to establish not-for-profit kindergartens, assist government agencies (institutions) establish workplace cooperative “educare” service center, while also encouraging private kindergartens to sign up as quasi-public kindergartens, thereby increasing the availability of public kindergartens. It is expected that in the 2022 academic year, public preschool education services will reach 70%, providing parents with a wide range of inexpensive preschool services.

2. Upgrading Taipei-version Quasi-Public Kindergartens

Taipei has actively coordinated with the central government in drafting rules for Taipei-version quasi-public kindergartens, increasing the fee-charging cooperation level to NTD\$3,660, where a preschooler attends a quasi-public kindergarten and the parents pay no more than NTD\$3,500 per month. In the 2021 academic year, 202 locations in Taipei City participated in the Taipei-version cooperation group, with 151 private kindergartens (approximately 74.7%) taking part in the quasi-public kindergarten program. In addition, participating quasi-public kindergartens were provided with one-time facilities/equipment,



School buildings combining aesthetics, ecology and energy saving



School gardens combined with food and farming education as part of a inter-disciplinary curriculum



Inspection of a not-for-profit kindergarten for children of city government staff

operational cost subsidies of NTD\$600,000, NTD\$800,000, NTD\$1 million depending on their size.

3. Increasing Child Care Allowance for 2-5 Year Olds

When a member of the public resident in one of Taipei City’s 12 administrative districts applies for childcare allowance, the application is reviewed and

approved with the allowance paid in the following month. Taipei City combines applications for the Ministry of Health and Welfare childcare allowance for children aged 0-2, Taipei City childcare allowance for children aged 0-5 and Ministry of Education childcare allowance for children aged 2-4. As a result, applicants can apply for childcare allowances for children aged 0-4 in one application, eliminating the need to make repeat efforts. In 2021, in concert with central government policy the monthly childcare allowance was raised to NTD\$3,500, NTD\$500 for a second child and NTD\$1,000 for a third child. On August 1, 2022, the monthly childcare allowance will be raised to NTD\$5,000, with NTD\$1,000 for a second child and NTD\$2,000 for a third child. This increase will greatly alleviate the financial burden of childcare, thus creating a more child-rearing friendly environment.

#### 4. Promoting Five Types of Preschool Innovative Experimental Education

In order to establish a quality preschool services model that enriches the life and learning experience of preschoolers, the Department of Health of Taipei City Government promotes five main types of preschool innovative teaching to encourage the diverse development of preschool education: "English teaching in kindergartens," "computational thinking," "STEM Education," "Montessori Education" and the "Reggio Emilia Approach." The Department of Education continues to organize teacher training workshops, experience sharing and results presentations. In 2021, 50 public, private non-profit kindergartens took part in the program and, through the sharing of innovative teaching experience, showcased the special features and needs of the



Taipei City subsidies for preschoolers in the 2021 academic year



Preschool computational thinking teaching results presentation



Preschool public safety audit and premises management inspection

various preschool service models, providing parents and preschoolers with a range of quality options from which to choose.

### 5. Establishing a Friendly and Safe Learning Environment for Preschoolers

In order to ensure a friendly and safe learning environment for Taipei City's preschoolers, and improve public safety features and premises management at kindergartens and preschools, Taipei City Department of Education drafted the "Program for Inspection of Public Safety and Premises Administrative Management at Preschool Services Institutions" to ensure the quality of preschool services and the rights of preschoolers. Taipei City Government conducts an annual joint inspection of 210 preschool service facilities, with inspectors from the Department of Education, Taipei City Fire Department and Taipei City Construction Management office. These inspections focus on the number of enrollees, who the enrollees are, the presence of readily accessible fire safety equipment,

fee audits, playground facilities, transportation vehicles for preschoolers, and written contracts for preschool education services. The inspectors seek to better understand kindergarten operations to increase vigilance and stop any illegalities.

Part  
4

## Establishing an Intelligent and Innovative Lifelong Learning Environment

### 1. Digital Courses Breaking with the Traditional Teaching Framework

Considering the needs of pandemic prevention, and the right to lifelong learning of citizens, the Department of Education encouraged the city's 12 community colleges to replace in-person classes with remote innovative lifelong learning. It was agreed that, in response to the pandemic, community colleges autumn classes should adopt diverse and flexible teaching with a fusion of online and in-person classes, with each one awarded NTD\$240,000 to establish digital courses and teacher training programs. More than 160 digital study programs were launched as part of 2021 summer and autumn classes, with a total of 88 teacher training programs held.

The Department of Civil Servant Development planned a seamless digital study ecosystem including digital courses on worksite health promotion, improving English language ability and strengthening competencies. As of late 2021, there were 1,626 online activities and classes, read by more than 2.1 million people. Moreover, because of pandemic requirements,



Taipei City Shilin Community College online gardening class

technology was used to create a real world-virtual integrated teaching model enabling training to continue during the pandemic period.



Poster for promotion of workplace health

### 2. Increasing Diverse and Friendly Channels for Senior Citizen Learning

Taipei City Government has steadily expanded pro-age learning centers for the elderly, so there is now a senior learning activity center in each administrative district, while continuing to develop related courses and activities at those centers. In 2021, curricula and enrichment programs for older adults were set up and it is estimated there will be 55 in 2022. In 2021, 146,500 people attended 5,450 programs (activities) at senior citizen learning sites.



Lecture on road-traffic at a curricula and enrichment programs for senior citizens



Improve your English language ability

In order to meet the demands of an ageing society, the Civil Servant Development Institute offers digital classes on a senior-friendly environment, senior citizen health, communicating with dementia sufferers and cell phone use crash course for seniors. This meets the learning needs of senior citizens, while also disseminating knowledge to wider society on senior life care in order to optimize the social common good.

After the COVID-19 alert level was raised to level 3, in order to better serve senior citizens over 60 years of age, the Department of Social Welfare of Taipei City Government partnered with community colleges and universities to launch “Senior Academy” in order to ensure seniors maintained their social participation during the pandemic. On July 27, classes were switched to online video conferencing.

As the COVID-19 situation in Taiwan improved, six “Senior Academies” were re-launched in September

2021, with classes on use of mobile phone tablet APPs, practical English, basic computer basics, leisure and exercise for seniors, walking eco tours in Greater Taipei and total physical fitness. This allowed seniors to stay physically active, boosted their spiritual life and enjoy their life in Taipei.

### 3. Improving Multicultural Communication Literacy

Taipei Hakka Affairs Commission has actively promoted a multiplicity of Hakka language learning and cultural awareness programs to different age groups. However, these activities were impacted by the raising of the COVID-19 alert level. As a result, classes at preschool Hakka Storyhouse, Hakka Culture to School, Hakka teacher recurrent training, Taipei Hakka Language Education Units and Taipei Hakka Education Center reverted to pre-recordings or simultaneous live streaming. In order to provide young students with a richer collection of Hakka learning resources, a Hakka children’s songs album was recorded and a Hakka-Chinese-English family picture book published, using music and stories with real life themes to introduce Hakka culture.

The Taipei City Indigenous People’s Commission has long used Taipei City Indigenous Village University to promote lifelong learning among the indigenous community, ensuring the wisdom of those communities in Greater Taipei is preserved, using course exchanges and learning to break down the barriers between indigenous peoples and Han Chinese and adopt a more respectful attitude when learning. The hope is to create 13 lifelong education cooperative connections as models, so indigenous and Han Chinese students can overcome their own limitations and enter the digital age, to become



Visit cultural and natural ecology sites in Greater Taipei



Hakka-Chinese-English family picture book “Go Ga”

fashionable digital members of the aboriginal community.

## Conclusion

Education in Taipei will continue to acknowledge innovation power and a sense of mission on the

basis of differentiated instruction, teaching students according to their aptitude and quality bridging. As we move into a future where the pandemic gradually recedes, Taipei will continue to showcase the results of its vibrant creativity, diversity and openness.



Indigenous people's plants



Encouraging students to bring their own devices to school for learning purposes



Bilingual State-Financed Student Meet and Greet



05

# Social Welfare

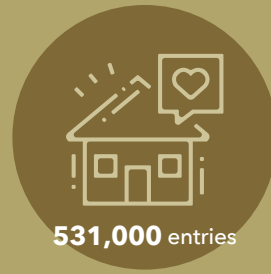




Sign language  
and dictation  
service for the  
physically-  
disabled



Parent-Child  
Centers  
and Friendly  
Childcare  
Centers



Vulnerable  
Family Service



24-hour  
Protection  
service hotline  
for consultation  
and Reporting



In a spirit to serve children, youth, women, elderly, people with disabilities and the disadvantaged, Taipei City Government dedicates continued efforts to achieving the following: establish an environment friendly for bearing and raising children by enhancing the scope and quality of youth and children service, and providing versatile nursery service options; create an inclusive environment and employment resources for people with multiple disabilities; improve community care service for the elderly and promote their social participation; empower the disadvantaged citizens to live independently and escape from poverty; reinforce social security network across different sectors. In the face of the rampant pandemic, Taipei City Government takes appropriate measures to prevent COVID-19 and provides social benefits and services to safeguard citizen's rights.

05

## Social Welfare

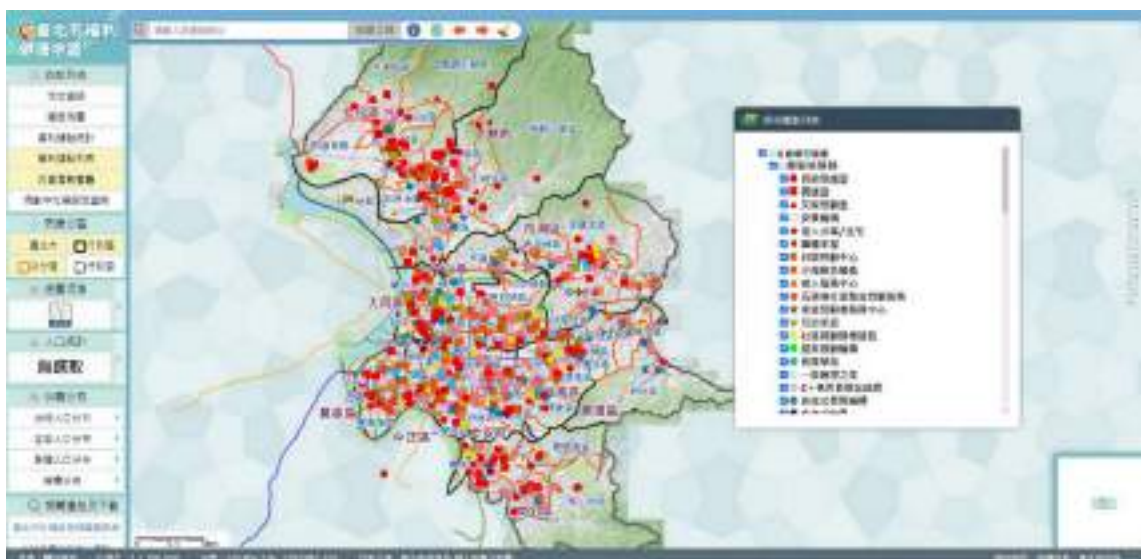
Taipei City Government establishes local social welfare centers to meet diverse welfare needs: daycare centers to encourage social participation of people with physical disabilities; community care centers and daycare centers for the elderly to care and improve their health; women and single parent family service center to provide empowerment and supportive services. All these different social welfare apparatuses are required to take appropriate and prescribed preventive measures during the pandemic. In addition to the establishment of these centers, Taipei city government also sets out a variety of care services for infants, children and youth, reinforces social security network and set up a mechanism to address domestic violence and sexual harassment cases. All these endeavors are made by Taipei City Government to improve the welfare care system in the city.

Part 1 Social Welfare Measures and Services

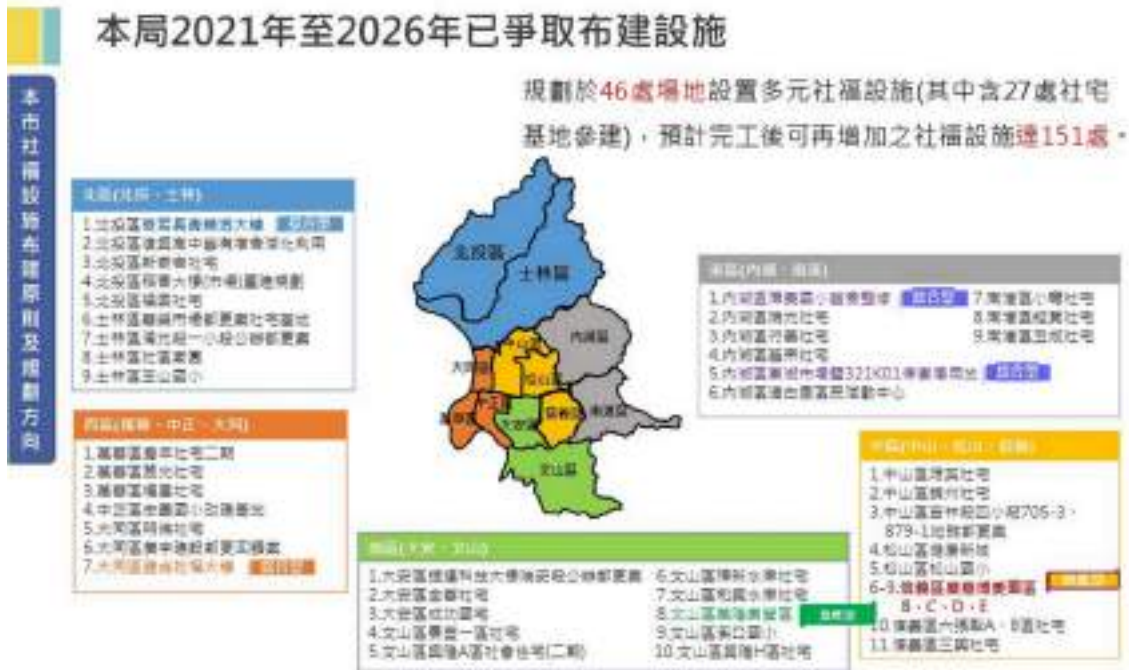
### 1. Actively Implementing Social Welfare Measures and Services

To acquire more space for social welfare facilities, Taipei City Government established "Land Watch Task Force" in 2015. Meanwhile, the "Taipei Social Welfare facility Map" GIS system has been put in

place so that the Government is enabled to monitor local population movement, evaluate the need of welfare services in each district, review the supply and demand to systematically estimate and control the progress of the implementation of these social welfare measures. Moreover, Taipei City Government also set up various social welfare facilities in social housing constructed solely by the Government, or in conjunction with other efforts in order to flexibly utilize the public space. From 2021 to 2026, plans have been laid out to acquire 46 base properties



Taipei Social Welfare Facility Map Information Network



Strengthen social welfare by building social welfare facilities and service centers

for the implementation of social welfare facilities. It is estimated to increase 151 welfare facilities spots upon completion. In the future, there will be continued efforts to implement versatile social welfare facilities and spots to for a robust welfare system.

## 2. Making Guanciboai Park and Wanlong East Military Camp as Flagship Social Welfare Parks

To render complete social service and construct a sound welfare network for the elderly, disabled, women, children and youth, the Department has worked hard to utilize public lands for various social welfare causes. Among them, the Guanciboai Park in Sinyi District continues the principle set out by its preceding Guanciboai Home—to take care of the elderly and the disadvantaged; 24 social welfare facilities have been planned as a result for installation in this site as a flagship welfare park. Moreover, 20 social welfare and public service facilities are to be installed in the Wanlong East Military Camp. All these facilities aim to meet needs of local residents.

### Part 2

## Social Welfare Measures

### 1. Welfare for People with Physical and Mental Disabilities

#### (1) Active Establishment of Small-Scale Community Workshops

Taipei City has 26 Small-Scale Community Workshops (SSCW) to provide trainings and activities for the disabled who are unable to get sheltered employment. The target clients are mainly people with physical and mental disabilities. On January, April and December 2021, the Department has officially initiated SSCW, including Ji Yan Small-Scale Community Workshop, Song Shan Small-Scale Community Workshop, Ming Lun Small-Scale Community Workshop and Rui Guang Small-Scale Community Workshop to link relevant resources to provide easily-accessible services for the needed.

#### A. Resource Accessibility:

Ji Yan Small-Scale Community Workshop is the first SSCW in Taipei that is located close to the Resource Center for the Disabled. By



Mayor Ko joined the people with disabilities in Ji Yan Small-Scale Community Workshop

linking externally to the resource center, the disabled persons in the SSCW can acquire information on promotion courses and business connection-enabling them to get more chances to reintegrate with communities and readapt themselves. In response to the pandemic, such courses as social participation and self-reliant life by the SSCW are now hosted online, and videos are produced to work with parents of the disabled so as to improve attendees' self-sufficiency.

### B. Convenient Services—Ming Lun Small-Scale Community Workshop:

Ming Lun Small-Scale Community Workshop is the first SSCW in Taipei that takes

cashless payments via Easy Wallet so that the clients can make their payments in a quick and convenient way. The SSCW provides handmade soap production, which assists the disabled to acquire social adaptability and self-sufficiency for reintegration with the community.

### (2) Easy Read booklets help people with intellectual disabilities to start a new life of COVID-19 prevention

The exacerbating pandemic situation has become everyone's focus of attention. Because people with intellectual disability and the senior citizens may get panic about so much complicated information; Taipei City Yangming Home for the Disabled responds in accordance with the policy to publish Easy Read booklets so that readers can understand the information easily and to act according to the required measures.

Easy Read booklets were designed under the principle of friendly reading by adopting an easy-to-read and easy-to-understand format. Taipei City Yangming Home for the Disabled not only designs digital contents to facilitate teaching in social welfare centers but also collaborates with people with intellectual disability and the elderly to publish contents such as How to Protect Yourself, What to Do as a Confirmed Case, Things to Note for Taking a Vax Shot, How to Use Stimulus Vouchers and so on. All the information is updated on the Easy Read



Opening Tea Ceremony in Ming Lun Small-Scale Community Workshop



Easy Read contents allow more people to understand the disease prevention information



Assisting people with intellectual disabilities to know more about COVID-19 vaccine

Information Sharing Section on the official website of the organization so that all the information is readily accessible.

Easy Read information is available to people with intellectual disability and the elderly. It can be used in campaigns and individual orientations. After the digital material and booklets go online, more than 6,000 people have accessed the content. The publication is designed to help more people with intellectual disability to start a new life of COVID-19 prevention.

### (3) Increasing the Employment Rate for People with Mental or Physical Disabilities

The Taipei City Foreign and Disabled Labor Office cooperates with social groups and other business groups to organize diverse employment services and provide more job opportunities for the physically and mentally disabled.

A. Implementing Vocational Rehabilitation Service, Maintaining Employment Rights for People with Mental and Physical Disabilities: the Department provides customized vocational rehabilitation service for people with mental

and physical impairment. The service includes case management, employment transfer, vocational counseling appraisal and supportive employment service. Based on the needs of employees, the Department organizes educational trainings and seminars to share experience on enhancing professionalism of employees and their service quality. There is also implementation of job training so as to enhance their work performance, skillsets and maintain their job stability.

B. In 2021, a total of 43 sheltered workshops in Taipei City were set up to provide a total 581 job opportunities so as to promote public awareness of sheltered workshops and workplace health management of the private businesses. A string of promotional activities is also organized to market products made by these sheltered workshops.



The product catalog for the Mid-Autumn Festival by Taipei Shelter workshop

C. Integration with Business Resources: Efforts include promoting the Protection Act for Rights and Interests of Physically and Mentally Disabled Persons, specifically the quota employment regulations and other subsidization and reward measures for employers who hire the disabled.



Job Redesign Service

The dictation service in workplace

D. Job Accommodation: In 2021, 214 job accommodation cases were documented and 1,433 hours of sign language interpreting service provided for 530 people. In addition, a total of 289 hours of simultaneous transcription service were rendered for 105 people.

## 2. Welfare for the Elderly

### (1) No Compromise of the Elder Care during COVID-19

Due to COVID-19, the operation of community long-term care institutions (nursing home service for the elderly) were suspended. To abide by the regulations, the elderly cannot go out at will, which may result in dementia and degeneration of physical and mental abilities. To prevent the aforesaid conditions, these homes implement a call-and-greet program - calls are made to families of the elderly at least once a week so that family members can get to know the health condition of the elderly. In addition, there online courses of a wide variety are made available for the elderly, topics ranging from arts, paintings, mathematics, logics, writing, cognitive



Health update of the elderly via APP tracking

activities and so on. In addition, caretakers in some centers produced exercise videos or provide links to current exercise videos to help the elderly keep the exercise habit as well as increase their activity level. Through regular exercise everyday by repeating instructions on the video, it is expected to maintain their physical strength and increase their interaction. It is also hoped that upon the notice by the Ministry of Health and Welfare on resuming operation that these organizations can return to their normal operation.

### (2) Post COVID-19 New Life in Taipei City Haoran Senior Citizens Home

Before COVID-19 level 3 hit Taipei and New Taipei City, the Haoran Senior Citizens Home had already revamped its meal service with meal boxes. After the cancelation of level 3 to residential long-term care institutions, Haoran reopened the restaurant, set up partitions in the dining area and assisted with meals serving by staffs. Before the meal is ready for use, face coverings must be worn. Senior citizens were used to self-serve meals for a long time and after coordination and learning, they all obey the new rules of being served by staff now.

As the pandemic eases, some social activities such as Ping Shuai Gong (swing hands exercise) and strength training resumed. Before these activities started, measures such as body temperature checking, hand sanitizer application, mask-wearing at all time, social distancing and crowd control were taken.

Pandemic prevention requires joint efforts. To keep a safe living environment and maintain everyone's health in the institution, everyone must



Screenshots of an exercise instruction video



Teachers coach the senior citizens and staffs to do fitness exercise

abide by the pandemic prevention specifications to ensure a win-win new lifestyle.

### 3. Women's Welfare

A variety of financial subsidization measures was set into place for families who suffer from special circumstances: 12 Single Parent, Woman and Family Service Centers and one woman's halfway house. In addition, Taipei City Women's Centers provide a free space for women to relax, take part activities and projects on gender issues and women's empowerment. As of 2021, 314 projects have been implemented with a record of 25,634 participants. An event called "Those Women in My Life" was organized to celebrate Women's Day on March 2021 and "A different view on mother -100% of Mom's Love from Dramas" for Mother's Day were hosted to celebrate Mother's Day on May 2021.

Moreover, to provide home visits for new immigrants and their families, the Taipei New Immigration Woman and Family Service Center is established as a specialized organization, while 4 new immigrant community service centers are set up



2021 Women's Day Celebration Activity

to render community-based support service programs and integrate different service units in the district so as to set up a case support network.

In addition, partnerships with businesses, institutions and groups in Taipei were ensured to promote sexual harassment prevention and gender equality awareness. By end of 2021, 17 training sessions have been organized in which 1,284 participants registered.

### 4. Public Assistance

#### (1) Providing Basic Financial Security for the Disadvantaged

In 2021, income standard is NTD\$17,668 for low-income households and NTD\$25,241 for mid-to-low-income households. The life allowance for mid-to-low income seniors and people with physical or mental disabilities is NTD\$34,321. As of the end of December 2021, 21,647 low-income households and 6,951 mid-to-low-income households received the subsidies; 14,977 people with physical or mental disabilities received the allowance; 12,771 senior citizens received the funding.

#### (2) Collaborate with Social Affairs, Labor Affairs and Private Sectors to Increase Employment Rate for Disadvantaged Citizens

Since September 2020, Taipei City Government has joined the "Increase Employment Rate" program for the low-income/lower-to-middle-income households; Promote Employment by joint social



2021 Mother's Day Celebration Activity

work and labor department action pilot plan” to join labor department by inviting scholars and related agencies to organize group review meetings. Through this program, the Government collaborates with employment service agencies, puts together resources to provide employment promotion consultation service for the low-income/lower-middle-income households, and strengthens the case transfer mechanism between social work and labor departments.



Social and Labor Department Joint Review Meeting for Employment Promotion

### (3) Programs on Breaking the Poverty Cycle and Heading for Self-Reliance

To encourage parents from low-income families to save educational and employment preparation funds for their children, “The Reverse Future 2.0 – Family Empowerment and Hope Development Accounts Program” was implemented in April 2019. By the end of 2021, 81 low-income households received consultation and the amount of savings reaches NTD\$7.83 million dollars. In addition, from March 2020, “Hand-in-hand Mutual Help Hope Development Account Program” was launched in partnership with credit unions. 27 low-income households joined the union to promote social participation and cultivate regular money-saving habits.

## 5. Welfare for Children and Youth (Inclusive of Nursery Services)

### (1) The Opening of Ark, Children & Youth Group Home in Beitou District

Although the current alternative care for children and youth mainly relies on foster family and institutions, considering that children and youth have individual needs due to their diverse



Annual Achievement Presentation of the Reverse 2.0 Project

and unique physical conditions, mental status and behavioral patterns, Group Home service mode is thus developed to provide family-style care with intensive professional manpower. In this way, children and youth can grow up in a loving home, cultivate recovery capabilities, learn about social norms and interpersonal interactions, develop upright value systems and self-sufficiency so that they are able to return home and become self-reliant successfully after their families are rebuilt.

To revive idle public lands, the Department of Social Welfare builds Children & Youth Group Home transformed an obsolete high school principal's dormitory. The building opened in January 2021 with the capacity of 8 children at the age of 6-18. At the age of 18, if they are still unable to live independently, the placement service can be extended to 20-year-old. For those who are currently enrolled in the college and universities, the placement may last until graduation.

## (2) Institutional Babysitting Service

As of the end of 2021, 24 Taipei City Infant Daycare Centers are installed to nurse a total of

995 infants while 55 public Infant Daycare centers were in charge of nursing 660 infants. Meanwhile, 186 registered and privately-owned Infant Daycare centers in Taipei City and a total of 5,816 infants have received their service. The number of registered child care takers is recorded as 4,324 who have provided their service to 5,573 children. The number of family members or relatives undertaking the childcare duty is 2,849, who have nursed 3,070 infants. In the future the Government will continue to look for more suitable spots for the installation of publicly owned and privately-operated babysitting facilities.

## (3) Family Support Measures

In 2021, a total of 12 Parent-Child Centers and 12 Friendly Childcare Centers were installed in Taipei to provide an entertainment space for families with children under the age of 6. In addition to the space, these centers organize parent-child activities, seminars on parenting and out-reach services. On the average 531,000 entries are recorded every year. Lastly, the Parenting Resource Center provides services such as toys recycling and lending recycled and reused toys.



Outdoor Children and Youth Gardening Courses for Group Home



Activities in the Parent-Child Center



Interior of the public Infant daycare centers



Interior of Friendly Childcare Centers

## 6. Social Work Service

### (1) Constructing Family Support in Community Social Welfare Centers

With families as core and communities as basis, Social Welfare Service Centers in 12 administrative districts under the Department of Social Welfare, Taipei City Government integrate local resources to conduct home visits to vulnerable families with needs of special care or welfare so that their needed services could be reviewed by the centers and linked to welfare resources. In addition, endeavors are made to connect available welfare resources to provide the homeless with meals, cleaning, medical assistance, returning to their homes, housing assistance, life support and job referral.

For vulnerable families requiring assistance on enhancing parenting skills, the Department of Social Welfare contracted out 4 private groups to provide a range of services such as case counseling, home visits with coaching on parenting skills under the Family General Services—Service Program for Children & Youth of Vulnerable Families in Taipei City. Other services also include organizing parent-children activities, seminars on child raising and other diverse programs.

The district social welfare centers and four private groups altogether assisted a total of 26,541 vulnerable families and 397,178 people. Meanwhile, 216 educational campaigns were organized, in which 11,180 participants participated.

### (2) Strengthening Social Safety Network Program

Starting from 2016, the Department of Social Welfare has been strengthening Social Safety Network Program by integrating service systems across different departments and districts, assisting communities to troubleshoot and improving its support for diverse families. With early prevention as the overarching guideline, the Department of Social Welfare aims to identify vulnerable families, construct a handling approach by combining public and private resources and reinforce the basic community social safety network. By establishing a three-layered communication platform and a interdepartmental cooperation mode, the Department of Social Welfare implements service integration and takes an active role in handling risk cases. During the period of 2016 and 2021, 441 difficult cases have been processed with cross-departmental cooperation, among which 363 manifests improvement. Lastly, in terms of public and private cooperation service mode, campaigns have been launched to heighten citizen's participation, for which 1,406 sessions of Skills to Help Others are organized with 111,431 participants.

### (3) Volunteerism

It has been two decades since the implementation of volunteer service act. Under the principle of volunteer life, Taipei City Government encourages citizens to volunteer activities so that it trends in lifestyle. In the past two years, the pandemic has affected everyone's life, which has become a big challenge to volunteer services. What was once considered a charitable act to pass love to others had been suspended; however, some volunteers tried a new service mode in response. Taipei City



Family Synthetic Program - Financial Planning Activity for Parents



Seminar on Strengthening Social Security Network



Achievement Presentation for New possibilities of Volunteerism

Government unleashed a creative service plan recruitment event in 2021 under “New Possibilities for Volunteer Service to Create a Modern Lifestyle,” which was to collect creative volunteer service plans in Taiwan. Through achievement presentation, different units can learn from each other and lead the volunteerism onto a new direction and set up a new milestone.

## 7. Domestic Violence and Sexual Assault Prevention

In 2021, the Taipei City Center for Prevention of Domestic Violence and Sexual Assault integrates private sectors and public network resources including police administration, health department, education, judicial department and private sectors to push forward prevention and management of domestic violence and sexual assault victims.

### (1) 24-Hour Protection Hotline

A total of 36,769 consultation and report calls have been fielded. Among them, 17,128 calls are in relation to domestic violence and children & youth protection and 848 on sexual assaults. 148 attendances to handle emergencies on domestic violence during nighttime or holidays were logged.

### (2) Integrating Public and Private Resources to Establish a Prevention Network

- A. The Taipei City Safety and Protection Network against Domestic Violence: In 2021, a total of 491 high-risk cases were handled.
- B. One-stop Service and Integrated Team Service Program for Sexual Assault Victims in Taipei City: 13 people requested the service.
- C. Tong Xin Yuan is a Taipei City Parent-Child Visitation Center, where 411 monitored meetings and delivery services have been requested. 5,113 people participated in the community promotion campaign and 142 people requested the call consultation service.

### (3) Implementing Treatment Services for Aggressors to Prevent Recurrences of Violence

212 aggressors of domestic violence and a total of 382 aggressors of sexual assaults received the treatment and counseling. A total of 201 respondent of domestic violence received new counselling service.

### (4) Domestic Violence and Sexual Assaults Prevention and Training

“Domestic Violence Prevention Seminar under COVID-19” was organized so as to integrate different prevention network sources devoted to domestic violence prevention measures during the pandemic.

### (5) Promote Easy Read Information

The Department of Social Welfare has compiled and published user-friendly booklets on domestic violence and sexual assault prevention for the campaign use.

## 8. Social Welfare Measures for Indigenous Peoples

Based on the special culture and characteristics of different indigenous peoples, the Indigenous

Peoples Commission, Taipei City Government sets up a series of measures such as living subsidies, care service for the indigenous elderly, families, women, children and youth, as well as the house subsidies. Robust welfare measures are put in place such as emergency condolence allowance, medical subsidy including denture and health check-up, funeral subsidy, disaster relief grants, lawsuit support, elder care subsidy, social group activities, women’s support, and subsidy for house rental, construction and repair. These are in place to create an environment with appropriate care service to enhance their living quality and wellbeing.

In addition, in order to upgrade the competitiveness of the indigenous people who live in the metropolitan Taipei city, the Indigenous Peoples Commission installs a series of active measures such as on-job training and subsidies, arts and music talents empowerment, indigenous culture preaching service and so on, which are expected to increase their competitiveness in a number of sectors such as education, culture, arts, creative culture industries, physical education and so on. In this way, they can



The Seminar on Domestic Violence Prevention under the Pandemic



Easy Read Booklet for Domestic Violence and Sexual Assault Prevention



Ketagalan Culture Center –Weaving Course



Ketagalan Culture Center–Table Tennis Course



Indigenous Talent Empowerment under the Pandemic



Health Promotion Online Courses during COVID-19

live with assurance of their education and finances, and enjoy convenient and safe life in the city.

## Part 3 The Civic Organizations and Community Development

### 1. Convenient and Transparent Environment for Social Groups to Operate

In the spirit of “Consultation and Service instead of Supervision and Instructions, the Department of Social Welfare aims to provide a safe space in which social groups operate in a transparent and trustworthy manner. The number of registered Civic Organizations is 4,702 in Taipei City by the end of 2021, including 174 industrial and business organizations, 3,354 social groups, 322 freelance professional groups, 394 Community Development Associations. The total number of Cooperatives in Taipei city was 247 (including 15 Credit unions), while the number of Taipei City Social Welfare Charity Foundations was 211. In 2021, 37 fundraising applications were granted and reviewed and 141 groups received finance audit. Meanwhile, review and checks on all social groups have been continued.

### 2. Supporting Community & Developing Community Mutual Help Network

In 2021, in a move to strengthen community mutual help network, the community empowerment project was launched, in which 147 communities took part. 66 hours of basic training courses on community development were logged. 326 projects on community development were subsidized and a

total of 36 projects on community mutual help were subsidized to promote community connection and provide mutual care for children, youth, senior citizens and disadvantaged families.

### 3. Creating NPO HUB Taipei to Bring Together Influence of Social Communities

On July 8, 2019, NPO HUB Taipei was officially launched and a professional service group was outsourced for management and operation, and for organizing a variety of community events and increasing interaction between stationing members and local residents to amplify impact together. As of December 31, 2020, 22 organizations have been stationing in; 412+ events (including seminars co-creation events and workshops) hosted with around 7,391 people participating throughout the year. Also, we have visitors from 31 countries around the world visiting our space.

## Conclusion

In the face of the severity of COVID-19, Taipei City Government takes a proactive approach towards disease prevention by integrating services across different networks and levels. Through a collaborative service model between private and public sectors, the Government spares no efforts in meeting different social welfare demands of different population groups, providing quality service of a wide variety. The government will continue to honor its mission to ensure citizen’s lifestyle quality, rights and dignity, and ally with different sectors, improve and innovate so as to fulfill their vision of building Taipei as the most reliable welfare city in Taiwan.



06

# Healthcare





Hospital supervision assessment and infection control audit



Food Tracer Taipei Platform



**295,987** products and **700,000** ingredients logged

Taipei City Long-Term Care Management Center

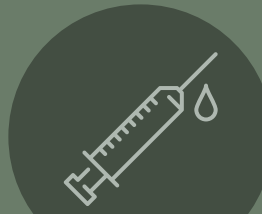


No-smoking Outdoor Locations



**12** new locations added in 2021

Taipei COVID-19 Vaccination Rate



First dose **90.1%**  
Second dose **79.7%**

The Department of Health, Taipei City Government employs a wide range of pandemic prevention measures, including the monitoring of pandemic updates here in Taiwan and overseas, screening, infection tracking, self-isolation and quarantine arrangement, improving treatment capacity and expanding Taipei's vaccine coverage rate. 2021 was a busy year, but the Department of Health continued to follow its four main strategies: "Strengthening Food Safety", "Promoting Citizen Health," "Enhanced Disease Prevention and Drug Abuse Prevention" and "Integrated Healthcare and Long-term Care." By promoting the health of our citizens, we hope to make Taipei Asia's healthiest city.

06

## Healthcare

In response to the surge of COVID-19 infections in Taiwan, Taipei City Hospital opened the nation’s first community screening station in May 2021, and in June set up a mobile screening bus. The Wanda Advance Command Post was established in line with Taipei City Government policy set up Wanda advance command post, which provided pandemic prevention services for 22 days. Vaccinations began in the second half of 2021. On July 14 the Expo Dome opened as a large-scale vaccination station, and we are currently considering whether a medium sized vaccination station should be opened to meet the vaccination needs of our citizens.

Part 1  
**Strengthening Food Safety**

### 1. Increasing Public Trust in Food and Drugs

#### (1) Food Safety Policy Makes an Impact

The Department of Health hosted 2021 Food Safety Policy awareness event. With “Taipei Eating Safely” as the campaign’s core concept, the Department of Health identified the following themes: “Dining in Transparency,” “Dining Check”,

“Dining Safety” and “Fun Dining”, and the year-round marketing campaign was connected by Five Links of Food Safety of different departments. “Dining in Transparency” promoted manufacturers featured on the Food Tracer Taipei platform, with QR codes for the public to know the source of inspected meats. “Dining Check” shows the newly added imported meat section, where the place of origin and independent inspection reports are published. “Dining Safety” promotes interdepartmental cooperation for markets that endorsed the “Taipei Night Market Food Safety Badge” certification. Finally, regarding “Fun Dining,” the 32nd Taipei International Food Exhibition was



Food safety policy advocacy activity



Announcing the Taipei City Self-Governing Regulations for Food Safety



Safety inspection for meats



Transparency the origin of imported meat's source and test report

supposed to be held, but was delayed until 2022 due to the pandemic. The installations and interactive food safety exhibits of the Five Links of Food Safety have successfully raised awareness about food safety.

**(2) Food Hygiene Rating System**

“Chain bakeries in Taipei City with 3 or more stores” were launched, which specified that “restaurants, kitchens, and consumer cooperatives in colleges and universities in Taipei” should be certified by the Food Hygiene Rating System. In 2021, 265 restaurants were certified (263 restaurants were rated as “Excellent,” two restaurants were rated “Good”). The Department of Health has also completed the evaluation of 394 restaurants and certified them accordingly. (310 restaurants were rated as

“Excellent,” 84 restaurants as “Good”), including three branches of chain stores.

**(3) Full Disclosure on “Food Tracer Taipei Platform”**

Currently, information on 295,987 products and 70,000 foods has been registered and a new imported meat section has been added.



Certificate “Excellence” & “Good” of Food Hygiene Rating System: Excellent mark & Good mark



Meat management policy shown on billboard at a Metro station

#### (4) Management of Food, Drug & Cosmetics Advertisements

3,515 food, drug, and cosmetics advertisement violations were inspected 619 cases were duly punished. Three online lectures were held for operators.

### 2. Maintaining a Safe Food, Drug & Cosmetics Information and Consumer Environment

#### (1) Food, Drug Cosmetics Project Inspections

Inspection conducted by the Department of Health in 2021 are as follows: 249 food items and food containers failed inspection. 412 out 64,266 food labeling failed inspection; 16,535 food providers were inspected; 76 violations in drug and medical equipment sampling and labeling; 144 violations of counterfeit, mislabeled drugs, and controlled substances; 237 violations of unqualified or illegal medical equipment; 87 violations of labeling in cosmetics.

#### (2) Results of the "Taipei City Self-Governing Regulations for Food Safety"

In 2021 announcements were made for six new policies regarding Articles 7, 9, 11, 12, and 16, including making it mandatory for pork importers to publish the origin of their meat on Food Tracer Taipei Platform, and for convenience stores, supermarkets and hypermarkets in Taipei to install non-ractopamine areas.

#### (3) Strengthening Inspection Professional Knowhow

Three courses on Hygiene Inspection Practices were held lasting a total of 35 hours, with a total of 203 people in attendance.

#### (4) Enhancing Examination Services and Improving Examination Capabilities

- A. The department conducted 337,653 inspections of foods, business sanitation, traditional Chinese medicines, cosmetics, medical testing and entrustment by the public.
- B. Six posters were published at the Food Technology Symposium held by the Ministry of Health and Welfare in 2021.
- C. At the 2021 "Digital Smart Leadership - Food and Drug Big Data Competition Forum," a research paper was submitted and it received third place.
- D. Six new testing techniques were developed for colorants in foods (16 items), sweeteners in foods - multiple analysis (13 items), veterinary drug residues in foods - test of multiresidue analysis of  $\beta$ -Agonists (21 items), pesticide residues in foods - multiresidue analysis (406 items), veterinary drug residues in foods - multi residual analysis of  $\beta$ -Lactam antibiotics and heavy metals in animal products.

### 3. Protecting Consumer Rights

#### (1) Optimizing of the Food & Drug Inspection Map Taipei

Inspection results for 5,087 food businesses and 736 drug stores were disclosed, and the webpage was optimized with a map design to make it more user-friendly and interactive; efforts would continue to update food business inspection results and add new sections.

#### (2) Consumer Rights Protection in Disputes

A total of 1,513 cases were accepted, of which 1,037 cases were successfully resolved or withdrawn.



Team practical training



Inspection case experience sharing



Hygiene inspection practical class - physical training

All unresolved cases in the first round of negotiations were forwarded to a second round of negotiations with a 100% execution rate.

### (3) Advocating Safe Use of Medication and Drug Abuse Prevention

Hosted 532 events to raise awareness attended by 62,550 people, regularly released information on the prevention of narcotics abuse through the setup of “Joy of a Healthy Mind” on Facebook group; held the “Anti-Drugs Poetry Writing” online modern poetry competition, allowing people to unite through the power of words during the pandemic in the safety of their own home. Besides pandemic prevention, we must also reach out to the people around us in the fight against illicit drugs together.



Anti-drug modern poetry competition

### (4) Community Pharmacy Family Pharmacists and Home Medicine Take-back

In 2021, 316 (seven organization) pharmaceutical care services were provided to senior citizens in welfare organization, 227 to households, and 906 to communities. In addition, 361 household take-back sites for expired medicines were established, and they received 19,512kg of medicine.

## Part 2 Promoting Citizens' Health

### 1. Promoting and Maintaining Health

#### (1) Women, Children, and Genetic Healthcare

Prenatal genetic diagnostic and newborn metabolic screening was offered to 26,552 people; child developmental screening services were provided to 94,382 children; hearing screening to 23,598 newborns; one-stop integrated child health services for 200 children; CCHD screening was provided to 17,086 newborns; and pre-pregnancy health checks to 12,426 women. Provided individual case management service for 510 recently married immigrants and their children, with 476 breastfeeding rooms set up throughout Taipei.

#### (2) Children and Youth Healthcare

Integrated tests were provided to 52,168 pre-school children, free eyesight tests offered to 48,937 elementary school students and dental fluoride treatment provided to 22,761 first-graders. Two eyesight health campaigns were held and attended by 869 people, which together with five professional eyesight test and eye health lucky draw events attracted 20,132 participants. In addition, 13 family sex education workshops and promotional events were attended by 1,068 people.



Integrated community screening for pre-school children

#### (3) Adult Healthcare

In order to provide Taipei citizens with robust and high-quality services, the city government worked with 404 medical institutions to offer health checkups for senior citizens and other adults; Taipei City Government also hosted three online events advocating chronic disease pre-vention which reached 30,406 people. The Department of Health also tasked Taipei City Hospital with providing individual health risk evaluations and independent health management services; furthermore, it also completed chronic disease factor screening for 38,000 people, individual health grade evaluation for



Press conference for a series of chronic disease prevention activities

15,000 people, case-by-case management service for 1,945 people.

#### (4) Cancer Prevention and Indigenous Healthcare

Efforts continued for the promotion of the Taipei City “Cancer Prevention Network.” Together with 25 CCAP hospitals and 209 clinics in 16 groups of “family doctor integrated delivery system,” cancer screening, consulting and referral services were provided to citizens. A total of 61,963 people participated in TaipeiPASS – health services; In addition, 187,123 cervical cancer screenings were conducted with 387 confirmed diagnoses; 77,059 breast cancer screenings with 527 confirmed diagnoses; 114,531 colon cancer screenings with 221 confirmed diagnoses; and 21,184 oral cancer screenings with 31 confirmed diagnoses. There were 271 senior health check-ups of over 55-years-old indigenous, and 4,496 visits for all age of the indigenous.

#### (5) Tobacco Hazard Control

A total of 76,293 inspections were conducted with penalties imposed in 381 cases; five tobacco cessation service training programs were held for



Women go for health screening



Using online resources to publicize the hazards of new tobacco products

medical personnel; 751 events promoting tobacco hazard prevention in communities, workplaces and campuses, providing 8,985 people with smoking cessation treatment and health consultations; There were new advertisements on 12 no-smoking outdoor locations including Nankang Bottle Top Factory and Liu Yi Plaza, for a total of 3,591 advertisements on no-smoking outdoor locations; In addition, 14 Say No to Smoking volunteer training programs were held, with 9,150 visits to no-smoking outdoor locations installed.

#### (6) Healthy City

The Taipei Healthy City platform was put to good use as it integrated health-related, senior- friendly and safety topics, while working with government agencies, 12 district health centers, community nutrition promotion center, medical institutions, and non-profit organizations to host health advocacy events in a wide range of locations that were attended by 235,685 participants.

### 2. Mental Health Promotion

#### (1) Improving Citizen’s Mental Health

Multiple media channels in Taipei City have been used to promote comprehensive mental health



Hosting a mental health awareness activity

activities in schools, workplaces and communities, while providing accessible community-based psychological counseling services to citizens at Taipei's 12 administrative districts and Taipei Community Mental Health Centers. These are designed to ensure citizens would give mental health issues more attention, and take prevention measures.

## (2) Inter-departmental Promotion of Suicide Prevention

Taipei City Government integrated resources from 12 departments and private groups promoting suicide prevention based on nationwide, comprehensive, selective, and significant suicide prevention strategies set forth by the central government. It also strengthened training for suicide prevention gatekeepers and care services for at-risk individuals. High-risk groups were also targeted by connecting resources across agencies and providing related services to increase suicide prevention work efficacy.

Part

3

## Improving Pandemic and Drug Abuse Prevention

### 1. Immunization

#### (1) Regular Vaccinations for Infants and Young Children

In 2021, 94,780 people benefited from the Immunization and Healthcare Information Text Message System for Infants and Children, which uses SMS messages and emails to send reminders. Immunization rates for those under the age of three reached 94.56% in the same year.

#### (2) Pneumoniae Vaccination

The central vaccination policy for senior citizens aged 75 and above was introduced in 2007. In 2021 156,769 were vaccinated by the end of November. Taipei citizens aged 65-74 have received free pneumoniae vaccinations since October 2017, and in May 2019 the program was expanded to cover indigenous people between 55 and 64 years old. In 2021, a total of 156,147 seniors took advantage of the program by the end of November, a vaccination rate of 49.7%.

#### (3) Influenza Vaccination

In 2021 publicly funded distribution of the *FLUBLOK* Quadrivalent vaccine was launched in two stages, the first stage started on October 1, and the second stage on November 15. All recipients were vaccinated in the first stage, apart from those between 50 and 64 years old without high-risk chronic diseases, who were vaccinated in the second stage. Due to the potential for simultaneous outbreaks of COVID-19 and influenza in the autumn and winter, members of the public were encouraged to get vaccinated.

#### (4) Rotavirus Vaccination

From April 5, 2017, babies aged 6-32 weeks with a child medical subsidy card received a rotavirus vaccination. In 2021, a total of 168,794 doses were administered.

#### (5) COVID-19 Vaccination

Starting from March 22, 2021, a total of 4,331,425 doses of COVID-19 vaccine have been administered. Taipei City has a first dose coverage rate of 90.1%, second dose 79.7%.



The Expo Dome large-scale vaccination station team

### 2. Monitoring Infectious Diseases

#### (1) Reporting Notifiable Diseases

In 2021, a total of 68,313 cases were reported and 16,986 confirmed.

#### (2) Reporting of Infectious Diseases in Schools

In 2021, 2,645 cases were reported.

### (3) International Monitoring and Information Exchange on Infectious Diseases

Since 2005, Taipei City has participated in the Conference on Countermeasures to Combat Infectious Diseases in Asia (CCIDA), which conducts exchanges on major infectious diseases in Asia (including influenza, mosquito-borne diseases such as the Dengue Fever, tuberculosis, syphilis and AIDS). In 2021, the global COVID-19 pandemic resulted in event postponement.

## 3. Infectious Disease Prevention

### (1) Influenza Prevention

Basic outpatient services were expanded to meet high demand for flu treatment during Spring Festival 2021 (February 10-16). State-funded antiviral medicine was administered to 2,442 outpatients at 353 contracted medical clinics.

### (2) Dengue Fever Prevention

In 2021, two Dengue fever prevention work meetings were held. Agencies collaborated and adopted responsible area environmental management measures to successfully contain dengue fever in Taipei.



Report of the 2021 dengue fever working group

### (3) Enterovirus Prevention

Officials visited hospitals responsible for treating serious cases of enterovirus during peak season, while also strengthening supervision and inspections targeting 1,369 kindergartens, daycare centers, afterschool childcare centers, and other places frequented by young children.

### (4) Preventing Severe Pneumonia with Novel Pathogens (COVID-19)

In 2021, 45 pandemic team meetings and 144 Central Pandemic Command Center meetings were held in a timely matter to collate pandemic related information; experts and agency heads were also invited to discuss preventative strategies.

### (5) Tuberculosis Prevention

In 2021, 525 people were diagnosed with tuberculosis. Traditional and remote DOTS were adopted to track patient compliance and those with latent TB infections (LTBI).

## 4. Infection Control

### (1) Business Sanitation Management

From January to December 2021, a total of 2,200 businesses were audited under the "Taipei City Business Hygiene Management Self-Government Ordinance," and 662 were instructed to improve their hygienic protocols.

### (2) Infection Control in Hospitals

Due to the severity of the COVID-19 pandemic, special hospital supervision and infection checks were conducted to ensure the health of patients and hospital staff. 43 hospitals were checked in 2021, helping to improve the quality of infection control in hospitals through directed testing and conducting hospital inspections.

### (3) Infection Controls in Long-term Care Facilities

Preparedness plans of 195 long-term care facilities under Taipei City Government's control were strengthened, and guidance given on infection control measures based on population density. Increased guidance and checks on long-term care staff management, work regulations, resident health management and visitor rules. During the COVID-19 pandemic, promotion of relevant regulations was strengthened according to announcements from the CECC. To reduce the risk of spread within facilities and improve resilience, guidance was provided on staff management and shift scheduling, planning subdivision and flow lines, environment cleaning and disinfection, measures to strengthen access restrictions and management of pandemic related

supplies. When cases of COVID-19 were confirmed, the Department of Health, Taipei City Government immediately intervened to investigate, conducted full staff testing and establish a list of contacts to prevent spread within the facility. Authorities then coordinated to arrange a backup location or treatment facility for the care of non-infected residents, while working with the Department of Environmental Protection to carry out indoor and outdoor decontamination of the facility, and assist the facility to return to operation.

## 5. Prevention of Drug Abuse and AIDS

### (1) Drug Abuse Prevention

In 2021, 3,698 people were registered as drug addicts, 3,417 were tracked and offered counseling, 29,735 phone consultations were provided, 2,997 house calls conducted, 1,271 in person discussions held, and 1,457 people offered other counseling services. With this mechanism in place, attempts were made to identify the needs of each person to better provide services, whether medical treatment, employment, legal or social assistance and family support.

### (2) AIDS Prevention

From 1984 to December 2021, 6,165 cases of AIDS have been reported in Taipei. In 2021, there were 165 new cases of HIV, 12.69% fewer than the previous year (189 cases); and 73 new cases of AIDS, 13.09% fewer than the previous year (84 cases).



Press conference for the "Kick the Habit" anti-drugs educational exhibition

## Part 4 Integrated Healthcare and Long-Term Care

### 1. Offering Accessible and Usable Long-term Care Resources

#### (1) Creating a Cross-agency Integrated Mechanism

Taipei City Government brings together resources from health, social welfare, the public and private sector, to create a cross-agency integrated mechanism. The Taipei City Government Long-term Care Committee holds routine meetings and its seven working groups communicate and coordinate to achieve goals and accelerate the development of quality long-term care services.

#### (2) Expanding Long-term Care Capacity

The Department of Health has established "Taipei City Long-term Care Management Center" (LTCMC) as a single-service window to provide required assessments, connect long-term care resources and consultation services. The LTCMC integrates the resources of different agencies to an all-round long-term care network. In concert with the Ministry of Health and Welfare's "1966 Long-term Care Hotline," the LTCMC provides citizens with long-term care service information. When a citizen is eligible to apply for the Long-term Care 2.0 Program, LTCMC sends officials to their home to conduct an assessment and provide long-term care services. In 2021, 39,146 people received services, registering an increase of



Campus tour in 2021 AIDS prevention play

7.2% on 2020. In order to establish a robust long-term care system, the service items contained in Long-term Care 1.0 were expanded to include:

- A. Discharge Preparation Services: 25 hospitals participate in the Ministry of Health and Welfare's Discharge Preparation Bridging Long-term Care Service Program. This ensures that when patients are discharged and return home, they'd receive appropriate long-term care services, the number of wait days was also reduced to ensure quality services, and to minimize the burden on their families..
- B. Dementia Care Services: Taipei City has 11 Dementia Care Service Centers that provide diagnosis and referral related services. There are also 45 Dementia Service Locations that provide sufferers and their family caregivers with a range of support services.
- C. Planned Long-term Care Facilities: Long-term care facilities are planned in Beitou District (the intended locations being Daoxiang Market and Xiushan Elementary School proposed site), Guangci in Xinyi District and Dongying in Wanlong, Wenshan District. Residential long-term care facilities are also being built at the Beitou Qiyan Elderly Service Center, Wanhua District Youth Housing and Nangang District Dongming Public Housing.
- D. Integrated Community Care Centers: A total of 35 integrated community care centers have been established to handle cases from LTCMC, and design care programs that provide long-term care services to disabled patients.
- E. Integrated Community Care Services: Taipei has installed integrated community care service stations in its 12 administrative districts

to provide integrated medical services, promote long-term services and assist citizens get referrals for long-term care resources.

- F. Innovating Support Services for Family Caregivers: Taipei has four family caregiver support centers that maintain care stations that employ multiple platforms to determine potential service needs and provide support in securing service resources.

### (3) Integrated Care from Community Doctors

In September 2015, the Department of Health, Taipei City Government commissioned the Taiwan Association of Family Medicine (TAFM) to implement a "Community Doctors Integrated Care Pilot Project" in Shilin and Beitou districts to assist more underprivileged communities and build a community resources network. In 2017, the city government also authorized Taipei City Hospital to manage the "Integrated Program for Taipei City Family Physicians." The program is based on three core concepts - health, professionalism and care, and connects teams from social welfare agencies, local residents and health centers. It calls on doctors in local clinics to offer integrated health care to low- and middle-income households, people with disabilities and older adults living alone. The service includes in-clinic health assessments, home care visits, professional staff service and telephone consultation, enabling the highest level of care and health protection for Taipei's residents.

## 2. Improving Local Palliative Care for Citizens

### (1) Building a Metropolitan Community Palliative Care Model



2021 discharge preparation hospital liaison meeting



Press conference for World Alzheimer's Month 2021



Promoting community palliative care services



Community palliative care team on a home visit

Taipei City Hospital is the first institution in Asia to promote hospital-based “Community Palliative Care.” The network is made up of multidisciplinary staffs providing emotional care for terminally-ill patients who decide to spend their final days at home, and helping them to end their lives with dignity. Services were given to more than 574 patients, with 68.1% of them were none cancer patients and 81.4% of them, which is a total of 228 patients passed away at home.

## (2) Cultivating Palliative Care Professionals and Creating a New Medical Culture

In order to cultivate a caring empathy-based culture, Taipei City Hospital holds palliative care education/training, seminars and sharing sessions to reach the goal. Through the simulation theater, students would have an opportunity to practice their community palliative care clinical skills, and conduct two-way dialogue and feedback. The palliative care training completion rate at the hospital is 40.76%. A total of 744 people attended the six virtual theater sessions. The hospital leads the nation in holding classes on the “Patient Right to Autonomy Act” (ACP). From 2019-2021, 875 people from across Taiwan completed the training. In 2021, a total of 299 trainees attended the “Rare Disorder Training Classes for ACP Personnel” held in conjunction with the Taiwan Foundation for Rare Disorders.” It establishes links to community resources, cultivates palliative care

volunteers, promotes community palliative care services and holds seminars to increase palliative care literacy.

## Conclusion

The mission of the Department of Health, Taipei City Government is to promote healthful and safe living of its citizens. The threat of the COVID-19 pandemic required cooperation between public and private organizations, working with the public to fight the virus, withstand the pandemic and return to normal. The Department of Health continues to position itself as an all-round leader in health and wellbeing, strengthening its horizontal partnerships with other agencies. By cooperating with the medical institutions of Taipei City and integrating with other departments, we can accomplish the mission of disease prevention together, and make Taipei the healthiest city in Asia.



# Social Safety





Successfully Stopped  
Frauds



Resident Fire Accident  
Alarm Activations



Occupational accident  
death rate per million  
workers number



Buildings' Public  
Safety Inspections



Taipei City Government strives to maintain social order and environment cleanliness while ensuring firefighting, workplace and building safety service quality. By integrating the strength of the whole team in collaboration with professional capacity and specific actions, we have upgraded the efficacy and quality of our enforcement services. These endeavors help citizens to understand the government's dedication in providing a safer living environment for livelihoods and property integrity, and making Taipei City a happy and livable city.

07

## Social Safety

Taipei City Government commits in establishing an organizational culture with integrity, sincerity, team work, innovation, transparency and openness to ensure social peace and achieve the vision of “livable and sustainable city”.

Part 1 Social Order and Traffic Safety

### 1. Vigorously Cracking Down on Crime

#### (1) Criminal Organizations Investigation

Planned gangster apprehension projects by targeting crime organizations. We collect pieces of evidences, investigate and seize criminals according to “Organized Crime Prevention Act.” In 2021, we have seized 65 project targets and 446 accomplices.

#### (2) Drug Enforcement Efficacy

In 2021, 4,045 drug related cases were investigated and 4,392 suspects were arrested. We have also arrested a total of 919 people involved in

drug manufacturing, transportation, dealing, and possession with the intention of dealing. With these people behind bars, we have effectively cut off drug supply.

#### (3) Fraud Crackdown

In 2021, we investigated 216 telecommunication and online fraud crime rings, which totaled 1,879



Anti-fraud assistance seminar for financial institutions



Commending those who performed well in cracking down on criminal organizations

criminals and 1,671 mules, and successfully stopped 680 fraud cases and saved NTD\$391,160,904. Our actions have effectively prevented the loss of citizen properties.

**(4) Cracking Down on Illegal Guns**

Shakedowns on places that tend to have gun shooting incidents and bad public safety. In 2021, 131 various models of guns and 2,699 various ammunitions were seized. On Aug. 6 ,2021, we cracked down the largest gangster arsenal in the past decade, which consisted 24 various guns.

**(5) Enforcing “Clean Sweep Program”**

Brothels, drug dens and gambling electronic games were raided per Operation “Clean Sweep” of Taipei City Government. For business venues that post a threat to public safety, “third-party police authority” was enforced in which joint investigation of various executive authorities were carried out to maintain social safety.

**2. Improve Traffic Enforcement Efficacy and Professionalism**

**(1) Strengthen Police’s Professional Training on Traffic Enforcement**

From April to May 2021, we held the “Lecture on How Specialized Personnel Deal with Traffic Accidents” and” Lecture on the Analysis of Traffic Accident Causes and the Reconstruction of Accidents” to enhance traffic accident handling efficiency and quality, while maintaining the rights of the litigants.

**(2) Continued Enforcement on Major Traffic Violations**

In 2021, we prosecuted 50,801 cases of reckless driving, 499,583 cases of improving motorbike riding order, and 3,422 cases of drunk driving. In light that downtown is clogged with traffic during rush hour, we have arranged 773 policemen and voluntary traffic wardens at 625 traffic junctions to strengthen traffic dispersion.



Forcefully cracking down on criminal organization and discovered weapon arsenal



Strengthen Police’s Professional Training on Traffic Enforcement



Collaborated with various authorities for joint investigation



Continues to aggressively invest in traffic dispersion



Propaganda on strengthening pedestrian safety and enforcement emphasis



Lectures for community watch personnel

### (3) Strengthen Pedestrian Traffic Safety Protection

To ensure the right of way of pedestrians and cut back on accidents, "Intersection Safety Enforcement" project was put into effect starting Sept. 1, 2020. We continue to strengthen promotion and prosecute vehicles that did not make way for pedestrians and rule-violating pedestrians. Also, we have been advocating "Slow down, observe, and stop by the intersection." In total, we have held 201 traffic safety promotion workshops.

### (4) Prevent A1 Type Traffic Accidents

In 2021, 71 people died due to A1 traffic accidents. The number of A1 deaths and the number of A1 deaths for every 100,000 citizens of Taipei City is the lowest among the 6 special municipalities. For violations that tend to cause accidents, we have targeted motorcycle drivers between the age of 18 and 25 and those above the age of 65 to raise traffic safety awareness.

## 3. Perfect Social Safety Network

### (1) Assist in Forming Community Watch Organizations

We encourage citizens to form community watch groups. In 2021, we have assisted a total of 4,891 teams, including 336 village, community and Chingxi community watch teams and 4,555 mansion / apartment watch teams.

### (2) Strengthen Juvenile Protection Operations

- A. We have enforced "Strengthen Juvenile Protection Measures" 958 times, checked 6,956 trouble spots where juveniles tend to gather and provoke troubles, and counselled 59 registered juveniles on their deviant behaviors.
- B. We have assisted a total of 773 people, including 655 people who have broken the law, 63 dropouts, and 54 juvenile delinquents that requires high-intensity care. We also discovered another 112 school dropouts.

### (3) Strengthening Women and Children Safety

- A. We provide robust protection to sex crime victims and supported 13 such cases at one-stop counter in 2021.
- B. In 2021, we received 11,595 domestic violence cases and helped 1,422 victims to file protection/restraining orders.
- C. We have properly dealt with children and juvenile protection cases and investigated sex crimes against 114 children / juveniles in 2021.
- D. On Taipei City Police Department APP, we have installed functions such as "Safe Locations," "Safe Corridors" and "High-risk Locations regarding Women and Children Safety" under the "Protection and Safety" column. If citizens experience stalking or harassment from suspicious people, they can call for help, notify the police, seek emergency assistance, and receive help to get home safely.



Establishing CCTV surveillance system to strengthen crime investigation and prevention

#### (4) High Coverage Rate and Efficacy of CCTV Surveillance System

15,616 period 1 and 2 CCTV surveillance cameras equipped with 4G wireless transmission systems have been installed at public safety and traffic hotspots. Their coverage rate reached 99.94% to create a watertight safety protection network, thus improving crime crackdown rate and ensuring quality services to citizens. In 2021, 11,985 cases were solved with CCTV surveillance system.

#### (5) Helping Pandemic Prevention Actions

During the COVID-19 pandemic, we have utilized smart technology to support 13,345 people with self-isolation at home, and 2,696 people with self-quarantine at home. We also fined 186 people who have violated pandemic prevention regulations. We have carried out pandemic investigation operations and regarded them as major criminal cases.

### 4. Versatile Crime Prevention and Propaganda

#### (1) Crime Prevention Propaganda

Adhering to the strategy of "Prevention first balanced with intelligence", we have held 3,066 anti-drug, anti-fraud, anti-theft, and gun prevention propaganda and campaigns in 2021. During the pandemic, we also hosted anti-fraud poster competitions online to nurture campus anti-fraud seeds, strengthen the anti-fraud capacity of the



Versatile means to heighten crime prevention

"digital generation", and enlarge social participation to reduce fraud victims. We also made anti-drug and anti-fraud short animation videos, which have been accepted by various schools and textbook publishers as teaching materials to achieve the progress of crime prevention.

#### (2) Campus, Women and Children Safety Propaganda

A. We held 225 "Legal education Campus Touring Propaganda" courses, 2 Youth Project presented as comic strips, essay contests were held; 10,798 campus visits were made.



First place high school group winner of Youth Project Comic Contest



Propagating personal safety in Taipei National University of Arts

B. We have installed a women and children protection network and held campus, women and children protection lectures through various platforms.

## 5. Enhance Enforcement Quality

### (1) Spirit of Service

According to “Collection of Common Duty Operation Procedures for Police Authorities” and “Reference Terms on Executing Road Inspections”, we have held 1,590 service attitude demonstrations to help law enforcement build a better image.

### (2) Strengthen 110 Reporting System

We accept reports from citizens 24/7. Besides the 110 hotline, we also provide versatile case reporting channels to citizens, such as text messaging and phone calls. Besides strengthening “110 Digitalized Operation Command and Control System” and upgrading its software and hardware capacity, we also integrate it with CCTV surveillance system to enhance our efficacy on police command and deployment monitoring.



Cases accepted by 110 system and monitoring period

## Part 2 Fire Safety and Disaster / Rescue

We carried out fire safety prevention measures, held disaster relief propaganda campaigns, and enhanced disaster / accident relief & rescue and emergency rescue skills and capacity to create a safe disaster / accident relief environment.

### 1. Fire Accident Casualty statistics

In 2021, 1,637 fires resulted in 11 deaths and 23 injuries. Compared to 2020 counterpart, 303 fewer fire accidents, 12 fewer deaths and 61 fewer injuries were reduced.

### 2. Strengthen Fire Accident Prevention

#### (1) Household Fire Alarm Promotion and Subsidized Installation

Among households that should install household fire alarm in Taipei City, a total of 446,145 households have received and installed a fire alarm, and the installation rate reach 93.89%. In 2021, we subsidized 26,078 households. The alarm was activated in 105 cases and resulted in successful evacuation.

#### (2) Joint Investigation on Public Safety

Joint Investigation Group on Public Safety was established according to “Taipei City Government Building Public Safety and Usage Situation Joint Investigation Operation Guidelines.” Joint investigation operations have been carried out to ensure that buildings meet building code regulations. In 2021, we randomly investigated 176 public venues, including cram schools, restaurants, video game stores, net cafe, and specialized service stores. Among them, 31 venues did not meet regulations and one venue did not improve their situation after review investigation. Investigation will be carried out until improvements are made.

### 3. Integrated Disaster / Accident Relief and Rescue

#### (1) Video Phone Reporting Service Promotion

As the first of all fire departments in Taiwan, Taipei City started to provide video phone reporting service from Dec. 21, 2017 to send disaster / accident scene images and GPS coordinates to 119. In 2021,

37,717 downloads were made, and fire fighters have sent rescuing videos 774 times; Moreover, we have received 293 cases of successful reports, and made 18 rescues by coaching citizens with downloading their precise location.

## (2) Disaster Prevention Propaganda

- A. On Jan. 16, 2021, we held the “119 Disaster Relief Propaganda Event”. “Disaster Relief Team Includes You and Me” posted an attendance of 3,500 people. We held a total number of 28,756 disaster relief education and promotional lectures, which were over 221,999 participants.
- B. In the 2021 school year, we held 164 “Taipei City Elementary School Fire Fighting Experience Day” sessions. The awareness campaign reached 19,005 participants.
- C. On Sept. 30, 2021, we held an online disaster relief education awareness campaign on Gather Town, themed “Self-protection Steps for Earthquakes and Other Disasters.” 1,671 of learning and feedback sheets were collected.
- D. In 2021, we planned and edited the disaster prevention manual of “What Should We Do If Typhoon Comes?” We simplified typhoon



119 disaster relief promotion campaign



Elementary school firefighting experience day event



Online promotion campaign of “National Disaster Relief Day”

related information into words and pictures. Considering disabled citizens, pregnant women, children and other groups of people to understand its content easily, we announced its contents online on “National Disaster Relief Day” of Sept. 11.

## (3) Training and Promotion of Disaster Management Specialist

To make disaster prevention localized, we encourage communities to take part in disaster relief exercise to enhance self-aid and group support ability. The Department also continues giving disaster management specialist training in 2021. According to related regulations and targeting the disaster demands of communities, campus and enterprises of Taipei City, 250 disaster relief management specialist were trained. Now a total of 2,295 disaster management specialist are on standby.



Presentation of disaster relief manual “What Should We Do If Typhoon Comes?”

#### (4) “Towards the Localization of the Ten Essentials for Making Cities Resilient”

On Oct. 28, 2021, “Towards the Localization of the Ten Essentials for Making Cities Resilient” was held at Taipei City Emergency Operations Center in which National Science and Technology Center for Disaster Reduction, National Fire Agency, Ministry of the Interior, representatives from eight counties and cities of northern Taiwan, and representatives from various departments of Taipei City Government all attended the symposium. Participants shared their thoughts on the future trends of disaster and relief operations to enhance overall disaster relief capacity.



Towards the Localization of the Ten Essentials for Making Cities Resilient

## 4. Optimizing Emergency Rescue

### (1) 1,289 OHCA patients recovered and were discharged from hospitals.

The “Golden Phoenix Specialized Rescue Team” was founded on June 1, 1999. Till 2021, they have assisted in rescuing 1,289 OHCA patients in which they were discharged from hospitals after recovery. In 2021, they saved 107 patients.

### (2) Promoting “CVE Alert and Medical Integration Project”

To shorten the treatment time of CVE patients after arriving hospitals, we succeed to make rt-PA injection rate or IA practice rate exceeded 40.72% in 2021.

### (3) Completely Practice 12 Lead ECG Transmission before Reaching Hospitals

For patients who scale high on the “Chest ache Indicator,” EMT will practice 12 lead ECG monitoring

on patient and transmit it online to collaborating hospitals before reaching hospitals. For those who was judged to be “ST elevation myocardial infarction” cases, they will be immediately reported to hospitals for preparation in advance to enhance precise treatment efficiency. In 2021, ECGs were transmitted in 1,396 cases before reaching hospital.

### (4) Establish Great Taipei Region Trauma System

In accordance with “Greater Taipei Region Trauma System Partitioning Practice Program,” we have established major trauma indicators and partitioned trauma regions to fully practice detour principle. We have also established online trauma registration system, which can be registered from hospitals. In 96.14% of the patients were directly sent to appropriate hospitals.

### (5) Practicing “COVID-19” Operations

We have stipulated the “Deployment and Protection Responding Guideline during COVID-19 Pandemic” and demanded first-line EMT to wear designated pandemic prevention outfits to go own duty according to the degree of risk to implement affection control. In response to the spreading of the COVID-19 pandemic and the increase of suspected and affected cases, in partnership with Taipei City Department of Health and Taipei City Public Transport Office, we have arranged evacuation measures for those found PCR positive, and those who are affected while being isolated at home without syndromes, or with little syndromes. While for those who suffer from more serious syndromes, we will transport them to hospitals with specialized ambulances. In 2021, we have evacuated 5,681 suspected or affected cases.

## 5. Held International Symposium

In Oct. 12-14, 2021, Taipei City held a video conference, “Crisis Management Conference 2021,” in which representatives from Tokyo, Seoul, New Delhi, Singapore, Ulan Bator, Kuala Lumpur, Brussels, New Taipei City and others participated. With the agenda of the conference set as “Important Function of City Emergency Response and Management”, 3 major issues were discussed: “how local governments and organizations deal with climate change and its affects”, “COVID-19 pandemic response and post-pandemic new normalcy” and “forming urban and

community disaster prevention resilience". Taipei City also shared its response measures on handling typhoons and heavy rainstorm and its experience on dealing with COVID-19. The participants also discussed disaster management trends, risks cities may encounter, how to co-exist with the pandemic, and how to form a resilient community with government-corporate-citizen collaboration to enable quick post-disaster recovery.

## Part 3 Labor Safety

We uphold workplace and labor safety, while strengthening workplace accident reducing awareness. By collaborating with various resources, we pledge to realize protection on labor rights.

### 1. Deepening the Promotion of Labor Safety and Health

#### (1) Inspection and Report Management to Safeguard Labor Safety

In 2021, we have carried out labor safety and health inspections 24,856 times. We received 2,303 reports on light material roof, scaffolding, suspension cage and rope operations and randomly inspected 649 cases.

#### (2) Promotion of Labor Safety and Health Factors

- A. A four-year plan for occupational health and safety is being promoted in Taipei: The goal of 2021 was to reduce the occupational accident death rate per million workers number people below 5.75. The actual number was 3.72 (9 persons), and enjoyed a 2.03 decrease than our target goal of 5.75 (13 persons).
- B. In 2021 we held Financial Industry Accompanied Assessment Project Inspection. With the experience of accompanied assessment personnel, we enlarged the depth and broadness of labor inspections and further ensured the labor rights of finance industry employees.



Hosting "Crisis Management Conference 2021"



Press conference of Financial Industry Accompanied Assessment Project Inspection results

C. First to Establish Construction Site Alcohol Drink Monitoring: We stipulated "Principles on Carrying Out Alcohol Tests and Labor Inspections at Taipei City Construction Sites." Those who practice overhead operations and their alcohol concentration exceed 0.15 mg per liter will be punished accordingly.

D. Given that rope operations are a form of high-risk operation in which accidents are prone to happen, starting from 2021, we included rope operations in "Taipei City Autonomous Regulation on Light Material Roof, Scaffold and Suspension Cage Operation Reporting" with the aim to reduce operation hazards. Additionally, we have put forth "Taipei City Autonomous Regulation on Light Material Roof, Scaffold Suspension Cage and Rope Operation Reporting", which was announced and enforce by Taipei City government on Dec. 17, 2021, with the expectation of reducing operation hazards.



Suspension cage operation

## 2. Safety Awareness

### (1) Carrying Out Education and Training Sessions

We have established the Taipei City "Labor Safety and Health Academy" platform. In 2021, 2,277 sessions were held to benefit 74,759 labors.

### (2) Carrying Out Digital Marketing with Digital Teaching Materials

KOL Rifat was invited as the main character of our 2021 teaching material video. Through the video of "1-Day Experience of Overhead Operation", he helped us in promoting "seamless" construction site safety.

## 3. Establishing Versatile Partnership

### (1) Jointly Promoting Labor Safety and Health through Safety and Labor Family

On Apr. 28 and Aug. 20, 2021, Taipei City Hospital and Elevator Safety and Health Family were formed. Units with outstanding performance acted as core leaders to lead their family members to be labor safety and health advocates.



Founding of Taipei City Elevator Safety and Health Family

### (2) Establish Safety Partnership

On Jan. 20, we concluded safety partnership with Taiwan Exhibition Industry Union and Taiwan Exhibition & Convention Association and TAITRA. On Sep. 9, concluded safety partnership with Taipei City Department of Urban Development. On Dec. 3 concluded safety partnership with Hydraulic Engineering Office, Public Works Department, Taipei City Government. Through the combination and

participation of external resources, we hope to create a safe and top-quality working environment.

### (3) Held Disaster Relief Meeting on Natural Gas and LPG Pipeline Operation

Given that five natural gas pipeline maintenance personnel passed out due to anoxia in a Taichung City accident that happened on Aug. 25, 2021, we had a meeting with five enterprises and the Department of Economic Development to strengthen risk evaluation and hazard prediction capacity.

### (4) Held Meeting with 3 Railway Operators to Discuss on Improvement of Railway Operation Safety



Disaster relief workshop



Held Meeting with 3 Railway Operators

On Sept. 29, 2021, we invited Taiwan Railways Administration, TRTC and THSRC to explore labor safety monitoring skills and experiences regarding railway constructions and operations to prevent labor accident.

## Part 4

## Building Public Safety

### 1. Establishing Comprehensive Buildings' Public Safety Protection Network

Through education training and propaganda, we practice regular inspection and dynamic sudden inspection systems to ensure building public safety.

### 2. Implement Buildings' Public Safety Inspections

#### (1) Implement Building's Public Safety Inspection Visa and Declaration System

Reminders were issued to business venues to complete their inspections and subsequent registration. Those who failed to register on time or failed to qualify for the registration will be listed and tracked to ensure "seamless" safety protection network. In 2021, Taipei City has completed the application of 8,570 cases public used buildings.

## (2) Review Inspection Operation on Building Public Safety Declared Cases

At-site review inspection were carried out on visa declared cases. For those who were not declared accordingly, the institution or personnel will be fined NTD\$60,000 to NTD\$300,000 according to “Building Act.” Upholding the principle of “Fewer random inspection. Stricter inspections. Higher fines,” we ensure the quality of each visa declared cases. In 2021, 2,400 cases of various review inspections were completed.

## (3) Practiced Alert-free Dynamic Safety Inspection Mechanism

Safety inspections were implemented in large department stores, hypermarkets, movie theatres, hotels, karaoke, high-story restaurants, net cafes and other venues. Violators were fined NTD\$60,000 to NTD\$300,000 according to “Building Act” and asked



Enforcing Warning-free Dynamic Safety Investigation

to improve within a certain period of time. In 2021, we 1,764 alert-free safety inspections were conducted.

## 3. Strengthening Building Public Safety Regulation Propaganda

### (1) Printing Pamphlets and Distributing Marks

- A. We promoted “Taipei City Building Public Safety Qualification Mark for Autonomous Management Inspection Declaration” to provide consumers and citizens with a way to distinguish those that have completed building public safety inspection.
- B. Printed “Keep Closed Fire Door” stickers for business venues and mansions to strengthen building public safety fire accident prevention.
- C. Printed “Watch Out for Falling Objects” stickers to warn consumers and citizens of potential dangers and promote building public safety, management and maintenance.
- D. Printed “Common Deficiency on Building Public Safety Inspection” and “Collective Residence Practicing Building Public Safety Inspection Visa and Declaration” pamphlets to strengthen citizens awareness of building safety.

### (2) Education and Propaganda Briefings

- A. Targeting collective residence between the 8th to 10th story of business areas in Taipei City, we held “Briefing on the Regulations of Building Public Safety Inspection Visa and Declaration” and held one briefing each in all of the city’s 12 districts.



Building Public Safety Autonomous Management Inspection Qualification Mark



Sticker of “Keep Closed Fire Door”



Sticker of “Watch Out for Falling Objects”



Propaganda pamphlet of “Common Deficiency on Building Public Safety Inspection”

- B. “Briefing of the Regulation of Taipei City Building Public Safety Inspection Declaration Case Commissioned Inspection Operations” and “Briefing of the Regulation of Taipei City Building Public Safety Inspection Declaration Case Review Inspection Operations” were held for the city’s architects, technicians and public safety professional personnel, and exchanged out experiences on practical architecture regulation practices.
- C. Six “Lectures on Building External Wall Diagnosis Application and Repair Subsidy” were held for citizens and professional inspectors.
- D. “Lecture on the Practical Practice of Taipei City Public Building Barrier-free Facility Examination”, “Briefing on the Regulation of Taipei City Public Building Barrier-free Facility” were held for authorities, inspectors of Taipei City Public Building Barrier-free Facility Inspection Group, members of architect associations, interior renovation and design personnel and citizens hold and related seminars & lectures. A total of 5 such sessions were held.

- renovated, or stacked with items that may hinder emergency evacuation?
- C. Were emergency escape staircases closed, blocked, renovated, or stacked with items that may hinder emergency evacuation?
- D. Were fireproof doors dismantled, closed, locked, had unfunctional automatic locks, or utterly nonexistent?
- E. Were items stacked under automatic fire proof steel coiling doors? Or was there alteration, renovation or other changes that may hinder fire proof segments?
- F. Were emergency exits closed or blocked so they don’t meet regulations?

#### 4. Enhancing Joint Inspection on High Risk Venues

##### (1) Establish Joint Inspection Teams

Starting from May 1, 2011, Taipei City Government has formed “Public Safety Inspection Taskforce” to carry out inspection operations. Consisting of members from the Department of Government Ethics, Department of Urban Development, Fire Department, Department of Information and Tourism, Department of Education, Police Department, Office of Commerce, Construction Management Office and other units, it has inspected high risk venues and consistently modified their criteria on public safety examination and inspection. In 2021, it carried out 179 public safety joint inspections.

##### (2) Joint Inspection on Building Management Items

- A. Were corridors and indoor hallways closed, blocked, or stacked with items that may hinder emergency evacuation?
- B. Were straight staircases closed, blocked,



Emergency escape staircase is stacked with items and hinders emergency escape



Automatic fire proof steel coiling doors should be cleared in fire proof area

## Conclusion

In order to enhance service efficacy for citizens and enhance their quality of life, Taipei City Government works tirelessly to ensure public safety and order, we also pay attention to fire, workplace and building safety. Upholding attentive and service-oriented attitudes, we have integrated the capacity of the whole team to make Taipei City a safer and happier city.



08

# Transportation



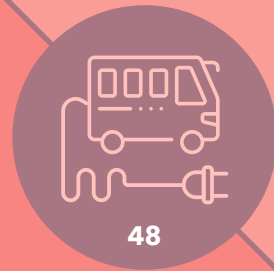


Multiform  
parking fee  
payment  
services



Non-cash payment  
reached **53.75%**

Number of  
Electric  
Buses



**48**

YouBike 2.0



**840** stations built  
by the end of 2021

Taipei City continues to upgrade its transportation service that's built upon the existing infrastructure, which includes the official launch of the public bicycle system YouBike 2.0, Discount on Shared Scooter with All Pass Ticket at extra cost, continuous optimization of parking services, bus services, smart management and pedestrian safety facilities. Moreover, pandemic prevention measures have been strengthened for public transportation for pandemic prevention.

08

## Transportation

Taipei City Government (TCG) follows the global trend to improve the overall transportation service efficiency by relying on technology. To this end, environmentally friendly electric vehicles and shared vehicles have been incorporated into the urban green transportation system with technology-enhanced management efficiency. Friendly features were set up for the visually impaired. Transportation facilities and systems have been improved with campaigns organized to advocate traffic safety for the elderly to cope with an aging society accordingly. In addition, we are committed to ensuring the safety, reliability and normal operations of various transportation services while the COVID-19 pandemic wreaks havoc around the world.

Part  
1

### User-first Infrastructure

#### 1. Official Launch of Public Bicycle System YouBike 2.0

YouBike 2.0 upgrade was officially launched in 2021, providing a more accessible and denser service network through Dock 2.0 and Smart Panel.

Put in operation on May 8, 2021, 840 stations have been set up by the end of 2021 out of the goal of 1,200 by 2022. Public bicycles were used 200 million times by October 2021, reaching a major milestone.

#### 2. Car and Scooter Sharing

Taipei City has one car sharing service, iRent, with a fleet of 1,450 shared vehicles as of the end of 2021. A total of 3 scooter sharing services are in operation,



Press conference for the official launch of YouBike 2.0



Shared vehicles

including iRent, WeMo and GoShare, with a combined fleet of 14,088 scooters as of the end of 2021. The second Taipei City Traffic Survey in 2021 shows that 74.8% of scooter owners aged 18 and up who live in Taipei support the use of shared scooters as means of transfer and connection with public transportation.

### 3. Shared Parking Spaces

Programs such as “Parking Spaces at Institutions and Campuses,” “An Addition of Parking Spaces on Unused Land” and “Parking Space Matchmaking Service” have been launched. In 2019, the “Shared Parking Space Matchmaking Service Provider Registration 2.0” was unveiled to encourage shared parking space matchmaking services, to manage parking spaces in compliance with regulations. In 2021, 3,670 new shared parking spaces were made available.

## Part 2 Green Energy Transportation Services Expanded

### 1. Electric Vehicles User Experience Improved

#### (1) Electric Buses

Taipei City has 48 electric buses (EV bus) to date, operating on a total of four routes including the Heping

Metro Bus, with the target of full electrification by 2030. In addition, “Guidelines for Subsidies Based on the Number of Passenger Trips on Electric Buses in Taipei City” were formulated in 2021 to encourage operators to purchase electric buses and put them to use for Metro Bus or other routes with high transport turnover.

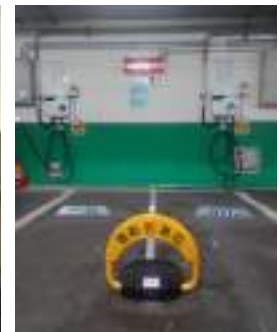
#### (2) Offering Carpark Charging Facilities and Smart Services and Charging Facilities at Taxi Service Stations

Priority parking spaces for electric vehicles with charging facilities have been set up since 2017. A “smart management system” was introduced to public carparks with 400 spaces as of 2021. As of the end of December 2021, a total of 54 public off-street parking lots are equipped with electric scooter charging facilities, and 38 of them offer battery exchange facilities. As of the end of December 2021, 49 parking lots offer different rates to increase turnover.

The Dazhi Taxi Service Station was the first in Taiwan to be equipped with two 25kw fast-charging charging stations in October 2021. They were put



Electric car charging station



Electric car priority parking space smart management system



Spaces in the charging area at taxi service station

into operation in November based on a pilot program offering free charging services. The feasibility of setting up charging stations at other service stations will be evaluated based on the result of the pilot program.

### (3) Promotion of Electric Vehicles

Taipei City has a three-year subsidy program that provides subsidies for 26,500 replacement and newly purchased electric scooters each year. Free parking is also provided for electric scooters. Taipei City Parking Management and Development Office (“TCPMDO”) installs electric vehicle charging facilities, introduces smart management to parking spaces equipped with charging facilities, as well as offering different rates for electric scooters depending on whether they need charging during the time they are parked.

## 2. Optimizing Bus Services

### (1) Bus Route Integration

The Taipei Joint Bus System adopts a system featuring “Express, Main, Branch and Micro.” In 2021, 7 routes were adjusted, 13 reduced, 5 halted, 92 with frequency reduced and 11 commuter routes were added to the system.

### (2) Bus with Reservations

For certain fixed bus routes and routes passing through remote areas, if no alternative route is available and demand is not fixed, a pilot program for reservations would be put in place for certain trips and stations of a total of 14 bus routes from July 2020 to December 2021. A total of 1,489 bus trips and 17.05 metric tons of carbon were reduced with no impact on service quality.

### (3) Bus Lane Extension on Roosevelt Road



Roosevelt Road bus lane (after construction)

On May 24, 2021, work was commenced to extend the bus lane on Roosevelt Road (from Ningbo East Street to Heping East Road). The lane was open to service on December 11, 2021 with an additional 0.95 kilometer in length, bringing the city’s network of bus lanes to 60.5 kilometers.

### 3. Additional Services at Extra Cost for All Pass Ticket Holders

Taipei City works with three companies including WeMo Scooter, iRent and GoShare to launch the “Discount on Shared Scooter with All Pass Ticket,” which combines the pass with access to shared scooters. The discount was officially launched on May 13, 2021. An additional subsidy of NTD\$200 per month is also offered to citizens who have not asked for a refund within 30 days of purchasing a pass or additional services at discounted rates.

### 4. Cycling-friendly Environment

The Department has worked on lines for connecting bikeways, reduced obstacles within a 500-meter radius around MRT stations, as well as creating arrow marked lines and bike icons to remind drivers or scooter riders to pay attention to other road users. In 2021, marked lines for bikes were completed in 23 locations including the MRT Jiannan Road Station.



Markings for connecting bikeway at MRT Jiannan Road Station

### 5. Paid Roadside Parking for Scooters

Starting on January 18, 2021, a fee for roadside scooter parking was charged for 7,100 parking spaces around stations in the city center along the MRT Tamsui-Xinyi Line. From August 30, a fee was charged for 15,900 parking spaces in the city center along the Songshan-Xindian Line, Wenhu Line and

Xinlu Line. Supporting measures such as the “city-wide scooter monthly pass,” “city-wide single daily fee” and “free parking for electric scooters” have also been established. On September 1, 2021, a discount is given to people who ride a scooter to transfer to the MRT to encourage people to take advantage of the public transit.

## 6. Infrastructure Expansion for the Taipei MRT Network

### (1) Taipei Metro construction:

- A. Wanda-Zhonghe-Shulin Line: Phase 1 construction continued in 2021. Detailed design for Phase 2 construction continued in 2021 with public tenders.
- B. Xinyi Line eastern extension: construction continued in 2021.
- C. North Section and South Section of Circular Line: Detail design continued in 2021 with public tenders.
- D. Minsheng-Xizhi Line: The planning report for Xidong Line underwent review in 2021.
- E. East Section of Circular Line: The environmental impact assessment and comprehensive planning report were submitted for central government review on January 15 and February 2, 2021, respectively. The urban planning change of the land for Taipei Metro facilities was launched on April 6, and the basic design was assessed and completed on October 18.
- F. Shezi/Shilin/Beitou Zone Light Rail Transit Network: The next step will be reviewed in line with the flood control, urban planning, environmental assessment, zone expropriation planning and development scheduling on Shezi Island.



Tunnelling shield at the Xinyi Line eastern extension



“Metro Corner” at Zhongxiao Fuxing Station



Metro TIMES (transit information management expert system)

### (2) Metro service upgrades:

- A. “Metro Corner” was launched at Zhongxiao Fuxing Station on May 5, 2021. It provides train locations in the network and operation information inquiry by incorporating new technologies such as remote transmission. Freshly ground coffee is also available with multiform payment options.
- B. In response to COVID-19, the world exclusive Metro Transit Information Management Expert System (Metro TIMES) was launched on Bannan and Wenhua lines in September

2021, which combines real-time information such as the number of people at the gates, the crowdedness in the carriages and train locations based on computer data in the signaling system. This allows for timely adjustment of train frequency based on the level of crowdedness, as well as showing it on the screens on platforms and the mobile phone app. This helps disperse traveler for pandemic prevention, as well as ensuring extra travel comfort level.

Taipei Rapid Transit Corporation moves into new areas based on the profit maximization policy and transit-oriented development (TOD) concept in the hopes of creating profits that can be used for transportation. Taipei City's first TOD development project, MRT Shilin Station TOD Property Building, began construction on April 12, 2021. Projects were also launched at Jiantan Station and Jiannan Road Station simultaneously. In the future, more property development plans will be developed to shape a highly efficient land use model to kick off the development and transformation of community industries.

Part 3 **Enhanced Smart Management**

**1. Smart Transport Monitoring**

**(1) Enhanced Traffic Monitoring**

Four new CCTV cameras, seven changeable message signs and three vehicle detectors were added on main roads, motor-vehicle bridges and expressways in 2021. The features and architecture of the central control system were upgraded for enhanced traffic monitoring and timely response, which are scheduled to be completed in 2022.

In addition, AI image recognition technology was introduced; 30 sets of AI incident detectors were added to the elevated sections of Civic Boulevard to automatically detect traffic incidents such as accidents, construction and congestion.

**(2) Smart Signals**

**A. Dynamic Signals**



AI image recognition facility

Dynamic signaling features were completed at 29 intersections, including Zongshan Jiantan and Keelung Heping in 2021 to collect information with traffic detection equipment, as well as calculating and adjusting the time for each signal.

**B. Responsive Signals**

Responsive signals were set up at 12 intersections including the one of Section 2, Zhongxiao East Road and Hangzhou South Road in 2021. Detection facilities will be set up on the branch roads to adjust the signals and rectify idling vehicles on main roads during peak time.

**2. Real-time Traffic Monitoring Dashboard**

The real-time traffic monitoring dashboard offers four features, including integration, visualization, mobilization and customization. It has been applied for traffic monitoring during the New Year's Eve celebrations and Taipei Lantern Festival. In 2021, real-time information of fire trucks and ambulances was integrated in the system to display vehicle location and disaster prevention information on the real-time traffic monitoring screens.

**3. Smart Parking Services**

**(1) Multiple Payment Options and Smart Entry/Exit**

The "Smart Entry/Exit Services" with auto identification, auto opening and auto payment was launched in 2019. As of 2021, 1.2 million members have signed up. "Smart Entry/Exit Services for Scooters" and "Smart Car Search" were added to all publicly-owned and privately-run parking lots in 2021.



Location with fire and fire truck response (test)

## (2) Multiform Payment for Parking Fees

The Department works with a number of service providers for automatic bill payment, including CTBC Bank, E.SUN Commercial Bank, Citibank, Chunghwa Telecom, Far EasTone, Taiwan Mobile and so on. People can also pay with apps that work with the TCG's smart payment platform, such as Easy Wallet, Pi App, JKOPAY, friDay+, icash Pay, Line Pay Money and Apple Pay. Payment via mobile payment apps for off-street parking and fee payment enquiry service for roadside parking have also been made available.

## (3) Real-time Parking Information Announcement

In September 2020, a 50% discount and extension of the valid period were offered on parking lot registration license fees to encourage private parking lots to provide real-time information on parking spaces. In September 2021, Taipei City started providing real-time parking information for motor buses as well as roadside car parks and 146 parking lots of municipal institutions and schools that are open to the public. In 2021, a total of 498 parking lots provide real-time information that is simultaneously uploaded on the TCG's data platform (data.taipei) for value-added applications.

## (4) Off-street Parking Monthly Pass Online Registration and Lot Drawing

The Department launched the parking monthly pass lot drawing at the end of 2019, as well as reviewing the number of winners depending on the operation performance of each parking lot. Due to the COVID-19 pandemic, registration and lot drawing started online in February 2020. Moreover, the household registration system was incorporated to facilitate verification for local discounts. The online verification feature was made available from July 2021.

## (5) Smart Roadside Parking

Sensors have been systematically set up for roadside parking spaces. As of 2021, a total of 7,131 spaces have been completed with real-time statistics published on the "iTaipei Parking" App all day. From October 31, 2021, smart parking poles with image recognition and car sensing feature have been set up at 78 parking spaces that prohibit parking at certain times at three road sections: Lane 221, Gangqian Road (Gangqian Road-Yanguang Street), Section



Interface of online registration and lot drawing system



Smart paperless ticket issuance facility for roadside parking

2, Chenggong Road (Section 6, Minquan East Road-Lane 486, Section 2, Chenggong Road), Neihu District and the north side of Section 1, Nangang Road, Nangang District (in front of Taipei Municipal Nangang Vocational High School). In the future, smart ticket issuance facilities will be set up on a total of 530 spaces where parking is prohibited at certain times.

## 4. Smart Bus Stop Signs

There are 3,343 bus stops in Taipei. As of the end of 2021, smart bus signs have been installed at 2,437 stops with a coverage rate of 72.9%. 272 of the stations are equipped with solar powered e-paper smart bus stop signs, and 205 are equipped with street lights with integrated e-paper smart bus stop signs.

## 5. Multiform Fine Payment and E-payment Channels

Counters at the Taipei City Traffic Adjudication Office accept fine payments with cards, mobile payment and Taipei QR (TPQR). People can scan a QR code to pay their fine or do it through mobile payment. Seven operators offer this service, including Bee Pay, Line Pay Money, Gama Pay, Yuanta app, JKOPAY, Shopee and Bank SinoPac.

## 6. Online Applications for Drivers at Fault during Traffic Violations

In view of the yearly increase in the number of requests to transfer the traffic violation record (or liabilities) to the responsible person, the Taipei City Traffic Adjudication Office has developed an online system to simplify the procedure. Automatically reviewing the case greatly reduces the processing time. The notices have been simplified to provide a barcode for fine payment, making it easier to understand. Since its launch in September 2020 to the end of 2021, the online application rate has reached the highest point in a single month of 80.4% and won the Taipei City Government's Innovative Award.

## 7 Optimizing the Fun Travel in Taipei App (Including the Interface for the Visually Impaired)

In addition to optimizing the user interface of the app in 2021, the function of transmission of reservation information from the visually impaired to notify drivers was expanded to 8 routes. A pilot program was also run to remind the drivers with lights. Moreover, another pilot program was run at two intersections for the app to automatically activate a sound signal and announce the time left for the pedestrians on green light to create a friendly environment for the visually impaired.

### Part 4 Improving Traffic Safety for Pedestrians

## 1. Enhancing the Neighborhood Traffic Improvement Project

Traffic safety for pedestrians has been continuously improved with marking sidewalks, the launch of innovative ideas as traffic calming, and areas where school children are prioritized, connecting pedestrian crossings to achieve the goal of safe traffic space. Marked lines for fork road warning were also included in the planning to enhance traffic safety at fork roads. The planning was completed for 150 villages and the construction was completed for 138 in 2021. Taipei mayor Wen-Je Ko praised 32 outstanding villages in the transportation meeting on October 29, 2021. He thanked everyone involved and hoped more would join.

## 2. Pedestrian Safety at Crossings

### (1) Enlarged 30-centimeter Pedestrian Signals

Enlarged pedestrian signals have been installed to increase safety of senior citizens whose vision and mobility is compromised by age. Priority is given to locations with a large number of pedestrians, such as hospitals, nursing homes, parks, stations or tourist attractions nearby. Work was completed at 125 intersections in 2021, with a total of 374 so far.

### (2) Pilot of Colored Pedestrian Crossings

To improve pedestrian safety, the Department informed the Ministry of Transportation and Communications to run a pilot program at five intersections of adding a yellow checkerboard to the two ends of the longitudinal crosswalk lines of the existing pedestrian crossings on April 29, 2020 to facilitate recognition. The feedback was collected and



A visually impaired individual taking the bus with the help of the Fun Travel in Taipei app



Post-improvement intersection at Minshao Village, Daan District in 2021



Award ceremony for villages that successfully executed the neighborhood traffic improvement project

submitted to the MOTC on May 3, 2021, and a pilot program of larger scale was suggested in a letter to the MOTC on September 10, 2021.

### 3. Traffic Safety Campaigns for Specific Groups

Multiple channels have been adopted to further promote traffic safety rules for scooter riders aged 18-25, targeting social media that are popular among young people such as LINE, YouTube, Facebook, and Dcard to increase reach. This attracts the attention of the younger generation to defensive driving, thereby improving the prediction and handling of hazards, as well as reducing the occurrence of accidents.

To improve pedestrian safety for the elderly, public welfare resources of the TCG have been integrated. In 2021, 131 sessions were organized at inter-dine locations for 2,540 people. A brochure has been printed and distributed to households with elderly members (a total of 74,398 copies), and posters targeting elderly pedestrians have been posted to further enhance the concept of traffic safety.

### 4. Safe Driving Training for Scooters

In 2021, the Department continued to provide subsidies for safe driving training fees for scooters in hopes of ensuring new drivers to maneuver their scooters safely. Participants are also entitled to preferential programs for vouchers from shared



YouTube campaign on safety at intersections for scooters



Colored pedestrian crossings



Facebook campaign on safety at intersections

vehicle operators, gift with purchase from electric scooter vendors and free parking for a month in Taipei City. In 2021, 2,310 people qualified for the subsidy.

### 5. Preventing Traffic Accidents Involving Delivery Platform Scooters

To improve parking violations of delivery scooters, a total of 181 parking spaces in 25 locations were set up in 2021 at public institutions, schools, night markets or business districts. The parking spaces allow 15 minutes of temporary parking. An additional 23 public institutions and schools used their own deformed land to provide 115 temporary parking spaces for delivery scooters. Moreover, delivery platforms have been required to implement training for delivery riders online. Revisions have been recommended for the self-government ordinances and guidelines to incorporate regulations regarding the visual recognition and training for deliverymen. The companies are asked to enhance self-management as well as ensuring the safety of the delivery riders with technology.

### 6 Traffic Violation Ruling, Accident Assessment and Review Results

A total of 2,556,715 traffic violations was documented in 2021. with 455,493 transferred for payment enforcement with the amount of NTD\$792,666,872. 1,660 accident assessments were completed with 287 reviewed.

### 7. Additional Elevators and Escalators at MRT Stations (Including Entries/Exits)



Parking spaces for delivery scooters at Taipei Municipal Zhongshan Girls High School

To create a seniors-friendly and accessible environment, the Department of Rapid Transit Systems, Taipei City Government, formulated an escalator/elevator improvement plan. 62 escalators and one elevator will be added to 23 entries/exits and 4 platforms at 16 stations. As of 2021, 52 escalators and one elevator have been upgraded at 16 stations.

## Part 5 Pandemic Prevention on Public Transportation Services

### 1. Pandemic Prevention on Taipei Metro

Disinfection service was increased in frequency at metro stations, carriages, the Maokong Gondola, Taipei Arena, Taipei Children’s Amusement Park and so on. Stations with high ridership are also equipped with thermographic cameras to measure the body temperature of passengers. If a confirmed or suspected case is reported to have taken the metro, the stations/carriages along the route will be disinfected on the same day. News tickers on the platforms, TVs, light boxes, and the “Go! Taipei Metro” app are all utilized in raising pandemic prevention awareness.

### 2. Pandemic Prevention for Taxis

TCG encourages taxi operators to supply facemasks for their drivers, as well as frequent disinfection of taxi service stations. Free diluted bleach has been made available at the Jianguo, Dazhi, Zhongshan, Ruiguang, and Gongguan taxi



Disinfection at MRT stations in response to the increasing infections

service stations, and drivers are encouraged to disinfect their vehicle interior after each trip. If a driver feels unwell, medical attention has to be sought without delay. The taxi drivers' union is also involved in raising awareness of pandemic prevention and implementing contact tracing measures in taxis.

### 3. Pandemic Prevention for Buses

The bus operators in Taipei City disinfect seats, armrests, poles, straps, buttons and near the card readers after each trip. Alcohol is made available at the back door for passengers. Contact tracing measures are also adopted to encourage name registration for MRT cards. Masks should be worn at all times, and drinking and eating is prohibited.

### 4. Pandemic Prevention at Transport Hubs

Besides requiring the operators to measure the forehead temperature of passengers before they board the bus, information on pandemic prevention is also shared through information billboards, LED news tickers and broadcast. Public areas and high-touch facilities are frequently disinfected, and alcohol is made available to passengers. Contact tracing measures were implemented in May 2021, and pandemic prevention measures are adjusted in compliance with CECC policies.

### 5. Pandemic Prevention for Shared Vehicles

To prevent COVID-19, YouBike and shared vehicle operators have continued to strengthen hygiene management as well as increasing the frequency of disinfection. High-touch surfaces (such as handles, steering wheels, buttons, dashboards, handlebars, helmets, seats, etc.) are targeted for disinfection so that people can use them with peace of mind.

### 6. Measures in Response to the Pandemic

In line with Article 48 of the Highway Act, 78 buses and 133 drivers in Taipei City were mobilized to form a fleet of pandemic prevention buses. They were vaccinated as soon as possible with personal



The mayor inspecting the mobile test vehicle

protective equipment worn during missions. The vehicles were disinfected after each trip. From May to December 2021, they made a total of 2,698 trips to send people with positive results from rapid or PCR tests to designated hospitals, quarantine hotels and centralized quarantine facilities together with pandemic prevention taxis. 50 national highway buses were also mobilized for inter-city transportation in line with the central government's programs for people returning home for the 2022 Lunar New Year.

## Conclusion

Taipei City adopts "sharing, green, smart and safety" as its vision for transportation. As public transport suffered significant financial losses due to COVID-19, short-term marketing programs have been launched after the alert level was lowered to 2 with the hopes of encouraging the citizens to take advantage of public transportation. At the same time, technology has been put to good use to provide information on the level of crowdedness of MRT carriages, as well as offering cashless payment method for public transportation and parking lots. All measures have been taken to make Taipei City a comfortable, convenient, safe, orderly, friendly, accessible, low-carbon and sustainable livable city.



09

# Environmental Ecology





Household &  
Business  
Electricity  
Saving Plan  
(2018-2021)



Power savings of 275 million kWh  
from equipment replacement,  
registering a carbon reduction of  
140,000 metric tons

River Pollution  
Index (RPI)  
3-Year Moving  
Average



Tamshui River 5.21 (improved by 31%)  
Keelung River 3.38 (improved by 32%)  
Xindian River 3.84 (improved by 35%)  
Jingmei River 2.01 (improved by 44%)

Smart Water  
Saving  
(2021)



11,067 smart water meters installed;  
consultation services provided to 2,997 cases;  
Preventive water leak reduction of 6.94 million tons

Environmental  
Education Plan



A total of 144 sessions  
were conducted with  
88,022 participants

In 2021, agencies at different levels of Taipei City Government implemented innovative measures to cope with the COVID-19 pandemic, improved environmental quality, and built an eco-friendly environment by taking the following steps - "the Creation of a Sustainable Zero-Carbon City," "More Subsidies for Electric Motorcycles," "Promotion of Reusable Container Sharing Platforms," "Enhanced Local Use of Incinerating Recycled Aggregate," and "Promotion of Energy Conservation, Carbon Emission Reduction and Renewable Energy" to transform Taipei into a "livable and sustainable city."

# 09 Environmental Ecology

In “serving the citizens, building an innovative city, and maintaining environmental sustainability,” Taipei City Government communicates with the public and continues to upgrade its services to include air quality, water resource protection, waste disposal and recycling, climate change, and disaster perception in its monitor and ratification agenda. By implementing various policies, Taipei City Government preserves the rich natural resources and beautiful natural environment of the City, and ensures its sustainable development.

## Part 1 Epidemic Prevention Strengthened in Response to COVID-19

Since March 2020, the Department of Environmental Protection, Taipei City Government, has begun disinfecting 330 outdoor public areas on a weekly basis. These areas were grouped into 10 venue types, including night markets, shopping districts and MRT stations. Not only were these public areas cleaned, the cleaning kit storage areas and their surrounding floors were also regularly scrubbed. In addition, in accordance with COVID-19 positive results provided by the Department of Health, Taipei City Government, a 50-meter radius of the areas where the confirmed cases engaged in activities were thoroughly disinfected. To prevent waste collection contamination, online arrangement was conducted for the spraying of quaternary ammonium compounds during the collection of the trash to ensure destruction

of the virus and prevention of the pandemic. By acting in line with the policy of the central government and the resolutions of the epidemic prevention team of Taipei City Government, the Department of Environmental Protection distributes four COVID-19 garbage bags of 25 liters for each citizen in home quarantine and self-isolation. A total of 121,875 sets (or 435,400 pieces) of COVID-19 garbage bags were distributed in 2021. As for COVID-19 waste removal for those in quarantine and self-isolation at home, the Department of Environmental Protection references to the “Waste Collection Procedures for All Environmental Protection Agencies for Home Quarantine in Response to COVID-19” established by the Environmental Protection Administration, Executive Yuan, and commissions Class A and Class B waste removal service providers to collect and transport the COVID-19 waste produced by those in home quarantine and self-isolation during the prevention of the pandemic, to ensure the separation of the household and COVID-19 wastes.



Chemical spray performed together with the 33rd Chemical Group



33rd Chemical Group performing disinfection at important transport stations



2050 Taipei City net zero pathway summary

Part 2 Environmental Quality Improvement

1. Net Zero Emissions in 2050 and Creation of a Sustainable Zero-Carbon City

Extreme weather is a common concern of the international community. The United Nations urges countries to implement the “Paris Agreement” and take more meaningful actions. Taipei City Government fulfills our obligations as a citizen of the global village and takes the common international responsibility for decarbonization. Taipei City Government announced the goal of the 2050 net zero emissions on April 22, 2021, the World Earth Day, and took the lead in launching net zero pathways solutions in Taiwan. Based on the UN SDGs to be achieved in 2030, Taipei City Government takes action and is committed to building smart zero-carbon buildings, low-carbon green transportation, and full recycling with zero waste. We also enhance the maintenance and improvement of the carbon sink and catch up with the global development trend by introducing the zero and negative carbon technologies and adjusting and correcting the pathways dynamically. Taipei City Government has reduced the carbon emissions steadily by implementing policies of the central government on the use of more renewable energy, introduction of hydrogen/new energy, and reduction of the power carbon emission coefficient every year, in addition to enhancing the social communication,

the implementation of fair transformation, and development of a sustainable zero-carbon city.

2. Promotion of Energy Conservation, Emissions Reduction, and Renewable Energy

(1) Promoting Business Energy Conservation and Encouraging Green Consumption

To promote energy saving in the industrial and commercial sectors, the Department of Economic Development, Taipei City Government, provides guidance on energy saving assessment and dissemination of legal audits for the businesses in Taipei City, and arranges the Taipei Energy Saving Leadership Award for the industrial and commercial group. From 2018 to 2021, 43 agencies, 226 schools, 15 public housings, 66 public parking lots, 248 communities, 3,222 cases in the business and service sectors (2,689 from the service sector, 60 from the transportation sector, 429 from medical institutions, and 44 from the hotel sector), and 78,256 households benefited from the subsidies. As estimated, the total electricity saved amounted to 275 million kWh with a carbon reduction of 140,000 tons; as for the 156 winners of the Energy Saving Leadership Award, the total electricity saved was 60.34 million kWh, with a carbon reduction of 34,067 tons. Besides this, Taipei City Government invites experts and scholars for seminars to share the elevator power generation and energy saving technologies, the setup of energy-saving smart control system and remote management, state-of-the-art energy saving on the air side of the air conditioning system, and applicable energy saving regulations and required resources for implementation currently being promoted. These measures aim to assist businesses in reducing energy



Promotion of energy saving in the industrial and commercial sectors in 2021



Energy Saving Leadership Award



First phase of air quality maintenance zone in Taipei City



Air quality maintenance zone of Taipei 101

cost and support them to implement autonomous management measures for energy saving and carbon reduction in offices and at workplaces to ensure compliance with relevant regulations and achieve energy stewardship goals.

## (2) Energy Conservation, Emissions Reduction, and Renewable Energy

Taipei City installed approximately 38 MW of solar power between 2015 and 2021, a growth of more than 13 times compared with 2014. A total of 178 sites now have solar power systems installed: 72 agencies and 106 schools with a capacity of 27,800 kilowatts, or 41,248 kilowatts when adding the central government and private sectors. The “Taipei Energy Hill” of the Department of Environmental Protection, Taipei City Government, was established at Fudekeng Environmental Restoration Park and Shanshuilu Eco Park (Shanzhuku Sanitary Landfill) in Nangang with a total capacity of 2,977.68 kilowatts. The annual power generation capacity is estimated at 3 million kilowatts with a carbon reduction capacity of 1,599 metric tons.

## (3) Promotions of Smart Buildings

Taipei City Government applied smart technology to the design, construction, management, and maintenance of social housing by utilizing construction fees with an additional cost of 3%-5% on the construction of smart facilities. In addition to taking energy saving, water conservation, and community safety into consideration, Taipei City Government also established a smart community management cloud, smart grid, and smart housing

for the elderly so that the residents can receive more timely and comprehensive care for safety, health, and convenience. The operation of the smart grid will reduce power consumption for the smart community by more than 13% in comparison with traditional communities. In the future, social housing in Taipei City will be fully upgraded to smart community spaces, and a building energy-efficiency rating system will be introduced to address environmental issues such as climate change and energy depletion.

## 3. Air Quality Maintenance Zones and Enhancement of Vehicle Exhaust Control

The Department of Environmental Protection announced the “First Phase of Air Quality Maintenance Zone” of Taipei City on November 2, 2020. The project commenced in 2021. It covers three transit stations (Taipei, Taipei City Hall, and Nangang) and six scenic spots (Taipei 101, CKS Memorial Hall, National Dr. Sun Yat-sen Memorial Hall, National Palace Museum, National Revolutionary Martyrs’ Shrine, and Yangmingshan National Park). Petrol-driven motorcycles entering the control area would have to pass the annual regular inspection successfully and diesel vehicles shall have acquired the Excellent Label. A fine ranging from NTD\$500 to NTD\$2,000 will be imposed in case of first violation depending on the type of the vehicle or NTD\$60,000 maximum.



Promotion poster for "Electric Bravo Stimuli"



Smart construction site management

#### 4. Subsidies for Electric Motorcycles for a Friendly EV Environment

To support net zero emissions in 2050 and encourage the use of electric vehicles, Taipei City Government unveiled the "2021–2023 Electric Motorcycle Subsidy Program" on February 4, 2021 to triple the subsidy for replacing old motorcycles with new electric models by raising the amount from NTD\$3,000 to NTD\$9,000 per set. In consideration of the impact of COVID and economic recovery, Taipei City Government added the new program, "Electric Bravo Stimuli." Besides existing subsidies for purchase against replacement and new purchase of electric motorcycles, the citizens of Taipei City can receive a stimulus subsidy of NTD\$8,000. In other words, a citizen who buys an electric motorcycle in Taipei City can receive a maximum subsidy of NTD\$27,000.

#### 5. Smart Construction Site Management and Protection of Environmental Quality

To improve the efficiency of the inspection and reduce the number of grievances against environmental hazards, the Department of Environmental Protection, Taipei City Government, combines the smart construction site detection with the IoT concept to establish an early warning system for inspection. By continuous pollution monitoring and real-time message push, the autonomous management of the construction site is implemented properly to help inspection personnel understand the status at any time and intervene in the suspected construction site in an anticipative manner. These are helpful for achieving the goals of zero compromise in environmental protection and full control measures 24 hours a day. Two demonstration sites were set up in 2021.

#### 6. Reduction from the Source and Recycle of Resources

##### (1) Promotion of Reusable Container Sharing Platforms

To create a friendly environment for reusable containers and support the policy of reduction from the sources, Taipei City Government encourages citizens to reduce the use of disposable containers to keep the city clean and improve living quality. For promoting the demonstration of reusable cups, the cup rental and return system is designed with a circulation service mode. The container rental service provider is responsible for washing, sterilization and distribution to the contracted stores. Citizens can rent a container at the rental station or using the app. In 2021, a demonstration area of the friendly circulation environment was set up in the Gong Guan Shipping District where a good public transport network is available and many shops are densely clustered. The participation of citizens and the support from academia, including Taipei First Girls High School,



"Reusable cup on the go" conference at Taipei First Girls High School

and food delivery platforms made a joint contribution to the promotion of an eco-friendly food delivery and circulation environment.

## (2) Additional Takeaway Charge and Encouragement to Use Your Own Tableware

To reduce the use of the disposable tableware, the 66 outsourced restaurants of Taipei City Government fully implemented additional takeaway charge for disposable tableware prior to July 5, 2021 in the hope to change consumer behavior through a “user charge” mechanism and raise their awareness and values of using their own tableware. By doing so, a reduction of 5 million disposable dining utensils is expected every year.



Additional takeaway charge for disposable tableware 1



Additional takeaway charge for disposable tableware 2

## 7. Water Quality Protection

### (1) Promoting Education and the Sustainable Use of Water Resources

#### A. Strengthening Water Resource Education

The rainfall in 2021 was less than that in the previous years. However, through careful planning, Taipei Feicui Reservoir Administration demonstrated its ability to store water in the wet season and relieve shortages in the dry season, ensuring a steady water supply all year in the Greater Taipei Area. To give full play to water resources, the Feicui Reservoir also supplies raw water for power generation. Power generated by



The farmed land in the watershed around the reservoir for reforestation



Citizens participating in the “A Passage to the Hometown of Water” event

the reservoir in 2021 reached 206.89 million kWh, equivalent to a reduction of 98,700 tons of carbon dioxide emissions. Taipei Feicui Reservoir Administration continues to perform soil and water conservation work along the side slope of the reservoir according to the “Soil and Water Conservation Project.” The farmed land is restored for forestation for better water conservation, soil loss reduction, and mitigation of the silting in the reservoir . The “Feicui Reservoir Environmental Learning Center” provides educational courses and events about water resource education regularly . The idea of cherishing water use is promoted among the public.

#### B. Promotion of water saving measures

Taipei Water Department promotes water-saving measures according to the differences of water use. For example, water-saving home service helps citizens find the water meter and toilets with a water leak. In 2021, the detection was performed for 2,705 households. By



Energy saving promotion "You and Me – a Disaster Prevention Team"

activating the water management platform in public places such as schools, independent water use management is widely promoted while alerting users about abnormal water use. In 2021, Taipei Water Department installed 11,067 smart water meters, and provided consultation to 2,997 cases with preventive water saving of 6.94 million tons.

### C. Control of the Drinking Water Quality

Taipei Water Department performs sampling and inspection to test the water quality of the water source and water distribution network and pipes. Taipei Water Department took samples from 633 points in 2021 in the water purification plant, to perform raw water sampling, 290 sample points were taken to perform clear water sampling, and 6,155 sample points were taken to perform water supply network and pipeline sampling. A total of 139 items were tested. The test of clear



Analysis of heavy metal in water

water and water supply networks and pipelines also suggested that residual pesticide was not found, disinfection by-product and heavy metals were either not found or far below the standard value. These results suggest that the quality of drinking water in Taipei City is safe. According to "Management Measures on the Use and Maintenance of Fixed Equipment for Continuous Water Supply of Drinking Water," the Department of Environmental Protection asks that management units to carry out equipment maintenance on a monthly basis. In 2021, 800 private and public venues with drinking water facilities were inspected and 495 samples taken. All results were in line with the drinking water management regulations except for one reported case.

## (2) Prevention of Water Pollution

### A. Reservoir Water Quality

Taipei Feicui Reservoir Administration tests the water quality in the reservoir monthly. The average Carlson trophic state index (CTSI) in 2021 in the Reservoir was 37.71, which meant the reservoir was oligotrophic and had good water quality. To prevent the water from being polluted, Taipei Feicui Reservoir Administration stations security guards to inspect the reservoir at random times every day. Taipei Feicui Reservoir Administration also cooperates with the authorities (Taipei Water Management Office of the Water Resources Agency, New Taipei City Government, etc.) in the watershed to perform united inspection



Pinglin Farmers' Association commissioned to recover empty pesticide containers

in the camping area and the deer farm upstream of the reservoir every month for water pollution prevention. In addition, Taipei Feicui Reservoir Administration commissions Pinglin Farmers' Association to recover empty pesticide containers in the hope to protect the water sources in cooperation with local organizations.

### B. River Water Quality

From the statistics on the 3-year moving average of River Pollution Index (RPI) between 2007 and 2021, Department of Environmental Protection reveals that river water quality has been improving. In 2021, the main course RPI of the following rivers was: Tamshui River 5.21 (improved by 31%), Keelung River 3.38 (improved by 32%), Xindian River 3.84 (improved by 35%), and Jingmei River 2.01 (improved by 44%). To compensate for the inefficacy of manual stations regarding the 24-hour monitoring of water quality, the Department of Environmental Protection has set up four automatic water quality monitoring stations on the Keelung River (Chengde Bridge and Chengmei Changshou Bridge), Tamshui River (Taipei Bridge), and Xindian River (Rescue Pier under Chungcheng Bridge) since 2017. The installation of another station on Jingmei River (Beixin Bridge) is expected in 2022.

## 8. Environmentally Friendly Waste Transport Vehicles



Replacement for environment friendly waste transport vehicles

To protect air quality and improve the driving safety of the waste transport vehicles, the Department of Environmental Protection implemented a 3-year project to eliminate waste transport vehicles and replace them with environmentally friendly models in 2016. Phase-I was completed during the period from 2017 to 2019, and NTD\$562 million was invested to eliminate 213 old vehicles. Phase-II project is implemented from 2020 to 2022. NTD\$429 million will be invested to eliminate 120 old vehicles as planned and 81 of them were eliminated from 2020 to 2021. A subsidy was given by the central government to eliminate 101 vehicles during the implementation period of the project and, thus, elimination of a total of 434 old vehicles are expected. In addition to facility improvement, the project can upgrade the performance in terms of the collection and transport of the waste and environmentally friendly cleaning service.

## 9. Enhancing Local Use of Incinerating Recycled Aggregate

To reduce the exploitation of natural aggregate and improve resource recycling, the Department of Environmental Protection launched the "Operation Directions for Promoting the Use of the Incinerating Recycled Aggregate in Taipei City" on November 27, 2020, specifying that incinerating recycled aggregate shall be used, in first priority, in the controlled low strength materials up to 30% of the total weight. For road excavation management system, incinerating recycled aggregate shall be used as backfill material for all the permitted road excavation construction works, except for repairs in emergency situations,



Incinerating recycled aggregate for road excavation

to increase the use of the incinerating recycled aggregate.

## 10. Promotion of Environmental Education

### (1) Environmental Education and Protection Volunteer

The Department of Environmental Protection organizes different environmental education events. In 2021, 144 sessions were held for 88,022 participants. In Taipei, there are 21 environmental education facilities and four environmental education accreditation institutions in Taipei, more than the rest of the municipalities and local governments in Taiwan. In 2021, the Department of Environmental Protection established an environmental volunteer squad comprised of 29,208 members, and provided environmental training for volunteer leaders to cultivate seed environmental volunteers. The Department of Environmental Protection also established 13 social environmental teams and



Taipei Ecomuseum for environmental education



Award winners in the selection of the picture books for the environmental education in Taipei City



A show helping children become aware of environmental protection

214 student environmental teams. Moreover, the Department of Environmental Protection has been recruiting Taipei City environmental education volunteers since 2012 to assist the promotion of environmental education. By 2021, there were 402 environmental education volunteers, and 57 of them had passed the environmental education instructor certification.

## (2) School Education

Taipei City School Environmental Education Center was created on three principles, “green simplicity,” “eco green life” and “sustainable development;” the action strategies for on-campus environmental education are planned. By combining the environmental education issues, resources in the environmental education fields, and digital teaching media, Taipei City School Environmental

Education Center develops multi-purpose thematic environmental education tours for promotion of the safety awareness in water activities, exploration of natural environment, sustainable energy use, and biomimetic experiment. The tours are open to all schools in Taipei City. Students will be inspired in a way of flow experience to understand the importance of the environmental sustainability and be inspired to care for the environment.

## Part 3 Building An Eco-friendly Environment

### 1. Nature Conservation Areas

Taipei City Animal Protection Office of the Department of Economic Development, Taipei City

Government, is responsible for four nature reserves, which are “Taipei City Waterfowl Refuge,” “Huajiang Wild Duck Nature Park,” “Guandu Nature Park,” and “Guandu Nature Reserve” with a total conservation area of about 385 hectares. In addition to dredging for the reserves since 2021, various events were held to arouse the care of nature among citizens.

### (1) Nature Conservation

The “2021 Nature and Ecological Conservation Activity” theme was “The Same Earth, The Same Action.” The exhibition was held online due to the impact of the severe pneumonia with novel pathogen (COVID-19). Ten stories with pictures based on the interview of different conservative organizations highlight wildlife conservation issues including citizen science, eco-tourism, stigmatization of wildlife, environmental education, wildlife rehabilitation, stray animals, and human-wildlife conflict. A press conference was held on the first day of the online exhibition and Ling-Min Wang, a veterinarian of the Raptor Research Group of Taiwan, was invited to give a lecture of glass collision.

### (2) Taipei International Birdwatching Fair

The theme of the “23rd Taipei International

Birdwatching Fair in 2021” was “Be a Guardian Angel of Wild Birds”. The event was held online due to the impact of the severe pneumonia with novel pathogens (COVID-19). In addition to the regular “Taipei International Online Birdwatching Fair,” the Fair also contains activities such as the “interdisciplinary online forum,” “birdwatching with a green map along the MRT lines in Taipei,” “healing music of birdcalls,” “wildlife rehabilitation,” and so on to attract the attention of the people and put emphasis on the importance of friendly environmental conservation and care of wild animals. Experts from different fields were invited to share their experience in ecological conservation online.

### (3) 2021 Guandu International Nature Art Festival

The 16th festival was held with “The Register – A Symphony from the Wetland” as the theme, which is a hybrid of soundscape and landscape art. Citizens were invited to enjoy music in its purest form. The festival reminded people that sound always exists in daily life, and it's rooted in the history and natural landscape for the exploration of urban development and the environment.



Online exhibition in the 2021 nature and ecological conservation event



The key vision of the 23rd Taipei International Birdwatching Fair in 2021



The key vision of the 2021 Guandu International Nature Art Festival

## 2. Ecological Engineering and Disaster Prevention Dissemination

### (1) Creek Channel Treatment with Ecological Engineering

To meet the requirements of the safety, landscape and industry, the Geotechnical Engineering Office of the Public Works Department has adopted comprehensive landslide prevention works. It incorporated the disaster prevention ideas and used the nature-working method. With natural stone as a revetment, a premium environmental education field along the creeks was created from stacked stones. The site of the improvement construction project for the Taoyuan River was close to a farmland, secondary forest and water area. It was an area of low ecological sensitivity, so eco-friendly countermeasures were set up at the design stage to reduce environmental impact. The ecological conservation measures were implemented in a sequence of avoidance, reduction, mitigation, and compensation to minimize the interference with the environment and protect the existing ecological environment around the habitats. While the Taoyuan River was improved to produce the disaster prevention and mitigation effect, it was combined with the elements of natural ecology, environment, and environmental education to realize



The landscape of a deep pool at Taoyuan River

the essence of the sustainability in the practice of the friendly environment.

### (2) Training Little Pioneers through Disaster Prevention Education

To establish the soil and water conservation concept from the source, the Geotechnical Engineering Office of the Public Works Department continually organized landslide prevention education and soil and water conservation events in 2021 for schools in the nearby mountain ranges including Fude Elementary School in Xinyi District, Taoyuan Elementary School in Beitou District, Nei-Hu Junior



The landslide prevention education camp at Taoyuan Elementary School



Peanut growing under the blue sky

High School, Longshan Elementary School, Bojia Elementary School, Yusheng Elementary School, and Quanyuan Elementary School. A total of 293 teachers and students participated in the events. With simple and easy-to-understand fun quizzes, the Geotechnical Engineering Office showed students the importance of soil and water conservation, and the importance of disaster prevention. The picture book "A Little Bear Plants Trees" and the Augmented Reality (AR) technology that provided animations simulating landslides were used in 2021 for a multi-aspect interactive experience. Field reconnaissance workshops were provided to teachers and an application was used to record the process of the reconnaissance for their teaching. These events also aimed to inspire children to be prevention pioneers in the hope that they can pass on the knowledge learned to their parents and relatives.

### 3. Building a Garden City

A Garden City is a community-transformation project that stimulates people's primal connection with nature and food by introducing garden elements into urban areas. Through carrying out food and agriculture education, the public will be made more aware of issues such as the living environment and climate change. After the crushing and dehydration process, the Department of Environmental Protection, Taipei City Government, reduces the volume and

weight of the recovered kitchen waste to 35%, increases the homogeneity of the material to improve the fineness and production volume of the organic fertilizer, and provides it for the citizens and organizations or individuals who adopt the Garden City. By building a circular mechanism of "from planting to forest, from vegetable gardens to dining tables, from kitchen waste to organic fertilizer," the recovered kitchen waste is returned to nature for a green, healthy, organic, and circular sustainable living environment.

## Conclusion

Taipei City Government builds a "low-carbon city" through solar farms and promotion of energy-saving services. Resources recovery and reduction at the source are implemented as a policy of the "circular city." Citizens and natural resources achieve optimal equilibration to build a "eco-city" that co-exists with the environment. The education of agricultural techniques and management of communities are the start point of a "garden city." And finally, "promotion of environmental education" with a persistent awareness of environmental protection and sustainability is a way toward transforming Taipei into a "livable and sustainable city."



1  
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# Public Infrastructure





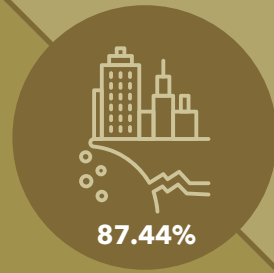
Total area of completed-water-permeable pavement for sidewalks



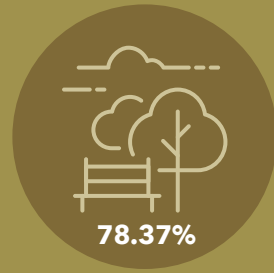
Total area of greenbelts



Percentage of population wastewater/sewage treatment



Universalizing percentage of park facilities



The promotion of public infrastructure drives urban development and advancement and with that being said, Taipei City Government has planned various construction projects of public infrastructure with a focus on the protection of the residential safety of citizens, utilization of sustainable and environmental infrastructure as the cornerstone of the city, and implementation of development objectives such as the building of a green waterfront environment, the strengthening of user-first infrastructure projects, optimization of intelligent governance, land planning, and protection of industrial environments to enhance public safety and quality, improve the cityscape and the welfare of citizens, and lead Taipei toward the goal of a livable, sustainable, and honorable city.

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## Public Infrastructure

Besides pursuing construction quality excellence, the Public Works Department, Taipei City Government, reinforces the protection of the ecological environment and promotes sustainable development of the city by launching climate change adaptation policies. While developing projects such as “Resilient and Sustainable Green Waterfront Environment – Sponge City,” “Livable and Complete User-first Infrastructure – Livable City,” and “Convenient and Effective Intelligent Governance – Smart City,” the Public Works Department also works to facilitate the partnership between the public and private sectors, and engages citizens to help transform Taipei City into a sustainable city with more international competitiveness.

Part  
1

### Building of a Green Waterfront Environment

#### 1. Building a Sustainable City with a Green Waterfront Environment

##### (1) Permeable Pavers for Sidewalks

The Public Works Department, Taipei City Government, is dedicated to the construction of permeable pavers to reduce the heat island effect. About 25,250 m<sup>2</sup> of permeable pavers were completed in Huashan Art District, Section 3 of Xincheng South Road, sidewalks around Taipei Municipal Zhongshan Girls High School and Minsheng Elementary School in 2021. As of 2021, a total of 194,410 m<sup>2</sup> of permeable pavers for sidewalks were completed, occupying about 6.94% of the sidewalks in the area of the city.

##### (2) New Parks and Green Spaces

In 2021, eight newly constructed parks and green spaces with an area of 116,016 m<sup>2</sup> were built. As of

2021, a total of 878 locations with an area of 7,824,809 m<sup>2</sup>, ranging from urban planning parks, green spaces, squares, to playgrounds were completed in Taipei City, and the total area of green space reached 16,247,137 m<sup>2</sup>, including riverside parks and other parks not included in the urban planning.

##### (3) Additional Establishment of Rainwater Tanks and Permeable Pavers in Parks

To accommodate the severe challenge brought about by extreme weather patterns, in 2021, Taipei City Government established 2,244.6 m<sup>3</sup> of rainwater tanks in lots for parks to provide the public with a green space for leisure while ensuring water conservation and environmental protection. Also, permeable pavers were introduced to the lots covering an area of 15,600 m<sup>2</sup>, thereby reducing the surface temperature by 5.8°C to 18.7°C, measured by infrared thermometers as well as a maximum of 17.5% rain runoff.

##### (4) Ecological Wetlands

Taipei City Government planned and designed



Water-permeable pavement square in Huashan Art District



Beautiful pedestrian space and waterway trails around Sec. 3, Xincheng S. Rd.



Permeable pavers in Youth Park

Shuangxi Wet Land Park with an area of 2.2 hectares. The Second Shilin Parking Lot was transformed into an artificial wetland, where water from the front cistern of the Shilin Pumping Station was purified through natural methods, including sedimentation, filtration, deodorization, water-dropping aeration, plant purification, and contact with air. Different ecological microhabitats were also formed through the terrain and designing plants modification within the park. Shuangxi Wet Land Park is estimated to open in September 2022, providing a new sustainable spot for citizens to learn happily.



Location of the site for Shuangxi Wet Land Park

### (5) Forest Parks

The Public Works Department, Taipei City Government, transformed the hill covering an area of 11 hectares in the north of Xingshun Street in Wenshan District of Taipei City by relocating the cemetery sitting on the hill, and building a forest trail with native arbors planted alongside in the hope to restore forest ecology in Taiwan. In addition, the hill was linked to Jingmei Sports Park and Fuxing Park, allowing citizens to stroll in the forest, taking a break from the city bustles. The forest park was completed in December 2021.



Watchtower in Wenshan Forest Park



Full view of Wenshan Forest Park (schematic diagram)

## 2. A Resilient City with Public-Private Partnerships

### (1) Public-Private Partnerships in Autonomous Disaster Prevention

The Public Works Department, Taipei City Government, implemented autonomous flood resilient community programs for Xingwang Village of Wenshan District, Qunxian Village of Daan District, and Jiying Village of Zhongshan District through promotion, events and presentations in order to systematically raise awareness about the importance of autonomous disaster prevention, and heighten their disaster prevention alertness. Moreover, the Department took measures to minimize flood damages, such as providing disaster diagnosis for the communities and improving the residents' ability to rescue themselves in floods.

### (2) Ditch Improvements

Taipei City Government started an improvement construction project for Taoyuan River in Beitou District with an ecological inspection mechanism, and the weighted usable area (WUA) method. Throughout the course of the project, the Government engaged experts, scholars and NGOs to conduct ecological surveys, monitored the implementation of ecology-friendly measures, and adjusted the relevant measures as needed, so as to contribute to flood prevention and disaster reduction, ecological protection, landscape creation, environmental education, and industrial development.

### (3) Revetment Renovation and Embankment Beautification

In 2021, for some areas along Keelung River where settlement occurred frequently and where cracks formed, the Public Works Department, Taipei City Government, implemented the "Construction

Project of Low Water Revetment for the Right Side of Keelung River" and the "Bike Trail Renovation Construction Project" to enhance the quality of recreational activities for citizens and ensure flood control. The projects will be completed in the first half of 2022 .

With "Taipei's New Painted Embankments" as the theme, the embankments in Taipei City were beautified through different artworks integrated with in-depth cultural experiences and local stories to highlight the unique riverside embankments, which serves as picture books telling local cultures in the city .

## 3. Sewage Treatment in Taipei City

Taipei City Government is committed to reducing domestic sewage, improving the cityscape and environmental quality, enhancing the physical and mental health of citizens, creating a new lifestyle where ecology and humans are interdependent, and implementing water resource management and sustainable development. By effectively managing the sewage treatment system, Taipei City Government reduced river pollution and improved water quality. A total of 906,713 households were connected to the network as of 2021. Sewage treatment was available for 87.44% of the total population in Taipei City .

### Part 2 User-First Infrastructure Projects

#### 1. Stable Water Supply

(1) Construction of the \$ 1,000 mm Donghu Water Transmission Mains and the \$ 1,500 mm Zhongxiao Bridge Water Transmission Mains to Ensure Stable Water Supply



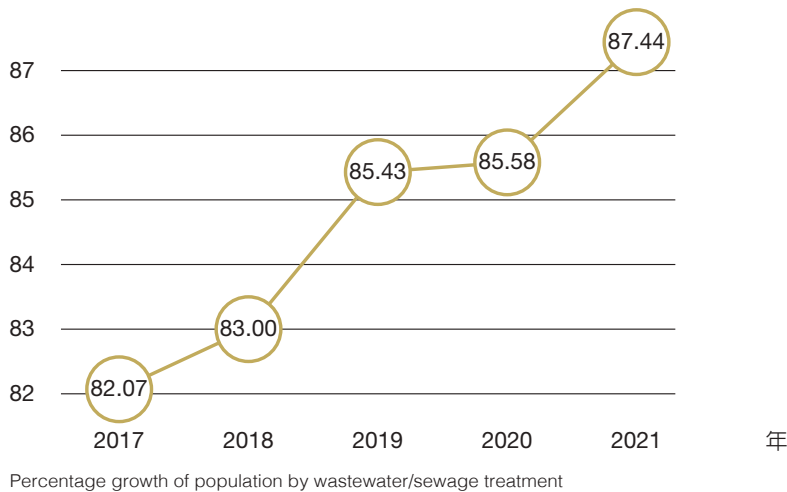
Reuse of local materials such as stones



Handling of aprons on the riverside of Keelung River



Beautiful embankment in Heshuang No.21 Riverside Park



Percentage growth of population by wastewater/sewage treatment

Water is first stored in the Donghu Water Supply Region after operation is suspended in response to a typhoon and as a result, water supply has become halting and unstable. With that in mind, the Public Works Department of Taipei City Government established the “ $\$$  1,000 mm Donghu Water Transmission Mains” to improve water supply capacity and water pressure of that region. The project was completed on January 23, 2021, and received the 14th Public Construction Golden Safety Awards. The Public Works Department also commissioned the construction of the “ $\$$  1,500 mm Zhongxiao Bridge Water Transmission Mains” to improve water supply and distribution capacities of Sanzhong District, increasing the operational flexibility while reducing water supply risks in the district. The project was completed on August 30, 2021.

## (2) Promotion of the Feitsui Raw Water Pipeline Project to Ensure Water Supply in the Greater Taipei Area

Following damages caused by typhoon Soudelor, to ensure the stability and safety of the water supply in the Greater Taipei Area, and to protect industrial operations (including water for civil use) from being affected by the suspension of the water supply due to high turbidity after a rainstorm, the Public Works Department began building raw water pipes of the Feitsui Reservoir, constructed an intake point at the Beishi River, connected raw water pipes to the lower course of Cukeng Waterway, obtained shared-use utilization of the Taipower Cukeng Plant Waterway, and connected to the two raw water transmission mains, with a planned intake quantity of 2,700,000 CMD. The whole project is projected to take six years



Route of the 1,000 mm Donghu Water Transmission Mains



Breakthrough of the Feitsui section

to complete and the construction commenced on July 15, 2019. In September 29, 2021, the breakthrough construction for the Feitsui section was completed. The construction is expected to be completed in 2023.

## 2. User-friendly Facilities in Parks

### (1) Universalizing of Park Facilities in the City

Universalized designs were applied to the construction of new parks, reconstruction or renovation of existing parks, and improvement of park pathways and ground surfaces. In addition to providing recreational and comfortable functions, universalized facilities are suitable and accessible to all kinds of user groups and all the people in the park can enjoy a user-friendly space. The universalizing ratio of park facilities in Taipei City has reached 78.37% as of 2021. We expected the universalizing ratio of the park facilities in all the parks under the administration of Taipei City Government to reach above 90% before 2030.

### (2) Increase of Inclusive Playgrounds

Taipei City Government achieved the goal of building two inclusive playgrounds in each district in 2021 and will continue the construction of more distinctive inclusive playgrounds to provide citizens with more leisure options. When designing the inclusive playgrounds, the Public Works Department deliberated how to combine different concepts to create more diversified play behavior patterns, and keep the playground novel and interesting for visitors.

## 3. Overhead Cables Clearance

Taipei City Government has launched the "Overhead Cables Clearing and Straightening Project" since 2016. The overhead cables across the roads, which are over 15 meters wide, are the target

of this project. The cable agency who possesses those cables has been asked to report and carry on the annual clearance plan of its own, and the agency also has been demanded to accommodate the annual road construction projects, overseen by the government, by undergrounding its overhead cables before the final asphalt pavement. Here are the project dates of the year of 2021: for the over-15-meters roads, 1,386 cases of cable clearing have been completed at the Phase One, which met the performance target of 100%. 85.3% of the progress has been achieved in Phase Two, suggesting that 2,957 cases of cable clearing have been accomplished; for the roads less than 15 meters in width, 17,140 cases of cable clearing have been completed, registering 73.8% of progress completion.

## 4. Creating an Environment with Level Roads and Safe Bridges

### (1) Maintenance of Roads and Bridges

Since 2013, the performance of the road and bridge maintenance in Taipei City has been ranked first in "Performance Evaluation of Urban Road Maintenance and Pedestrian Environment Accessibility," held by the Ministry of the Interior, for seven consecutive years among the six municipalities. In 2018, Taipei City received the honor of not having to participate in the evaluation, while serving as the paragon of emulation for rest of the country. In 2021, the evaluation was canceled due to the pandemic.

### (2) Reconstruction of Zhongzheng Bridge

The new bridge of the "Zhongzheng Bridge Reconstruction Project" will have sufficient earthquake-resistance and flood control capability. Traffic safety concerns brought about by the crisscross of the vehicle and motorcycle lines will be mitigated, and more comfortable and convenient



Playground in Daan Park



Porous asphalt concrete pavers along Zhongxiao E. Rd.



Schematic diagram after the completion of Zhongzheng Bridge

traffic lines, premium recreational cityscape spaces for pedestrians and bicyclists, and reproduced landscape features of the historical landmark, Chuanduan Bridge, will be available after the reconstruction. The construction of the first pier of the new bridge was completed in September 2020, and a temporary bracing was assembled in the middle of the river in June 2021. The estimated completion date is December 19, 2023.

## 5. Quality of Water-accessible Environments

### (1) Satisfaction with Cycling in Riverside Parks

Taipei Riverside Bike Rental Centers have been commissioned for years to conduct satisfaction surveys for bike renters and provide various types of bikes to meet the needs of user groups with different exercise habits. According to statistics, the overall satisfaction reached 99.3% in 2021.

### (2) Progress of Improvement in the Indicator Systems of Riverside Parks (Demonstration Areas)

The “Planning and Design Manual for the Supervision and Indicator Systems in the Riverside Parks in Taipei City” was established in 2021. The Public Works Department, Taipei City Government, set up instruction signs at locations connecting the bike trails and hiking trails along the Blue Trail (Riverside Parks) of the Taipei Grand Trail Route, namely Guandu Temple, Sanjiaodu Wharf and the Taipei Riverside Bike Rental Center in Taipei Zoo. The guide sign installation project was completed on December 1, 2021.

## 6. Green Hiking Trails

### (1) Building a Forest Demonstration Area in Daluntou Mountain

Taipei City Government makes plans to improve 26 hectares of the forest lands of Daluntou Mountain by building a forest demonstration area with landscaping, ecological, and environmental education purposes from 2019 to 2022. In 2021, the Public Works Department, Taipei City Government, continued the promotion of sustainable forest concepts by re-inventing the teachers and students from forest-related departments around the country



Riverside parks are good places for citizens to relax nearby



Integration of the forest management concept into environmental education activities

and local organizations to view on-site thinning and yarding. There were a total of about 2,500 seedlings planted and 19 hectares of forest forms improved in 2021, and cumulatively 73% of the construction was completed. Such measures brought more recreation and environmental education benefits to citizens and visitors.

### (2) Taipei Grand Trail

Taipei City Government continued environmental enhancement and service quality of the 154 trails under its administration across seven districts, the length of which reaches 117 kilometers. In 2021, pavement reconstruction was completed for about 1.4 kilometers of the “Taipei Grand Trail.” The Facebook fan page of the Taipei Grand Trail has earned over 19,000 likes. Taipei City Government launched a stamp collecting event in 2019. The number of participants completing the event reached 11,768 as of 2021. The government also organized four Grand Trail guided tours, with 1,200 participants. In 2019, National Geographic Channel was commissioned to



Guide to Jiantan Branch Line of Taipei Grand Trail

make a feature film for the Taipei Grand Trail. The film has garnered over one million online views as of 2021. These measures not only enabled people in Taiwan to go outdoors and visit mountains and forests, but also made the Taipei Grand Trail an international spotlight.

## Part 3 Optimization of Intelligent Governance

### 1. Information Management Quality

#### (1) Information-based Road and Land Management

From 2019 to 2021, the Public Works Department integrated GIS technology into the road and land management systems and made the systems go live. The main functions of the systems include the overlaying of topographic maps and cadastral maps for road and land management for road and estate management of Taipei City Government. Through the mechanisms, Taipei City Government can also acquire the latest data and regularly update the data from the Department of Finance to achieve information-based land management.

#### (2) e-Road Application

The “e-Road Application” went live in March 2018 as the first online one-stop application service system in Taiwan for use of roads. On the website, the applicant may provide relevant information and pay a deposit to finish the application. After the application is approved, a road use agreement is automatically sent to the applicant’s mailbox. The applicant may download the road use agreement electronically



e-Road Application

through identity authentication. The robust online service is very convenient for citizens.

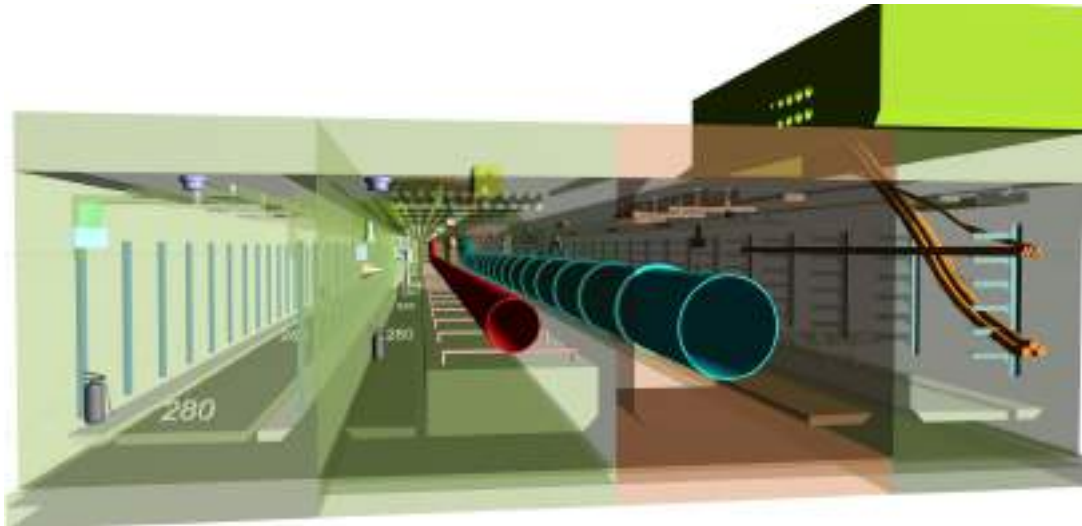
#### (3) Soil and Water Conservation Service Team

The Taipei City Soil and Water Conservation Service Team has provided professional soil and water conservation counseling services for about 650 cases annually since it was established in 2015. In 2012, Taipei City Government started to provide online reservation for counseling services and on-site guidance to save time filling in and mailing application forms. The Public Works Department, Taipei City Government, has conducted online satisfaction surveys for the soil and water conservation services since 2019. Citizens may complete the survey online by scanning the QR code. As of 2021, the satisfaction reached 100% for three consecutive years.

### 2. Intelligent Management

#### (1) Common Duct Intelligent Management and Monitoring System Integration

Taipei City Government incorporated BIM technology in the common duct operation management system. The cabling status in and around the common duct was displayed on a 3D model by modeling the main structure of the common duct, setting up the EM equipment property database, and building the system platform. In



BIM model of Nangang Common Duct

In addition to providing pipeline management unit with a cabling basis, the 3D display was used as an aid for routine management and maintenance. A total of eight common ducts, including those intended for the Songshan Line, the Nangang Business Park, and the Xinyi Line, have been incorporated in the intelligent management.

## (2) Road Management System Expansion and Maintenance Completion Rate

The Public Works Department established the database of the road constriction records (the graphical information of completed constructions) from 2017 to 2020 in 2021. 13,960 graphics files were imported into the system.

## (3) Optimization of the Taipei Road Excavation Management System

Since 2018, Taipei City Government has inaugurated the "Taipei Road Excavation Management System" to integrate with the different procedures related to all the life cycle of excavation, such as permit application, construction management, digital data setup and drawing, warranty and maintenance operations, and payment. All of the listing services are conducted online. In July 2021, in response to the enforcement of the "Regulations Governing the Installation and Management of Overhead Cables across the City



Online application for overhead cable installation

Roads in Taipei City", the government also has built the framework of the online system for overhead cable application and planned to provide barcode payment and electronic receipt services.

## (4) Optimization of the Management Platform for Tree and Facility Resources

Taipei City is home to a total of more than 88,000 street trees. The transparent and efficient "Management Platform for Tree and Facility



Street trees in Taipei City



Replacement with LED lights in Kangle Tunnel



Better lighting quality in the underpass at Keelung Road

Resources” was built in 2016 and the information establishment of the trees in the linear parks was included in the platform in 2018. On-site general investigation of the 11 facilities in the parks under the administration of the Taipei City Government has been conducted since 2019, and the installation of the system was completed in March 2020.

### 3. Intelligent Infrastructure

In addition to the replacement of energy-saving LED streetlights and power system upgrades, Taipei City Government swapped the 644 lamps in the tunnels (underpasses for vehicles) at or around Zhongxiao W. Rd., Gongguan, Tri-Service General Hospital and Fuxing N. Rd. and the 222 lamps on Jianguo Expressway with LED lights to promote energy savings and its carbon reduction policy in 2021.

## Part 4 Fulfillment of Land Planning

## 1. Land Acquisition for Public Infrastructure Services

In 2021, the area of private land expropriation was 0.0003 hectares, the area acquired from price negotiation was 0.6855 hectares, the area with superficies established free of charge was 0.0013 hectares, and the total area of the acquired private land was 0.6871 hectares. Taipei City Government also completed 81 government land appropriation projects covering 229 plots of land, with a total area of 7.2983 hectares to accelerate infrastructure construction.

## 2. Management of Zone Expropriation

The Beitou-Shilin Technology Park was the first to kickstart “Building before Relocation” by constructing residential buildings to accommodate local residents before demolition, so as to achieve resident placement. Public construction and residential buildings in Phase One were completed in the development area, and all the building handover was completed in October 2018. The grading and leveling works in Phase Two were completed in February 2021 and the Public Parks No.1, No.4 and No.5 (in Phase Two) as well as Greens No.1, No.2, No.5 and No.6 opened in June 2021. Also, the delivery of the



Grading and leveling works in Phase 2 of the Beitou-Shilin Technology Park completed



Delivery of lands in Phase 2 of the Beitou-Shilin Technology Park



Public Park No.1 completed and opened

lands at the East site in Phase Two was completed in June 2021. The superficies tendering project for the city-owned lands T16, T17 and T18 technology purpose districts completed investment promotion in November 2021. Taipei City Government is currently working on the road construction in Phase Two. The project is expected to be completed in January 2023.

For zone expropriation of Shezidao area, 16 sessions of land improvement appraisal presentations were held from July 15, 2020 to August 15, 2020 and attracted a total of 1,875 participants. Data of the conferences were published on the website. The on-site land improvement appraisal has been conducted since August 10, 2020. As of 2021, the appraisal was completed for 1,803 address-plaque-issued buildings (there were a total of 2,409 address-plaque-issued buildings in the area, and 74.84% of the buildings were appraised). Nine professional consultation meetings were held for the market value appraisal for land expropriation in 2021, and the assessment of the market value-based compensation for the land expropriation will be completed in February 2022.

### 3. Urban Land Readjustment

For urban land readjustment projects under planning, Taipei City Government held presentations to reference public opinion of the community, and encouraged landowners to organize their own land readjustment associations, in addition to cross-agency discussion and feasibility assessment. Voluntary public participation helps strengthen community consensus, thus ensuring its success. Until 2021, Taipei City Government has supervised ten urban land readjustment projects. In the future, Taipei City Government will continue to assist in the urban land readjustment initiated by the private sector, and offer a user-friendly and full-functioned living environment that benefits both the landowners

and the government through government-citizen partnership.

## Part 5 Protection of Industrial Environments

### 1. Hot Spring Resources Management

#### (1) Implementing the Usage of Pay-to-use Hot Springs

Taipei City Government has established a Hot Spring Resources Management Fund to promote hot spring resources management. In 2021, Taipei City Government continued monitoring hot spring resources, managing and maintaining the public facilities for hot spring foot bath pools, and subsidizing two management organizations, including the Taipei Hot Springs Association, for conservation and management of hot spring resources, on top of the research on sustainable development and utilization of hot spring resources.

#### (2) Supervision for the Establishment Business Management for Hot Spring Services

Pursuant to the “Taipei City Hot Spring Area Management Plan,” Taipei City Government provided supervision for the establishment of enterprises obtaining and providing hot spring services and reviewed the applications for development and operating permits. As of 2021, a total of 12 hot spring development permits has been approved.

#### (3) Establishing Hot Spring Foot Bath Areas

Three hot spring foot bath pools have been established in Fuxing Park, Liouhuang Valley and Quanyuan Park, with an average of 1,900 visits every



Land improvements appraisal at Shezidao



Intake maintenance and supply facilities for hot spring foot bath pools



Foot path pool in Fuxing Park

day. The project has become a tourist draw visitors from both local and abroad, and it promotes local industrial development. In response to the nationwide Level 3 alert announced by the Central Epidemic Command Center on May 13, 2021, the three hot spring foot bath pools were closed until October 16, 2021.

#### (4) Improving Hot Spring Supply Quality

To satisfy the tourism demand of the hot spring area in Xinbeitou and on Xingyi Road, Taipei City strove to improve the supply quality and stability of the hot springs, continued to keep hot spring facilities in shipshape, and repair and replace the pipelines to decrease the leakage of the hot spring source. Also, for development sustainability of the hot spring industry, the quality and quantity of the hot springs is protected through deposit dredging in pipelines, hot spring storage cleaning, increasing the carrying efficiency of the pipelines and improving the intake facilities of the hot springs.



Maintenance and replacement of the hot spring pipelines

## 2. Natural Gas Supplies

The natural gas in Taipei City is separately supplied in districts by four companies: Great Taipei Gas Corporation, Yang Ming Shan Gas Co., Ltd., Shin-Hu Natural Gas Co. Ltd. and Shin Shin Natural Gas Co., Ltd. As of the end of 2021, all four companies have supplied 704,976 households. The supply capacity reached 304,800,574 m<sup>3</sup>, accounting for about 66.97% of the total households in the supplied area. Also, a regular pipeline check for users is conducted once every two years and the regular check rate reached 87.33% at the end of 2021.



Safety management audit of natural gas enterprises

In addition, Taipei City Government has formed the “United Natural Gas Safety Audit Team” to audit the transmission and storage facilities of the four natural gas enterprises. From August 31 to October 7, 2021, a total of 20 audits were conducted.

## 3. Emergency Response Mechanism

Taiwan Power Company has set up an emergency repair hotline “1911” for citizens to report power supply emergencies on any landline. To facilitate quick emergency repair during typhoon seasons, the Department of Economic Development and Public Works Department, Taipei City Government, and Taiwan Power Company have co-established a standard operating mechanism to effectively shorten the recovery time of the power supply. As of the end of 2021, the Company supplied 1,217,400 households and the power supply capacity reached 15,986,169,323 kWh.

## Conclusion

With “building infrastructures for truth, wellness, and beauty” as its development vision, and “cultivating safe and comfortable living spaces” as its mission, Taipei City Government promotes “Taipei Water Plan – Sponge City,” “Livable City,” and “Smart City” policy directions for its public infrastructure programs in the hopes of ensuring environmental protection and ecological sustainability. By upholding the ideas of integrity, teamwork, innovation and excellence, public access and sharing and by taking up the mission of “serving the citizens and transforming the city,” Taipei City Government is committed to moving the capital towards the vision of “a livable and sustainable city.”



# Informational Technology





The 2021 Smart City Index published by International Institute for Management Development (IMD)



Taipei City ranked **fourth** in the world and **second** in Asia

Entering the facilities using TaipeiPASS per the Real Contact System requirements



**32.60** million citizens

Online application via Citizen Service Platform - [service.gov.taipei](http://service.gov.taipei)



**331,842** applications  
**22,779** facility rentals  
About **61,600** online counter appointment cases

Taipei City Government provides citizens with value-adding services via transformation of the administrative services and marches forward to build a service-based smart city. The promotion team of the Promotion Framework for Smart City 1+7 unveiled innovative technologies; the Data Governance Committee supervised the use of the big data for the administration to achieve “favorable digital services” and the integral “personal data protection” mechanism. TaipeiPASS is used as a medium for the integration of administrative services to provide citizens with portable and customized services.

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## Informational Technology

To keep up with the development in the 5G era and ensure the digital transformation in the post-COVID-19 era, Taipei City Government continues to implement the digital transformation of Taipei City with the “Heightened Digital Governance,” “A Dynamic Smart City,” “E-Government Development” and “Infrastructure Upgrades” as four core strategies to provide more premium, smarter and more favorable services for citizens and ensure more flexible digital administration capability. With technology-assisted pandemic prevention strategies for the digital transformation of the industries, Taipei City Government successfully rebuilds the new normal in the post-COVID-19 era, protects the life of citizens and the operation of the city on its journey toward a sustainable smart city.

Part  
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### Heightened Digital Governance

In the age of big data, Taipei City Government is dedicated to implementing digital governance policy, improving digital service models via data integration and streaming, expediting citizen service improvement, and formulating more effective public policy programs to optimize the value of data. Taipei City Government also continues establishing a comprehensive data governance framework and mechanism, and enhances the administration with the “favorable digital services” and the integral “personal data protection” to turn over a new leaf for “data empowerment” in Taipei City.

#### 1. Data Governance Committee

Taipei City Government established the first “Data Governance Committee” in December 2020 in Taiwan and, by doing so, established a comprehensive data governance framework and mechanism with the needs of the citizens as the core. The Committee comprises three work groups in charge of personal data protection, integration and application, and spatial information, respectively. All the policies or services of the agencies in which data flow, integration and application as well as personal data, or any doubt about the privacy is involved, shall be reviewed by the Committee. It protects citizens personal data privacy and security while improving digital service efficiency and quality.

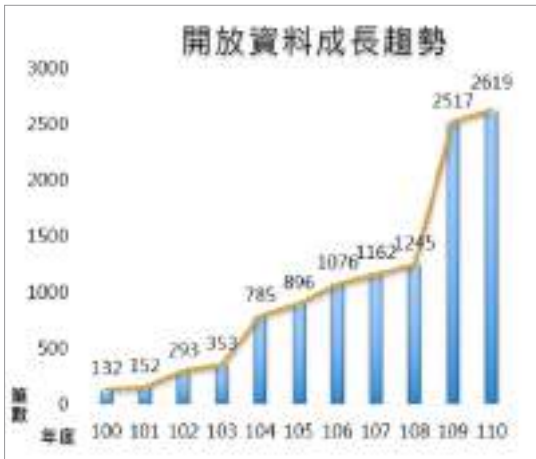


The first to establish a data governance committee at the city government level in Taiwan

## 2. Open Data

Taipei City Government won the second place in the Group 1 “Local Government” of the “Open Data Gold Prize.” A total of 2,763 datasets were open to the public with an accumulated 2.859,960 billion usage amount.

Taipei City Government organized the “2021 Taipei City Mayor’s Cup of Data Application Hackathon” to promote the use of the open data, improve data governance capability of the employees, and encourage the students to use the open data of the government. The student team proposed a smart IoT monitoring device in combination with the AI detection technology to help the driver find parking. The government team proposed an information and service platform for renting facilities to ensure maximum utilization, optimize their benefit, and simplify the renting process for citizens. The participants encouraged and inspired



Growth trend of open data



2021 Taipei City Mayor’s Cup of Data Application Hackathon MOU

each other to unleash more potential in digital services and data application.

## 3. Visualized Budgeting and Final Accounting

To realize the administrative philosophies of “openness and transparency” and “open data,” the Department of Budget, Accounting and Statistics, Taipei City Government, uses an automated convergence system to integrate multiple complicated budgeting (final accounting) data and presents administrative key highlights with simple, intuitive and comprehensible visualized interaction graphics to provide the services that touch the heart of the citizens. The visualized information on the website include many specialized and complicated data, such as revenue sources, administrative items within annual expenses, agencies and applications in the general budget and final account, plus revenue and expenditure, appropriation of surplus/deficit, and cash flow in the budget and final account of an affiliated unit. Appropriate visualized graphics are used selectively to demonstrate these data depending on their characteristics.



Visualized budgeting and final accounting of Taipei City



Online Tax Service



Water works inspection data analysis



Traffic accident analysis dashboard



Digitized urban service platform 2.0

#### 4. Online Tax Service

Taipei City Revenue Service launched the “Online Tax Service” to provide multiple convenient and premium real-time digitized tax services, including online counter services, advisory services, insurance coverage, and on-site survey. Citizens only need a mobile phone or computer to access tax advisory services and file an application via a video link either using the citizen digital certificate, or uploading the ID card information. A total of 3,805 cases were dealt with via the Online Tax Service in 2021.

#### 5. Digitized Water Works Inspection Process

To enhance flood facilities management, a specialized system is added to the hydraulic management information framework to promote the digitization of the water works inspection process. Water works are surveyed and inspected routinely, regularly or irregularly (earthquake, typhoon, rainstorm, etc.) and the inspection result is registered online real-time. An inspection and shortage reporting mechanism is integrated to identify the progress of the improvement at all times on a digital dashboard and thus protect the safety of the flood-prevention work. The total number of inspection records have already exceeded ten thousand.

#### 6. Traffic Accident Analytics

Enhancement of the analysis on traffic accidents is ensured by applying the big data analytics in the automated, graphic and tabular forms. They are used to discover the road traffic safety problems, the features of the accidents, and their long-term trend. The geographic information system, cross analysis against historical data, and calculation based on the collision diagram are used in the accident diagnosis, effective judgment and improvement of the dangerous sections, and decision on the major collision types at the intersection and their corresponding spatial locations in the hope to raise accurate improvement proposals.

#### 7. Improvement of the Urban Design and Land Use and Development Permit Review Service

The city's urban design review platform has been revamped to provide users with more favorable

operation experience. The revised platform was launched in May 2021. It includes five categories of paperless urban development review and approval process, RWD website, optimized visualized review function, urban development review map, and the creation of an urban development accounting system. In the future, 3D GIS map platforms will be launched in combination with the landscape architecture layout of the development base, and focus on the drawings and issues based on the actual simulation to enhance the efficiency of the review.

### 8. Water Bill and Meter Revenue System - Recheck and Overdue Payment Collection App

To support Taipei City Government with its digital transformation in the post-COVID-19 era, the Taipei Water Department introduces the mobile App to improve the recheck of water meters, collection of overdue payments, and cut-off of water supply. The



Recheck and overdue payment collection list

App for inspectors to check and report water use status of the client on the spot, affix digital signature, conduct GPS positioning management, identify the image pointer, perform sorting of images, check collection records, and print out water cutoff notice at the site. This can improve the efficiency of the inspection personnel and provide clients with a more favorable service experience.

## Part 2 A Dynamic Smart City

Taipei City Government promotes data-driven city governance in recent years and speeds up the digital transformation and cross-boundary integration by implementing the "Promotion Framework for Smart City 1+7" strategy. The city management department uses big data to ensure adapting the operation of the city more comprehensively. Taipei City Government improves the overall pandemic prevention performance, creates a smart urban ecosystem, accelerates the strategic actions to facilitate the digital industrial transformation, and uses technology solutions to assist local businesses with their transformation under the public/private sector partnership to create a new life norm in the post-COVID-19 era.

### 1. International Highlights

#### (1) Prizewinner

Among the governments of the 235 smart cities in the world, Eden Strategy Institute ranked Taipei City Government nineteenth of the Top 50 in 2021. We had outstanding and robust performance especially in the city vision, leadership and budget indicators.



Taipei City Government ranked 19th among the Top 50 smart cities

## 2021 IMD全球智慧城市指數 (SCI) 排名

臺北排名第4，亞洲第2，緊追新加坡



排名	城市	Smart City Rating 2021	Structure 2021	Technology 2021	Change
1	新加坡	AAA	AAA	AAA	—
2	瑞士—蘇黎世	AA	AAA	A	▲ +1
3	挪威—奧斯陸	AA	AAA	A	▲ +2
4	臺灣—臺北	A	A	A	▲ +4
5	瑞士—洛桑市	A	AAA	A	NEW
6	芬蘭—赫爾辛基	A	AA	A	▼ -4
7	丹麥—哥本哈根	A	AA	A	▼ -1
8	瑞士—日內瓦	A	AA	A	▼ -1
9	紐西蘭—奧克蘭	A	A	A	▼ -5
10	西班牙—畢爾包	BBB	A	BBB	▲ +14

Taipei City ranks 4th place on the 2021 IMD Global Smart City Index



DOIT won the WITSA 2021 ICT Excellence Award with its submission "COVID-19 Dashboard and Data Analysis"



Physical and virtual integration – TaipeiPASS

In the 2021 Smart City Index published by International Institute for Management Development (IMD), Taipei City was ranked fourth among the 118 cities in the world and second in Asia.

In the IDC's 7th Smart City Asia Pacific Award (SCAPA) in 2021, Taipei won the great honor in the civic engagement category with its "TaipeiPASS: Digital Pass to Government Mobile Service," and the prize in the public health and social service category with its "Taipei City Technology-Assisted pandemic Prevention Project." The performance of Taipei City Government was highly praised by the people and assessors.

In the World Congress on IT (WCIT), Taipei City Government won two first prizes in government category of the WITSA 2021 ICT Excellence Award. The Department of Information Technology of Taipei City Government won first place in "Innovative eHealth Solutions Award" with its "COVID-19 Dashboard and Data Analysis" and the Department of Education, Taipei City Government, won first place in the "E-Education and Learning Award" with its "Taipei CooC Cloud." Taipei City Government was winningest first-prize competitor of all the entrants.

Taipei City Government won the merit award of the 2021 GO SMART Award organized by the Global

Organization of Smart Cities (GO SMART) with the “Assist the Visually Impaired Passengers on a Smooth Bus Ride with IoT,” a result of partnership between the Department of Transportation and Department of Information Technology. The project provides visually impaired passengers the opportunity to plan their travel beforehand with the support of the IoT technology, and the driver is reminded by the reservation displayed in the App.



Bus for visually impaired passengers

## (2) A Link to International Smart Cities

Taipei City Government organized the annual GO SMART Day event every year. In 2021, two sessions

of the “Online Forum of Smart City Mayors’ Summit” were held both virtually and in-person, and 139 senior officers and representative, including 45 mayors and deputy mayors, of 62 smart cities from 35 countries or areas participated to exchange their experiences in the development of international smart cities.

The 2021 Smart City Summit & Expo (SCSE) was held both physically and virtually (Smart City Online). The physical exhibition was held in Hall 2 of Taipei Nangang Exhibition Center from March 23 to 26, 2021. The application services were showcased online on the same days.

## 2. Technologies for Industrial Transformation

### (1) TaipeiPASS Services

TaipeiPASS is a portal for integration of the administrative services. With KYC (Know Your Citizen) at the core, TaipeiPASS provides citizens with portable, digital and personal services through Real Name Registration System. More than 50 administrative services have been integrated so far. TaipeiPASS has been applied to many areas including the Real Contact Registration System, reservation of vaccination, and pandemic prevention

2021 Taipei City prize winning result



TaipeiPASS scanning for Real Contact Registration System



Taipei Bravo Voucher

information delivery during pandemic prevention. The integrated services of the Real Contact (Name) Registration System were launched in June 2021 and about 32.60 million people entered the facilities using TaipeiPASS as a Real Contact Registration mechanism up to December 31. The funds for returning messages were saved while the pandemic prevention capacity was increased. Citizens may use TaipeiPASS in combination with "Taipei Digital Stimulus Vouchers" (or "Bravo Vouchers") to buy daily commodities. Shop owners, merchant in traditional markets, and retailers in night markets are supported in their use of multiple electronic payment tools in the hope to accelerate digital industrial transformation, and promote economic recovery in the post-COVID-19 era. The TaipeiPASS connected services were widely acclaimed with two great prizes in the "civic engagement" and "public health and social service" categories of IDC's Smart City Asia Pacific Award (SCAPA) in 2021.

## (2) Smart Payment Platform – pay.taipei

To achieve the vision of a cashless city, the Smart Payment Platform – pay.taipei provides payment mechanisms via web, App and counter services. Twenty payment service providers work with Taipei City Government to provide multiple payment opportunities and introduce 78 categories of electronic collection and payment services, including public fees, taxes, service charges, and fines. The number of bills for taxes, service charges and fines totaled to 35.51

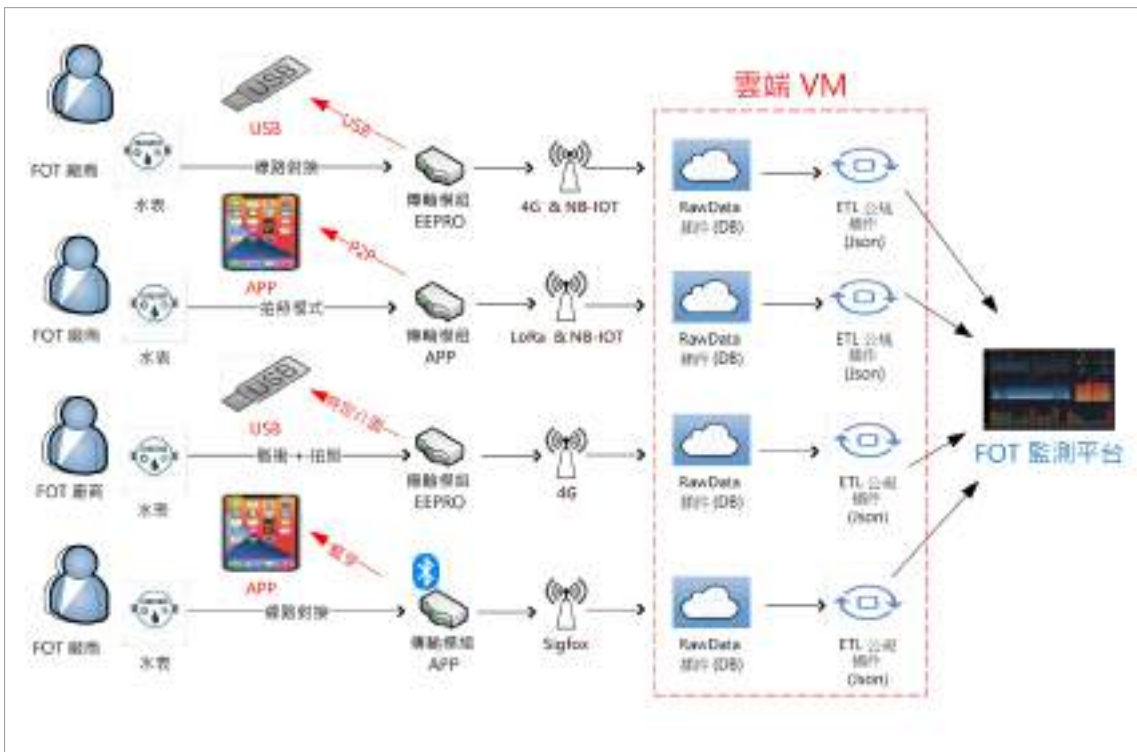


63 categories of public payment services integrated in pay.taipei

million cases in 2021, amounting to NTD\$5.795,230 billion. Approximately NTD\$ 79.26 million in service fees were saved as a result. More categories of service charges and fines will be covered to provide more cashless counter services, accelerate the implementation of the mobile payment mechanism for public service charges of Taipei City Government, and achieve multiple payment policy in Taipei City.

### (3) Smart Water Meter Testing and Information Flow Monitoring and Verification

Smart meters application is an important policy in Taipei City. Following a field trial (POC), Taipei Water Department implements the first IoT-based smart meter verification project in Taiwan. With third-party monitoring in place, fair cloud environment and open testing method, the cloud-based platform, vendor plugin and writing, data formats collection, and IoT communication architecture will be used to provide the best warm-up opportunity for a one-stop service model.



Testing information flow monitoring and verification



Smart water meter installation and testing

#### (4) Automated Land Certificate Transcript

To provide citizens with more favorable land certificate transcription services, Department of Land Administration, Taipei City Government, launched the first “automatic land certificate transcription issue machine” at the counter in Taiwan in April 2021. Citizens may use their citizen digital certificates and



Automatic land certificate transcription issue machine

EasyCard to operate the machine, make payment, and receive the same land and building registration transcription, land certificate transcript, and result map transcript of building survey as those received at the counter. These are very helpful for Taipei City Government to build a dynamic smart city and an e-government that provides citizens with more convenience for smart everyday life.

#### (5) Real-time MRT Information

By integrating real-time information on the passenger flow around the gate, passengers in cars, and the location of the train displayed on the signaling computer, Taipei Rapid Transit Corporation launched the Transit Information Management Expert System (MetroTIMES) in September 2021 to provide real-time passenger flow data, and thus modify the timetable or train services to narrow the headway appropriately. The system also displays real-time ridership data on the TV at the station and the App, directs the passengers who are waiting for the train, and divert riders in the cars. These are not only helpful for the prevention of COVID-19, but can improve the travel experience as well.



GO! Taipei Metro train real-time information

#### (6) TaipeiPolice App - Your Mobile Guardian

Taipei City Police Department took creative action in Taiwan by adding the “Protection Safety” and “Help Warning” sections to the “TaipeiPolice” App. The App uses the positioning function of the mobile phone to

present positions, maps or routes. It provides multiple warnings and reminders to enhance the protection of children and women, and is a value-added service in the smart security infrastructure. After its release in April 2021, citizens may use the App to report and stop potential crimes – including risks, harassment or other emergencies – encountered when taking public transportation.



TaipeiPolice protection service locations and features

## (7) Digital Diplomas

To prevent students from gathering at schools during the pandemic prevention period and achieve the goals of full digitalization and reduction of paperwork, the Department of Information Technology worked with the Department of Education to issue the “digital diploma” in the academic year of 2020. Twenty municipal schools were invited to the pilot program and the system was enabled online in July 2021. A total of 4,688 digital diplomas have been generated for download. All the diplomas were signed electronically against the certificate to ensure the verifiability and completeness of the data.

Part  
3

## E-Government Development

Digital transformation is already a trend that highlights the value of the IT industry. Digital governance will be the key point of Taipei City Government in the administration such as online counter services and big data center, hoping that the public sector can play the role of a forerunner to create a digital ecosystem systematically, and a

channel for collaboration between the public and private sectors can be established to induce the new potential of the city.

## 1. Citizen Service Platform – service.gov.taipei

Application all kinds are integrated and citizens can complete all the processes from application, review, approval to payment on the same platform to ensure that their needs are met. We continue improving the process of the Citizen Service Platform (service.gov.taipei) and connect it to our data integration platform and the MyData platform of the National Development Council. Citizens can acquire their personal data via a single identity verification instead of uploading file attachments. The platform allows citizens to apply without having to submit certification documents or transcripts. It provides smarter and more favorable services to the citizens. In total, 145 agencies, more than 1,400 cases, 1,899 facility rentals, and almost 20,000 online forms have been integrated, and 331,842 application cases, 22,779 facility rental cases, and 61,600 online counter appointment cases have been processed by 2021.

## 2. Digitalized Employment Screening

Taipei City Employment Services Office launched the first “Employment Screening Digitalization System” in Taiwan in October 2020. The previous complicated manual processes, involving filling with the competent agency, and having committee personnel review application for approval, are now replaced with a digitalized system, and the citizen digital certificate is used for verification to ensure



Employment screening digital interview

security and confidentiality. Taipei City Employment Services Office won first prize of the Lean Management Project, Phase 11, in 2020 with this system. The system was promoted throughout 2021 across a total of 12 sessions. A total of 4,322 citizens registered for employment screening and 2,466 of them participated in the interview.

### 3. Crime Scene Investigative Information Management System

To improve information management of data collected during crime scene investigation and its benefit in practice, digitalization of related forms has been implemented since January 2021. Digital file creation and management were performed based on crime scene investigation status, and forensic testing result. The system performed the integration of the crime information and cross-case analysis to generate important investigative information. By integrating with the "Investigative Information Analysis System," the system may enhance the combination and utilization of the crime information in the jurisdiction.

### 4. Public Work Results Web

The website, consisting of "road, bridge, and major project," "flood control and drainage," "park and street light," "sewage treatment," and "slope land," helps citizens browse the information on public engineering projects, plans and implementation



Crime Scene Investigative Information Management System

results, The results are displayed online through dashboards, maps and real-time monitoring images. The website was provided to the citizens since August 2021 to ensure transparency of the information and administration.

## Part 4 Infrastructure Upgrades

Taipei City Government promotes digital infrastructure and connects it closely with the daily life of the citizens by integrating the urban construction hardware in the smart life services and applying



Public Work Results Web of Taipei city

multiple innovative smart solutions to meet the needs of the citizens.

## 1. Promotion of TaipeiFree Transformation and Continued Improvement of Connection Quality

Taipei City Government performed consolidation and optimization of public affair hotspots in 2021, and changed the full coverage to focused coverage. To cope with the digital transformation policy to be implemented in the post-COVID-19 era, and to optimize resource deployment, more public affair hotspots have been established, consolidated and optimized in the public areas, public transportation areas and other areas related to the administrative services for the citizens are improved as well. TaipeiFree is open to the citizens free of charge. It is used "near the hotspots and at fixed points" to provide more stable connection with the support of a service hotline available 24 hours a day. The satisfaction of the users remains above 80%.



Taipei Free hotspots distribution

## 2. Enhancement of Information Assets Protection

Cyber security is an important basis for the development of a smart city. It is needed for the full protection of the systems and digital information assets. The Department of Information Technology, Academia Sinica and Taipei City Field Division of

the Ministry of Justice Investigation Bureau signed the "Cyber Security MOU" at a videoconference in August 2021. The parties will work together to build a comprehensive cyber security framework for Taipei City and upgrade the protection net on an ongoing basis to ensure that it's keeping pace with the protection system development for a secure and reliable cyber environment jointly.

## 3. Map Circulation System

In addition to integrating the resources of geographic and spatial information collected from individual departments and bureaus, Taipei City Government enhances the circulation and supply of maps by creating a general map data catalog at the city government level and providing data updating and internal checking functions to improve the quality of the map data. In 2021, four sessions of educational training were provided for seed instructors of the agencies that are responsible for map data in Taipei City Government.

## 4. Training for Improvement of Web and IT Security

To raise cyber security awareness among Taipei City Government employees, and improve their capability to meet the requirements for educational training hours and professional cyber security licenses specified in the Cyber Security Management Act, Taipei City Government offers professional license certification courses and actual audit training courses. A total of 193 employees took the training in 2021. General cyber security courses are also provided online (such as security practices and precautions in the application of information). About 4,196 employees participate in the courses.

## Conclusions

Taipei City Government promotes smart cities and integrates the digital infrastructure closely with the daily life of the citizens. The city is being revamped with information technology as the driver, and urban digital transformation to build "a government with the service of citizens at the core" is being actualized. We use innovative technology solutions to provide smart services that are most suitable for the daily life of the citizens in the hope to achieve the goal of "Smart Taipei, Livable City."



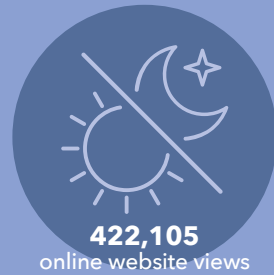
1  
2

# Art and Culture





2021 Nuit  
Blanche  
Taipei



22<sup>nd</sup> Taipei  
Children's  
Arts Festival



2021 Taipei  
Fashion Week



2021 Taipei  
Literature  
Festival



To successfully make Taipei a City of Diverse Culture and Art-inspired Living, the Taipei City Department of Cultural Affairs (DCA) continues to promote various policies by preserving the city's history, hosting various arts events, promoting cultural diversity and inclusivity and other core values to make the city a platform for the merging and innovation of various arts, and a place where citizens can sound off and make their voice heard.

12

## Art and Culture

Although Taiwan was still in the throes of COVID-19 in 2021, the cultural environment turned “crisis into opportunity” and displayed rich “online and offline” creativity, moving from “face to face” to “through a screen,” and continuing to display Taipei’s diverse and creative energies.

Part  
1

### Preserving and Activating the City’s Historical Appearance

#### 1. Cultural heritage preservation

The Department of Cultural Affairs (DCA) of Taipei City Government continued to carry out cultural heritage designation, registration, repair and reuse review by convening the Taipei City Government Historic Site, Historic Building, Monument, Settlement Building, Archeological Site and Cultural Landscape Review Committee. In 2021, 7 special municipality historic sites, including Jin Yi He Hang store, No.4, No.6, No.8 Boai Road shophouses, and Ren-an Hospital were designated and 17 historic buildings, including former Qixingjun (Shichisei gun) Government Office and one commemorative building, The Chien Mu House, were listed.

The DCA continues to allocate funding annually to subsidize the preservation, upkeeps and active reuse of cultural assets by their owners. In 2021, restoration projects were conducted on the special municipally-

designated historic site of Former Residence of Tian-lai Chen, Yinsong Pavilion (including supervision (phase two), and historic building Jian Chen Wool Fabric Store. The maintenance and reuse of special municipally-designated historic sites, including Storefront houses at Qianqiu St., Dadaocheng and Beitou Museum and historic buildings including Cafe Astoria and Bolero Western-style Restaurant was subsidized accordingly.

#### 2. Cultural heritage restoration

The DCA restores and preserves precious cultural heritage throughout 2021. The Songshan Sanatorium Dormitory (No. 185 Kunyang Street) restoration project began on October 9, 2019 and was completed on December 10, 2020, beginning operation in 2021 with “arts healing” as its core, and combining with Songshan Sanitarium Director’s Residence to form a community-centered cultural narrative, thus creating a new arts healing space for Nangang District; the Jinding Japanese-style housing cluster was listed as Taipei City historic buildings in 2007; due to their dilapidated state, phase-one restoration project began on July 16, 2019 and was



Songshan Sanatorium dormitory



Phase-one Restoration Project on Jinding Japanese-style housing cluster



Jiahe New Village Restoration



Yuanshan Villa



Former Taipei Prison dormitory (3 Aiguo East Road)

completed on May 12, 2021; the Former Residence of Hsi-shan Yan was designated a city historic site in October 2004; the restoration of its Zhong Neng Dong was first completed on a priority basis and it opened to the public on January 20, 2018. Phase-two restoration started in 2020, carrying out restoration of the Red Brick House and its surrounds on June 1, and work completed on August 28, 2021. Jiahe New Village- No.1, No.5, Lane 131, Yongchun Street, No.4, Alley 3, Lane 131, Yongchun Street, air raid shelter and Jiahe New Village- No.1, No.3, Alley 3, Lane 131, Yongchun Street were listed as Taipei City historic buildings in August, 2015 and August 2018 respectively; historic building restoration began on November 11, 2019 and it was completed on October 7, 2021.

### 3. Old House Cultural Movement

In order to increase repair efficiency of cultural heritage in Taipei City, the Old House Cultural Movement paired private organizations through an open tender system to restore and reuse idle cultural

heritage, using the funding and innovative thinking of NGOs and public-private cooperation to add new vitality to idle cultural heritage throughout the city. In 2021, three houses were added; after restoration, they began operating in December.

Yuanshan Villa was designated a special municipally-designated historic site in 1998. In light of its leaning, cracking and leaking, overall restoration was carried out from November 28, 2019, finishing on December 2, 2020. It reopened on December 17, 2021 as a place for display of cultural and creative works and artists' works, and for DIY art activities. It has a space for food and beverages for visitors to enjoy the charm of the old building.

The Former Taipei Prison Official Residence (No. 3, Aiguo East Road, Taihoku Prison) was a modern prison built during Japanese Colonial Period. It became Taipei Prison after 1945. The remaining buildings functioned as a dormitory for high-ranking prison administration officials. They witnessed the history of prison administration space at the time. Restoration was implemented on July 13, 2019, and

was completed on November 20, 2020, the MAD by Le Kief restaurant opened on the site on January 5, 2022. It serves fine cuisine and beverages and also offers diners a historical architectural experience, acting as a living, successful testimony of old house revitalization.

Vice Versa Wineshop & Kitchen's building was a police station in the Japanese Colonial Period. It opened on December 13, 2021, offering people handmade home style Italian cooking in a historic setting.



Former Xiamen Street Police station

Part 2 Online and Offline Creative Strengths

1. Online experience, international fashion

(1) 2021 Nuit Blanche Taipei

For pandemic prevention considerations, a hybrid (in-person and virtual) method was adopted. With “Interoperability” as the slogan, through a real-time interactive website, literature, contemporary art, performing arts, pop music, cinematic and other diverse-theme interactive activities were offered to participants with a 12 hour experience different from before, which allows people to see the creativity of over 60 sets of artists merging from every corner of the city at home; there were 422,105 views in all. Also, to meet the need for physical activity, venues such as Beitou Hot Spring Museum, Xinbeitou Historic Station, Beitou Heart Village and Beitou Plum Garden were open at night.

(2) Taipei Fashion Week

With “fashion free market” as slogan, the event connected fashion icons, music gurus and art popup stores, international fashion forums, fashion show and other events digitally to promote the fashion industry and market Taipei. Director of the Golden Melody and the Golden Horse awards’ behind-the-scenes team, Chen-chuan Chen was in charge. With “Taipei is my



2021 Nuit Blanche Taipei- 100 Sketches for the City

catwalk,” the single venue form helped to connect six Taipei landmarks: Taipei Music Center, 44 South Village, BELLAVITA, Far Eastern Xinyi A13, Breeze Nanshan, and Xiangti Avenue Plaza, allowing people to enjoy the shows put together by six Taiwanese designers together with pop music singers from a special aerial pass over angle. The Forum and the fashion show were broadcast in full online; at most, the fashion show had 156,000 viewers online, celebrating “fashion zero distance” spirit despite the pandemic.

### (3) 23<sup>rd</sup> Taipei Film Festival

The 2021 Festival was the first in-person film festival held in Taiwan after the COVID-19 alert level was raised to 3. Program planning, exchange between filmmakers, audience and the industry was

largely increased to enhance the festival's public and filmmaker service. The 23<sup>rd</sup> Taipei Film Festival was held from September 23 to October 9 over 17 days, showing 127 films from Taiwan and overseas. There were 36,254 participants.

### (4) Tri-Arts Festival

In response to the pandemic, the “Tri-Arts Festival” planned by Taipei Performing Arts Center was moved online. The 22<sup>nd</sup> Taipei Children's Arts Festival was held according to the Air Ship Online Art Creation-Planet Plan; for 15 weeks from August to November 17 domestic groups brought three performances requiring tickets and 18 free performances including puppetry, theater, dance, music and magic. 422,013 people participated.



2021 Taipei Fashion Week-fashion show



2021 Taipei Children's Arts Festival program



Taipei Film Festival opening press conference

The 23<sup>rd</sup> Taipei Arts Festival had TAKE CARE, MY DEAR as the theme, echoing the global trauma that mankind has suffered. It followed the Air Ship Online Art Creation-Star Plan concept; for 16 weeks



2021 Taipei Arts Festival program



14<sup>th</sup> Taipei Fringe Festival planning program



16<sup>th</sup> Taipei Digital Art Festival

from September to December, 2021, 105 artists in various areas from Taiwan provided six performances requiring tickets, and 17 online performances covering body art, magic, dance, experimental opera and play reading etc. 645,918 people participated. The 14<sup>th</sup> Taipei Fringe Festival was held according to the Air Ship Online Art Creation-Satellite Plan. An open call for submission of works was made to encourage groups to develop works for online performance. The 30 selected works were performed in November, 2021 online. Also, to provide artists with online performance creation and digital cultural practical abilities, August to October 2021, 18 “Never Offline” lectures and workshops were held.

### (5) 16<sup>th</sup> Taipei Digital Art Festival

With “borderless shelter” as theme, the 16<sup>th</sup> Taipei Digital Art Festival explores and discusses the development of digital art since the emergence of the Internet twenty years ago. The exhibited works combined video games and interactive features to explore art as “escapism” under the pandemic, and the potential “action power” of online rallying. Because of the pandemic, web with its all-reaching characteristics has then become our largest shelter, that not only realizes artists’ all kinds of imagination but also challenges the existing social and cultural norms. The festival formatted into both online and physical exhibitions at The Red House and Digital Art Center, Taipei December 10-19, 2021. In all, 78,913 participants attended the festival.

## 2. Daily Improvisation · Border-crossing literature

### (1) 2021 Taipei Poetry Festival

With “Reboot of the Soul” as theme, heavyweight Hong Kong poet Kun Nan was invited to Taiwan to create in residence and hold an exchange lecture. Cross-border poetry performance, poet lectures, online concert, literature films, various physical and online diverse cross-border activities were linked. Running from September 25 to October 10, 2021 it attracted 37,051 participants.

### (2) 2021 Taipei Jazz Festival

With “Chill Jazz, Cheers moment” as theme, through the free improvisation and relaxed characteristics of jazz, citizens were given a chance to integrate jazz into their daily life. One-day medium-

sized concerts were held on November 27 at Zhongzheng Park and on December 4, at Taipei Music Center and a three-day large-scale event was held at Daan Forest Park December 10-12, featuring jazz musicians and groups from Taiwan and overseas to perform, including Soft Lipa, te, Julia Wu, and TPO Band. In all, 37,296 people participated.

### (3) 2021 Taipei Literature Festival

With “Taipei Street Record-Singing That Treads on the Fragrance of Jasmine” as the theme, it connected Taipei arts venues, independent bookstores, libraries and other local literature resources, holding activities such as the “Street Ruminations” lectures, “Across the streets and down the alleys” tours, public library book exhibition, “Record of the Search for the City” special exhibition, and “Taipei Literature-Film Festival.” HongKong internationally-renowned Chinese prose writer Tung Chiao also engaged in close exchange with readers online. The festival was held from March 5 to November 11, 2021 and attracted 74,293 participants.



2021 Taipei Jazz Festival



2021 Taipei Literature Festival “Record of Searching for the City” special exhibition



25<sup>th</sup> Taipei Cultural Awards presentation ceremony

## Part 3 Cultivating cultural creative power and arts spaces

### 1. The 25<sup>th</sup> Taipei Culture Award

The 2021 awards focused on expanding our cultural horizons, raising Taipei’s international visibility and status, and promoting cultural diversity and depths. Three winners and one winner of the special award were selected. Winners of the Taipei Cultural Award were Taiwan literary giant Hsien-yung Pai, Li-hung Hsiao, who built an international exchange platform for artists, and media artist Hsin-chien Huang, who won Best VR Experience Award at the 74<sup>th</sup> Venice Film Festival; the special award went to the “English-language godmother” Doris Brougham who has dedicated herself to English education in Taiwan for many years. The ceremony was held at Zhongshan Hall in Taipei on November 26, 2021.

### 2. Centenary of the Taiwanese Cultural Association · Time and space reproduced

2021 was the centenary of the Taiwanese Cultural Association. The October anniversary celebration of the Taiwan New Cultural Movement Memorial Museum, New Culture Movement Month, and support from the Centenary of the Taiwan Literature Association · Time and Space Reproduced art festival, held from September 1 to November 30,

2021, diverse activities including a special exhibition, fancy dress market, forum, drama, concert, online lecture, book exhibition and podcasts were made available. The Museum took people back to the early days of the Association to learn about this important part of history. 30,794 people visited.

### 3. Taipei Military Dependent Village Cultural Festival - Dependent Culture Jigsaw

With jigsaw puzzle as core concept, the festival aimed to seek out cultural elements of military dependents village hidden in Taipei City, and to unearth the close connection between the city itself and military dependents villages. From October 9 to 24, 2021, online lectures and offline events were organized to explore military dependents' memories buried in daily life, city architecture, pop culture, and art works and to explore the position of military dependents villages in contemporary Taipei. 38,865 people took part online and offline. At the same time, Taipei City, New Taipei City, Keelung City and Taoyuan City jointly held the Taipei City, New Taipei City, Keelung City and Taoyuan City Military Dependent Village Cultural Festival joint online press conference on October 7, the four mayors joined together online for the first time since the pandemic

first broke out. During the online discussion, they encouraged the public to take part in the festivals.

### 4. Taipei Performing Arts Center

#### (1) Facility planning

To take into account its operating mission and professional governance, Taipei Performing Arts Center adopts the administrative juridical person operating model. It was officially established on May 1, 2021. Founder and artistic director of U-Theater Ruo-Yu Liu is the chairperson, and Meng-Chao Wang is Executive Director. Together they will build an iconic performing arts venue.



Artist Lab: Shi-Lin Kao sharing meeting



Taipei City, New Taipei City, Keelung City and Taoyuan City joint press conference

To promote the diverse development of the performing arts industry in Taiwan, the Annual Meeting of ADAM – Asia Discovers Asia Meeting for Contemporary Performance was held. A platform for artist exchange was built through exchange and creation by artists from overseas and Taiwan; for the 2021 Online Annual Meeting, Asia-Pacific artists were invited to jointly curate and engage in discussions, attracting arts professionals from 22 countries. Artist Lab marks a return to the community, in which ten Taiwan artists were recruited to go to Shilin for cultural onsite exploration and, to share the results of research online and in-person. The Creative Concept Call for



2021 Musical Talent Training Program

Submission Program selected five international joint creation proposals. It encourages Asia-Pacific artists to explore digital culture and online tools to develop post-pandemic eras new performance models. The Musical Talent Training Program-Creative Workshop hosted beginner and advanced classes on July, 18, 2021, with 235 participants. Entries from the Program appeared in the My Secret Life music audition and the Not Completely Perverted and I Hate Musicals play readings.

## (2) Facilities planning

It was designed by winner of the Pritzker Architecture Prize, Rem Koolhaas, and construction began in 2021. Design overturned the traditional borders between theater and audience and had a “3 + 1” theater design as the main theme; three theaters can operate separately and can also be joined. The building has an atrium from the ground floor to 12<sup>th</sup> floor and a 260-meter circular public visit flow line - “visit loop” - through the backstage area that allows people to explore backstage and the building spaces without a ticket. The project took around nine years to complete. The center will officially open in 2022.



Taipei Performing Arts Center: 3+1 theater design



Taipei Fine Arts Museum new collection storehouse groundbreaking ceremony

### 5. Taipei Fine Arts Museum New Collection Storehouse Construction and Southern Entrance Improvement Project

Founded in 1983, the Museum has been open for more than 38 years. The collection storage accounting for less than 8% of total area, has almost reached its capacity and the size of the space and its facilities could no longer meet today's professional needs. Since 2016, outsourced cases such as preparatory planning, project management and archeological trial excavation have been successively activated. The New Collection Storehouse Construction and Southern Entrance Improvement Project is being implemented with NTD\$1.24 billion in funding from Taipei City Government; turnkey project cost is NTD\$1.17444 billion, a subsidy of NTD\$29.2 million has also been received under the Ministry of Culture's two-phase Forward-Looking Program. The Department of Rapid Transit Systems is entrusted to assist with construction. The groundbreaking ceremony was held on October 22, 2021 and completion is expected in 2024.

### 6. The Metropolitan Hall, Taipei City Arts Promotion Office and its Peripheral Environment Renovation Turnkey Project

In operation since 1983, the equipment of The Metropolitan Hall no longer met operating needs. The theater plaza peripheral environment was brought within the scope of the renovation project to extend the Dunhua South Road green belt, and build a leisure hub that contains Taipei Stadium and Taipei Arena. Upon completion, The Metropolitan Hall will have an automatic stage control system, new lighting and sound equipment, as well as brand-new audience seating in that will provide a high quality and safe use experience for the audience and performers alike. The turnkey contract was issued in March 2021. The theater outer wall, plaza periphery and environment renovation will be completed in November 2022. The whole project will be finished and the Center reopened in June 2023.



Brand logo of the Ketagalan Culture Center



Main visual of the permanent exhibition "The Necessity of Crafts"

## Part 4 Cultural Diversity and Inclusion

### 1. Ketagalan Culture Center

In 2021, the Ketagalan carved wooden board totem was used as the basis for designing a new brand logo to highlight the center's position. "The place to meet you" includes three annual exhibitions and 50 cultural and educational promotion activities, which were successively held to highlight the culture of the Beitou Ketagalan and Taiwan's indigenous peoples.

"The place to meet you Part1-Taipei · Starts from us" began in June, 2021. A map of the Taipei MRT and comparing past and present featuring Beitou from 200 years ago and Taipei today is shown, allowing people to learn about the development of this city and its connection to the rise and decline of the Ketagalan tribe.



Collection artwork guide interpretation

"The place to meet you Part 2 Place for crafts" permanent exhibition will run from October 9, 2021 to September 30, 2022. By stocktaking and sorting collection cultural relics, the indigenous belief and life attitude behind cultural relics is reenacted and the high level of indigenous craft skills widely-acknowledged.

"The place to meet you Part 3-wine in life opened on November 19, 2021. With artist Sumi Dongi as curator, the exhibition features four themes, namely Praise of the earth, Wine-making women, Ritual culture and Yesterday's wine to reenact the winemaking philosophy, techniques and ritual of indigenous people.

### 2. Taipei Hakka culture

#### (1) 2021 Taipei Hakka Cultural Festival

With "plants often used by the Hakka" as the subject, exploration was carried out in Wanhua and Daodaicheng where Hakka converged around Danshui River and its tributaries to conduct trade in early times. With fieldwork and the text of the stories of people interviewed as the basis, music creation and image stories were produced and the migration history of Taipei's Hakka told in a concert and presentations. In August, 2021, "This isn't grass" cross-border art online workshop was held; in December, a music presentation meeting and results exhibition were hosted, and a music DVD and microfilm released at the same time.

#### (2) Sky Mending Day-2021 National Hakka Day

Sky Mending Day activities were held on March 3, 2021. The "Collect stones and exchange for a treasure bag" online game and "online singing" concert was paired with community interactive questions and answers, allowing people to learn about Sky



2021 Taipei Hakka Cultural Festival activity

Mending Day, and the environmentally-friendly spirit of cherishing things.

### 3. Taipei's 12 administrative districts - local arts industries

#### (1) Continuation of traditional folk custom

Songshan District's 2021 Xikou Cultural Festival,

combined with local religious centers Songshan Ciyou Temple to promote local characteristics. Wanhua District's 2021 Wanhua Cultural Carnival-Gara Cultural Festival and Qingshan King Festival preserve traditional folk customs. Datong District's Nostalgia for Dadaocheng connects historic sites and blocks, promoting local history and culture.



People taking part in Sky Mending Day activity online game

## (2) Modern arts innovation

The 2021 Roaming Around Xinyi Cultural Festival highlighted “sustainable travel” as its theme and Green Xinyi as the subject and connected local art and culture. Daan District’s “2021 Walking Daan Cultural Festival” connected people to the beauty of nature and arts and culture with various walking routes. Zhongshan District’s Art Travel Fun Tour of Zhongshan arranged in-depth walking tours. Zhongzheng District’s 2021 Historic Easter, inspired by the character for treasure, held in-depth guide lectures. Neihu District’s 2021 Neihu Culture and Art Festival held activities that combined local folk festivals, schools and civic groups. 2021 Shilin International Cultural Festival, with a unique cultural and educational atmosphere as the base, drew attention to the distinguishing characteristics of the area’s ecological environment and culture. Beitou District’s 2021 Beitou LOHAS Festival highlighted community spirit as the basis for designing tours and games to promote local culture.

## (3) Promoting industrial culture

Nangang District’s Osmanthus Festival is home to the tea and osmanthus agricultural industries and acts as a romantic prelude to encounters with fireflies. With culinary experience and guided tours, the

Wenshan Tea & Bamboo Shoots Festival introduces the local bamboo shoot and tea industries.

## Conclusion

Despite COVID-19, the departments and bureaus of Taipei City Government put their creativity to good use and resorted to a lineup of online and offline methods to promote colorful arts activities in Taipei, celebrating the limitless creativity of artisans and continued to preserve cultural heritage and activate arts spaces, continuing to strive to make Taipei City a city of art and cultural excellence!



2021 Wenshan Tea & Bamboo Shoots Festival - One day tea farmer experience



2021 Nangang Osmanthus Festival



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# Religious Customs





2021 Online  
Worship Service



**25,000** people participated in  
the online service in the 7th  
month of the lunar calendar

Centralized Burning  
of Paper Money



An initiative celebrating its **21st**  
anniversary in 2021

"Substitution of  
Paper Money with  
Rice" Initiative



**52** temples prepared the  
offerings of peace rice between  
2016 and 2021

Scoop on  
"Exotic Cuisines"  
Website Service  
for New Immigrants



Promoting **110** businesses  
launched by new immigrants in  
**nine** languages

Taiwan was beset with adversities brought about by COVID-19 in 2021. In response to these unpredictable challenges, Taipei City Government found strength in the multicultural assets of indigenous people, the Han, the Hakka and new immigrants, engaging their presence and participation in customs that pay homage to shared experiences of different generations, religious ceremonies that offer spiritual comfort, and worship practices and rituals that move with the times to help its citizenry weather these disruptions, while embracing the hope for a better and brighter future.

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## Religious Customs

Citizens in Taipei City have once again overcome the numerous inconveniences and disruptions brought about by COVID-19 in 2021, as they worked together and found fortitude in the rich lifestyles, customs and festivities of different ethnic groups. The unique cultures, traditions and faiths supported them through these uncertain times. With poise and optimism, they sublimated their anxieties about the pandemic into an enduring hope for a way back to normalcy and a better future.

Part  
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### Shared Memories and Experiences Buttressed by Life Rituals

#### 1. Blessings from the Lin-An-Tai Historical House and Museum for Distance Learning

The Department of Civil Affairs of Taipei City Government has made smart and effective use of the space at Lin-An-Tai Historical House and Museum in recent years to promote a variety of folk culture activities. The distinguishing characteristics of the compound and its one-of-a-kind Southern Min cultural features lend a memorable element to the courses and activities of different themes held here, inspiring citizens of different ages to enjoy different customs and festivities.

Concerns for the COVID-19 pandemic in 2021 inspired organizers to host alternative activities: “sketching contests,” “Little An-Tai Academy,” and “DIY silk screen printing” are hosted to foster a sense of community and tradition; the “3D Virtual Tour” system also allows citizens to experience the traditions and nostalgia from Taiwan’s olden days of Taiwan through both virtual settings and online learning.

The most popular activities in recent years undoubtedly are the “Shouyan” (celebrating an infant’s 4-month milestone) and “Zhuazhou” (celebrating an infant’s one-year birthday) rituals for families with newborns. Due to the pandemic in 2021, some sessions were canceled when the venue was closed. The “Zhuazhou & Shouyan Gift Package” was developed instead so that families could honor these rituals at home through online instructions and gift packages to acknowledge the milestone, also as a way of well-wishing for the newborns and the family.



Three generations experience the fun of the “Zhuazhou” ritual at the Lin-An-Tai Historical House and Museum



The “Zhuazhou & Shouyan Gift Package” was a way of well-wishing for the newborns and the family



Kuangfu Municipal Elementary School experienced the online Little An-Tai Academy course



Taipei Jian-an Municipal Elementary School students tried their hand at silk screen printing

## 2. Ceremony at Taipei Confucius Temple Promotes Confucian Culture

Another time-honored tradition was hosted at Taipei Confucius Temple. On September 28, 2021, Taipei City celebrated the “Confucius Day Commemoration Ceremony for the 2,571<sup>st</sup> Birthday of Confucius” at 6 AM, with Deputy Mayor Shan-Shan Huang presiding over the ceremony as the chief presenter of sacrifices. The 79th-generation grandson of Confucius’ lineal descent, Chui-Chang Kung, acted as the Offering Presenter. Collateral

presenters included: descendants of the Confucian Temple donors, Hong-Yi Ku and Chi-Hsiu Chen; Su-Hui Chen, Deputy Commissioner of the Department of Education of the Taipei City Government; De-Jian Liu, Chief Secretary of Department of Cultural Affairs of the Taipei City Government's; Hsiang-Ching Wang, a member of the Confucius Temple Governing Board; Cheng-Che Wu, Principal of Dalong Municipal Elementary School; Chia-Yan Ma, Principal of Kai Ping Culinary School, along with Fu-Mai Chang, chief of Baoan Ward, Datong District. On behalf of the President, Minister of the Interior Kuo-Yung Hsu



Deputy Mayor Shan-Shan Huang presided over the ceremony as chief presenter of sacrifices



Trainees of etiquette (“li”) open the Confucius Day Commemoration Ceremony



Minister Kuo-Yung Hsu offered a plaque on behalf of President Ing-Wen Tsai

attended the ceremony and offered a plaque as a blessing for the ceremony.

In response to the COVID-19 pandemic, a variety of preventive measures were put into place, ranging from personnel training in the preparatory phase to the actual ceremony. All organizations involved also actively cooperated and contributed to the cause: trainees of etiquette (“*li*”) from Dalongdong gentry, young musicians (“*yue*”) from Chongqing Junior High School, dancers (“*yi*”) from Dalong Municipal Elementary School and food presenters (“*zhuan*”) from Kai Ping Culinary School. The ceremony was executed in a highly professional manner as part of the national heritage to pass on the legacy.

In-person ceremony participation was replaced by livestreaming to prevent cluster infections. The ancient ritual in the Ta Cheng Palace was shown up-close through the lens of camera so that people could better understand the ritual elements of the proceeding, as well as enjoying the spirit of the Confucian tradition in honoring the teachers. After the ceremony, Taipei Confucius Temple provided packaged Wisdom Cakes to the public. The cake was served to symbolize the presence of wisdom and luck.

### 3. Golden Wedding Anniversary Celebration Passes on the Spirit of Familial Bliss

In hopes of raising awareness about family values and the importance of intergenerational commitment to family integrity, the Taipei City Government started to host “Golden Wedding Celebrations” in 2012. These events honor couples in Taipei City who have been wedded for 50 years or longer. In 2021, 64 happy couples were publicly recognized and commended. Among them were three couples who have stayed together for over seven decades – a rare and notable feat in this day and age.

The event offered an excellent opportunity to promote the importance of happy marriages and family values, in the belief that happy families are the bedrock of social stability. Due to the spread of COVID-19, the celebration of 2021 was modified accordingly: wedding photos and family portrait services were offered to couples that were commended. These beautiful portraits make excellent family heirlooms for the generations to come. District chiefs visited the homes of couples being commended

on behalf of Taipei Mayor Wen-Je Ko to pay their compliments, and saluted the couples for their contribution to upholding marriage and family values.

Equally noteworthy is that since Taipei City Government hosted its first group wedding in 1973, over 17,100 couples have exchanged nuptial vows and built happy families. The 2021 joint matrimonial ceremony was to be held on June 5, 2021, and 70 couples had signed up. Due to the pandemic, Taipei City Government assisted the newlyweds with their official marriage registration and presented them with souvenirs and gifts, celebrating their vows to love each other for life.



Family portraits taken during the 2021 Taipei City Golden Wedding Anniversary Celebration

#### 4. Commendation Ceremony for Charitable Religious Organizations that Improve Social Morale and Promote Filial Piety

Religious organizations dedicated to public welfare and customs teaching, as well as acclaimed folk customs committees and their members committed to improving uplifting folk practices and community affairs were commended by the Department of Civil Affairs of Taipei City Government annually for their devotion. A total of 42 high-performing religious organizations, 11 folk customs groups, 53 acclaimed folk customs committee members and four individuals known for their filial piety were publicly acknowledged during “2020 Joint Commendation Ceremony for Charitable Religious Organizations, and the 2021 Commendation Ceremony for Paragons of Filial Piety.”

The 4 individuals known for their filial piety included Ms. Ya-Ling Lin, Ms. Ting-Yi Su, Mr. Chan-Hui Lin and Ms. Ya-Chun Yang. Although they differ in ages and backgrounds, they demonstrate filial piety to their parents while staying optimistic and hopeful for what lies ahead.

Ms. Ya-Ling Lin was raised by her adoptive parents since she was a child. For 21 years, she has taken care of her father who has stroke and dementia, as well as her mother who has epilepsy and limited mobility. She undertakes heavy work at the same time with no complaint just so that her parents can live as comfortably as possible.

Ms. Ting-Yi Su is now a vocational high school student. Her grandmother suffers from dementia and requires dialysis treatment. After her father was diagnosed with cancer, she shoulders all responsibility as the eldest daughter of the family. She strives to balance her schoolwork and filial piety to her elders despite hardships and challenges.

Mr. Chan-Hui Lin is a university student. His father was injured at work when he was in elementary school, and his mother suffered a stroke six years ago. After graduating from high school, he worked part-time to support the family. He copes with the difficulties of life with a great sense of humor and takes care of his parents the best he can.

Suffering from mild physical disabilities, Ms. Ya-Chun Yang moved back to her hometown to take care of her elderly father who lived alone for many years. She cooks for him and feeds him on a daily basis. For over a decade, she has done everything herself to show her father love through her presence.

By means of a dignified yet heartwarming commendation ceremony, hosted by each District Office, Taipei City Government hoped to express utmost gratitude and respect to these religious organizations, social entities and individuals that promoted kindness through their dedication, as well as individuals known for their filial piety.

## Part 2 Religious Rituals for Peace and Prosperity

### 1. Integrating Real-life and Online to Create a New Ritual Model with “League of Yimin - Heroes Online”

Taipei City Hakka Yimin Festival has been hosted in the city for 34 years straight. From October 23 to 25, 2021, the event took place at the Xinyi Army Vehicle Service Center and Jingqin No. 2 Park. Due to concerns for COVID-19 pandemic, the number of attendees for the 2021 event was reduced to lower the risks of cluster infections. Some events took place online. The event was themed “League of Yimin - Heroes Online” to attract a younger crowd in a move to promote Hakka Culture, as well as better understanding the significance of the Yimin festival.

The event was characterized by the traditional rituals of the “Yimin Festival,” which integrated real-life online elements so that Hakka people from all over the world could participate online. A designated website was installed to combine online prayer for blessings, interactive games, exhibitions, fairs, performances and courses to create a new festival experience.

A total of 15 Yimin statues were honored in the event. Organizer of this year’s Hakka Yimin Festival at the Taipei City Government retained the service of a red-bandana-wearing “Hakka Overseer,” a

Hakka priest fluent in the ceremony protocols, to help reenact the unique, traditional Taiwan Hakka ritual. “The settling of the spirit tablet” was one of the highlights of the ceremony. The overseer followed the proceeding of the ceremony as per ancient rituals and the traditional eight-tone music accompaniment, and placed the 15 Yimin statues in their respective shrine. Elementary students of the Hakka heritage recited the blessing canon in Hakka language. The service proceeded in line with the presentation of the five offerings, and the reenactment of the ancient music accompaniment and solemnities, the sounding of bells and gongs, the acknowledgment of the heroics of the Yimin and their loyalty to solidify a sense of camaraderie and strengthen this timeless religious belief for the Hakka community. Representatives of Hakka communities all over the world were invited to attend the online ceremony, an experience that transcended the constraints of space and time.

The “carrying of poles and rice presentation to the deities” is a colorful folk custom founded in the Yimin faith. The custom, which paid homage



Traditional Hakka ritual recreated at Taipei Yimin Festival



The main worship service of the Hakka Yimin Festival held in solemnity and dignity



The spirit tablet delivered to the shrine during the settling observance



Photo of Taipei Mayor Wen-Je Ko and the guests of Yimin Festival



Ms. Tjuku Papavanaw prepares for the prayer-for-peace ceremony



Medium gifts the Paiwan amulet as blessing

to Yimin warriors who risked their lives to provide logistics support during the revolt, was memorably reenacted through a “procession.” As the custom evolved over time, the procession has grown from an acknowledgment of the pioneering and sacrificial spirit of the Yimin to paying tribute to the pioneers. Over 100 organizations pre-recorded the procession at local landmarks and tourist attractions, and the real-life pole-carrying was pre-recorded with guests and representatives of the organizations for the public to attend both online and in real life.

## 2. Flag Awarding and Blessing Ceremony for the National Indigenous Game Based on Indigenous Seasonal Rituals and Cultural Activities

Seasonal ceremonials are indispensable among the life rituals and customs of numerous indigenous groups in Taiwan. To show respect to the religious beliefs of all ethnic groups, the Indigenous Peoples Commission of Taipei City Government invites tribe members to assist in praying for blessings at the opening of various cultural activities over the years. Not only does it broaden the world view of all ethnic groups in Taiwan, it also brings spiritual comfort and a sense of stability to the tribesmen involved.

On March 19, 2021, the Department of Sports of Taipei City Government hosted the “2021 Flag Awarding and Blessing Ceremony for the Taipei Delegation at the National Indigenous Game” at the Taipei Gymnasium. As all athletes are tribe members from Taipei, the Indigenous Peoples Commission invited Tjuku Papavanaw, a Paiwan medium, from Tjuvecekadan, Chunri Township, Pingtung County, to perform the Papuluqem ceremony (prayer for

blessing) at the flag-awarding ceremony. As Ms. Tjuku Papavanaw does not know Mandarin, the Foundation for the Research and Development of Indigenous Languages was commissioned to send an interpreter.

At the ceremony, the revered medium was dressed in the traditional Paiwan costume for pre-ritual preparation. This included placing the sacrificial leaves while blowing air at the pig bones in her hand to signify the enactment of revitalization. In the meantime, the medium sheared off shreds of the pig bone to place on the sacrificial leaves while chanting prayers. Upon the commencement of the ceremony, the medium prayed to the Paiwan deity Tjagaraus to bless the athletes and staff. Moreover, traditional Paiwan amulets were created and presented to Deputy Mayor Ping-Kun Tsai to wish the delegation a safe journey to the competition venues as well as victory. After the ceremony, Deputy Mayor Ping-Kun Tsai awarded the flag in the place of Mayor Wen-Je Ko. Zai-Li Lee, Commissioner of the Department of Sports, received the flag and led a team of nearly 410 tribe members



Group of the Taipei delegation at the National Indigenous Games

to participate in the National Indigenous Game in Yilan County from March 19 to 22, 2021.

From a traditional point of view, seasonal ritual and cultural activities suggest an important marker to immortalize each milestone of life, and the prayers recount legends and the historical context of ethnic group development. Even though no aboriginal settlements are found in Taipei City, the Indigenous Peoples Commission nonetheless upholds the spirit of maintaining and passing on the legacies of different ethnic groups by continuing to preserve various indigenous languages and cultures, so that Taipei City continues to be the bedrock and treasure trove of aboriginal cultural assets.

### 3. Martyr Re-enshrined at the Martyrs Shrine in Remembrance of Heroics

The heroics of many martyrs are immortalized here at the Taipei Martyrs' Shrine and one of the highlights in 2021 was the "Ceremony for the re-Enshrining of Martyr Kei-Chen Wu," which was held on the afternoon of March 24. The late Major General Kei-Chen Wu worked as a test pilot for the Development Center of Aviation Industry at the National Chung-Shan Institute of Science and Technology. Having successfully performed more than 100 hours of test flights of the AIDC F-CK-1 Ching-kuo, he made great contributions to Taiwan's aviation industry.

Unfortunately, he perished during the test flight of the A2 IDF fighter jet during the "Cheng Yang Drill" in 1991. He was enshrined at the Taichung Martyrs' Shrine. Having moved to Taipei in 2020, his family applied for him to be enshrined in Taipei with the approval of the Ministry of the Interior. To show

respect for Wu's sacrifice and honor his feat, The Department of Civil Affairs of Taipei City Government hosted an enshrining ceremony to acknowledge his self-giving in solemnity and honor.

## Part 3 Integration and Innovation of Multiculturalism

### 1. New Immigrants and Their Multicultural Flair Enriches Taipei's Cityscape

In a move to create a friendly multicultural space, Taipei City Government launched the "Exotic Cuisines" page on the website dedicated to serving new immigrants in nine languages. The page promotes the menus and ethnic merchandise on offer, giving citizens what they need to learn more about new immigrants. To date, 110 businesses have joined the community marketing project.

The influx of new immigrants has remarkably enriched Taipei City's culture. In response to the COVID-19 pandemic, the 2021 edition of "Multicultural Gala in Taipei City -- The MassKara Carnival" was hosted at Qingguang Park with installation art on the ground, the House of Masks Exhibition in Qingguang Shopping District and the DIY mask-painting session. Local shops signed up to offer vouchers in exchange for social media check-ins. Not only did this allow the public to appreciate a different culture, it also brought business to the shopping district for the annual MassKara Carnival.

Taipei City Government has organized the "Taipei Water Lantern Festival" in recent years to honor the rich imagery of the water lanterns in Southeastern



The solemn ritual of the re-enshrining ceremony at the Martyrs' Shrine



The joyful MassKara Carnival originated in the Philippines



Participants visit the wharf to release water lanterns and make a wish

Asian cultures. It aimed to help local residents experience the special cultural activity popular in several Southeast Asian countries. The 2021 event included celebrations and activities, which departed from their convention, were held in collaboration with the Economic and Cultural Offices of five countries, such as Vietnam, Indonesia, Thailand, Malaysia and the Philippines. The offices set up multicultural demo areas to interact with local citizens. The festival also incorporated a crossover partnership with the Raohe Night Market to launch a scavenger hunt in exchange for vouchers, aiming at bringing business to the shopping district while allowing people to experience Southeastern Asian cultures.

## 2. Environmentally-Friendly Worship Practice and Citizens' Daily Living

This practice is also one of the most notable environmental protection measures adopted by Taipei City Government. In 2021, the City of Taipei celebrated its 21st anniversary of the centralized burning of paper money. Public acceptance of the practice has also grown more steadily over the years, as the amount of paper collectively burned over the years grows consistently, from just 85.36 tons in 2000, to 1,246.84 tons in 2021. Besides scaling back the amount of paper money used, the program also helps reduce carbon dioxide emissions. Also, in honoring the tradition of ancestral worship while ensuring air quality, presentation worship services are held at three of the city's incinerators, hosted by the Department of Civil Affairs and Department of Environmental Protection of Taipei City Government on the eve of the 7th month of the lunar calendar.



Presentation ceremony at Neihu Refuse Incineration Plant

Starting in 2019, an incinerator in Neihu Refuse Incineration Plant was designated for the presentation ceremony to highlight the importance of the tradition, the Taipei City Government's respect for folk religious practices, and to ensure the air quality of public living environment.

Over 90 percent of the temples in Taipei City that continue to burn paper money have joined the movement of centralized paper-burning, in recent years. Honoring people's religious practice and protecting the environment is now the shared goal of members of the public, thanks to joint effort by temples and citizens alike to make the city's religious legacy more sustainable.

## 3. Substituting Paper Money with Cultural and Creative Features to Promote Online Worship

Taipei City is known for its environmental stewardship and to that end, the Department of Civic Affairs launched an eco-solution in 2016, "replacing paper money with rice" to help reduce the amount of paper money burned. Between 2016 and 2021, a total of 131 temples joined the trial program. Another 52 temples supported the initiative with their own eco-alternatives instead. This program, unveiled by the Department of Civil Affairs, had helped reduce the amount of paper money burned by 47.67 tons between 2016 and 2021, which translated into carbon emission reductions of 71.52 tons. For those 52 temples that took part in the program with their own solutions, they managed to reduce 32.52 tons of paper money consumption annually, thus lowering the amount of CO<sub>2</sub> emissions by 48.78 tons.



Rice pigs and sheep offered during the Zhongyuan Ghost Festival Prayer-for-Peace Worship Ceremony



Deputy Mayor Shan-Shan Huang presented an offering of peace rice



Assembly at the Taiwan Provincial City God Temple pray for people who worshiped online



Taipei City Government supports the substitution of paper money with rice for the Zhongyuan Ghost Festival celebration

On September 1, 2021, the Taipei City Zhongyuan Ghost Festival Prayer-for-Peace Worship Ceremony was held at the Taiwan Provincial City God Temple, with Taipei City Government serving as a consultant for this ritual and Deputy Mayor Shan-Shan Huang as the principal worship presider. Traditional sacrifices were replaced with adorable pigs and sheep made with rice, honoring the spirit of “replacing paper money with rice,” while incorporating the traditional worship practice.

In compliance with epidemic prevention measures, the Department of Civil Affairs set up an online worship website and encouraged people to participate in the online Prayer-for-Peace Ceremony to lower the risks of cluster infections. Online worship proved to be extremely popular in 2021, with nearly 25,000 participants during the 7th month of the lunar calendar. People worshiped online and filled in their information for the Department of Civil Affairs to send to the Taiwan Provincial City God Temple. That way, the priests could pray for people who participated in the online ceremony during the real-life assembly.

#### 4. Environmentally-friendly Burials, Online Public Memorial Services and the Environment for Mortuaries

Eco-burial awareness has risen in recent years and to address the growing need for such services, the Taipei City Government Mortuary Services Office began making more eco-burial sites available to members of the public by developing new facilities in Zhenshan Garden in Yangmingshan, and the “Hill of Fallen Feathers” of Fude Public Cemetery in 2020.

The areas were officially launched on April 1, 2021 to offer citizens more eco-burial choices. For sea burials where the ashes are thrown into the sea, a slope has been set up for the ceremony to feel more complete, which eases the sadness the family feels.

In addition, to mitigate the sense of loss for the bereft who couldn't make it for the final goodbye due to the epidemic prevention measures imposed during the 2021 pandemic, Taipei Mortuary Services Office unveiled electronic alternatives for dignified burials in 2018 as part of its “online public memorial services.” With that in mind, Taipei Mortuary Services Office pioneered the country in the setup of an online memorial service hall in the Zhi-Mei First Hall of the Second Funeral Parlor in May, 2020 with livestreaming measures. Bereaved families could simply share the website or a QRcode to the loved ones from afar so that they could feel they have physically attended the



The floral burial site in Zhenshan Garden in Yangmingshan is quiet and lovely



The new tree burial site in Fude Public Cemetery, “the Hill of Fallen Feathers”



Lounge for the family at the Hill of Fallen Feathers at Fude Public Cemetery



The ashes slowly glide into the sea from the slope during a sea burial ceremony



Online public memorial services allow friends and family to join from afar

ceremony. The other ten halls of the Second Funeral Parlor started undergoing setup of equipment for the online public memorial services. It was hoped that the services based on convenient Internet technology could lessen the feeling of regret for the family as well as reducing cluster infections during the pandemic.

To revamp the outdated facilities of the funeral parlor, to ensure that the new structures are adequate to handle future service demand while maintaining usual operation, renovation in stages has been carried out. Stage-one renovation included Jingyang Hall with two underground floors and four floors above ground, which has been in use since December 5, 2016. Between 2020 and 2021, projects such as demolition of old buildings, regional drainage diversion, diaphragm wall and cross wall, earthwork excavation and safety support are under way. Stage-two renovation is expected to be completed by the

end of 2023 with the hopes of providing the citizens with better services.

## Conclusion

Many religious and folk festivities were celebrated in alternative ways due to concerns about the spread of COVID-19. Yet the spirit of caring, tolerance and acceptance shone brighter during the difficult times as Taipei City displayed boundless vitality. Religious and traditional values continued to be upheld in the alternative ceremonies and rituals, while respecting and exchanging with other cultures. New cultural vocabulary is incorporated to add innovative cultural material to traditional religious beliefs to adapt to the shifts in the city. The integration of innovation and tradition gives rise to Taipei’s distinct, lively and passionate city character.



1  
4

# Leisure and Tourism





2021  
Taipei Lantern  
Festival  
participants



In-person-**1.18 Million** visits  
Online-**460,000** views

2021  
Taipei Azalea  
Festival  
participants



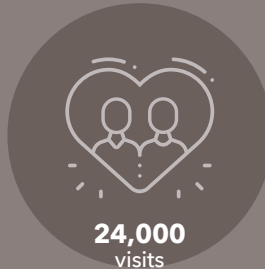
**32,172**  
visits

2022  
Taipei New Year's  
Eve Countdown  
Party participants



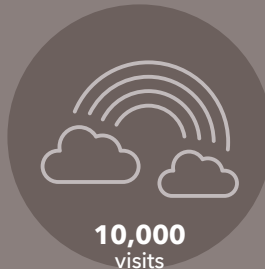
In-person-**110,000** visits  
Online-**10.4 Million** views

2021  
Taipei  
Valentine's Day  
at Dadaocheng  
participants



**24,000**  
visits

2021  
Color Taipei  
LGBT Light  
Sculpture show  
participants



**10,000**  
visits

In 2021, the well-known international travel guide "Lonely Planet" announced the "Best in Travel 2022," and Taipei was ranked second in the "Top Ten Cities," second only to Auckland, New Zealand. Taipei was also ranked first in Asia. Despite the surge of COVID infections in 2021, the Department of Information and Tourism of Taipei City Government established "Overlooking Taipei at the Top of Xiangshan-4K Live Streaming" and multiple marketing ploys to expand the overseas markets. Taipei City Government looks forward to attracting domestic and international tourists after the pandemic to tour and shop in Taipei.

14

## Leisure and Tourism

The continued spread of COVID-19 has adversely impacted the tourism industry. Besides promoting pandemic prevention, Taipei City Government has also implemented measures that contributed to the revitalization and recovery of the tourism industry and continued to create a friendly tourism environment.

Part  
1

### Create Tourism-Friendly Environment

#### 1. Offer Tourist Information Services

The Department of Information and Tourism of Taipei City Government installs eight visitor information centers, three visitor centers, and four information stations at key transportation hubs and tourist attractions. Another 21 information stations are set up in local friendly stores. In 2021, Taipei City visitor information centers welcomed more than 320,000 tourists, fielded more than 120,000 inquiries, and distributed more than 280,000 tourism materials. To help backpackers visiting the city, mobile visitor information services are deployed at five tourism hotspots, including Ximending, Shilin, Xinyi, Beimen, and Yongkang Street. Every Saturday and Sunday, foreign language proficient tour associates are available to offer transportation guidance and sightseeing advices on fixed routes.

#### 2. Issue a Variety of Promotional brochures

The Department of Information and Tourism of Taipei City Government orchestrated numerous multi-faceted tourist map leaflets and brochures. In January 2021, the “2021 FUN TAIPEI” leaflet was issued to introduce year-long major tourism events in Taipei City; in February, “Touring Taipei’s Temple Festivals” leaflet was distributed to guide tourists to the activities held by major temples in Taipei; in September, leaflets including “Bangka, Ximen,” “Beitou,” “Dadaocheng, Dalongdong,” “Chengnan, National Taiwan University,” “Zhongshan, Shuanglian” were released to highlight the special features for those areas. In 2021, Taipei City Government revised and published the “Taipei Riverside Bicycle Trail Easy

Tour” folio and tourist brochures on themes of food and ecology, a copy of Taipei City map, and an easy-to-read version of the sightseeing brief, so that tourists can follow the maps to explore Taipei.



A variety of tourism promotions to meet the different needs of tourists

#### 3. Expand Tourist Information Online

The “Travel Taipei” website and “Travel Taipei” App by the Department of Information and Tourism provide a wealth of useful sightseeing and travel information; in coping with the pandemic in 2021, the “Taipei Tourist Warning Signal System” was established to provide the public with real-time information at various tourist attractions as a reference for their tour planning, and the “Overlooking Taipei at the Top of Xiangshan-4K Live Streaming” service was set up for tourists from all over the world to enjoy the beautiful scenery of Taipei anytime on the Internet.

In addition, The Travel Taipei website has been enhanced with an AR/VR function that can present the most realistic images of the scenic spots anytime, anywhere.

#### 4. Promote Better Muslim-Friendly Environment

Taiwan has been ranked record high as the second most attractive non-OIC (Organization of Islamic Cooperation) destination for Muslim travelers in the 2021 Global Muslim Travel Index (GMTI), tied with the United Kingdom and second only to Singapore, by Mastercard and Crescent Ratings. To promote the “Muslim-friendly” policy, the Department of Information and Tourism has initiated the certification of Muslim-friendly attractions since 2019. In 2021, the “Muslim-Friendly Attractions and Accommodation Guidance Program” was expanded, and 15 Muslim-friendly attractions and accommodations were added, totaling 16 attractions, 47 hotels and 1 homestay.

#### 5. Establish Quarantine Hotels

In order to provide sufficient accommodations, and a safe and comfortable quarantine environment for quarantined persons to minimize the risk of community infection, the Department of Information and Tourism invites interested hotels to follow

the standard operating procedures and relevant regulations to participate in the Taipei City Government's pandemic prevention system. The first quarantine hotel became operational on February 21, 2020. As of December 31, 2021, the number of quarantine hotels has reached 162, providing 11,347 rooms, and the number of people under quarantine has exceeded 160,000, the highest in the country. On May 15, 2021, Taipei City raised its alert level to level 3. In order to support needed medical capacity, six enhanced version hotels dedicated to pandemic prevention was established in just one week. By July 13, 2021, a total of 8 hotels with 1,287 rooms were established to solidify pandemic preventive measures.



Taipei Quarantine Hotel – Cozy Accommodations



2021 Taipei Muslim-Friendly Attractions and Accommodation Achievements Presentation

Part 2 Provide High Quality Tourism Resources

1. Accessibility in Taipei

(1) Riverside Service Upgrades

To provide the public with a safer and more comfortable cycling experience, the Hydraulic Engineering Office, Public Works Department of Taipei City Government made comprehensive improvements on bike cycling trails in Jingmei Riverside Park in 2021; the Zhongzheng Riverside Children's Playground was newly established in October 2021 to ensure sufficient children's playgrounds, where it pioneered in Taipei's first "circular" slide zipline; and set up rocking buses and cars, as well as challenging, suitable ice-skating tracks, scooters, and cycling trails



The first of Ring Zipline in Taipei City



Colorful paintings that double the fun

for young children; in order to meet more diversified leisure needs, container houses with design texture were built at the Dadaocheng Wharf, using a department store food street management style, to indulge visitors with the beautiful riverside scenery while enjoying delicious food.

(2) Blue Waterway in Taipei

To make the blue waterway an alternative for people's leisure and recreation, the Public Transportation Office launched the "Taipei River Cruise Mini Trip" program, which included the use of river boat cruises combined with professional guided tours taking tourists to visit Tamsui River, Keelung River, and the featured water and land attractions around the wharf; offering themed package tours, such as Dadaocheng Cultural and History Tour, Guandu Ecological Walking and other package



Dadaocheng Wharf- Container market



Beautiful sunset at Dadaocheng waterfront



Professional tour guiding on the surrounding environment of the wharf



Blue Waterway off-campus instruction

tours; and working with the Taipei City Government Department of Education to promote the “Blue Waterway Off-Campus Teaching” program for teachers and students in Taipei for an educational river cruise experience.

### (3) Taipei Fun Pass

“Taipei Fun Pass” electronic tickets integrated a variety of transportation and tourism resources in Taipei City, New Taipei City, and Keelung City, with food, accommodation, sightseeing, and shopping opportunities en route. Taipei Fun Pass offers four options: “Unlimited”, “Transportation”, “Classic” and “Exploring” and working with the Taiwan High-Speed Rail (HSR) Corporation, Taipei Fun Pass rolls out two cards: “HSR Vacation” and “HSR Combination Tickets”.

## 2. Attractions in Taipei

### (1) Discovery Center of Taipei

Discovery Center of Taipei brought visitors into various scenarios in interactive ways; in January and February 2021, the “Fumeancats Encounters 1920 Taipei City Special Exhibition” was held in conjunction with the centenary of Taipei City’s establishment; and from August 31 to December 15, 2021 “Taipei EcoMuseum Special Exhibition – Poli Tours Taipei”, attracted a total of 64,854 visitors.

### (2) Zhuzihu Calla Lily Festival

The Department of Economic Development of Taipei City Government organized the “2021 Zhuzihu Calla Lily and Hydrangea Festival” from March to June in 2021, themed “Calla Lily · Hydrangea · Zhuzihu” to create a romantic atmosphere of spring calla lilies and vibrant early summer hydrangeas in various farm in Zhuzihu; and via the in-depth guided tours to further understand the cultural changes in Zhuzihu; due to the impact of the pandemic in May, in compliance with the pandemic prevention policy, the online



Taipei Fun Pass that combines attractions and transportation



Taipei EcoMuseum Special Exhibition – Poli Tours Taipei



Yangmingshan Zhuzihu Calla Lily scenery



Unique landscape art in hydrangea season

hydrangea tours were made available for people to enjoy the farm. In 2021, the number of tourists during the calla lily and hydrangea festival reached 450,000, and the total revenue was about NTD\$92.3 million.

### (3) Jianguo Holiday Flower Market

Besides flower and plant sales, Jianguo Holiday Flower Market also hosted gardening seminars and DIY workshops. The peony exhibition with Matsue City, Shimane Prefecture in Japan attracted over 150,000



Nantou County Brew Plum Event



Chiayi County Agricultural Specialty Products Exhibition and Press Conference



Strawberry Picking in Baishi Lake Leisure Agricultural Area

visitors in January and February 2021. Produce promotion events were also held. Due to the impact of pandemic in 2021 the market was closed from May to July and the total number of visitors was around 1.5 million, generating NTD\$120 million in sales.

#### (4) TAIPEI EXPO Farmer’s Market

The Department of Economic Development of Taipei City Government cooperated with central government, local governments, and farmers’ associations to organize Farmer’s Market with more than 110 stalls each weekend at Taipei Expo Park’s

Yuanshan Park Area. Local produce in different seasons were showcased, such as “Yunlin County Maogu Tangerine, Oranges, Cabbage, Agricultural Products Exhibition,” “Sugar-Apple and Pineapple Sugar-Apple Promotion” and other theme activities. In 2021, the 33 events attracted over 670,000 people and generated NTD\$ 99.33 million revenue.

### 3. Access Nature in Taipei

#### (1) Leisure Farms

There are 11 leisure farms in Taipei City. The Department of Economic Development of Taipei City

Chart 1 Leisure Farmers in Taipei City

Name	Feature
Futian Village Eco-Educational Farm	Cherry flowers, guided ecological tours, DIY experiences, tour packages
Xinghualin Recreational Farm	Apricot flowers, freshly-roasted tea
Xiangcun Recreational Farm	Tangerines ,beetle showcase, DIY experiences
Riyueman Recreational Farm	Tangerines, vegetables, ecological tour, tour packages
Erqi Ecological Leisure Farm	Vegetables, tour packages
Refresh Farm	Strawberries, mushrooms, tangerines, sweet potatoes, DIY experiences
White Rock Organic Leisure Farm	Organic vegetables, ecological tours, DIY workshops, tour packages
Laoquan Recreational Farm	Creative cuisine and scenic nature for a homey and healthy experience
Bohtai Garden	Gardening, bonsai, and landscaping
Meiju Leisure Farm	Tangerines, vegetables, and agricultural experiences
Ciyin Farm	Vegetables, fruits, and vegetarian dining

organized “Leisure Farm Field Trips” and subsidized 861 participating elementary school and kindergarten students.

## (2) Upgrade Recreational Environment in Mountains

### A. Create Wenshan Forest Park

The hillside on the north side of Xingshun Street of Wenshan District, Taipei City was once covered by weeds and broad-leave forests. In order to improve the living quality, the Geotechnical Engineering Office, Public Works Department of Taipei City Government built up the place to become Wenshan Forest Park, connected it with Jingmei Sports Park and Fuxing Park, constructed a gradual and easy-to-walk trail, planned regional themes for different seasons, set up farms inspired by a garden city, and created an “interesting adventure hill” that complimented the undulating terrain and the longest 46-meter terrazzo slide in Taipei City. It is scheduled to be open for use in early 2022.

### B. Revitalize Xingyi Road in Beitou

In order to improve the long-term shortage of parking space in the designated hot spring district on Xingyi Road, and minimize risks to passengers caused by the lack of passenger bus pick up and load areas, the Geotechnical Engineering Office Public Works Department of Taipei City Government made good use of the original state-owned idle land space in 2021, launched new development at the parking lot



The plank road connecting the entrance of Xingyi Road to the parking lot

and plaza near the entrance of Lane 300, as well as the hot spring imagery construction project at the entrance of Lane 402 of Xingyi Road, that included belvederes for the public to enjoy the beautiful scenery, stone seats around the field and wooden walkways.

### C. Improve Thumb Mountain Trail

The Thumb Mountain Trail is located in the sixth section of Taipei's Grand Trail. It is an important roadway linking the mountainous area and the urban area. Years of trampling by tourists have diminished the trail's friction, and it becomes slippery and muddy on rainy days. In 2021, “Zero growth of cement pavement, zero disappearance of natural pavement” was adopted and the “handmade trail” concept embraced that utilized natural materials only boulders, wood and gravel for improvement; the slope of the trail was adjusted to make the trail smooth and easy to walk.

## Part 3 Taipei City Brandscaping

### 1. Taipei Cityscape Campaigns Launched Overseas

#### (1) Japan

The Department of Information and Tourism organized tourism promotion activities at Eslite Spectrum Nihonbashi Branch in Tokyo, Japan. From August to December 2021, a special area of “Long time no see, Miss Taipei” was set up to advertise Taipei's sights and sounds and souvenirs,



Thumb Mountain Trail Post-Improvement Photos



Muslim on-site and on-line itinerary promotion

TV wall was used to broadcast videos on Taipei's tourism spots; brochures were made available for request, and three lectures were held in November. In addition, the super popular Japanese boy group FANTASTICS from EXILE TRIBE was invited to serve as the Taipei Tourism Ambassador. They served as one-day store manager in the Taipei area on October 24, and conducted a celebrity online live unboxing event on November 12. Various online promotion platforms were used to continuously promote Taipei tourism online and in-person.

## (2) South Korea

In response to the impact of the pandemic, the Department of Information and Tourism promoted the "Online Travel, Experience Now" project in South Korea; due to the fact that young women are the primary tourist demographic from South Korea, the custom-designed "I Miss You, Taipei" souvenir set was put on sale on the KKday online travel platform in South Korea, and customers can also purchase selected travel itineraries in Taipei at a discount price. This campaign was publicized in South Korea via videos, blogs, eDM sharing, Instagram posts, App broadcasts, banner ads, travel.com and Seoul subway ads, etc.

## (3) Muslim

In response to the impact of the pandemic on border control measures, the Department of Information and Tourism designed an exclusive itinerary for Muslim overseas markets in 2021; through online tours, overseas Muslim friends could have a sneak peek at Taipei's popular attractions before coming to Taipei, and plan for one-day and two-days online and site tour. Muslim friends in Taiwan participated in the site tour and during the tour, their overseas relatives and friends were invited to participate in the real-time online tour.

## 2. MICE Travel Promotions

In response to the impact of the pandemic, the Department of Information and Tourism formulated the "Second Response Plan for COVID-19" and relaxed the reimbursement criteria for sponsorship applications in 2021; it participated in three online events such as the "Shanghai IT&CM - Incentive Travel & Conventions, Meetings China," "IT&CM Thailand" and "Singapore Internationale Tourismus Börse (ITB) Asia" to promote high-quality exhibition environment in Taipei; the Department also joined a safe travels stamp program initiated by the World Travel & Tourism Council (WTTC), coached service



Taipei City Government Safe Travels Stamp Certification Ceremony

providers to obtain the stamp and established the MICE safe travel reception service chain in Taipei; it joined the “The Hybrid City Alliance” launched by four organizations - the Prague Convention Bureau, the Hague Convention Bureau, the Ottawa Convention Bureau and the Geneva Convention Bureau; and worked with the International Congress and Convention Association (ICCA) to hold the “ICCA Think Tank World” on June 30, 2021 to explore digital transformation trend of exhibitions in the post-pandemic era.

### 3. Participate in Domestic and International Travel Fairs

The Department of Information and Tourism participated in four domestic exhibitions, “Taipei International Spring Travel Fair,” “Taipei International Summer and Fall Travel Expo,” “Taipei International Tourism Expo” and “Taipei International Travel Fair;” in addition, the Department also launched advertisements in Hong Kong and Shanghai subway light boxes and cooperated with the TripAdvisor platform to target British and Russian tourists through interactive materials and videos from September to November 2021.

## 4. Conduct Tourism Events

### (1) 2021 Taipei Lantern Festival

The Taipei City Government Department of Information and Tourism relocated the Lantern Festival to Wanhua, combining Taipei's avant-garde, innovative and international Lantern Festival offerings with Wanhua's local characteristics, adding 3D light sculpture projections, daily stage performances, international artists, famous international brand figures, etc., and in response to the pandemic, offline on-site activities and online live broadcasts were used to create an exceptional Lantern Festival that accommodated both modernity and tradition.

### (2) 2021 Taipei Azalea Festival

The Taipei City Government Department of Information and Tourism built a BRAVO Azalea Garden in Daan Park with “Our Promise in Spring” as the main theme, and held an Azalea Concert on March 21, 2021, featuring well-known performers, and establishing market of cultural and creative stalls, for people to enjoy flowers and music. The overall activity combined 128 special stores such as the Taipei South Town EcoMuseum, the National Taiwan University Gongguan, and the Yongkang Commercial Districts



2021 Taipei Lantern Festival

to jointly respond to the online lottery event and create a city image with azaleas as the theme. In 2021, although the scale of the event was reduced due to COVID-19, it still attracted 32,172 participants.

### (3) 2021 Eid al-Fitr in Taipei

The “2021 Taipei Eid al-Fitr” was suspended due to COVID-19. The Department of Information and Tourism held small-scale Muslim travels in April 2021, inviting Muslim friends in Taiwan to visit Muslim-friendly attractions and hotels in Taipei City, and created Muslim-friendly promotional videos in Taipei City that were released through multiple channels to promote Muslims Tourism, thus making Taipei a Muslim-friendly city.

### (4) 2021 Taipei Valentine’s Day at Dadaocheng

In response to the Taiwan Cultural Association’s campaign for the spirit of centenary love, the Department of Information and Tourism launched the 2021 Taipei Valentine’s Day with the theme of “Boundless Love”. On October 2, 2021, pre-events were launched in combination with local business districts, and exclusive tours were launched in cooperation with travel agencies. The main event was held at Yanping Riverside Park from 7:00 p.m. to 9:00



2021 Taipei Valentine’s Day Fireworks Display

p.m. on October 16. In addition to relay performances by well-known singers and orchestras, at 8:10 p.m., a 480-second splendid firework show lit up the entire Taipei evening sky. All participants enjoyed a sweet and romantic night accompanied by gorgeous fireworks and moving love songs.

### (5) 2021 Color Taipei - LGBT Tourism Events

To strengthen the promotion of the LGBT tourism market, the Department of Information and Tourism planned a series of LGBT tourism activities, including cooperating with travel agencies to launch the “Color Taipei” itinerary, the “LGBT Sightseeing Bus” to travel

with drag queens and well-known Internet celebrities to popular Taipei LGBT attractions; from October 28 to November 6, a LGBT light sculpture show was held at the Taipei Civic Square with DJs and VJs, and the LGBT market and lottery activities were planned in cooperation with LGBT advocacy groups. Working with the well-known illustrator "Fumeancats", the "Rainbow-Waving Cat" doll was created and



"In Love We Build Family" LGBT Light Sculpture Show

displayed in the Taipei City Hall Square, attracting the public to participate, check-in, and take pictures.

#### (6) Taipei x The Future x Taitung x Hot Air Balloon

In response to COVID-19 and urban marketing, the Taipei City Government made a large-scale hot air balloon with the city's mascot, Bravo Bear for the first time. On August 3, 2021, a joint press conference was held with the Taitung County Government. Mayor of Taipei City, Wen-Je Ko and Magistrate of Taitung County April Yao, co-signed a memorandum of cooperation on tourism; on August 14, Mayor Ko led the city representatives to Taitung to attend the opening of the "2021 Taiwan International Balloon Festival." Mayor Ko and Yi-ting Liu, Commissioner of Department of Information and Tourism, took the lead in taking the Taipei Bravo Bear hot air balloon to experience free flight and successfully created a news highlight; also a Taipei booth was set up at the carnival. The event ran for 27 days from August 14 to September 9, Bravo Bear hot balloon was displayed 44 times.



The Taipei City Department of Information and Tourism created the first Bravo Bear hot air balloon



Taipei's Most Exciting New Year's Town – 2022 Taipei New Year's Eve Countdown Party

### (7) 2022 Taipei New Year's Eve Party

The preliminary activities started from November 27, 2021, and lighting and installations was set up in Xinzhongshan Linear Park in Zhongshan District, Maokong Gondola Maokong Station and Jingxing Park in Wenshan District, Qixing Park in Beitou District, Songshou Park in Xinyi District, and Taipei Music Center in Nangang District, Wuchang Street in Wanhua District and around the Taipei City Hall. Related market activities were held on weekends. On December 31, a New Year's Eve party was planned in Taipei City Hall Square inviting well-known artists to deliver a tech-supported repertoire of great songs and dance; the crowd and the performers started the countdown to 2022 with the Taipei 101 New Year's Show, as well as the excitement of hundreds of thousands of revelers.

### (8) Promote Taipei Grand Trail

In order to promote the Taipei Grand Trail to the world, the Taipei City Government Department of Information and Tourism adopted the slogan "Green Your Journey" to enhance the brand value and impression, and make it a list of people's life challenges. Taipei City Government wanted to attract more domestic and foreign friends to make a special trip to experience Taipei, and drive tourism and mountaineering-related industries development. Taipei City Government hosted a series of activities, such as "Fuyang Three Treasures Changes" in October 2021, and "Let's go, explore the Unknown Volcanoes" in November 2021.

### (9) Tourism Activity Subsidies

Private sectors were encouraged to organize sightseeing activities in Taipei City. The Department of Information and Tourism approved and subsidized 23 sightseeing events in 2021, such as "Street



Safe Tourism and Travel Industry Joint Drop-off Program

Works Lab Season 5-On Stage Play Art Festival," "Dadaocheng in Spring," "Yuanling Lantern Festival," "Ka-Lah-A Festival," "Maokong Premium King Tea Appreciation," "Wanhua Old Town Coffee," "Dadaocheng International Art Festival," "Lively Guandu Festival" and "Taipei Hot Spring Season" etc., to drive the tourist crowd via these events.

## 5. Promote Safe Tourism to Revitalize Domestic Travel

The pandemic hit the tourism industry rather hard. The Department of Information and Tourism promoted Safe Tourism Revitalization Project in 2021, including joint travel programs for the travel industry, which drove 128,751 tourists to participate in group tours to Taipei; it launched super-discount fares for municipal venues, and offered discounts packages and weekly gifts on Taipei Fun PASS etc. In addition to travel agencies, the revitalization industry also included hospitality, transportation industry, catering industry, shops in business districts, tourist attractions, night markets, venues, etc., creating an overall economic benefit of NTD\$438,525,906.

## Conclusion

Affected by COVID-19, all units of the Taipei City Government actively promoted Taipei City's domestic and international sightseeing tours online and offline. With continued supervision, and the establishment of quarantine hotels in place, Taipei City Government also organized events such as the Taipei Valentine's Day, Taipei Lantern Festival, Taipei New Year's Eve Party and other large-scale activities to attract tourists to Taipei, making Taipei a premium tourism destination.

START



1  
5

Sports  
for All



BORN  
那日我們重生



Implementation of  
"Taiwan iSports"  
by the Sports  
Administration,  
MOE



Conducted **15** projects,  
**80** sub-projects, and **6** programs  
with about **60,000** participants

Promote the  
Seniors Sports  
Course Program



In 2021, a total of **445.5** hours of  
sports coaching was conducted,  
approximating **7,395** service visits

Supervise sports  
organizations in  
Taipei City to  
promote various  
sports activities



In 2021, **444** events were approved,  
with a subsidy of **NTD22.92 million**  
and approximately **72,338** participants

Participated in  
the 2021  
National Games



Our team won **84** gold, **74** silver,  
and **73** bronze medals for a total of **231**,  
completing a hat-trick by winning the  
National Games for the third time

The Taipei City Government honors the spirit of "integration of diversity and participation" to promote sports for all. Through the branded sports events like the Taipei Marathon, the Taipei International Dragon Boat Championship, the Seniors and Exercise Coaching Tour for Persons with Disabilities Tour Supervision Group, and Street Sports, these multiple and diverse physical activities as well as cooperating with firms to become the City's team title sponsors. In addition, in 2021, we continued improving our sports facilities and defended our Champions title to win the National Games for the third time. Citizens are encouraged to participate and cultivate good fitness routines for making Taipei a livable and sustainable city with sports for anyone, anytime and anywhere.

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## Sports for All

Sports for All aims to integrate sports into the daily life of every citizen, so that everyone can enjoy equal rights and resources for fitness activities. To encourage wider citizen participation, Taipei City Government organizes various leisure sports promotion activities to provide the public with wide access to various types of recreation sports.

Part  
1

### Sports for All

#### 1. Public sports participation opportunities and routine fitness attendance

##### (1) Strengthen marathon review mechanism and optimize marathon services

Since 2015, the Department of Sports of Taipei City Government has innovatively implemented "Taipei City Road Running Activity Implementation and Audit Plan" to enforce the total control of marathon activities. Following the implementation of this plan, the number of road-running events would be reduced to 44, 43, 29,

27, 19, 13, and 7 annually from 2015 onward to achieve effective control and implementation of the review mechanism and optimize the quality of road running.

##### (2) Consider the needs of the citizens for sports and to promote sports with urban features

##### A. The 2021 Taipei International Dragon Boat Championship, in midsummer's Taipei all citizens are united in moving forward

The Dragon Boat Races, held during the Dragon Boat Festival, were postponed in



Deputy Mayor Shan-Shan Huang with the Commissioner of the Department of Sports and road runner VIPs



Mayor Wen-Je Ko poses with the winning dragon boat team



Scene from the 2021 Taipei International Dragon Boat Championship

2021 due to the severe COVID-19 pandemic. The 2021 Taipei International Dragon Boat Championship was held on October 9-10 at Dajia Riverside Park, with closed-door races and live online streaming of the two-day event. In brief, a total of 152 teams with over 3,800 contestants registered for the event, including 188 foreigners (41 from the U.S. and 39 from

Japan) from over 39 countries who have signed up to participate, forming a total of 41 teams in each category. For the first time in 2021, contestants were allowed to bring their life jackets and oars that met the certification requirements of the event.

## B. Organizing the 2021 Taipei Marathon

The 2021 Taipei Marathon was held on December 19 and was divided into Marathon and Half Marathon categories, with roughly 26,000 contestants. The race was certified by the World Athletics (WA) Label Road Races and the first Downtown Marathon Race Event in Taiwan to be internationally certified. The competition track was certified by the Association of International Marathons and Distance Races (AIMS) and submitted to the Chinese Taipei Athletics Association (RCAA) for domestic results certification to assure the performance scores of elite runners. The competition track threaded through the



Water activities teaching and safety promotion



Kayak and SUP tour of the Dajia River

ancient city gate of Taipei City, the Chiang Kai-shek Memorial Hall, the Presidential Palace and other landmarks. In addition, five local administrations, including Taitung County, Hualien County, Taoyuan City, Nantou County, and Pingtung County, were invited to participate in the race to promote urban sports exchanges in Taiwan and provide opportunities for children from remote areas to participate in international competitions.

### C. Revitalize the variety of riparian sports and promote water sports

The "2021 Taipei Water Experience Activity" was held from August 14 to November 6, 2021 under the Dazhi Bridge in Dajia Riverside Park, where a series of water-related experiential activities were made accessible. For the first time in 2021, the Kayak Experience Camp and Kayak Challenge welcomed a record-high 3,000 participants.

### D. Campaign guidelines prepared and adjusted on a rolling basis to ensure public safety

In response to the pandemic, the Department of Sports of the Taipei City Government has not only continued to implement pandemic prevention measures, such as the real-name registration system for stadiums and crowd control, but also developed three types of guidelines for the public and relevant organizations to follow during the pandemic prevention period, including "sports complex operation," "sports events organization," and "physical

activity participation": venue operators, event organizers, and event participants. In addition, during the pandemic alert period, the Department of Sports would not only review and launch activities that comply with the guidelines, but also check and request regularly that all sports venues and operators within its jurisdiction do comply with the guidelines. In the future, measures would be adjusted on a rolling basis according to the development of the pandemic.

## 2. Integrating the development of sports for multiple and diverse groups to create a multi-sports image of the city

### (1) Development of schools' sports clubs

In Taipei City, efforts are made to expand the sports studies, provide appropriate learning contexts according to students' needs, nurture students' multi-movement capabilities and interests, and actively develop school sports clubs as "campus-based" featured curriculum for sustainable development of schools so that students have more opportunities to participate in sports at school.

The sports clubs at all levels in Taipei City include: athletics, various ball sports, water sports, folk physical fitness, martial arts, dance, competitive sports, roller skating, and so forth. Instructors with expertise in sports and passion for teaching are employed to provide students with more choices and development, as well as find a platform for self-confidence and achievement through healthy sports involvement. We also use club activities as a way to explore their expertise, nurture their interests, and shape their professional sports career.

### (2) Leisure sports meetings in various districts of Taipei City

The District Offices in Taipei City continue to work with sports centers and associations in the areas under their jurisdiction to provide strength training courses and leisure sports promotion activities, such as table tennis and badminton tournaments so that the culture of sports for all can take root in the local community and enhance community friendship.

### (3) 2021 Exercise Coaching Tour for People with Disabilities

The Department of Sports hosted the "Exercise Coaching Tour for People with Disabilities " to create sports courses for persons with disabilities. The curriculums are carefully designed, and for the first time in 2021, the diversified sports courses would bring citizens with disabilities to the sports center to experience underwater cycling course.



Mr. Tzai-Li Li, Commissioner for Sports at the Seven Tigers Basketball Forum

### (4) The "2021 Taipei Kindergarten Football Tournament"

The Department of Sports organized the "2021 Taipei Kindergarten Football Tournament," which was postponed to October 16 and 17 due to the pandemic. 42 teams of kids participated in the tournament, which kicked off at the Taipei Municipal Stadium.

### (5) Seniors Sports Course Program

The Department of Sports would continue to conduct a three-year Seniors Sports Course Program started in 2020, with 445.5 hours of sports instruction and 7,395 service visits in 2021.

### (6) Conducted extreme sports contests and recreational camps

Due to the pandemic, the Taipei City Extreme Sports Experience Recreation Camp was scaled



Scene from Taipei City Kindergarten Football Tournament



Physically Challenged Group in a Manual Muscle class



The Commissioner for Sports, Mr. Tzai-Li Li, presenting awards to the participating students



Deputy Mayor Mr. Ping-Kun Tsai in a group photo with award-winning contestants

down and held at the Taipei City Extreme Sports Training Center from August 16 to August 26, with a total of 40 participants in four sessions.

The 2021 Taipei City Extreme Sports Competition was held on September 4 and 5, with inline skating, skateboarding and BMX park races, attracting a total of 161 athletes from around Taiwan to participate.

### (7) "Taiwan iSports" of the Sports Administration, MOE for grassroots sports development

In line with the "Taiwan iSports" launched by the Ministry of Education's Sports Administration, we would continue to promote "Sports Culture Instruction," "Sports Knowledge Expansion," "Sports Seeds Spreading" and "Sports City Promotion." These activities include Sports Hot Zone, the Women's Promotion Program, and the Seniors Lohas Sports Program from May to October.

From August to October, we held a Water Experience Activity, the Slow Pitch Softball Community Championship and the Basketball Community Championship; from September to October, we held the National Sports Day, a multi-sports activities day; from September to October, Water Self-Rescue Skills and the 2021 Taipei International Dragon Boat Championship were hosted in postponement due to the pandemic; and from March to October, we held a series of sports activities, courses and sports for citizens with disabilities in various districts in combination with sports associations and local sports-related organizations in Taipei City. In 2021, a total

of 15 projects and 80 sub-projects were carried out, however, due to the pandemic and in consideration of pandemic prevention and safety, 28 projects were also canceled and six projects were taught online instead, with a total of roughly 60,000 people participating.



Screen display of Live Streaming of Sports Class Online



Taipei City wins the Taiwan iSports Outstanding City (County) Award



The Deputy Commissioner for Sports and guests experience an aerobics class

### (8) 2021 Taipei City Seniors Games

The Department of Sports organized a sports meeting to promote the interest in sports among older adults in Taipei City. However, due to the pandemic and in consideration of pandemic prevention and safety, only 100 participants took part in the athletic events and another 700 participants were asked to participate in other fun events.

### (9) Organizing the New Immigrants Lohas Soccer Camp

For the first time in 2021, the Department of Sports organized a Soccer Summer Camp for New Immigrants' children. 45 participants signed up. Their parents came from China, Hong Kong, Macau, Canada, Indonesia, Japan, Myanmar, and Vietnam.

### (10) Street Games for Children

Starting from 2020, the Department of Sports organized the "Children's Street Games Workshop" and promoted the "Taipei City Children's Street



Introduction to European Football Culture by New Immigrant Lohas Coach



The street is transformed into a playground where you can jump and play

Games Implementation Audit Program". In 2021, one activity was held in each of the four chosen administrative districts of Taipei City, with a total of four sessions and an estimated 320 participants.

## 3. Coaching services for sports organizations

The City is committed to coaching and strengthening Taipei City's sports organizations to host various multi-sports activities, combining the sources of private sports organizations and local resources to jointly organize city-wide and district-wide sports activities. In 2021, 444 events were approved for a subsidy of NTD\$22.92 million. Although some events were canceled due to the pandemic, 72,338 people still participated.

On September 2, 2021, the "Taipei City Sports Meritorious Organizations and Personnel Recognition Ceremony" was held, and a total of 7 awards were presented to 46 recipients, including "Outstanding Sports Athlete," "Outstanding Sports Coach," "Sports Pushing Hands," "Outstanding Sports Organizations and Individuals," "Advancing Gender Equality in Sports," "Outstanding Athletes and Coaches of the 2020 Tokyo Olympics," and "Lifetime Achievement." The Mayor of Taipei City, Mr. Wen-Je Ko, took the opportunity to present the awards to express his gratitude and appreciation to all those who have contributed to the promotion of sports in Taipei City.



Deputy Mayor Mr. Ping-Kun Tsai and Taipei City athletes participating in the Tokyo Olympics

Part 2 Competition Achievements

1. Sound talent training system at all levels

(1) Training the school's outstanding potential athletes to improve its competitive standard

To train the best potential athletes in schools, Taipei City has not only set up sports talent classes in schools at all levels and developed key sports programs, but also appointed full-time, professional sports coaches to integrate the development of various sports and improve the standards of competition in schools.

In terms of developing key sports programs, schools are encouraged to actively organize various competitions to raise the standards of competition of the school, so as to scout out and nurture outstanding athletes.

Schools at all levels would develop sports talent classes and cooperate with full-time sports coaches to establish a training system for each sport, to integrate educational resources such as key sports, sports talent classes, and full-time sports coaches of each school.

Resource sharing and strategic alliances would be established, and sports athletes are trained systematically in conjunction with neighboring high schools, junior high schools, and elementary schools to build a sports talent incubation program in Taipei City.

(2) Strengthening the training effectiveness of the training station for grassroots competitive athletes

In 2021, Taipei City set up 324 training stations for grassroots athletes, located across 132 schools at all levels and 13 sports federations in Taipei City, to establish a training system for elite athletes at all levels. New knowledge and methods of training are incorporated through the retention of foreign coaches, and the training needs of elite competitive athletes in Taipei City are supported through project grants. In 2021, based on the actual needs of the grassroots training stations, 179 stations were subsidized for environmental improvement and equipment; six stations were bankrolled to hire foreign coaches, and 30 elite athletes in Taipei City have received training grants.



The effectiveness of training at the training station for grassroots athletes

2. Sports science and athletes care and database of competitive talent database

Since 2012, the Department of Sports has been promoting the Taipei City Sports Training and Science Center Project to implement the scientific concept of selecting, nurturing, and developing competitive athletes through the assistance of sports science methods, and to provide grassroots competitors with medical care, rehabilitation, referral, warm-up supervision and assistance, taping service, sports protection knowledge transmission, and post-training relaxation assistance.

In 2021, the plan was focused on key medal-winning events and potential medal-winning athletes, and in that year, 16 protection stations, four protection



Complete sports science and athletes care



Mr. Chao-Yu Li, Secretary-General of the Department of Sports, cheering for the athletes



Taipei City's Deputy Mayor Tsai accepting the Presidential Award on behalf of the City at the National Games

rooms, and a physical therapy clinic were set up at each school level, so that athletes at grassroots level in Taipei City would have a sports injury protection team available from daily training to competition day to reduce injury risks.

To understand the competition performance of the athletes and to serve as a basis for selection, counseling and training, we have been collecting the competitive physical fitness database of athletes in Taipei City since 2014 and have completed a database of more than 12,000 sports talents.

### 3. Participation in the 2021 National Games and achieved good results

The 2021 National Games were held in New Taipei City from October 16 to 21. The Department

of Sports organized and held various selection competitions from February to August, to select 764 team members and 183 staff members, totaling 947 participants. The Department has perfected the plans of selection, training, competition assistance, counseling, and incentives, and won the National Games again for a third time with 84 gold, 74 silver, 73 bronze, a total of 231 medals.

### 4. Organizing the Taipei and New Taipei 2025 World Masters Games to promote "Sports without Boundaries, Life without Limits" lifelong sports

2021 was the year of preparations for the tournament. The Organizing Committee was established in May, the Executive Office in June,



The Organizing Committee of the World Masters Games 2025 was established



The Taipei Highwealth Baseball Team held an Experience Camp

and the Executive Committee in mid-November. Various projects are underway, including the venue inspection, review of the current conditions of the sports complexes and inventory of existing facilities and equipment, and the creation of a barrier-free friendly environment to meet the trend and characteristics of senior sports and multi-participation.

## 5. Taipei City Baseball Team Formation & Training

The Taipei City Baseball Team Captain is devoted to baseball activities promotion. Three Baseball Experiential Camps were held in October and a City Baseball Competition was held in November, and children from elementary schools in Taipei City were invited to watch the matches. We hope to increase the public's recognition of the team and imagery of Taipei City as a sports city. Since its establishment in 2009, the baseball team has trained 24 players to join the Chinese Professional Baseball League and hopes to train more outstanding players.

## 6. Title sponsorship, cooperation to multiple wins

Through title sponsorship, Taipei City's baseball team is known as Taipei Highwealth Baseball Team. Moreover, Taipei City and its corporate title sponsors partner to compete in professional and semi-



Taipei City Mayor Wen-Je Ko kicked off the ball for the City's title sponsored-team

professional tournaments, which include the Taipei Fubon Braves Basketball Team, the Taipei Bravo Women's Soccer Team, the Taipei King Whales Women's Volleyball Team, the Taipei TFM Women Softball Team, the Taipei Esports Team, and the Taipei J-Team. The city's sports image is enhanced through sponsorship.

The Taipei Fubon Braves participated in the "2020-21 Taiwan Basketball Alliance P.League+" and won the championship. The Taipei Fubon Braves played 14 home games at the Taipei Heping Basketball Gymnasium to increase the public's sense of identity with Taipei City through the city team.

Part  
3The Perfect Performance  
of the Sports Complex1. Implementation of sports complex  
(venue) management, to create usage  
efficiency(1) Integrating digitalization to improve  
sports complexes (venues) service qualityA. Integrate venue information and improve  
the venue booking system

To complete the information on sports venues available in Taipei City, the Department of Sports has consolidated information on sports venues of 13 colleges and universities into the venue booking system, so that people can use a single platform to inquire and rent sports venues in Taipei City. In addition, in line with the Taipei City Government's "TaipeiPASS-EasyCard-Easy Wallet" policy, the venue booking system was interfaced with a mobile payment platform (pay.taipei) in the future, completing the construction of an electronic cashless payment system to provide more convenient and user-friendly services.

B. Newly set up energy-saving billing  
facilities to promote electronic payment

A billing system for lighting equipment was set up at the open sports venues in Riverside Park. The public can choose the estimated number of hours of use of the equipment on-site and pay by electronic payment methods



Commissioner for Sports, Mr. Tsai-Li Li, checking the light charging system.

such as EasyCard or Easy Wallet. The lighting would be automatically turned off after the usage time is over, to improve the situation when the night lighting is activated during bad weather is bad, or when the system is idle so as reduce energy consumption, and save government funds and labor.

C. Newly set up water recreation reporting  
system to protect water recreation safety

The Department of Sports has strengthened the reporting mechanism for water activities and developed a water recreation reporting system that integrates with the Department's venue booking system. At present, citizens can register their information in the venue booking system, or scan the QR-CODE stickers on the lifeguard stakes or signs near the entry and launching points on both sides of the Keelung River watershed to register their information. There have been 2,653 users since its launch in August 2021.

(2) Implementing open sports venue  
fee benchmarks to revitalize venue  
performance

Most of the sports venues and the Riverside Park sports complex under the Department of Sports have been revitalized through adoption contracts, entrusted management, or outsourced operation (OT), in the hope of increasing the opportunities for private participation in public affairs.

To improve the quality of sports venues, the "Taipei City Government Department of Sports Open Sports Venue Fee Benchmark" was officially launched from March 1, 2021. For the four types of venues such as baseball, softball, soccer, and rugby fields, which are monopolizing and exclusive, a venue usage fee is charged to implement the user-pays principle, and these sports venues may be provided for profit-making sports activities. For non-profit activities that do not charge a fee and do not involve the display of goods or advertising, the venue use fee is waived, but the fee for the use of lighting equipment is still charged to meet the actual needs of the public.

## 2. Additional construction and renovation of venues to create a diverse and quality sports environment

In 2021, the Department of Sports carried out renovations and additions to its own sports venues, such as: newly constructing and beautifying the Riverside Park Extreme Sports Ground, adding a sponge pool at the Nangang Extreme Sports Training Center, putting a new roof on the Youth Park Sports Area Basketball Court, and the setup of a cycling training circuit at Guanshan Riverside Park. In addition, the flooring of the Riverside Park sports field was renovated and the fence was increased to replace the old and damaged facilities and equipment so as to improve the safety and comfort of the sports field. In addition, the Yongchun Vitality Center was officially opened to the public on October 6, 2021, and is a Class A stronghold of the Taipei Advanced Center for Aging and Health. Since October 13, it has been offering elderly health classes in the hope of increasing the frequency of exercise and preventing sarcopenia among older adults.



Visual landscaping of the venue for extreme sports under the Xinsheng Viaduct



Yongchun Vitality Center

## Part 4 A Robust Sports Industry

### 1. Sound sports industry development environment

#### (1) Promote folk participation and revive management efficiency

The public construction laws and regulations have been gradually amended to promote the participation of private citizens in Taipei City's sports complexes' construction and management. In 2021, the Taipei City Xinyi Sports Center OT project and the Taipei Tennis Court OT project business investment have been launched, and the feasibility assessment of the Songshan and Daan Sports Centers would be planned at a later time.

#### (2) Transformation of the venues after the pandemic for services expansion

Impacted by the pandemic, the 12 District Sports Centers launched online exercise classes, through video broadcasts, through the promotion of correct exercise videos and virtual interaction, and helped inspired members of the public to maintain a healthy fitness routine at home. In addition to promoting contactless services, they also implemented a real-name registration system to reduce the risks of the pandemic.

### 2. Implementation of sports industry counseling measures

#### (1) COVID-19 prevention revitalization measures, supervision for industry development

Due to the impact of the pandemic on the industry, in addition to the unified rent reduction, rent waiver, and lease extension relief measures package of Taipei City, there is also a plan to combine the TaipeiPass App to issue stimulus vouchers to enhance people's willingness to spend on sports and to supervise the digital transformation of the industry.

#### (2) Strengthen the industry's knowledge of laws and regulations to protect the rights and interests of consumers

To meet the needs of the consumer market, the Sports Administration of the Ministry of Education (MOE) has been coaching the private fitness industry

in the formulation of standard form contracts, and has completed the revision of the "Mandatory and Prohibitory Provisions of Standard Contracts for Gyms (Fitness Centers)" in 2021. Simultaneously, it has also developed the "Mandatory and Prohibitory Provisions of Standard Form Contracts for Fitness Coaches." The official website of the Department of Sports of the Taipei City Government would be revised to set up a consumer dispute area to provide information on business transactions at fitness centers for heightened consumer protection. In addition, to support fitness industry development, applications for sports training classes must be approved following the regulations issued by the Department of Sports to comply with urban planning and construction-related laws and regulations.

### (3) Sports Industry Seminar, Unite to Create Industry Competitiveness

To provide people employed in the sports industry with an understanding of the exchange and cooperation between the sports industry and its strategic development, interactive discussions on practical issues were held, and priority was given to recruiting experienced professionals, in the hope that through the seminar, new directions in the development of the sports industry would emerge.



Scene from the 2021 Sports Industry Development Seminar

## Conclusion

To achieve the mission of "citizens vitality," "outstanding competitiveness" and "convenient facilities," Taipei City conducted sports venues renovations, created a friendly and quality sports environment, organized city-wide sports events, promoted the development of sports for multiple and diverse groups, and created a multi-sports brand image in the urban community through cross-disciplinary cooperation so as to encourage sports participation, encourage a sports culture for all, and make fitness part of the daily life of Taipei citizens.



The Commissioner for Sports Mr. Tzai-Li Li and guests having a group photo



1  
6

# Mass Communications

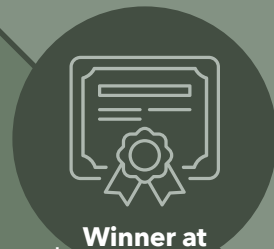




Taipei's participation  
in international video  
meetings



Recognition for the  
*His Books* program of  
Taipei Broadcasting  
Station (featuring  
Zhao Yang)



**Winner at  
the 56<sup>th</sup> Golden Bell Awards**  
in the Educational and Cultural Program  
Host category

Taipei cable television  
subscribers



In 2021, the COVID-19 pandemic continued to wreak havoc on the print media industry, causing in-person events to be cancelled or moved online. For international communications, while in-person meetings were discontinued, Taipei City Government maintained communications with foreign associates via video. For municipal communications, the Department of Information and Tourism of Taipei City Government used social media, broadcasts, and other channels to publicize information about major policies and events. Taipei made composite marketing campaigns featuring each season's major events, produced promotional videos, and used the Bravo Bear platform to promote its city-branding campaigns.

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## Mass Communications

The combined impact of technological development and the COVID-19 pandemic has led to a gradual decline in print media and a transition to online media. In 2021, while many in-person events and activities were cancelled or scaled down because of the pandemic, the Taipei City Government continued to use video to communicate with foreign associates and online channels to promote the city. Besides making information readily accessible to the general public, these tools expanded the image of the city far and wide.

Part  
1

### Print Media

#### 1. Newspapers

Newspaper publishers in Taiwan are largely concentrated in Taipei, followed by New Taipei City. The Taipei Newspapers Association had a total of 15 members in 2021.

The *Apple Daily*, which was founded on May 2, 2003, published the final issue of its print edition on May 17, 2021, as it sought to focus fully on the development of its online news platform. During the final quarter of its print edition, the *Apple Daily*'s circulation dropped to fewer than 80,000 papers a day, which was the lowest print output since it began to publish in 2003.

#### 2. Magazines

The Magazine Business Association of Taipei is the only such organization in Taiwan. In 2021, the association counted more than 100 magazines in its membership roll.

*The Journalist*, a weekly political magazine founded in 1987, released its publication every Thursday. In its early years, it had a circulation of more than 100,000 copies each week, which was sufficient to earn a profit even without advertising. After a number of ownership changes and financial losses, the paper ceased its print edition on February 4, 2021, and instead moved its operation solely online.

*China Times Weekly*, founded in 1978, was a variety magazine that offers content on films and television, society, and lifestyles in order to attract more readers. Starting on January 10, 2018, *China Times Weekly* was published together with *CTWANT*, though this attempt

to boost readership did not yield the desired results. The two magazines published their final print edition on August 25, 2021.



The final print edition of the *Apple Daily*



The Tainan display of the Taipei International Book Exhibition on tour

### 3. Books

The annual Taipei International Book Exhibition was cancelled for the first time in history in 2020 because of the pandemic. Considering that the fair attracts close to 600,000 visitors each year, including guests from close to 50 nations, the Ministry of Cultural Affairs and the Taipei Book Fair Foundation decided to again cancel the exhibition in 2021 for disease control and prevention.

To provide readers with a special book experience during exhibition closure, for the first time the Taipei International Book Exhibition took its featured pavilion outside of northern Taiwan on a

three-city tour of Taichung, Tainan, and Yilan. The tour enabled a wider audience to experience the exhibition's plentiful content.

Part  
2

## Digital Media

### 1. Cable Television

#### (1) Subscriber Rate Loss Increases

According to data from the Department of Information and Tourism, Taipei City Government, there were 577,059 cable television subscribers in Taipei at the end of December 2021, registering a decrease of 15,821 households compared to the 592,880 subscribers at the end of December 2020. Compared to 2020, the subscription decline rate in cable television subscribers grew in 2021. The overview of 2021 Taipei cable television system is shown in Table 1.

#### (2) Maintaining Three Standard Subscription Packages

In 2020, Taipei reduced the required number of standard subscription packages that cable television operators must offer to customers from four to three, based on a draft of "The Fee-Charging Standards for the Cable Radio and Television System Operators."

Table 1 2021 Taipei Cable Television System Overview

Service Area	Administrative District	System Classification	Affiliation	Subscribers
Total				577,059
Beitou	Beitou, Shilin	Yangmingshan	kbro	89,266
Zhongshan	Zhongshan, Songshan, Datong	Jinpindao	kbro	61,071
		Changde	Home+	47,645
Neihu	Neihu, Xinyi, Nangang	Hsintaipei	kbro	71,661
		Liguan	Home+	36,732
Daan	Daan, Wenshan	Daan-Wenshan	kbro	61,661
		Wanxiang	Home+	37,654
Wanhua	Zhongzheng, Wanhua	Lianwei	(None)	60,217
		Baofu	(None)	11,469
Citywide		TaipeiNet	(None)	99,683

Note: "kbro" is short for Kbro Co., Ltd.; Home+ refers to Home+ Network Co., Ltd.

Table 2 2021 Taipei Cable Television Maximum Monthly Subscription Rates

System Classification	Package A	Package B	Package C
Yangmingshan, Jinpindao, Hsintaipei, Daan-Wenshan	NTD\$490	NTD\$200	NTD\$530
Changde, Liguang, Wanxiang	NTD\$490	NTD\$200	NTD\$510
Lianwei, Baofu	NTD\$490	NTD\$200	NTD\$510
TaipeiNet	NTD\$445	NTD\$200	NTD\$545

Currency: New Taiwan Dollars

In 2021, Taipei continued to require three standard packages, but it made slight pricing adjustments. The maximum monthly prices that operators can charge to subscribers are shown in Table 2.

## 2. Radio Broadcasting

According to data announced by the National Communications Commission, there were 186 licensed and operational radio broadcast stations in Taiwan in December 2021. Taipei and Kaohsiung were the only local governments to operate their own broadcast stations.

For six decades, city residents have tuned in to the Taipei Broadcasting Station on FM 93.1 and AM 1134. The station received numerous Golden Bell Awards, including at the 56<sup>th</sup> awards when Zhao Yang won the award for Educational and Cultural Program Host for his contributions to the program *His Books*.

Taipei Broadcasting Station remains a provider of practical lifestyle content and municipal administrative information. As an important platform to connect

Taipei City Government with residents, it broadcasts interviews with the general public and fulfills media social responsibilities. For example, the show Residents Messenger welcomes well-known media figures and experts to discuss financial, cultural, educational, social participation and other topics. Programs about new immigrants and indigenous culture discuss different lifestyles and provide spiritual comfort. At the same time, outdoor live broadcasts of large-scale events, such as Taipei Valentine's Day and the Taipei New Year's Eve Party receive widespread acclaim.

Taipei Broadcasting Station not only talks with listeners over the air but also holds meet-and-greet events. For example, in October 2021 the station organized a 60<sup>th</sup> anniversary listening party for fans. In December, the station held the Towards 2021 – Happy Gathering Party classic music performance. These events solidify support by bringing the station closer to its listeners.



Taipei Broadcasting Station host Zhao Yang won a Golden Bell Award



Taipei Broadcasting Station 60<sup>th</sup> anniversary party for fans



In a video meeting Taipei and Houston reaffirmed their sister cityhood

Part  
3

## International Communications

As the global pandemic escalated in 2021, border restrictions increased and in-person meetings were disrupted. Despite these challenges, Taipei maintained international connections by using technology to support disease prevention. For summits, the city adopted hybrid models that combined virtual and in-person components. Taipei representatives discussed the use of innovative strategies during the pandemic with mayors from cities around the world.

In March 2021, Taipei held the Smart City Mayors' Summit, which is the most influential part of the Smart City Summit & Expo. Taipei Mayor Wen-Je Ko joined the online forum together with mayors from 26 cities in Europe, the Americas and Asia. Ko shared Taiwan's epidemic prevention experiences and discussed ideas for making cities smarter and more advanced. One major goal of the summit was to consider ways of



The mayors of Taipei and Prague held a video conference

helping the city quickly return to a normal way of life.

In total, Taipei attended or hosted 37 international video meetings in 2021. Using in-depth discussions between cities, Taipei aims to uncover innovative breakthroughs concerning urban administrative strategy while further advancing inter-city links and collaborations.

## Major News Stories

### Taipei to Replace All House Number Plates

On March 31, 2021, the Department of Civil Affairs, Taipei City Government began replacement of all the city's house number plates. The new plates, which feature an image of the district flower, were to be replaced street by street, with the street order determined by an open draw. Deputy Mayor Shan-Shan Huang installed the first plate, at No. 1, Sec. 2, Nanjing East Rd. Across 541 roads a total of about 650,000 house number plates will be replaced, with work expected to be completed in December 2022. This is the first large scale replacement of house number plates in the city since 1991.



Installation of the first new house number plate at No. 1, Sec. 2, Nanjing East Rd.

### Mobile Testing Buses

Following the emergence of the COVID-19 Delta variant, on June 22, 2021, the Central Epidemic Command Center announced that all close contacts of confirmed COVID-19 patients and travelers from overseas must undergo a PCR test one day before the end of their isolation or quarantine, whether or not they have any symptoms. In response, Taipei City Government's COVID-19 command center requested that Taipei City Hospital establish mobile testing buses from June 26, 2021. The buses provided testing for people undergoing isolation or quarantine in Taipei quarantine hotels prior to the end of their quarantine.



A mobile testing bus

## Major News Stories

### Sound-Activated Cameras Crack Down on Noisy Vehicles

To reduce noise pollution, on January 1, 2021, the Taipei Department of Environmental Protection unveiled noise-activated cameras that photograph vehicles which make excessive noise. The department placed the fixed cameras in areas known for having lots of noisy vehicles while adopting a “three-check system” that includes camera certification by the Bureau of Standards, Metrology and Inspection, under the Ministry of Economic Affairs, testing and certification comparisons by the Environmental Protection Administration, Executive Yuan, as well as hardware and equipment recalibration every three days. When violations were found, background noise was deducted and an analysis was made to determine whether other noise sources were present, in order to ensure credibility. The cameras are operational in eight locations: on Yangde Blvd., Neihu Rd., Roosevelt Rd., Keelung Rd., Zhongshan North Rd., Chengde Rd., Minquan East Rd., and Zhongxiao East Rd.



A fixed, sound-activated camera system

### Measures to Support Electric Scooters

To promote green transit and accelerate the electrification of transportation, the Department of Environmental Protection, Taipei City Government aims to make 12% of all scooters registered in the city electric by 2023. To help achieve this goal, in February 2021 Taipei announced a pioneering three-year electric scooter subsidy plan that increased subsidies three-fold compared to 2020, becoming a spotlight in Taiwan's electric scooter program. Furthermore, to help stimulate the economy, on October 7, 2021, Taipei introduced an additional subsidy of NTD\$8,000 for the purchase of an electric scooter. Besides subsidies, Taipei does not charge a vehicle license tax or fuel tax for electric scooters, and it offers free parking and free public charging stations. The city continues to install more battery swapping stations and charging stations, in order to provide an environment that is conducive to electric vehicle use.



Taipei electric scooter subsidy plan

## Major News Stories

### The Public-Led Urban Renewal 2.0 - Shuiyuan Tenement Stages 2 and 3 Renewal Projects

To accelerate urban renewal in run-down areas, on August 29, 2020, Taipei City Government announced the Taipei City Public-Led Urban Renewal 2.0 Pilot Project. A qualifying project was the Shuiyuan Tenement, which was over 50 years old and had a poor living environment. On February 22, 2021, Taipei deputy mayors Cheng-Sheng Pong and Shan-Shan Huang held a meeting to explain the city's plans for improving Shuiyuan Tenement. Incentives included building bulk rewards and new community support facilities. Advancement of public-led urban renewal 2.0 was accelerated with passage of the Shuiyuan Tenement stages 2 and 3 urban renewal projects on October 14, 2021, at the 784<sup>th</sup> general meeting of the Taipei Urban Planning Commission. Formal announcement of the project on November 26, 2021, represented a win for all involved parties.



A policy meeting to explain the Shuiyuan Tenement stages 2 and 3 renewal projects



### Centenary of the Taiwanese Cultural Association

Established in 1921, the Taiwanese Cultural Association has historically played a critical role in cultural enlightenment. For the association's centenary in 2021, the Taiwan New Cultural Movement Memorial Museum held a series of activities, including special exhibitions, forums, plays, a vintage costume fair, lectures, and podcasts. Meanwhile, Taipei Fine Arts Museum hosted the *Worldward: The Transformative Force of Art in Taiwan's New Cultural Movement* exhibition, and the Taipei Chinese Orchestra held *The Light and Shadow: The Centennial of the Taiwanese Cultural Association* performance, in order to commemorate this historic occasion.

Activity poster for the centenary of the Taiwanese Cultural Association

## Major News Stories

### Official Opening of the Cultural Cube at Taipei Music Center

Taipei Music Center is a hybrid park that combines popular music and popular culture. Its Concert Hall is a medium-sized auditorium specially designed for popular music performances, its Cultural Cube features themed exhibitions which showcase the many faces of popular music, and its Creative Hub was built to cultivate a new generation of musical talents. The Cultural Cube officially opened on September 18, 2021, as Taiwan's first exhibition space dedicated to music. Its permanent exhibition, titled *Music Island Stories*, features 1,326 displayed items and 111 songs. Divided into a dozen display areas, the exhibition tells exciting stories from Chinese-language music during the past century.



Permanent exhibition at the Taipei Music Center Cultural Cube



Quarantine taxi

### Establishing Enhanced Quarantine Hotels and Quarantine Taxis

On May 15, 2021, Taiwan instituted a Level 3 epidemic alert. In order to support needed medical capacity, Taipei deployed doctors, nurses, and police officers to support enhanced quarantine hotels. Through July 13 the city hosted a total of 1,287 enhanced quarantine rooms in eight hotels. On May 27, 2021, the city introduced designated quarantine taxis and quarantine buses that were equipped to transport people who tested positive on rapid screening or PCR tests to designated hospitals, quarantine hotels, or quarantine centers.

### Maokong Quiet Walks: Promoting Tourism in the Maokong Area

To promote the development of recreation and tourism in the Maokong area (Taipei Zoo, the Maokong Gondola, and Maokong), the Department of Information and Tourism, Taipei City Government joined with community groups in integrating commercial attractions and cultural features for a series of activities inspired by "Maokong Quiet Walks." On March 20 and 27 U-Theatre hosted a spring walk through the misty terrain of Maokong. On April 24 the Maokong Recreation Industry & Community Development Association and the Research Association of Chinese Tea held a Maokong tea tasting event. On May 1 Muzha's Zhongshun Temple conducted a prayer-themed walk through the hilly forests of Maokong. On September 25 and 26 and October 2 and 3 Chihnan Temple and the Taipei Astronomical Museum held a starwatching activity in Maokong. On October 31 Taipei Zoo threw an animal music party. Each of these events was filled to capacity and received an enthusiastic response from participants.



A tea tasting event held as part of the "Maokong Quiet Walks" series

## Major News Stories

### Taipei and New Taipei City Form the 2025 World Masters Games Organizing Committee

On May 7, 2021, Taipei and New Taipei City established the organizing committee for the 2025 World Masters Games, which are to be held in the two cities. It is the first international sporting competition in Taiwan to adopt a shared leadership structure, with the mayors of Taipei and New Taipei City serving as committee co-heads. The committee is responsible for making major decisions and policies relating to the organization of the competition. It establishes communication and cooperation channels with international sporting organizations and the associations that oversee individual events. It also works with the International Masters Games Association to set schedules and event standards. The committee ensures that preparations are carried out in an efficient and steady manner.



Taipei and New Taipei City established the organizing committee for the 2025 World Masters Games

### TaipeiPASS Supports Disease Prevention and Revitalization

In response to the Central Epidemic Command Center announcement in May 2021 that all public venues would have to use the contact tracing system, TaipeiPASS and the central government's 1922 SMS contact tracing system were integrated into a dual use QR Code. Among the system's new features were vaccine appointments, including a link to the COVID-19 government-funded vaccination appointment system. TaipeiPASS also includes Taipei's latest disease prevention information, and people can use it to register for Taipei Digital Stimulus Vouchers, which the city created to stimulate local commerce. Winners automatically received the vouchers in their App account.



Use the TaipeiPASS App to scan integrated contact tracing QR Codes

## Major News Stories

### Taipei's Population and Housing Census Performance Ranks First

The 2020 population and housing census was conducted between August 17, 2020, and January 31, 2021. To publicize the census, the Department of Budget, Accounting and Statistics, Taipei City Government wrote, directed, and acted in a promotional video so that residents understood how to cooperate with the census. Additional channels used to spread the message included loudspeaker-equipped vehicles that followed garbage trucks, the official website of the city's accounting department, YouTube, Facebook, the city's official LINE account, and Taipei Broadcasting Station. The Directorate-General of Budget, Accounting and Statistics, Executive Yuan ranked Taipei's census performance as the best of Taiwan's special municipalities and called the Xinyi District Office's performance "exemplary" when compared to all districts in Taiwan.



Diverse methods of promoting the Taipei population and housing census



Taipei Performing Arts Center

### Construction Completed on the Taipei Performing Arts Center

Taipei Performing Arts Center has a "3+1" configuration, which features three theaters plugged in to a central cube. The three theaters are the 800-seat Proscenium Theater, the 1,500-seat Grand Theater, and the 800-seat Multiform Theater. The Grand Theater and the Multiform Theater can operate independently, or they can be combined into a 2,300-seat "Super Theater." The flexible arrangements are suited to a wide variety of performances. The ground level, meanwhile, provides a large open space for the general public. In September 2021 construction ended and the center received a building use permit.

### Upgrade of the Public Bicycle Sharing Network to YouBike 2.0

In 2021, Taipei's YouBike public bicycle sharing network was upgraded to YouBike 2.0. YouBike 2.0 features a smart panel for bicycle rental and locking. Since solar cells power the panel, the bicycle docking station does not need to supply electricity, which enabled a simplified design. This new generation of YouBike also includes a QR scanning feature for bicycle rental, providing an additional usage option for customers. By 2021, Taipei had installed 840 YouBike 2.0 docking stations and the city expects to have 1,200 stations installed by 2022. The denser network will provide more convenient bicycle sharing services for city residents.



A YouBike 2.0 station

Part 4 Urban Communications

1. Diverse Channels to Disseminate Important Policies and Major Activities

The Department of Information and Tourism, Taipei City Government uses a wide range of platforms to promote major policies and activities, such as A Museum Without Walls, Housing Justice 2.0, disease prevention policies, Taipei Lantern Festival, Taipei Valentine's Day, Nuit Blanche, Taipei Marathon, and the Taipei New Year's Eve Countdown Party. The purpose is to inform more people of the city government's administrative actions and achievements.



Main visual design of the summer integrated marketing campaign

Taipei also uses integrated visual designs incorporating websites and videos to promote year-round activities, including “Spring – Flowers in Taipei,” “Summer – See U in Taipei!” “Autumn – Arts in Taipei,” and “Winter – Taipei Let's Hang Out.” These events attract visitors who see how the city changes for the better throughout the year.

2. Distinct Promotional Videos Publicize Taipei's Image

To promote domestic travel, the Department of Information and Tourism produced the video “Undiscovered Taipei – Go Hanging Out in Taipei.” The video features the band Accusefive visiting various urban attractions to help market Taipei's tourist sites to people from other cities and counties. There are 30-second, 60-second, and full versions of the video available in three languages: Mandarin, English, and Hakka. The video is shown via a wide range of channels, including the Taipei City Government's official YouTube channel and Line account, the Taipei Travel Facebook page, televisions on the MRT platforms, and domestic travel exhibitions.

3. Taipei Mascot Bravo Bear Leads Branding Operations

The Department of Information and Tourism used branding strategies to turn the city mascot Bravo Bear into a sustainable marketing tool. In 2021,



The video “Undiscovered Taipei – Go Hanging Out in Taipei”



Bravo! Space



Bravo Bear souvenirs

the Department continued to negotiate licensing partnerships with several businesses while selling Bravo Bear peripheral products from the Bravo! Space, which is located on the first floor of Taipei City Hall. The office leverages this colorful character to create new business opportunities.

Besides being the subject of peripheral products, Bravo Bear attends charitable and marketing activities run by the Taipei City Government to promote major events and policies. For example, Bravo Bear joined the news conference for the opening of the 2021 Yangmingshan Flower Festival, the news conference for the launch of the Taipei Digital Stimulus Vouchers, the launch ceremony for World Animal Day, a dementia care carnival, Taipei Grand Trail events, housewarming parties for social housing and youth innovation projects of social housing carnival. Bravo



Bravo Bear visited Taitung to promote the Bravo Bear hot air balloon

Bear's personal touch softens the city government's policy communication, helping residents to understand city government developments.

## Conclusion

In 2021, despite the severe impact of the pandemic on the communications industry and live events, Taipei City Government continued to use diverse marketing channels together with the mascot Bravo Bear to advance policy communications and publicize the city. The pandemic did not spell the end of international communication efforts; rather, Taipei City Government used video conferencing to overcome spatial boundaries and maintain close relations with the global community, thus preserving Taipei's international visibility.



# City Exchange





Numbers of visitors and delegations from diplomatic missions and chambers of commerce in Taiwan



**31** delegations, comprising **168** visitors

Study tours in Taipei



**8,894** participants in online exchange

Multicultural inclusion programs



**11,411** participants in online exchange

Although the COVID-19 pandemic continued to prevail in 2021, Taipei City Government has formulated a new city exchange and international participation model for the post-COVID-19 era. Considering the challenges during the global COVID-19 pandemic, Taipei City Government has participated in and hosted various international videoconferences to strengthen the exchange with various diplomatic missions in Taiwan, thereby reinforcing the connection of Taipei City with other cities worldwide and offering opportunities for city exchange.

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## City Exchange

In 2021, the COVID-19 pandemic continued to affect the world. The outbreak in Taiwan in May also affected Taipei City’s intercultural exchange activities. Nevertheless, Taipei City Government continued to participate in international videoconferences and reinforce its exchange with diplomatic missions in Taiwan, thereby developing a new model for international city exchange endeavors.

Part 1

### City Diplomacy

#### 1. Reinforcing Sister City Relationships

On March 26, 2021, Mayor Wen-Je Ko of Taipei City and Mayor Young-jin Kwon of Daegu celebrated the 10<sup>th</sup> anniversary of the sister city agreement between the two cities by signing an agreement

to reaffirm their sister city relationship through a videoconference. The goal is to strengthen the exchange between the two cities on topics related to smart cities, pandemic prevention, health care, tourism, and culture. On April 21, 2021, Deputy Director Tom Chou of Taipei City Government International Affairs Advisory Council hosted a videoconference with Director Vanessa Ibarra of



Group photo of Mayor Ko and Mayor Kwon in a videoconference



Mayor Wen-Je Ko and Mayor Kwon Young-jin of Daegu, Republic of Korea, signing the agreement to reaffirm their sister city relationship through a videoconference



Mayor Wen-Je Ko and Mayor Zdeněk Hřib of Prague, Czechoslovakia jointly hosted a videoconference



Group photo of Mayor Ko and the attendees from Prague City Hall

the Mayor's Office of International Affairs in Atlanta to facilitate the exchange on municipal issues and invited Director Elliot Wang of Taipei Economic and Cultural Office in Atlanta invited to participate in the event.

On July 26, Mayor Wen-Je Ko cohosted a Taipei-Prague videoconference with Mayor Zdeněk Hřib of Prague, Czechoslovakia, to discuss pandemic prevention, economic and trade cooperation, and cultural affairs. On July 30, Mayor Wen-Je Ko and Mayor Sylvester Turner of Houston celebrated the 60th anniversary of the sister city agreement

between the two cities by signing an agreement to reaffirm their sister city relationship through a videoconference. On October 8, Mayor Wen-Je Ko hosted a videoconference with Mayor Remigijus Šimašius of Vilnius, Lithuania, for the first time, to conduct an exchange on municipal issues. On December 2, Mayor Wen-Je Ko and Mayor David Holt of Oklahoma celebrated the 40th anniversary of the sister city agreement between the two cities by signing an agreement to reaffirm their sister city relationship through a videoconference.



Taipei City and Houston signing the agreement to reaffirm their sister city relationship during the 60<sup>th</sup> anniversary event



Mayor Wen-Je Ko and Mayor Sylvester Turner of Houston signing the agreement to reaffirm their sister city relationship



Mayor Wen-Je Ko hosting a videoconference with Mayor Remigijus Šimašius of Vilnius, Lithuania



Mayor Šimašius briefing in the Taipei-Vilnius videoconference

## 2. Reinforcing the Relationship Between Diplomatic Missions in Taiwan and Sharing Information on Pandemic Prevention

To increase the opportunities for international exchange during COVID-19, Taipei City Government conducted exchanges with diplomatic missions and chambers of commerce in Taiwan. In 2021, Taipei City was visited by 31 delegations comprising 168 visitors in total from the American Institute in Taiwan, and the offices and chambers of commerce in Taiwan from Russia, Japan, Poland, Austria, and Singapore. Taipei City Government also made approximately 15 visits to diplomatic missions in Taiwan, such as the Embassy of Republic of Nicaragua and German Trade Office Taipei during this period. Starting from May 17, English picture cards have been circulated on LINE group chats to provide offices and chambers of commerce in Taiwan with real-time pandemic status in Taiwan. On June 9, Deputy Director Tom Chou hosted a video briefing with

Deputy Superintendent Chia-cheng Hsu of Taipei City Hospital, Deputy Director Hsin-pei Wu of the Department of Economic Development, and Deputy Director Hsiao-lan Hu of the Department of Finance, announcing to the diplomatic missions, embassies, and chambers of commerce in Taiwan the pandemic prevention and economic relief policies adopted by Taipei City Government.

## 3. The 2021 Shanghai-Taipei City Forum

The 2021 Shanghai-Taipei City Forum was hosted in the form of a videoconference on December 1, which focused on “New Economy, New Development.” The governments of Taipei City and Shanghai gave a speech on post-COVID-19 digital transformation of industries, as well as the implementation of museums without walls and readable architecture, and signed three memorandums of understanding (MOUs), namely those on innovative technology, zoos, and Chinese orchestra.



Mayor Ko in the luncheon party with the European Chamber of Commerce Taiwan



Lunch meeting between Taipei City Government and German Trade Office Taipei



Deputy Director Tom Chou of Taipei City Government International Affairs Advisory Council briefing the diplomatic missions in Taiwan on the pandemic prevention policies in Taipei City



Mayor Ko giving his regards to the diplomatic missions in Taiwan in the pandemic prevention briefing



Mayor Ko speaking in the 2021 Shanghai-Taipei City Forum

#### 4. Participation in International Conferences, International Events, and Videoconferences

Since the COVID-19 outbreak, Taipei City Government has conducted exchanges with international organizations through videoconferences and actively hosted and participated in various international videoconferences to share its experience in pandemic prevention and municipal governance with the international society (Table 1).



Taipei City and Shanghai signing an MOU



Mayor Ko participating in the videoconference of 2021 Asia Pacific Cities Summit & Mayor's Forum



Mayor Ko introducing the industrial policies of Taipei City in the 2021 Asia Pacific Cities Summit

Table 1 International videoconferences that Taipei City Government participated in 2021

No.	Date	Name	Organizer	Representatives
1	January 27	United Cities and Local Governments Asia-Pacific (UCLG-ASPAC) Meeting of 2021-2025 Manifesto Development Committee	UCLG-ASPAC Secretariat	Executive Director Gordon Yang of Taipei City Government International Affairs Advisory Council
2	February 1	Second Northeast Asia Forum on Peace and Sustainable Development	Republic of Korea Presidential Committee of Balanced National Development	Mayor Wen-Je Ko
3	February 24	UCLG-ASPAC videoconference (preliminary meetings for the general assembly and executive committee election)	UCLG-ASPAC Secretariat	Executive Director Gordon Yang of Taipei City Government International Affairs Advisory Council
4	February 25	UCLG-ASPAC videoconference (preliminary meetings for the general assembly and executive committee election)	UCLG-ASPAC Secretariat	Executive Director Gordon Yang of Taipei City Government International Affairs Advisory Council
5	March 23-24	Smart City Mayor's Summit Eurasia and North America	Taipei City Government Department of Information Technology	Mayor Wen-Je Ko and Deputy Mayor Shan-Shan Huang
6	March 26	Videoconference for signing the agreement on the reaffirmation of the Taipei-Daegu sister city relationship	Daegu, Republic of Korea	Mayor Wen-Je Ko
7	April 14	Taipei-Brisbane videoconference	Taipei City Government Secretariat and Brisbane, Australia	Deputy Director Tom Chou of Taipei City Government International Affairs Advisory Council
8	April 21	Taipei-Atlanta videoconference	Taipei City Government Secretariat, and Atlanta, USA	Deputy Director Tom Chou of Taipei City Government International Affairs Advisory Council
9	May 20	UCLG Executive Bureau Meeting (videoconference)	UCLG Secretariat	Executive Director Gordon Yang of Taipei City Government International Affairs Advisory Council
10	May 28	Videoconference with the European Chamber of Commerce	European Chamber of Commerce Taiwan	Deputy Mayor Ping-kun Tsai and Deputy Director Tom Chou of Taipei City Government International Affairs Advisory Council
11	June 9	Video briefing to the diplomatic missions in Taiwan on pandemic prevention and economic relief policies adopted by Taipei City Government	Taipei City Government Secretariat	Deputy Director Tom Chou of Taipei City Government International Affairs Advisory Council
12	June 18	Video briefing to the American Chamber of Commerce on the pandemic prevention policies in Taipei City	Taipei City Government Secretariat	Deputy Mayor Ping-kun Tsai

13	June 21-22	World Cities Summit	Singapore Ministry of National Development	Executive Director Gordon Yang of Taipei City Government International Affairs Advisory Council
14	July 9-16	Special Event of United Nations High-level Political Forum: The 4th Local and Regional Government Forum	UCLG Secretariat and United Nations	Executive Director Gordon Yang of Taipei City Government International Affairs Advisory Council
15	July 21	2021 Netherlands InnoVEX videoconference	Netherlands Office Taipei	Mayor Wen-Je Ko
16	July 26	Videoconference with Mayor Zdeněk Hřib of Prague, Czechoslovakia	Taipei City Government Secretariat	Mayor Wen-Je Ko
17	July 30	Videoconference for signing the agreement on the reaffirmation of the Taipei-Houston sister city relationship	Taipei City Government Secretariat	Mayor Wen-Je Ko
18	September 7-9	The 8th UCLG-ASPAC General Assembly and Executive Bureau Meeting	UCLG-ASPAC Secretariat	Executive Director Gordon Yang of Taipei City Government International Affairs Advisory Council
19	September 8-9	2021 Asia Pacific Cities Summit & Mayor's Forum	Brisbane, Australia	Mayor Wen-Je Ko, Deputy Director Tom Chou of Taipei City Government International Affairs Advisory Council, and Director Hsin-ke Lu of Taipei City Government Department of Information Technology
20	September 16-17	2021 Budapest Forum: Free Cities Protocol Summit (videoconference)	Budapest, Hungary	Mayor Wen-Je Ko and Deputy Mayor Shan-Shan Huang
21	September 23	Videoconference with Chamber of Commerce and Industry France	Taipei City Government Secretariat and Department of Economic Development	Mayor Wen-Je Ko
22	October 5	2021 Global Social Economy Forum General Assembly	Global Social Economy Forum Secretariat and Mexico City	Executive Director Tom Chou of Taipei City Government International Affairs Advisory Council
23	October 8	Videoconference with Mayor Remigijus Šimašius of Vilnius, Lithuania	Taipei City Government Secretariat	Mayor Wen-Je Ko
24	November 9	Third Northeast Asia Forum on Peace and Sustainable Development	Republic of Korea Presidential Committee of Balanced National Development	Mayor Wen-Je Ko
25	November 16-17	UCLG World Council and Executive Bureau Meeting (videoconference)	UCLG Secretariat	Consultant Gordon Yang of Taipei City Government
26	December 2	Signing of the reaffirmation of the Taipei-Oklahoma sister city relationship	Taipei City Government Secretariat	Mayor Wen-Je Ko

Part  
2

## Cultural Exchange

To better adapt to the COVID-impacted global environment in 2021, most international cultural exchange events were postponed, cancelled, or moved online. To continue the cultural exchanges of Taipei City, the Department of Cultural Affairs participated in online international forums and cohosted cultural events with diplomatic missions in Taiwan.

### 1. World Cities Culture Forum

A representative from Taipei City Government participated in the Global Dialogue online conference hosted on November 4, 2021, "From Crisis to Recovery: Searching for Innovative Leadership for Sustainable Development." During "Culture Online: Group Forum on the Long-term Development of New Audience," Taipei City Government shared its experience in with its online presentation, *Nuit Blanche*. Hsin-Chien Huang, winner of the 25th Taipei Culture Award, was invited to compile his works into the video *Digital Taipei: Virtual and Physical Integration* for broadcasting.

### 2. Collaboration between Taipei City Government and diplomatic missions in Taiwan to host cultural events

On November 7, Taipei City Government collaborated with the Polish Office in Taipei to host the 2021 Chopin Outdoor Piano Concert in Da'an Park Pavilion, where Polish musician Kamil Tokarski performed several classic Chopin pieces. The concert, which attracted nearly 2,000 listeners, introduced



2021 Chopin Outdoor Piano Concert



Group photo of the VIPs at the opening ceremony of the 2021 Taipei European Christmas Market



2021 Taipei European Christmas Market at Xiangti Avenue Plaza

the latest popular form of classical music concerts to Taiwan. On December 2–5, Taipei City Government and the European Economic and Trade Office cohosted the Taipei European Christmas Market at Xiangti Avenue Plaza, where approximately 40 booths were set up to showcase Christmas festivities and food culture from each European country.

### 3. Taipei City International Cultural Exchange for Migrant Workers

In 2021, the number of international migrant workers in Taipei City had reached 39,762, accounting for 5.93% of all the migrant workers in Taiwan. Specifically, 29,542 workers were from Indonesia, 6,132 from the Philippines, 3,360 from Vietnam, 727 from Thailand, and one from an unspecified country, respectively. Taipei City Government has arranged various outreach and cultural leisure activities to help migrant workers better adapt to the Taiwanese society. Besides considering their needs, the city government has also expressed gratitude to these workers. The following activities were hosted by Taipei City Government, the Department of Labor:

## Multicultural Inclusive Circle Program

To broaden the cultural horizons of the Taiwanese people, Taipei City Government has endeavored to provide Taiwanese people with opportunities to interact with them, encouraging them to empathize and respect these workers. From September 11 to October 15, 2021, an online exhibition titled “My Migrant Worker Family” was hosted to share migrant workers’ experience in moving to Taiwan, daily life in their family, their dreams and expectations, and Taiwanese people’ acceptance of them. This exhibition enables viewers to understand what it means to reach out to the migrant workers and their families. In so doing, Taipei City residents can understand migrant workers’ work and life experience, and memories exclusive to these workers in Taiwan can be documented. The city government hosted several lectures and workshops, titled “Mutual Support in Long-term Care: My Late Night School with Migrant Workers,” “Courage to Dream: Spiritual Growth Interactive Workshop,” “Big Differences in Life: Coexistence of Diverse Values in the Family,” and “No Spiritual Social Distance: Transnational Work and Life Experience of Migrant Workers” on September 12, September 19, September 25, and October 2, respectively, to improve the public’s

understanding of migrant workers. These events attracted 11,411 participants in total.

## Migrant Worker Art Exhibition

To enable migrant workers to express their nostalgia for their home countries, Taipei City Government encouraged them to write essays and compose poems. On April 23–25, 2021, the pop-up exhibition Migrant Worker Art Exhibition was organized in Bopiliao Historic Block. Residents were invited to better understand the stories and experience of migrant workers. They were also invited to experience diverse cultures by leaving comments on site, blessing migrant workers during Ramadan. A total of 200 people participated in the exhibition.

Part  
3

## Educational Exchange

To promote international education, the Department of Education of Taipei City Government promoted the International Education Medium- and Long-term Plans to expand the opportunities for the schools in Taipei City to participate in on-the-spot international exchange through five principal directions, namely global literacy, international



Series of activities in the My Migrant Worker Family Event



Group photo of the 2021 Migrant Worker Art Exhibition (1)



2021 Migrant Worker Art Exhibition



Group photo of the 2021 Migrant Worker Art Exhibition (2)

student-friendly campus, digital communication, cross-border professional collaboration, and global mobility. However, due to the pandemic in 2021, some of the in-person exchange events were shifted to online forms or cancelled.

The five primary advocacy projects were integrated in three types of courses and events, namely curricula integrating international education, faculty and student engagement in international affairs, and social and educational institution exchange events.

## 1. Curricula Integrating International Education

### (1) International School Award

The International School Award (ISA) Guidance and Certification Program aims to integrate international education resources; train teachers on integrating international education topic into their courses and improving their teaching innovation capabilities as well as enhancing the transnational curriculum collaboration of each school. This enables students to learn about local and international cultures, equipping them to become citizens of the world. The program adopts a four-level certification mechanism for basic and intermediate international education certification, ISA certification, and ISA upgrade certification. In the 2021 academic year, 36 school received certification from the program.

### (2) International Pen Pal Program for Primary and Secondary Schools

Since the 2016 academic year, Taipei City Government has implemented an International Pen Pal Program, in which students perform exchanges with other students their own age from foreign countries by participating in thematic courses and discussing cultural topics through mail or on the Internet. The goal is to foster their communication skills for adapting to the future society, and to provide opportunities for schools in Taipei City to establish sister school relationships with those from other countries. The international pen pal program enables teachers to collaborate with fellow instructors from other countries to design and host courses on international issues. This deepens their international literacy and keeps them up to date with international issues, ultimately achieving the goals of intercultural understanding and transnational collaboration. With multiculturalism as theme, this program was participated by 250 classes from 61 schools in the 2021 academic year.

### (3) Bloomberg Global Scholars

The Department of Education of Taipei City Government collaborated with Bloomberg Philanthropies through Global Scholars, in which students aged 10–13 years worldwide interact through the Internet and participate in online courses



Opening ceremony of the Taipei-Israel educational exchange in 2021



Completing research in a Bloomberg Global Scholars collaborative learning activity



Science, technology, engineering, arts, and mathematics maker education in Bloomberg Global Scholars

to discuss global issues. This program increased students' opportunities to interact with those from other countries, thereby expanding their international horizons and global awareness. A total of 44 classes from 29 schools participated in the 2021 academic year.

#### (4) Study Tour in Taipei

In June 2018, Taipei City Government set up a study tour alliance comprising public and private high schools and vocational schools in Taipei City. A matchmaking center was also established to invite foreign students to participate in study tours in Taipei. The number of participating foreign students increased from 5,000 in 2018 to 16,265 in 2019. The number dropped to 115 in 2020 because of the COVID-19 outbreak; 8,894 primary and secondary school students joined the study tours through online exchange in 2021.

#### (5) High School International Courses

Since the 2018 academic year, Taipei City has led the other cities and counties in Taiwan to promote Taiwan–United States dual degree programs. By the 2020 academic year, 39 students had graduated from these programs, seven of whom were enrolled in universities in other countries. After three years of planning, Taipei City had developed high school international courses in five directions by the 2020 academic year, namely dual degree programs (collaboration with the United States, Canada, and Japan), Taiwan–United Kingdom International Foundation Year, International Baccalaureate Diploma

Program, school-based featured international curricula, and bilingual experimental courses. Currently, partner countries for dual degree programs include the United States, Canada, and Japan, and Australia is expected to join the collaboration in the 2022 academic year. The city government will continue to encourage vocational schools to implement international courses, and the feasibility of international courses in middle schools will be evaluated.

## 2. Faculty and Student Engagement in International Exchange

### (1) Taipei City International Education Medium- and Long-term Plans and International Education Tours

The Department of Education formulated the Taipei City International Education Medium- and Long-term Plans to subsidize teachers who coach students in educational internship and exchange events, educational travels and cultural studies, visits to and performances in sister schools, and arts and cultural exchange events, thereby expanding the opportunities for international exchange in foreign countries. In the 2018 and 2019 academic years, 37 and 101 groups of teachers and students were subsidized, respectively, with a total of 9,049 teachers and students conducting international exchange abroad. In the 2020 academic year, only 432 teachers and students were subsidized because of the pandemic. In the 2021 academic year, eight applications from six schools in Taipei City were



Taipei City Government Department of Education signing an MOU with the Aomori Prefecture Education Committee from Japan

subsidized by the K-12 Education Administration for senior high school international educational tours.

## (2) Global Talent Mentoring Hub

Taipei City Government collaborated with the University of Regensburg from Germany in promoting the Global Talent Mentoring Hub. In the 2021 academic year, ten expert scholars were invited to represent Taipei City as the Global Talent Mentoring Hub program mentors and selected nine students for international nomination. Two of the nominees were selected to conduct independent research while receiving individual counseling from internationally

renowned science, technology, engineering, mathematics, and medicine scholars. This collaboration provides opportunity for outstanding teachers and students from Taipei City to participate in international collaboration projects, conduct innovative learning, and expand their international vision.

## 3. Social and Educational Institution Exchange Events

### (1) Taipei City Youth Development Office

To promote adolescents' self-discovery education, Taipei City Government arranged an online broadcasting of the university fashion design competition "Show-17." In coordination with the passing of the Citizen Judge Act, the city government hosted the first online experiential event "Our Distance with the Judges." Additionally, the MakeX Robotics Competition made a major comeback as the 2021 qualifying round was hosted in Taipei City, where 13 teams participated.

### (2) Taipei Zoo

On February 8, 2021, Kyoto City Zoo became the ninth foreign zoo that signed an agreement on animal conservation partnership with Taipei Zoo. The agreement was signed through a videoconference by Director Shih-Feng Liu of Taipei Zoo and Director Hidefusa Sakamoto of Kyoto City Zoo, with Deputy



MakeX Robotics Competition qualifying round in Taipei

Director Su-hui Chen of Taipei City Government's Department of Education and Kyoto City Arts and Culture Directors Nobuyuki Kitamura in attendance. Through their collaborative efforts, the city governments and zoos will contribute to the conservation of endangered animals through city exchange.



Taipei Zoo and Kyoto City Zoo signing the agreement on animal conservation partnership through a videoconference

Part  
4

## Sports Exchange

Amid the COVID-19 pandemic, Taipei City Government continues to organize and diversify city sports exchanges, acknowledging pandemic prevention policies. As for international city sports exchange endeavors, although sports events with foreign friendship cities have been suspended because of the pandemic, Taipei City Government signed an MOU with Shizuoka, Japan, through email to expand the scope of collaboration and exchange. In city sports exchange setting here at home, Taipei City Government signed an MOU with Kinmen County Government and invited eight cities in Taiwan to assemble teams and participate in the 2021 Taipei Marathon.

### 1. MOU for Expanding the Scope of Exchange with Shizuoka

In 2014, Taipei City Government signed an MOU with Shizuoka for marathon collaboration. Every year, the two cities select and invite athletes to visit each other for competitions. In 2020, in response to the border control policies implemented due to the outbreak, the mutual athlete visits were interrupted; however, the two cities stayed in touch and thus expanded the scope of their exchange to other

types of sports. On August 17, 2021, Shizuoka proposed through a letter to Taipei City Government the signing of an MOU through a videoconference. This expanded the Taipei–Shizuoka exchange to nonmarathon sports events.

### 2. Signing an MOU with Kinmen County

Kinmen County is famous for its sorghum wine production and battlefield relics, and has dedicated itself to promoting marathons. Kinmen County assembled a team to participate in the 2020 Taipei Marathon and invited Taipei City to participate in the 2021 Kinmen Marathon. Although the 2021 Kinmen Marathon was cancelled because of the COVID-19 pandemic, Taipei City and Kinmen County signed an MOU on sports exchange in January 2021. In February 2021, the team representing Kinmen County performed an exchange ceremony with Taipei City, officially initiating the Taipei–Kinmen sports exchange.

### 3. Inviting Eight Cities in Taiwan to Form Teams to Participate in the 2021 Taipei Marathon

Taipei Marathon is the only urban marathon event with the Elite Label of World Athletics in Taiwan. Prior to the COVID-19 outbreak in 2020, foreign friendship cities were invited to participate in Taipei Marathon to enhance Taipei City's destination branding efforts. Following the pandemic outbreak and the enforcement of border control policies in 2020, Taipei City Government instead invited other cities in Taiwan, namely Taoyuan City, Kinmen County, Nantou County, Taitung County, Pingtung County, and Hualien County, to participate in the marathon event. In 2021, Penghu County and Lienchiang County were also invited to participate in the event.

## Conclusion

Although the COVID-19 pandemic continues to affect city exchanges in 2021, Taipei City Government, through exploration and experience accumulation, has adapted successfully and effectively adopted technology to host and participate in various international videoconferences. Moreover, the government continues to create opportunity for city exchange projects by reinforcing its interactions with diplomatic missions in Taiwan.



1  
8

# Human Resources





Taipei Workplace  
Gender Equality  
Indicators



Five companies passed certification with  
**two** advocacy events with  
**102** companies' participation

Employment Subsidy  
Program



A total number of **1,639** participants  
so far and **1,234** workers  
have been insured

Occupational  
Competency Cultivation  
Program for Workers



**59** Occupational competency cultivation  
courses were organized for **1,210** people.  
**32** occupational competency training  
courses were organized for **620** people

Occupational  
Competency Training for  
Taipei City Government  
Employees



**923** courses were organized  
to provide training  
to **42,895** people

Taipei City Government promoted "Taipei Workplace Gender Equality Indicators" and officially included "sexual and gender diversity" as an indicator, as well as launching an employment subsidy program to help people get employed. Taipei City Government currently employs 46,066 civil servants and teachers in agencies and schools of every level, of which 19,921 are men and 26,145 are women. The Department of Civil Servant Development hosted 923 courses, providing training for 42,895 people in the course of 2021.

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## Human Resources

In order to improve labor participation rate, Taipei City Government has strived to provide a wide selection of employment services and professional competency training, as well as offering employment services to targeted groups. Moreover, Taipei City Government has worked with private enterprises to innovate an employment model for people with disabilities. “Taipei Workplace Gender Equality Indicators” have also been promoted as an effort to create a friendly city with equal opportunities for all and discrimination-free workplaces.

Part  
1

### Labor Rights Protection

#### 1. Encouraging Workers to Unionize and Exercise Their Freedom of Association

There were 674 unions in Taipei City, including 30 federations of labor unions, 78 industrial unions, 193 corporate unions, and 373 professional unions, with an increase in 15 unions compared to 2020. Over 500,000 members have joined the unions, and a total of 150 unions received consultation support to execute Collective Agreements.

#### 2. Safeguarding labor rights and benefits

Taipei City Government encouraged companies to allocate sufficient sums for labor retirement reserves. As of the end of December 2021, it is estimated that 1,498 companies allocated sufficient funds with the amount reaching NTD\$339.9 billion. In 2021, 10,407 companies received counseling to formulate work rules with 4,225 employee welfare

committees and 38,248 labor pension supervision committees established.

#### 3. Settling Labor-management Disputes and Providing Subsidies for Lawsuits

Taipei City Government handled 4,272 labor-management disputes in 2021, of which 2,610 cases (an equivalent of 61.09% among all cases) were successfully resolved. 2,067 cases were referred to a commissioned non-government organization for mediation, of which 1,300 (62.89% of the referral cases) were successfully resolved. In addition, the disputes mediated by the Labor Rights Center of the Department of Labor (DOL) reached a total number of 2,025, of which 1,308 reached an agreement, accounting for 59.31% of all labor disputes. A total of 70 individuals received subsidies for labor-related lawsuits, with the sum amounting to NTD\$ 13,314,636.

#### 4. Preventing Employment Discrimination in Workplaces and Creating Gender-Equal Workplaces

(1) To promote the 7+1 Taipei Workplace Gender



Taipei Workplace Gender Equality Indicators advocacy event (1)



Taipei Workplace Gender Equality Indicators advocacy event (2)



Taipei Workplace Gender Equality Indicators revision meeting

Equality Indicators, including “mechanisms for promoting gender equality,” “improving gender equality in organizational decision-making,” “improving gender equality in pay and benefits,” “education and training on promoting gender equality,” “work life balance,” “pregnancy friendly measures,” “gender equality-friendly measures for workplace safety” and “other,” Taipei City Government introduced certification for the first time in 2020. The certification continued in 2021 with a total of 19 corporate applicants for the certification and five passing. To make the indicators more well-rounded, three review meetings and one consultation meeting (collecting measures and suggestions on diverse gender equality) were organized to modify the indicators. In 2022, “actions or measures promoting diverse gender equality” was listed as the 8th indicator.

- (2) In 2021, the Employment Discrimination Review Committee conducted five meetings and Gender Equality Committee hosted six meetings to review 49 claims. In addition, five advocacy events on gender diversity and workshops on workplace

equality and sexual harassment prevention were organized to advocate the rights and interests of gender diversity and workplace equality.

## 5. Educational and Recreational Activities to Improve Awareness of Workers’ Rights and Interests

### (1) Universal labor education

From March to May and from August to November 2021, two sessions of the Labor Affairs Academy were arranged. Due to the impact of COVID-19, the second session with a total of 21 courses were conducted online. In 2021, a total of 35 sessions have been hosted to benefit 3,852 people. In the same year, trade unions and private organizations received subsidies to organize 252 labor education courses, benefiting 12,116 people.

### (2) Labor education on campus

The Department of Labor and Department of Education launched the 2021 YOUNG Labor Regulations, hosting for labor rights advocacy



Gender diversity advocacy course (1)



Gender diversity advocacy course (2)

lectures for high school students. A total of fifteen senior high and vocational schools organized 17 sessions for a total of 4,802 students. The board game “Why Work and How to Live” developed by the Department of Labor was promoted during a tour at junior, senior and vocational high schools for one session. To give younger people an idea of labor education, a labor rights-themed comic strip contest was organized for elementary school students in Taipei City. Three Distinction Awards, five Merit Awards, and ten Honorable Mentions were awarded to students between the 3rd and 6th grades.

### (3) Labor education in the community

Taipei City Government launched “Subsidy for Taipei Community College Labor Education Promotion Program” in 2021. Community colleges integrated labor competencies into community teaching through a variety of curriculum and resources for community promotion. As of the end of 2021, three community colleges launched five courses and 18 lectures with approved and received subsidy.



Tour for labor rights board game



Labor education course at a community college

### (4) Developing labor culture

Taipei City Government hosted the Laborer Carnival in conjunction with the Taiwan International Labor Film Festival and Labor Golden Award between October 2 and 15, 2021, in an online format for the first time. The theme focused on “Transnational Movement and International Migrant Workers” with 30 domestic and foreign films selected for screening. 2,400 people were given the opportunity to see the movies with 2,259 people watching the livestreaming of the post-screening discussion, totaling 4,659 participants.

The 15th Labor Golden Award Selection was organized with 52 long and short films competing against each other. The award ceremony was hosted on October 15, 2021, with Fire a Forest winning the first prize of NTD\$350,000. *No Films Today*, *Undercurrent* and *Worker Under the River Bed* won first, second and third places in the short film category and prizes of NTD\$100,000, NTD\$70,000 and NTD\$30,000 each. *Singing for Loneliness*, *The Strife* and *The Men Who Build Coffins* won first, second and



Opening ceremony of the Taiwan International Labor Film Festival



The 15th Labor Golden Award Selection

third places in the long film category respectively, and were awarded prize money of NTD\$100,000, NTD\$70,000 and NTD\$30,000 each.

The 2021 Labor Skills Expo was held between September 17 and 23, 2021. It was organized both online and in-person, with 3,495 participants attending physically, and 6,032 online viewers, for a total of 9,527 people. The event includes 13



2021 Labor Skills Expo

occupation-themed booths, 12 movies showing images of modern workers, 14 professional skills demonstrations, 4 professional lectures and 20 labor practice experiences. Everything was streamed online with a reach of 35,550 people.

Part  
2

## Employment Security

### 1. Providing Diverse Employment Services

#### (1) Bolstering Employment Matching

In 2021, a total of 62,441 jobseekers registered, while 129,906 vacancies were registered by companies. Employment recommendations were provided to 37,123 individuals, giving an employment rate of 59.45%, while employers hired 44,928 individuals, giving a talent recruitment rate of 34.59%.

#### (2) Boosting Employment

292 sessions of employment training were organized in 2021 for 7,865 people. In addition,



Online press conference for the 2021 Labor Skills Expo

various employment promotion allowances were distributed in cooperation with the Ministry of Labor to give 154 workers temporary employment subsidies and 338 people employment incentive allowances.

### (3) Youth Career Development Services

In 2021, a total of 90,501 individuals were provided various services. These services included career development assessments for 3,733 individuals, 158 career development support sessions for 11,188 individuals, job-seeking services for 1,234 individuals, and business startup consulting services and entrepreneurship space provided to 23 individuals.

### (4) Online application as anti-epidemic measure:

Online application for the “Immediate Work Plan.” Taipei City has cooperated with the Ministry of Labor to execute the “Immediate Work Plan” since April 13, 2020. The online application option was launched on May 19, 2021. People could apply online on the Taipei City Citizen Service Platform. In 2021, a total of 2,144 vacancies were provided with 1,880 people employed.

Online application for unemployment benefit: Taipei City took the lead in launching an online application for the initial application for unemployment benefits on May 17. People could apply online on the Taipei City Citizen Service Platform. A total of 5,798 online applicants requested assistance in 2021.

### (5) First digital system for the selection of vacancies for municipal contracted employment in the country

Taipei City Employment Services Office created the first digital system for the selection of vacancies for municipal contracted employment in the country. The hiring agencies can fill in their requirements online for people to complete the process in the registration system. The qualification review committees can evaluate the qualifications of candidates, the proposition and oral examination members can issue questions and tally scores, and the candidates can check the qualification review results and rankings online. The registration, review, and scoring are fully digitized in one single system. The system takes advantage of the verification mechanism of the Citizen Digital Certificate to ensure



The review and scoring processes of digital system for vacancy selection

data security and confidentiality of various confidential documents. A total of 12 sessions were held in 2021 with 4,322 applicants, 3,448 qualified applicants and 2,446 interviews.

### (6) More service points for the City Guide Program

The Department of Labor worked with the Department of Social Welfare, Department of Information and Tourism, the Taiwan Railways Administration and the Taipei Rapid Transit Corporation to launch the City Guide Program in September 2019. In 2021, training was provided to homeless people so that they can help in promoting tourism in Taipei City. This also changes the negative stereotype people have of the homeless, creating a win-win solution for urban tourism and problems with the homeless.

### (7) Employment subsidy program

Taipei City Employment Services Office launched the employment subsidy program on June 10, 2021 with over 200 companies recruited to offer over 7,000 job opportunities. An additional amount of up to NTD\$20,000 is given to employees who have been employed for three months, and a maximum subsidy of NTD\$15,000 for companies that have hired the employee for three months. This facilitates employment opportunities for job-seekers and encouraged companies to make hiring decisions in a timely manner. So far there have been 1,639 participants with 1,234 insured workers.

## (8) Taipei Youth Career Development Stored Value Passport

Taipei City Employment Services Office launched the Taipei Youth Career Development Stored Value Passport in mid-October to provide employment counseling and subsidies to first-time job seekers between 18 and 29 of age, who have been unemployed for four months. Job-seeking allowances were used as an incentive to encourage young people to take advantage of employment counseling resources of the Taipei Youth Salon. The passport helps young people verify and enhance their pre-employment preparations to facilitate employment. Thirty-eight people received the stored value passport in 2021.

## 2. Nurturing Competencies

### (1) Comprehensive competency development

In 2021, the Taipei City Vocational Development Institute (TVDI) organized 59 occupational competency cultivation courses for 1,210 trainees and 32 occupational competency training courses for 620 trainees. A total of 56 nurturing and training courses were also outsourced to provide training for 1,485 individuals. In addition, 18 care service personnel training classes were subsidized for 553 people.

### (2) Industry Training and Industry-School-Training Cooperation

A total of 14 industry training courses were organized for 304 people in 2021, including “Chinese cuisine practice.” A total of 12 industry-school training courses, such as the “Vehicle Engineering Pre-employment Program” were organized for 246 people in cooperation with schools such as Taipei City University of Science and Technology.

### (3) Skill Certification

In 2021, Taipei City Government was commissioned by the Skills Evaluation Center of Workforce Development Agency, Ministry of Labor, to hold three “instant testing and evaluation and certification” tests. 520 individuals registered for the tests, and 352 certificates of qualification were issued. Six special tests were also organized with 363 applicants, with 322 certificates of qualification issued.



Employment subsidy program (1)



Employment subsidy program (2)



Taipei Youth Career Development Stored Value Passport

#### (4) Skills Competitions

The 2021 51st National Skills Competition took place from 22 to 24 April. Taipei City Vocational Development Institute sent six competitors to compete in three categories, winning one bronze medal, one first category award and one honorable mention. The winners included Po-chi Yang, winning the bronze medal in the category of Autobody Repair, a first category award for Yan-ning Chu, and a honorable mention for Cheng-yuan Lee (instructor: Min-Chen Zuo). The winners represented Taipei City in the national skills competition on November 10.

The 2021 51st National Skills Competition took place from 10 to 13 November. The institute sent four competitors in the category of Autobody Repair, winning one silver and two bronze medals. Hsi-fung Chu won silver while Chang-hsun Chiang and Po-chi Yang won bronze (instructor: Min-Chen Zuo).

### Part 3 Employment Protection for Specific Groups

#### 1. Providing Employment Services for Targeted Groups

In 2021, services were provided to 6,501 job seekers, of whom 5,992 successfully found jobs, bringing about an employment rate of 92.17%. In-depth career counseling service was also offered to 631 individuals. Among the afore-stated job seekers, 1,120 were new immigrants, of whom 414 found jobs, giving a success rate of 39.96%. In addition, seven employment training courses and four company visits were organized for new immigrant job seekers.



Employment training for new immigrants (1)

#### 2. Measures for Promoting Employment for Those with Physical and Mental Disabilities

##### (1) Protection of Employment Rights

In 2021, there were 4,088 agencies (institutions) that should hire people with disabilities in Taipei City and a quota of 17,662 people. 23,653 people ended up being employed, which was the equivalent of 25,624 people after weighting (each person with severe disabilities is counted as two people). The overall weighted rate was 145.08%, and the number of people with disabilities over-employed by obligatory units was marked at 9,112.

Incentive payments were used to encourage employers to recruit people with disabilities. The payments were made 4,500 times for 1,070 individuals in 299 organizations. An implementation plan to train, use, and retain employees with disabilities was carried out, thereby helping 20 disabled individuals enter the workplace.

##### (2) Diversified Marketing Campaigns to Promote Employment for the Physically and Mentally Disabled

A. In 2021, Taipei City Government set up at a total of 31 visually impaired massage service points and hosted 30 public events to promote visually impaired massage services, thereby providing 126 therapists with employment opportunities, providing services for 1,662 people. Furthermore, a marketing event was organized in combination with the stimulus voucher for 41 service points that provide visually impaired massage services.



Employment training for new immigrants (2)

B. The Taipei Spring Festival Event for Goods Produced in Sheltered Workshops, free gift campaign for the purchase of products produced by sheltered workshops and social enterprises, as well as the 2021 Moon Festival Presents from Taipei Sheltered Workshops were organized to market products produced by sheltered workshops. Moreover, the



Public locations providing massage service by the visually-impaired

competition among different Taipei City Government agencies for the purchase of products from sheltered workshops and social enterprises continued.

### (3) Value-added functional value-added training for people with disabilities executed in different formats

Due to the impact of the COVID-19 pandemic in 2021, a total of 2 classes of functional value-added training courses took place online. The other two took place partially online and partially in-person. The new teaching models allowed 58 students to learn with no constraints.

## Part 4 Civil Service Human Resources

### 1. Establishing a Sound Administrative System and Using Human Resources Wisely



Spring Festival Event for Goods Produced in Sheltered Workshops

To better-develop the municipal infrastructure of the city and ensure the welfare of all citizens, Taipei City Government set up 31 level one agencies and 2 level one enterprise institutes. In addition, district offices are established in all of the 12 administrative districts. Successive mayors have led the members of the municipal administrative team to provide an excellent standard of service.

Taipei City Government currently employs 46,066 civil servants and teachers in agencies and schools of every level (not including the Taipei Rapid Transit Corporation), of which 19,921 are men and 26,145 are women, with an overall average age of 43.13. 96.5% of the civil servants have a college degree or higher.

## 2. Provide Services with the Help of Alternative Military Service Conscripts

The Department of Compulsory Military Service of Taipei City is responsible for managing the integration of alternative service policies, human resources, supervision of duty service, as well as life management and counseling for the conscripts.

The conscripts are encouraged to participate in charity activities such as blood donation, anti-smoking and drugs campaigns as well as AIDS prevention advocacy. They also offer care for children in orphanages and senior citizens who live alone, providing services such as visits and home cleaning services for veterans and retirees as a way of reaching out to citizens.

Furthermore, Taipei City Government also engages in long-term care and community building with the conscripts to facilitate exchange among different generations and build a friendly environment where the young and the elderly can enjoy each other's company.

## 3. Raising the Proportion of Female Managers

Taipei City Government is committed to promoting outstanding women to participate in the decision-making process. As of the end of 2021, 56.27% of supervisors and managers were female in all agencies.



Alternative service conscripts interact with elders

#### 4. Care for the Underprivileged

In 2021, a total of 3,427 people with disabilities were hired, with the number exceeding the mandatory employment quota by 1,366 persons and compliance rate reaching 166.28%. During the same period, a total of 598 indigenous people were employed with the number exceeding the mandatory employment quota of 264, and compliance rate of 226.52%. In addition, part-time summer job opportunities for college and university students were offered to 340 people in 2021.

#### 5. Sending Outstanding Talent Overseas for Further Study

Guidelines for Sending Outstanding Civil Servants in Taipei City Overseas for Further Studies were launched as the foundation to send high-performing civil servants overseas for further studies each year, with the goal of raising the overall quality of human resources. In 2021, a total of seven people were approved to study for a master's degree (or diploma)

and four people were approved to start a research project.

#### 6. Promoting Recreational Activities

##### (1) Organizing a Variety of Social Events

Two Heart Bridge Club meetup events were organized on October 30 and November 20, 2021, for 93 people.

##### (2) Family Day with Children's Theater Company Performance



Meetup event for employees



Family event with children's theater company performance

The Hyper Kids Children's Theater Company was invited to perform "Aladdin and the Magic Lamp" on November 17, 2021, with 305 people in attendance.

## Part 5 Civil Service Personnel Training

### 1. Improving Job Competency with Diverse Training

- (1) Taipei City Government hosted specific training services on major policy areas, and professional and occupational competency to improve the competency of its staff. In response to the COVID-19 pandemic, only half of the usual training space could be accessed for social distancing as of the end of December 2021. Over 923 courses were held to provide training for around 42,895 people.
- (2) Taipei City Government organized training courses with eight strategies and professional job competency for agencies, including "people-oriented traffic workshop," "supervision for public constructions workshop," "sensitivity towards multiculturalism workshop" and so on. As of the end of December 2021, there were 32,673 trainees.

- (3) To mitigate the impact of the pandemic on real life training, the course format was transformed into digital or distance learning to overcome the limits.

### 2. Enhancing human resource R&D

Case teaching is promoted on a learner-centered learning model with key municipal policies. Teaching materials were developed to target urban development based on municipal buildings and land use, the mainstreaming of gender equality and so on. Employee professional competencies are enhanced by scenario simulation, discussion and insight sharing.

### 3. Maximizing the benefits of training

- (1) Gender equality has been introduced to all Taipei City Government policies to ensure participation opportunities in social and public affairs for different genders. Courses such as "Understanding Gender Diversity and LGBT Topics," "Gender Mainstreaming Advanced Course for Supervisors" and "Gender Equality Issues - Strengthening Public Support for the Aging Society" and so on were organized to raise awareness of gender equality.
- (2) An environmental education action plan was executed in keeping with Environmental Protection Administration's promotion of green



People-oriented traffic workshop

living principles and actions in 2021. The course included both basic and advanced modules to engage in training based on diverse teaching techniques and experiential learning, to keep abreast of the international trend of sustainability.

- (3) To strengthen the core competencies of executive-level personnel, training sessions such as chief executive consensus camps, special lectures at municipal conferences, management skill development for civil servants, and management ability development training for middle and entry-level executives were held.
- (4) Language skill courses in English were designed to increase employees' experience in participating in international affairs, and preparing them to participate in international events, such as marketing Taipei, presentations, public opinion collection in English, and the reception of foreign guests, etc. The courses strengthen the listening, speaking, reading and writing skills of international affairs personnel, plus their presentation skills to improve the quality of international contacts.

#### 4. Providing Quality Digital Learning Services

- (1) To promote lifelong digital learning, Taipei City Government continues to enhance the depth and scope of the "Taipei e-Campus." Statistics regarding the operations in 2021 are as follows:

- A. Over 1.09 million members.
- B. Over 2.1 million certificates were issued (courses completed), namely 4.14 million hours of certified learning.

- (2) Management and Development of Digital Teaching Materials:

- A. Courses in six major categories have been developed, including languages, information, civil service, management, culture and vocational training. As of the end of 2021, a total of 1,626 courses were taken. 151 digital teaching materials were created as of the end of December 2021, independently or with other agencies, including virtual reality, practices, short films and mini-course.
- B. The Garden City policy is promoted through the integration of resources from the industry, academia, government and so on. Knowledge

about the development of a garden city, crops and planting methods are digitized for a series of courses in food and agriculture, community network, ecological environment and urban farming. A total of 60 courses were offered to citizens as of the end of December 2021.

- (3) Digital learning promotion campaigns:

An online learning promotion campaign of "Monthly Top e-Course" was held every month between February and October 2021.

## Conclusion



2021 learning promotion campaign

Taipei City Government is committed to protecting labor rights by advocating for scam prevention for job seekers, and to promote gender equality, sexual harassment prevention and labor laws at advocacy events to assist people and businesses in understanding employment-related laws. Moreover, to increase labor participation rate and care for disadvantaged groups, employment training classes and group counseling classes were prepared for new immigrants. Service points and occupational competency training were also organized for visually impaired massage therapists. Taipei City Government hopes to work with its citizens to build a diverse, friendly workplace and harmonious labor-management relations.



# 第15屆廉政盃 大專院校校際

1  
9

Rights of  
Citizens





Consumer  
Dispute



Number of 1st time  
consumer dispute complaint cases  
accepted is **15,581**

Administrative  
Appeal Review



Number of  
administrative appeal cases  
accepted is **2,747**

Citizens'  
Participation in  
Administrative  
Appeal  
Procedure



Number of oral disputes is **173**,  
and the number of statements  
of opinion is **167**

Campus  
Integrity Plan



Campus integrity educational promotion  
series of activities are participated by  
approximately **4,753** students

Taipei City Government is committed to the protection of the rights of citizens, and with regard to the promotion of the consumer protection, state compensation, administrative appeal review and clean governance, the Government seeks to achieve administration by law and to implement human rights protection, making Taipei City a transparent, justice-and-fairness first, sustainable and livable city that puts the rule of law first.

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## Rights of Citizens

Taipei City Government is committed to human rights, consumer safety, state compensation and administrative appeal rights in the spirit of honesty, integrity, fairness, justice and professional service. It has also established good governance based on the principle of administration by law.

Part  
1

### Legislative Reform and Human Rights Protection

The Department of Legal Affairs, Taipei City Government, in accordance with the city governance development needs, executes the following:

#### 1. Legislative Reform

##### (1) Promote Entities of the Government to Establish Personal Data Protection Management Guideline

Establish the “Taipei City Government Entity Personal Data Protection Management Guideline Establishment Reference Model Template and

Instructions” and continue to execute personal data protection and data governance programs. Through law interpretation and establishment of common model templates of personal data management mechanism with entities of Taipei City Government, the citizens’ personal data is protected to prevent infringement.

##### (2) Public/Private Sector Exchange, and Innovative Business Planning

Discuss the improvement of “Taipei City Government Legal Affairs Management System” database related matters with the Taipei Bar Association, in order to assist entities to appoint qualified attorneys for litigation or non-litigation



Personal Data Protection Division, Data Governance Committee, Department of Information Technology, Taipei City Government



2021 Department of Legal Affairs and Taipei Bar Association Business Exchange Forum

proceedings, and to invite the Association to refer them to seminars and courses organized by the Department of Legal Affairs, or to act as reporters, panelists and instructors thereof, to share their experience, or to teach litigation skills, etc., thereby enhancing the knowledge and professionalism of legal affairs personnel of Taipei City Government, and discussing learning resource exchange and sharing related matters. Furthermore, both parties also exchange opinions on “Feasibility of Remote Legal Consultation Without Physical Contacts” and “Electronic Access of Dossiers,” etc. Moreover, the Department of Legal Affairs also provides introductions to the Data Governance Committee of Taipei City Government.

### **(3) Promote Regulatory Amendments According to Legal Operation Practice**

Make amendments accordingly to the regulations, and the responsible entity performs review and assessment to eliminate and amend obsolete laws and regulations, to also continuously review the appropriateness of interpretation decrees and letters of Taipei City Government.

### **(4) Reduce Unnecessary Litigations, Favorable Decision-making for All Citizens**

“Reduce and Stop Litigation” to establish entity’s introspection culture as the starting point to reduce civil legal disputes between Taipei City Government

and the general public. In addition, the filing necessary litigations with reduction of unnecessary litigations is adopted to examine cases, thereby allowing the city government to move forward in the direction of efficient administration.

### **(5) Consult Professionals and Scholars to Provide Legal Opinions**

For disputes encountered by various entities of Taipei City Government during the execution of legal affairs, or for issues of broader and greater impacts due to central government’s new amendment of laws or polices, scholars and professionals are invited to draft articles and propose resolutions and recommendations.

### **(6) Diverse Business Promotion**

Business promotional videos of the Department of Legal Affairs are played on the Taipei Metro public announcement monitors, and News98 and Taipei Broadcasting Station are entrusted to play Mandarin and Taiwanese versions of administrative appeal shorts. In addition, animation films for administrative appeal are also produced in relation to the topic of “How to write an administrative appeal.” The campaign is expected to support petitioners to swiftly complete administrative appeals through these efforts.



Taipei City Government Human Rights Forum

## 2. Human Rights Protection

"Taipei City Government Human Rights Forum" is jointly organized with the Taiwan Association for Human Rights, and experts and scholars are invited to participate in the discussion and opinion exchange on "Privacy protection for public sector using terminology monitoring measures of facial recognition and surveillance in law enforcement," "TaipeiPASS and 1922 text message, real-name registration pandemic survey personal data protection."

Part  
2

## Consumer Protection

Projects and administrative outcomes related to consumer protections achieved by the Department of Legal Affairs, Taipei City Government are as follows:

### 1. Acceptance of Consumer Dispute Complaint Cases, Protect Rights and Interests of Consumers

The number of 1st time consumer dispute complaints accepted by the Consumer Service Center is 15,581. The number of 2nd time complaint cases accepted by consumer ombudsmen is 2,601. The number of mediation cases accepted by the Consumer Dispute Mediation Committee is 1,218. Communication gap between consumers and business operators is bridged through consumer dispute handling, to achieve dispute resolution and to protect consumer rights and interests.

### 2. Quarterly Consumer Protection Committee Meetings, Consumer Protection Policies

The Consumer Protection Committee, Taipei City Government convenes meetings quarterly to review case status and execution results of consumer dispute cases reported by all entities, and provides assistance to competent authorities to amend regulations according to practical needs, and to establish supporting mechanisms, thereby achieving consumer rights protections.

### 3. Consumer Protection Campaigns, Consumer Knowledge and Awareness

- (1) For different consumer groups, according to the needs of elementary schools to people in the society, diverse education and promotion were organized, such as 16 "Consumer Protection Regulatory Education and Promotion Courses," 2 "Elderly Consumer Education Seminars," 4 "Consumer Ombudsman's Sessions to New Immigrants Seminars," 6 "Consumer Protection for Corporate Management Promotional Seminars," 6 "Off-Campus Residential Safety Promotion Campaigns," and 2 "110 Consumer Protection Educational Trainings" jointly organized with the Executive Yuan.



2021 Consumer Protection Promotional Seminar Lesson 1



Consumer Ombudsman's Advice to New Immigrants Seminar



2021 Consumer Protection Promotional Seminar Lesson 2



Jointly organized the 2021 Digital Gaming Industry Self-disciplinary Promotion Committee Annual Meeting with the Taipei Computer Association

- (2) Four education promotional films on “Consumer Ombudsman Coaching on Smart Prevention of Care Products,” “Consumer Ombudsman Coaching on Online Shipping Return Deceptive Talks,” “Consumer Complaint Not Available for Taxi Driver’s Car Purchase Dispute” and “Disclosure of Fitness Center Personal Trainer Course Contract Concealed Traps” were broadcasted to strengthen and establish consumer law-related education through common issues in our daily lives.
- (3) Jointly organized an online gaming business operator friendliness assessment with the Taipei Computer Association for the first time. In the 2021 Digital Gaming Industry Self-disciplinary Promotion Committee Annual Meeting, high-performing business operators were recognized for honoring consumer rights and interests of consumers.

#### 4. Major Consumer Warning, Understand Current Trend and Investigation

Major consumer information messages (warnings) have been released irregularly, such as “McDonald’s McDelivery with personal data leak, Taipei City Government consumer ombudsmen requests the business operator to verify and to notify users immediately to prevent fraud,” and “Motorcycle sharing is becoming popular! Taipei City Government consumer ombudsmen’s precautionary advice to consumers,” “For pandemic control prevention and consumer protection service, Taipei City Government is the first local administration to launch consumer ombudsmen online video conference for negotiation,” etc., for a total of 27 messages and warnings. In addition, during the COVID-19 pandemic, the current market status was monitored to inform department store operators in the jurisdiction to flexibly relax



Image of consumer ombudsman negotiation via video conference



Consumer ombudsman inspected market available lease contract



Trade show audit

the gift voucher exchange period and use criteria. Furthermore, during the Summer Olympic Games in Tokyo 2020, the general public were informed to be aware of online fraud schemes. Moreover, house renters have also be informed to be aware that nearly 60% of the blank lease contracts available in the market are outdated, and to review contract content before signing.

### 5. “Frontline Consumer Ombudsmen and Trade Fair GOGOGO Plan,” Promotion of Field Consumer Ombudsmen at Trade Fairs

Conduct 9 audits at “Taipei Tourism Exposition,” “Taiwan International Tourism Souvenirs Exhibition (Spring Exhibition),” “Taipei International Spring Travel Fair,” etc., and the scope of audit includes food items, accommodation and entertainment, etc. Consumer ombudsmen touring the venue to promote the consumer awareness, precautions for voucher purchase and use, to establish a quality trade experience through pre-exhibition education

campaigns for business operators and promotion of consumer awareness for consumers.

### 6. Large Mediation and Legal Assistance for Wawa Culture & Creative Co., Ltd. Consumer Dispute Event

Ten large mediation meetings were held for the Wawa Culture & Creative Co., Ltd. consumer dispute event, and mediation agreements were prepared in the field onsite for those reaching a settlement result with the business operator. All of the mediation agreements submitted by the Department of Legal Affairs to the court have been approved by the court. The mediation agreements approved by the court have the same effect as final civil judgments, such that in case where the business operator fails to perform delivery or provide refunds according to the mediation agreement, consumers may exercise their rights to file petition for civil compulsory execution procedure with the court directly without having to file lawsuits beforehand. Consumers’rights and interests are protected during the mediation stage.



Superstore audit



Superstore audit

## 7. Audit Pandemic Control Supplies of Masks and Others, Prevent Immoral Business Operators from Taking Advantages of Consumers During Pandemic Period

During the COVID-19 outbreak, for business operators selling pandemic control supplies, such as masks, and daily necessities in Taipei City, officers were assigned to proceed to all major distribution channels to understand the supply quantity, and also collaborated with the Ministry of Justice Investigation Bureau and relevant units to conduct audits on supplies, such as medical masks and alcohol, etc. Business operators suspected to stockpile, price-gouge, were transferred to the Investigation Bureau, Department of Health, Taipei City Government, Fair Trade Commission and relevant governing county/city governments.

## 8. Consumer Ombudsmen Audit Product Sales Prices at Night Markets

To prevent cheating by night market business operators through profiteering, consumer ombudsmen have implemented audits and supervision at all major night markets in Taipei City. Presently, more than 36 business operators at Raohe Street Tourist Night Market and Shilin Night Market, etc., failing to clearly disclose consumption information have been requested for immediate improvements.

## 9. Collaborate with Competent Authorities of Business Objectives in Joint Audit, Improve Consumer Living Quality Jointly

The Department has also collaborated with competent authorities to conduct cross-department joint audits on relevant supervisory affairs. In 2021, four pre-sale house construction project joint audits were conducted together with the Department of Land, Taipei City Government, to uphold Taipei City Government Residential Justice 2.3 Project. The Department has also worked with the Department of Education, Fire Department and Construction Management Office to conduct audits on cram schools, kindergartens and afterschool care services, to provide proper educational environment. The Department has also collaborated with the Department of Social Welfare, Taipei City Government to conduct audits, to implement the long-term care policy for the elderly.

Part  
3

## State Compensation

Taipei City Government shall be liable for any damages arisen from the intent or negligent act of any employee of the city government acting within the scope of his or her office or employment, which infringes upon the freedom or right of any person, or shall be liable for damage to any person's life, body, physical liberty or property resulting from a defect in the installation or management of any public facility. The state compensation event related handling status of the Taipei City Government is as follows:

### 1. Operation Mechanism

To protect the rights and interests of the state compensation claimant, the city government formed the State Compensation Event Resolution Committee (referred to as the "State Compensation

Committee”) in accordance with the task-oriented assembly. To improve performance, the State Compensation Committee convenes meeting monthly and additionally convenes pre-meeting before review of cases. To enhance the fairness and professionalism expertise of the organization, 4 out of the 13 committee members are with the city government, and for the other 9 committee members, scholars and experts outside the city government are publicly elected to allow professionals to handle state compensation events promptly, thereby protecting citizens'rights and interests, and to also promote Taipei City Government performance.

Beginning in September 2019, the State Compensation Committee started implementing paperless meetings. The use of technologies has improved meeting efficiency, thereby upgrading meeting quality. In 2021, due to COVID-19 pandemic, the state compensation case reviews have been modified to adopt a videoconference method for the meeting, and claimants may state their opinions via videoconferencing, thereby minimizing travels and reducing the risk of crowd gatherings. Furthermore, the city government continues to exert

its effort in legislative reform. In January 2021, the city government invited citizens to participate in relevant trial organization of state compensation case reviews, conducted studies on the feasibility of citizen participation with respect to the state compensation review legal system, and also published relevant assessment results on the website of the city government. As of the end of 2021, to cope with the judicial practice and to cooperate with changes in the social, economic, financial and labor prices, medical practice, etc., the city government has amended the “Taipei City Government State Compensation Event Compensation Calculation Standard” and duly enacted on January 1, 2022.

## 2. State Compensation Case Handling Status Statistical Analysis

In 2021, the number of state compensation claims filed and processed by the Taipei City Government is 245, and in addition to the unsettled cases under investigation from 2020, the total number of cases is 303. For relevant statistical analysis, please refer to Table 1 as follows:

Table 1 2021 State Compensation Case Handling Status Statistical Analysis

Number of Meetings		12
Number of Accepted Cases		Existing Accepted Cases
		Newly Accepted Cases
		58
		245
		303
Number of Cases Settled in Current Period		234
Number of Compensation Rejected	Cases	127
	Percentage (%)	54.27%
Settlement Withdrawal	Cases	81
	Percentage (%)	34.62%
Compensation Liability Affirmed with Agreement Reached	Cases	13
	Percentage (%)	5.56%
	Amount (NTD)	15,163,147
Compensation Liability Affirmed without Agreement Reached	Cases	7
	Percentage %	2.99%
Other	Cases	6
	Percentage (%)	2.56%
Number of Unsettled Cases In Current Period		69

Part  
4Administrative Appeal  
Review

To handle administrative appeal cases filed by people disagreeing with the administrative actions rendered by entities at all levels of Taipei City Government, according to Paragraph 1 of Article 52 of the "Administrative Appeal Act," Taipei City Government Administrative Appeal Review Committee

was established in order to process appeals filed. Among the 11 committee members, 9 are experts from outside the city government in order to maintain the objectiveness and independence.

1. For the number of administrative appeal cases accepted in 2021 and the handling and closure statistics, please refer to Table 2 as follows:

Table 2 2021 Administrative Appeal Case Acceptance and Handling Statistics Table

Number of Accepted Cases	Pending Cases from 2020	536			
	Newly Accepted Cases in 2021	2,211			
	Total	2,747			
Number of Handled and Closed Cases	Decision Rendered	Rejected	583		30.27%
			Original Action Self-Revoked by Original Action Rendering Entity	170	8.83%
		Dismissed	1,243		64.54%
		Revoked	100		5.19%
		Substantial Revocation Rate	14.02%		
		Sub-total	1,926		
		Number of Cases with Filing of Administrative Proceeding	277	Ratio of Filing of Administrative Proceeding Due to Disagreement of Appeal Decision	
	Review Period	Within 3 months	1,926	100%	
		3-5 months	0	0%	
		Exceed 5 months	0	0%	
	Withdraw	201			
Transfer of Jurisdiction	133				
Other	14				
Total	2,274				
Pending Cases	473				

Remarks: The substantial revocation rate refers to the percentage of "Original Action Self-Revoked by Original Action Rendering Entity," plus the percentage of number of cases of "Revocation."

2. Administrative court verdicts of administrative appeals in 2021 are as shown in following Table 3:

Table 3 Statistics Table of Administrative Court Judgment Results of Administrative Appeal Cases in 2021

Item Court of Judgment	Number of Cases with Receipt of Judgment	Judgment of Dismissal		Judgment of Revocation	
		Number of Cases	Percentage	Number of Cases	Percentage
District Court	60	56	93.33%	4	6.67%
Taipei High Administrative Court	372	348	93.55%	24	6.45%
Supreme Administrative Court	266	259	97.37%	7	2.63%

- Remarks: 1. Statistics shown in this table is for the period from January 1, 2021 to December 31, 2021.  
 2. The Number of Cases with Receipt of Judgment includes those where administrative proceeding has been filed before January 1, 2021.  
 3. The cases of Judgment of Revocation include appeal revocation decisions, revocation of original action or revocation of appeal decision and original action.

### 3. Administrative Appeal Service Important Administrative Item and Outcome

- (1) Taipei City Government implements the administrative appeal quasi-judicial procedure, such as statement of opinions, oral argument, evidence investigation and committee member review system, etc., in order to protect the procedural justice of administrative appellants, thereby expanding people’s participation in administrative appeal procedure. The number of oral arguments implemented in 2021 is 38 at 173 person-time. The number of statement of opinions implemented is 50 at 167 person-time.
- (2) Taipei City Government promotes the reduction of case ratios with administrative appeal decision rendered exceeding 3 months to protect the procedural interests of administrative appellants. Since its implementation, there has been no pending cases exceeding 3 months for decision rendering and case closure in 2021.
- (3) Taipei City Government provides the following services to the general public:
  - A. Diverse e-service: In addition to the “Online Administrative Appeal Service” (including online filing of appeal, application for access of dossiers, statement of opinions, oral argument and statement of opinions via video conference, etc.), Taipei City Government

further establishes the “Administrative Appeal Decision Full-Text Search and Inquiry System” to allow citizens to perform online searches.

- B. Notification of administrative appeals progress via text-messaging: Administrative appellant may apply for the text message notification service at the same time during the filing of an administrative appeal, in order to understand the case handling progress timely. The number of cases with application of such service in 2021 is 181, and the number of text message notifications is 789.
- C. Videoconference service: Videoconferencing system is established to provide the service of statement of opinion via video conference. In addition, due to the implementation of the COVID-19 Pandemic Level 3 Alert, videoconference method is adopted to convene administrative appeal review meeting to protect citizens’ rights and interests to file administrative appeals.

## Part 5 Clean Government

“Integrity” is the backbone of Taipei City Government in its citizen services. The Department of Government Ethics upholds the decisions of Taipei Mayor Wen-Je Ko, for clean and ethical administration, and actively promotes various ethical

works to eliminate corruption and illegal conducts, making Taipei City a compliant of international standards for clean governance that is of integrity and convenience to the general public.

### 1. Accountable and Transparent System Through Clean Government Committee and Clean Government Platform Operations

Under the leadership of the Mayor Ko, the Clean Government Committee, Taipei City Government was established, and the external committee member supervisory power is integrated, in order to comprehensive improve the laws and policies of the Taipei City Government. In 2021, the Committee called 4 meetings, and selected 11 major public attention and anti-corruption concerned issues to discuss. In addition, for 6 cases with value above NTD\$10 billion or major construction projects of the Taipei City Government, the Clean Government Platform has been established and is currently in operation. Through the collaboration with prosecution entity and Agency Against Corruption, preventive

recommendations have been provided for potential risks to promote the openness and transparency of major development projects of Taipei City Government, thereby achieving timely project completion.

### 2. Establish Clean Education Network, Promote Campus Integrity Plan

The Department of Government Ethics and the Department of Education have jointly promoted the “Campus Clean Education Promotion Series of Activities,” and prepared teaching materials for all student groups from children to college students to promote and instill the value of ethnics and integrity in students. During the period of February and May, 2021, the two Departments jointly visited 37 schools in Taipei City and the educational promotion was provided to 4,753 students. In addition, the “15th Year of Integrity Cup Debate Competition” was held that focused on “Incrimination for Bribery Actions Among Private Sectors in Our Nation” for universities and colleges, and a total of 13 teams participated in the contest.



Taipei City Government periodically convenes Clean Government Committee meetings



Campus integrity educational promotion series of activities

### 3. Execution of Clean Governance Related Regulations

The clean governance related laws and regulations of “Taipei City Government Ethics Guidelines for Civil Servants,” “Act on Recusal of Public Servants Due to Conflicts of Interest” and “Act on Property-Declaration by Public Servants” are implemented and continuously promoted. In addition, for property declaration obligator of Taipei City Government, the lot drawing ratio specified by the Ministry of Justice is adopted for substantial review and comparison with former and later years.

### 4. Investigation and Penalty for Illegal Conducts, Eliminate Occurrence of Malpractice

To respond to the exception of the external on the clean governance and to effectively fight against

corruption and illegal conducts, the Department of Government Ethics enhances the investigation of its suspected illegal public servants and actively transfers to the judicial authority for prosecution and handling. In addition, administrative liabilities of public servants with illegal administrative conducts are also sought promptly, and job duties are adjusted appropriately, such that all public servants of Taipei City Government understand and honor the laws, thereby honoring clean governance. In 2021, the Department of Government Ethics investigated and cooperated with the judicial authority in prosecution actions, and the numbers of cases and public servants prosecuted by the judicial authority were 6 and 14 people respectively. In addition, for administrative liabilities sought due to illegal conducts of the public servants, the number of cases and public servants involved were 38, and 84 people respectively.

## 5. Expand Social Participation, Increase Anti-Corruption Awareness

To increase the anti-corruption awareness of all citizens, the city government continues to promote clean governance volunteer services and calls volunteers to implement the measures of “Anti-Corruption Promotion,” “Supervision by All Citizens” and “Campus Deep-Rooting,” etc., in order to develop the power of the general public in joint promotion of ethical value and anti-corruption concept.

## 6. Managing the Source of Confidentiality, Forging a Transparent Administration

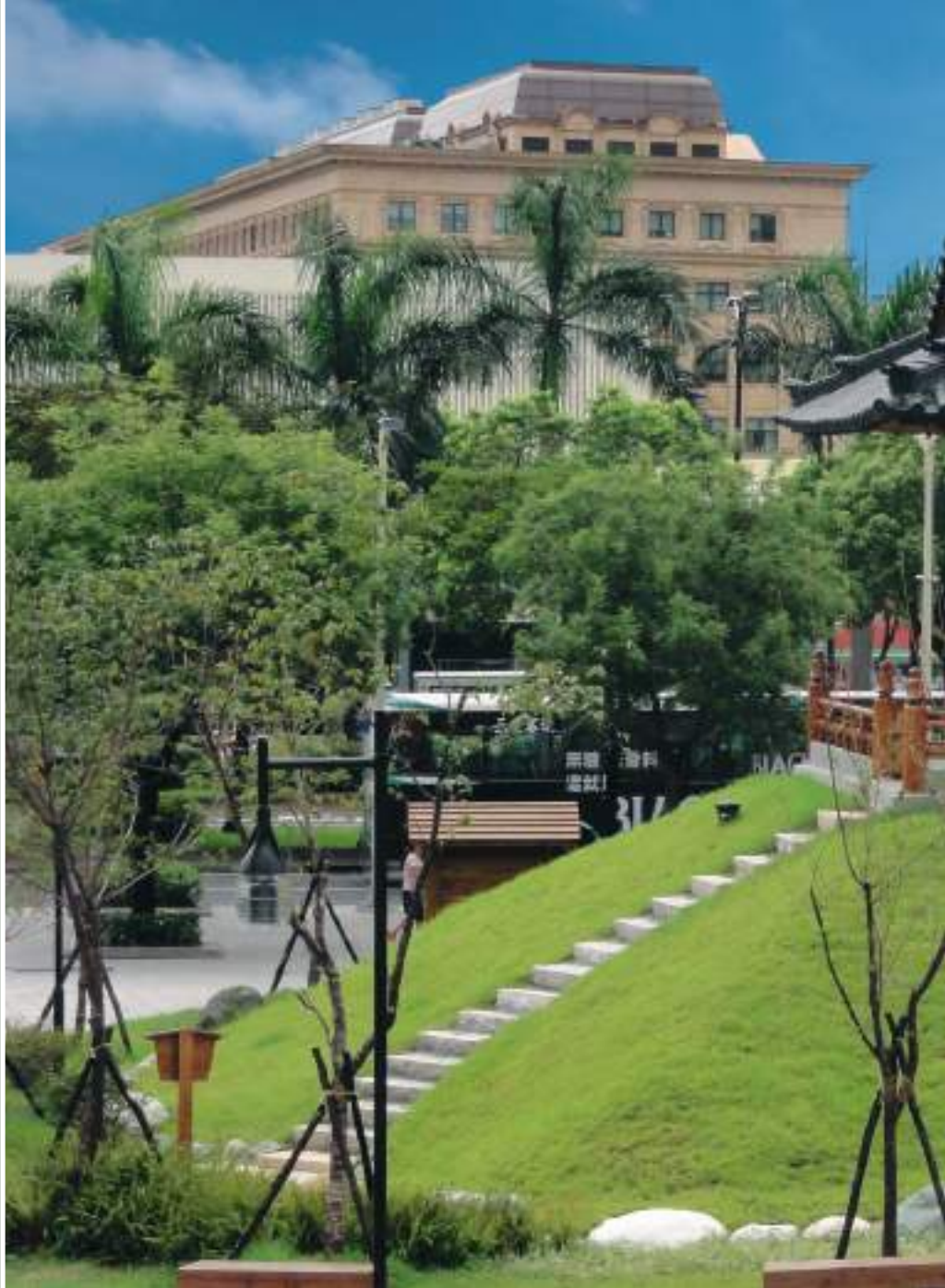
To protect the public's right to know and implement the “Open Government, Open Information” policy, since March 2015 and up to December 2021, the Department of Government Ethics of Taipei City Government had assisted all agencies in performing confidential document inspecting and reviewing complying to “Taipei City Government Document Processing Implementation Guideline”. The number of declassified files reached 420,000.

## Conclusion

To establish a modern city ruled by the laws with respect to the protection of human rights for Taipei City, the future administrative key directions are as follows:

1. Continue to execute personal data protection and data governance plan. Through the methods of case law interpretation, agencies under Taipei City Government are encouraged to establish relevant regulations according to personal data security management mechanism common model templates citizens personal data protection, to prevent infringement of the personality rights of citizens, and to promote the reasonable use of personal data.
2. Collaborate with legal entities of all local governments and enhance the service contacts, and organize seminars on local self-governance related topics jointly with other municipalities, in order to improve the development of local self-governance legal system. Furthermore, engage in exchange and collaboration with private associations and groups, such as the Taipei Bar Association, with respect to legal system services,

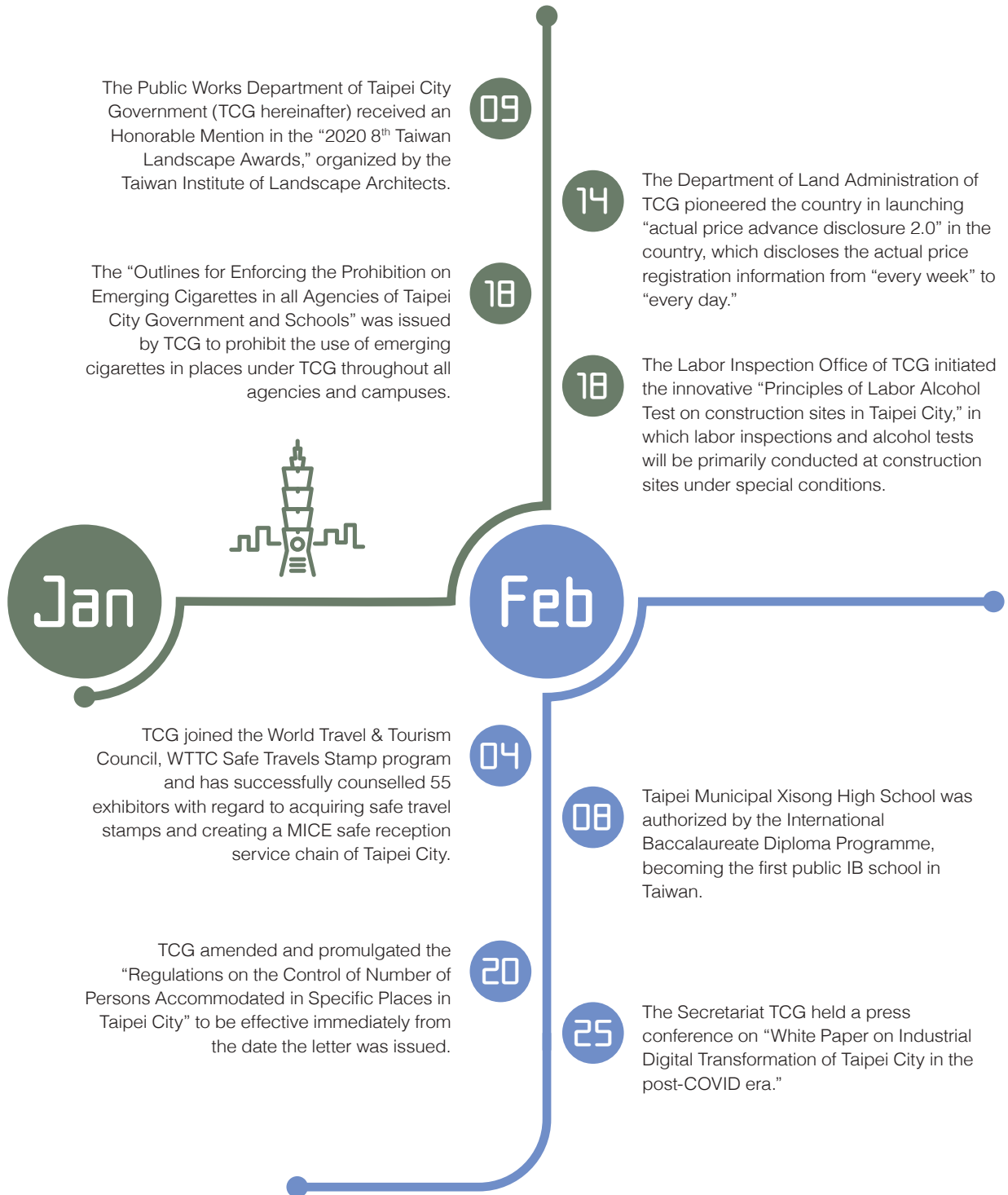
- in order to enhance the communication between the government entities and the private sectors.
3. To cope with the international human rights development trend and Taipei City's development visions, we focus on human rights issues studies and engage in continuous exchange and communication with domestic human advocates, and provide recommendations on service performance and future administrative references to all entities of Taipei City Government, in order to further plan human rights specific actions of each entity, and to continuously promote Taipei City Government's goal for human rights protection policy.
4. Promote the interaction and exchange between the Department of Legal Affairs and the industrial and academic sectors, enhance collaboration with private groups, strengthen industrial links, and establish a great, brand-new platform for consumer protection collaboration.
5. Continue to enhance the state compensation service supervision and examination mechanism of Taipei City Government, urge all entities to promptly correct administrative actions and to improve the installation and management quality of Taipei City public facilities.
6. Improve anti-corruption awareness of all citizens, and encourage the public to promote anti-corruption ethics. By means of external governmental supervision, ethical value and anti-corruption awareness is promoted for a city of governance integrity.



**Appendix I**

# **Annual Events**





The Public Works Department of Taipei City Government (TCG hereinafter) received an Honorable Mention in the “2020 8<sup>th</sup> Taiwan Landscape Awards,” organized by the Taiwan Institute of Landscape Architects.

09

The “Outlines for Enforcing the Prohibition on Emerging Cigarettes in all Agencies of Taipei City Government and Schools” was issued by TCG to prohibit the use of emerging cigarettes in places under TCG throughout all agencies and campuses.

18



Jan

Feb

TCG joined the World Travel & Tourism Council, WTTC Safe Travels Stamp program and has successfully counselled 55 exhibitors with regard to acquiring safe travel stamps and creating a MICE safe reception service chain of Taipei City.

04

TCG amended and promulgated the “Regulations on the Control of Number of Persons Accommodated in Specific Places in Taipei City” to be effective immediately from the date the letter was issued.

20

The Department of Land Administration of TCG pioneered the country in launching “actual price advance disclosure 2.0” in the country, which discloses the actual price registration information from “every week” to “every day.”

14

The Labor Inspection Office of TCG initiated the innovative “Principles of Labor Alcohol Test on construction sites in Taipei City,” in which labor inspections and alcohol tests will be primarily conducted at construction sites under special conditions.

18

Taipei Municipal Xisong High School was authorized by the International Baccalaureate Diploma Programme, becoming the first public IB school in Taiwan.

08

The Secretariat TCG held a press conference on “White Paper on Industrial Digital Transformation of Taipei City in the post-COVID era.”

25

Mar

01

Taipei City abolished the street performers review scheme and implemented the Taipei City Street Performers Registration system. All street performers registered in Taipei City may apply to New Taipei City, Keelung City for locations to perform. The inter-city cooperation model, “one registration for performance in three places” was fulfilled for the first time.

17

The Department of Education of TCG cooperatively signed the “Cool Overseas Chinese Project” with the Overseas Community Affairs Council to promote Taipei CooC Cloud platform for use by 1,054 overseas compatriot schools abroad.

23

The Department of Information Technology of TCG organized two “2021 Smart City Mayors’ Summit” online sessions. In total, 139 city mayors and representatives from 62 cities of 35 countries and areas, including 45 mayors or deputy mayors, participated in the sessions.

Apr



24

The “Fun Travel in Taipei App” hosted by the Department of Transportation signed up for the Global Organization of Smart Cities, Go SMART Award,” and the “Assist the visually impaired passengers to take bus smoothly with IoT” was honored as the Winner.

26

Taipei mayor Wen-Je Ko celebrated the 10<sup>th</sup> anniversary of the sister-city partnership with Daegu Mayor Young-Jin Kwon via videoconferencing; he also signed the “Agreement on Reaffirmation of Sister City Friendship.”

20

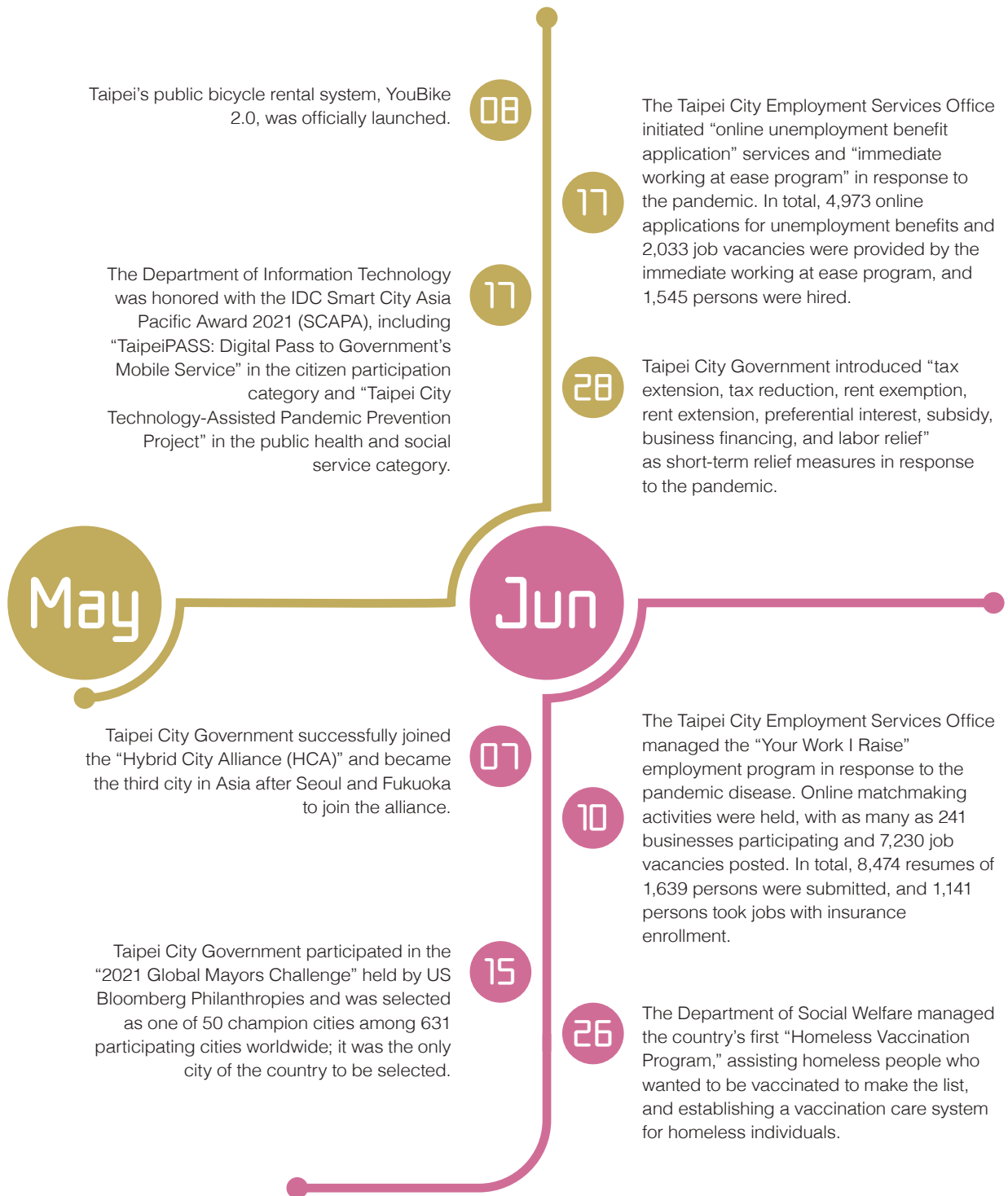
The Taipei Rapid Transit Corporation of TCG hosted an event, “Wanda Line connected with my daily life,” in which the metro carriage appearance was decided by the public for the first time ever.

22

TCG declared the responsibilities for international carbon reeducation on 422 “Earth Day” through active participation in international carbon reduction projects to achieve zero greenhouse gas emissions by 2050.

27

The Department of Education TCG promoted the “Taipei Quasi-public Preschools 2.0 Policy,” the only policy to raise the salary of preschool educators and provide additional subsidies for quasi-public preschool facilities and operation costs.



Jul

01

The Department of Information and Tourism TCG kickstarted an event, titled "Thank You, Taipei Support health heroes," and eligible medical personnel were allowed to stay at participating hotels for free. A total of 9,190 persons received the subsidy as of August 31<sup>st</sup>.

01

To ensure housing justice, TCG amended the "Taipei City Self-Government Ordinances for the Collection of House Tax." The years of house for sale held by builders were immediately shortened to 1.5 years, and the applicable tax rate was raised to 2%.

14

The Department of Health of TCG opened a large vaccination station at the Flora Expo venue, providing a place for Taipei citizens to get the COVID-19 vaccination.

26

Taipei mayor Wen-Je Ko cohosted the bilateral videoconference with Mayor of Prague Zdeněk Hřib for an in-depth discussion on pandemic prevention, economic trade operations, and cultural exchanges.

30

Taipei Mayor Wen-Je Ko celebrated the 60<sup>th</sup> anniversary of its sister cityhood with Houston Mayor Sylvester Turner via videoconference and also signed the "Agreement on Reaffirmation of Sister City Friendship."

Aug



01

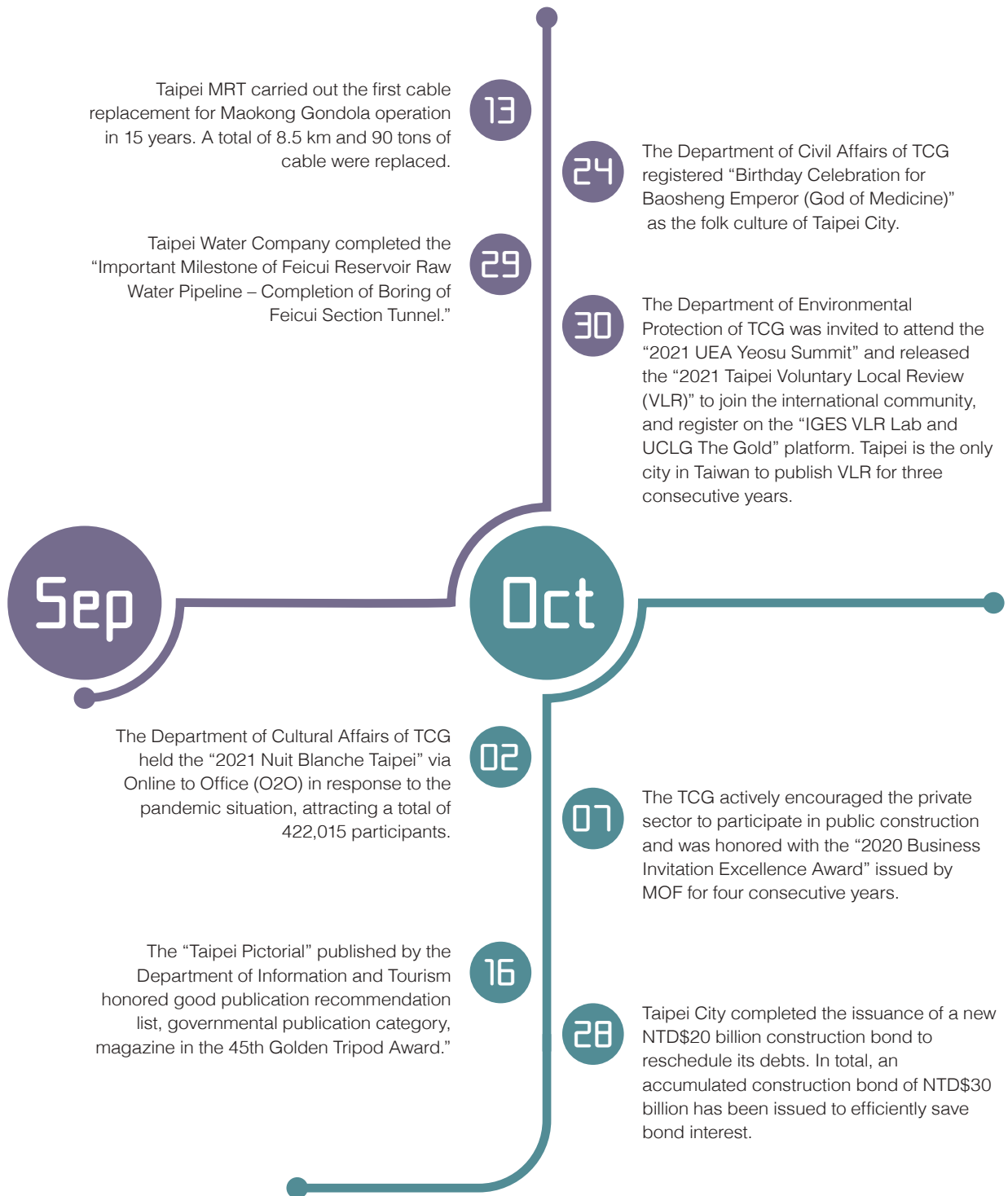
Taipei City's Fanghe Experimental Junior High School was restructured as "Taipei City Fanghe Experimental High School" and became the first public-owned, six-year high school in Taipei City. This is an indicator of experimental education of public schools in Taipei being extended for up to 12 years.

13

TCG, Academic Sinica, and Ministry of Justice Investigation Bureau, Taipei Investigation Division called a conference meeting to conclude the "Information Security Cooperation Memorandum" to create a joint information security defense system.

30

Taipei mayor Wen-Je Ko received new director of AIT Shiao-Ya Sun. They enjoyed extensive discussions regarding industrial development, education, and cultural cooperation during the post-pandemic period.



Nov



03

The “Taipei Emerging Cigarette Management Self-Governance Act” was passed by the council following three readings, and the letter was submitted to the Executive Yuan for approval on November 17.

08

Taipei was the first in the country to establish the “Self-Governance for Land Value Tax and House Tax Deduction for Taipei Individual Rental House Subleasing.”

11

Taipei City stood out from 118 cities and leapt to 4<sup>th</sup> place worldwide and 2nd place in Asia according to the 2021 Smart City Index published by IMD. The overall index was A, which surpassed such famous international cities as Helsinki, Copenhagen, Geneva, and Oakland.<sup>4</sup>

18

The Department of Environmental Protection participated in the 2021 CDP and was graded along with 94 other cities as grade A cities among 1,000 cities participating in the event.

25

The Department of Information Technology of Taipei City Government was honored with the WITSA 2021 ICT Excellence Award) Innovative eHealth Solutions Award by COVID-19 Dashboard and Data Analysis.

Dec

01

Taipei mayor Wen-Je Ko delivered a speech in a “2021 Taipei and Shanghai City Forum” via videoconferencing and witnessed the execution of Exchange Memorandum in innovative technology, zoos, and Chinese Orchestra together with Shanghai City Major Gong Zheng.

02

Taipei mayor Wen-Je Ko celebrated the 40th anniversary of its sister cityhood with Oklahoma City mayor David Holt via a videoconference, and also signed the “Agreement on Reaffirmation of Sister City Friendship.”

17

The “2021 Taipei Lantern Festival” hosted by the Department of Information and Tourism was postponed to December 17 via a combination of online and offline services, with approximately 1.18 million participants and 460,000 persons attending online.

31

Taipei City implemented “different parking rates of electric vehicles in public-owned private run off-street parking lots.”

## January

- 09 The Public Works Department of Taipei City Government (TCG hereinafter) received an Honorable Mention in the “2020 8<sup>th</sup> Taiwan Landscape Awards,” organized by the Taiwan Institute of Landscape Architects.
- 14 The Department of Land Administration of TCG pioneered the country in launching “actual price advance disclosure 2.0” in the country, which discloses the actual price registration information from “every week” to “every day.”
- 18 The “Outlines for Enforcing the Prohibition on Emerging Cigarettes in all Agencies of Taipei City Government and Schools” was issued by TCG to prohibit the use of emerging cigarettes in places under TCG throughout all agencies and campuses.
- 18 The Labor Inspection Office of TCG initiated the innovative “Principles of Labor Alcohol Test on construction sites in Taipei City,” in which labor inspections and alcohol tests will be primarily conducted at construction sites under special conditions.
- 20 The Secretariat of TCG held the “Press Conference of Taipei City Pandemic Command Center with Regard to Covid-19.” A total of 133 press conferences were held in 2021.

## February

- 04 TCG joined the World Travel & Tourism Council, WTTC Safe Travels Stamp program and has successfully counselled 55 exhibitors with regard to acquiring safe travel stamps and creating a MICE safe reception service chain of Taipei City.
- 08 Taipei Municipal Xisong High School was authorized by the International Baccalaureate Diploma Programme, becoming the first public IB school in Taiwan.
- 20 TCG amended and promulgated the “Regulations on the Control of Number of Persons Accommodated in Specific Places in Taipei City” to be effective immediately from the date the letter was issued.
- 25 The Secretariat TCG held a press conference on “White Paper on Industrial Digital Transformation of Taipei City in the post-COVID era.”

# March

- 01 Taipei City abolished the street performers review scheme and implemented the Taipei City Street Performers Registration system. All street performers registered in Taipei City may apply to New Taipei City, Keelung City for locations to perform. The inter-city cooperation model, “one registration for performance in three places” was fulfilled for the first time.
- 04 The Police Department of TCG executed NPA 2020 “Illegal Firearms Prosecution Evaluation,” which stood first among six municipalities evaluated by the National Police Agency, MOI.
- 17 The Department of Education of TCG cooperatively signed the “Cool Overseas Chinese Project” with the Overseas Community Affairs Council to promote Taipei CooC Cloud platform for use by 1,054 overseas compatriot schools abroad.
- 17 The Police Department of TCG executed the 2020 “Telecommunications Fraud Investigation and Operation Initiative,” which stood first among six municipal cities evaluated by the National Police Agency, MOI.
- 18 TCG organized the “All-out Defense Mobilization and Disaster Rescue (Min’an Exercise No. 7) Drill.”
- 20 The Secretariat of TCG held the “Taipei City Government Administrators Exchange Activity.” Taipei mayor Wen-Je Ko led all TCG officers, high-ranking staff to visit municipal development projects of Hsinchu County, where a municipal administration exchange seminar.
- 23 The Department of Information Technology of TCG organized two “2021 Smart City Mayors’ Summit” online sessions. In total, 139 city mayors and representatives from 62 cities of 35 countries and areas, including 45 mayors or deputy mayors, participated in the sessions.
- 24 The “Fun Travel in Taipei App” hosted by the Department of Transportation signed up for the Global Organization of Smart Cities, Go SMART Award, and the “Assist the visually impaired passengers to take bus smoothly with IoT” was honored as the Winner.
- 26 Taipei mayor Wen-Je Ko celebrated the 10<sup>th</sup> anniversary of the sister-city partnership with Daegu Mayor Young-Jin Kwon via videoconferencing; he also signed the “Agreement on Reaffirmation of Sister City Friendship.”
- 26 The Department of Economic Development of TCG organized “The 2021 Calla Lily and Hydrangea Festival,” which had approximately 450,000 participants.
- 29 The Department of Compulsory Military Service TCG hosted the 2021 “Spring Commemoration of War Martyrs.”
- 31 The Department of Civil Affairs of TCG managed the “Taipei City House Number Plate Replacement” program.

## April

- 14 The "Taipei Smart Police APP" of the Department of Police added "Safety Preservation" and "Distress Signaling," two innovative features in police agencies operations nationwide.
- 20 The Taipei Rapid Transit Corporation of TCG hosted an event, "Wanda Line connected with my daily life," in which the metro carriage appearance was decided by the public for the first time ever.
- 22 TCG declared the responsibilities for international carbon reeducation on 422 "Earth Day" through active participation in international carbon reduction projects to achieve zero greenhouse gas emissions by 2050.
- 27 The Department of Education TCG promoted the "Taipei Quasi-public Preschools 2.0 Policy," the only policy to raise the salary of preschool educators and provide additional subsidies for quasi-public preschool facilities and operation costs.
- 30 The Taipei City Revenue Service was awarded 1<sup>st</sup> place of Group A in the 2020 tax collection business assessment of MOF.
- 30 The Department of Environmental Protection was graded excellent in the "2020 local government environmental maintenance assessment," organized by the Environmental Protection Agency of the Executive Yuan.

## May

- 01 Independent Administrative Institution Taipei Performing Arts Center was officially established.
- 03 The "Taipei Water Supply District Smart Water Meter Promotion Strategy" of Taipei Water Department received the 2021 "8<sup>th</sup> Smart City Innovative Application Award," making it the only agency to receive governmental smart governance recognition.
- 05 The "Metro Corner" of Taipei Rapid Transit Corporation was officially opened at Zhongshiao Fushin Station on Wenhui Line. It marks the first domestic space created by a railway operator to track train travelling status through innovative technology and serve coffee via e-payment.
- 08 Taipei's public bicycle rental system, YouBike 2.0, was officially launched.
- 13 TCG procurement audit team was graded "Excellent" by the Public Construction Committee, Executive Yuan in its "assessment for the performance of procurement audit teams of departments and local governments" for 18 consecutive years.

- 14 TCG provided counseling support for the enhanced quarantine hotel, and the “subsidy for enhanced quarantine hotel employees and persons who are referred to home quarantine” was also introduced.
- 15 In response to the COVID-19, on top of routine pandemic prevention measures as ongoing registration for facility access policy and flow control, the Department of Sports also planned to establish the COVID-19 Guidelines for sports during the pandemic alert period in order to comply with public and relevant units.
- 16 The Department of Environmental Protection requested that the 33<sup>rd</sup> Chemical Group of the 6<sup>th</sup> Command provide extended support of internal sterilization at 84 key transportation stations with crowds gathering in Taipei City to protect the health and safety of citizens.
- 17 The Taipei City Employment Services Office initiated “online unemployment benefit application” services and “immediate working at ease program” in response to the pandemic. In total, 4,973 online applications for unemployment benefits and 2,033 job vacancies were provided by the immediate working at ease program, and 1,545 persons were hired.
- 17 The Department of Information Technology was honored with the IDC Smart City Asia Pacific Award 2021 (SCAPA), including “TaipeiPASS: Digital Pass to Government’s Mobile Service” in the citizen participation category and “Taipei City Technology-Assisted Pandemic Prevention Project” in the public health and social service category.
- 18 All in-person courses at school were suspended in Taipei City due to COVID-19.
- 28 Taipei City Government introduced “tax extension, tax reduction, rent exemption, rent extension, preferential interest, subsidy, business financing, and labor relief” as short-term relief measures in response to the pandemic.
- 30 Taipei City Government organized the “2021 Taipei Wargame Simulation for the Extended Control of COVID-19 in level 4.”

## June

- 01 The Department of Information Technology issued a TaipeiPASS Registration QR Code, which was incorporated with central 1922 registration policy to support real-name registration via multiple application scans.

- 07 The Department of Labor innovated "labor dispute mediation services via videoconferencing" to assist dispute settlement between employers and employees during the period of heightened domestic COVID-19 alert level.
- 07 Taipei City Government successfully joined the "Hybrid City Alliance (HCA)" and became the third city in Asia after Seoul and Fukuoka to join the alliance.
- 09 The Secretariat of TCG explained pandemic prevention and relief policies to foreign institutions in Taiwan and chamber of commerce representatives via a videoconference.
- 10 The Taipei City Employment Services Office managed the "Your Work I Raise" employment program in response to the pandemic disease. Online matchmaking activities were held, with as many as 241 businesses participating and 7,230 job vacancies posted. In total, 8,474 resumes of 1,639 persons were submitted, and 1,141 persons took jobs with insurance enrollment.
- 15 Taipei City Government participated in the "2021 Global Mayors Challenge" held by US Bloomberg Philanthropies and was selected as one of 50 champion cities among 631 participating cities worldwide; it was the only city of the country to be selected.
- 15 The Police Department carried out the 2020 "Organized Crime Prosecution Operations Evaluation," which stood first among six municipal cities evaluated by the National Police Agency, MOI.
- 26 The Department of Social Welfare managed the country's first "Homeless Vaccination Program," assisting homeless people who wanted to be vaccinated to make the list, and establishing a vaccination care system for homeless individuals.

## July

- 01 "Regulations for the Installment of an Overhead Pipeline in Downtown Taipei City" were launched, representing new laws dedicated to overhead pipelines in Taiwan.
- 01 The Department of Information and Tourism TCG kickstarted an event, titled "Thank You, Taipei Support health heroes," and eligible medical personnel were allowed to stay at participating hotels for free. A total of 9,190 persons received the subsidy as of August 31<sup>st</sup>.

- 01 To ensure housing justice, TCG amended the "Taipei City Self-Government Ordinances for the Collection of House Tax." The years of house for sale held by builders were immediately shortened to 1.5 years, and the applicable tax rate was raised to 2%.
- 05 The Department of Legal Affairs promoted the first negotiation offered by consume ombudsmen via an online videoconference in the country to accordance with pandemic prevention while also considering consumer protection services.
- 07 The TCG extended the half entertainment tax collection until June 30, 2022 in response to the pandemic situation.
- 14 The Public Works Department TCG was rated excellent in the "2021 Annual Rainfall Sewage System Maintenance Evaluation" organized by the Construction and Planning Agency, MOI.
- 14 The Department of Health of TCG opened a large vaccination station at the Flora Expo venue, providing a place for Taipei citizens to get the COVID-19 vaccination.
- 20 Taipei City Government managed the 2020 population and household census and was honored with "Top of Excellence" in the municipal group according to the evaluation results of the Director-General of Budget, Accounting, and Statistics.
- 20 The Department of Labor TCG included "actions or measures regarding the promotion of diversified gender equality" in "Taipei City Workplace Gender Equality Indicators," making it the eighth indicator.
- 26 Taipei mayor Wen-Je Ko cohosted the bilateral videoconference with Mayor of Prague Zdeněk Hřib for an in-depth discussion on pandemic prevention, economic trade operations, and cultural exchanges.
- 26 Taipei City was recognized by the National Conscription Agency, MOI as the nation's leader for the deregulation effects of self-governance regulations (military service) managed by municipal city or county (city) government in 2021.
- 30 Taipei Mayor Wen-Je Ko celebrated the 60<sup>th</sup> anniversary of its sister cityhood with Houston Mayor Sylvester Turner via videoconference and also signed the "Agreement on Reaffirmation of Sister City Friendship."

## August

- 01 Taipei City's Fanghe Experimental Junior High School was restructured as "Taipei City Fanghe Experimental High School" and became the first public-owned, six-year high school in Taipei City. This is an indicator of experimental education of public schools in Taipei being extended for up to 12 years.
- 03 Taipei Mayor Wen-Je Ko signed a tourism cooperation memorandum at the press conference of "Taipei x Future Train x hot air balloon" with Taitung County Mayor Ching-ling Rao.
- 13 TCG, Academic Sinica, and Ministry of Justice Investigation Bureau, Taipei Investigation Division called a conference meeting to conclude the "Information Security Cooperation Memorandum" to create a joint information security defense system.
- 30 Taipei mayor Wen-Je Ko received new director of AIT Shiao-Ya Sun. They enjoyed extensive discussions regarding industrial development, education, and cultural cooperation during the post-pandemic period.

## September

- 01 TCG was graded Excellent in the municipal category of the "2020 public facility pipeline database management supply system evaluation."
- 03 The Department of Compulsory Military Service held the 2021 "Autumn Commemoration of War Martyrs."
- 06 The Department of Civil Affairs kicked off the second phase of "Neighborhood Digital Construction System" development. A total of 215 village offices participated. They changed the existing model and used sensor cards to replace hardcopy registration, effectively saving paper and enhancing operational efficiency.
- 08 Taipei mayor Wen-Je Ko was invited to attend the "2020 Asia Pacific Cities Summit, APCS Special Edition, Mayors Forum" videoconference organized in Brisbane, Australia.
- 13 Taipei MRT carried out the first cable replacement for Maokong Gondola operation in 15 years. A total of 8.5 km and 90 tons of cable were replaced.
- 14 Taipei City donated one fire truck to sister city Belmopan, and Belmopan Mayor Sheran Palaci was the representative for acceptance.

- 16 The Department of Budget, Accounting, and Statistics of TCG held the 2020 Survey of Family Income & Expenditure and received the “Outstanding Group” award by evaluation of the Director-General of Budget, Accounting, and Statistics.
- 17 The “Metro Lab” of Taipei Rapid Transit Corporation was officially opened at Ximen Station, which is an open emerged exhibition space integrated with 5G and smart IoT in Taiwan.
- 24 The Department of Civil Affairs of TCG registered “Birthday Celebration for Baosheng Emperor (God of Medicine)” as the folk culture of Taipei City.
- 25 Taipei Broadcast Radio’s “Yang Chao Talks about Books” program was honored with the “Education and Culture Program Host Award” at the 56<sup>th</sup> Golden Bell Awards Ceremony.
- 27 The Department of Sports of TCG organized the “Persons with Disabilities Fitness Coaching Group,” which consists of innovative courses leading citizens with disabilities to experience “Aqua Bike” and “Aqua Fitness” and enhance their cardiorespiratory endurance through the use of water resistance to moderate sport injuries.
- 29 Taipei Water Company completed the “Important Milestone of Feicui Reservoir Raw Water Pipeline – Completion of Boring of Feicui Section Tunnel.”
- 30 The Department of Environmental Protection of TCG was invited to attend the “2021 UEA Yeosu Summit” and released the “2021 Taipei Voluntary Local Review (VLR)” to join the international community, and register on the “IGES VLR Lab and UCLG The Gold” platform. Taipei is the only city in Taiwan to publish VLR for three consecutive years.
- 30 The “Taipei City Government Excellent Public Works Awards” ceremony was held. Three projects spearheaded by the Department of Urban Development won the Taipei City Distinguished Public Construction Award (level 1 construction category),” including Guantsu AB tender Administrative and Welfare Building, Guangtsu D tender Housing, and Guangtsu E tender Housing.

## October

- 02 The Department of Cultural Affairs of TCG held the “2021 Nuit Blanche Taipei” via Online to Office (O2O) in response to the pandemic situation, attracting a total of 422,015 participants.
- 04 The TCG was recognized with High Distinction in the “2020 Community Safety Promotion Campaign Appraisal and Ranking.”

- 07 The TCG actively encouraged the private sector to participate in public construction and was honored with the “2020 Business Invitation Excellence Award” issued by MOF for four consecutive years.
- 08 Taipei mayor Ko held a videoconference with sister city M Remigijus Šimašius to exchange opinions on political governance experiences.
- 14 In total, YouBike registered 200 million uses, who took advantage of the quality, Taipei public bicycle rental system.
- 14 TCG ranked atop the “2021 apartment management organization report and relevant businesses evaluation” of the Construction and Planning Agency, MOI.
- 15 The “Taipei Pictorial” published by the Department of Information and Tourism honored good publication recommendation list, governmental publication category, magazine in the 45<sup>th</sup> Golden Tripod Award.”
- 16 The Taipei team won a total of 84 gold, 74 silver, and 73 copper medals, a total of 231 medals, in “The National Games New Taipei City 2021.” Both the numbers of golds, and the total medals topped the country, successfully completing a three-peat.
- 18 Four projects by the Public Works Department received honorable mention at the IFLA ASIA-OAC Awards 2021 (“Ki-Pataw Shan-Tseng-Chi Park, Reusan Park” in the “cultural and urban landscape category,” “Yaomi Park” in the “community category,” and the “Nangang Park reconstruction” in the “natural protection category”).
- 21 The Department of Health TCG was honored with the “Outstanding Healthcare Category Award,” “Quick Smoking Service No. 1,” “Elimination of Health Inequality No 1,” “Physical Activity Innovative Award No. 1,” “Remarkable Award for Follow-up of New Gustoes Abnormality Case Screened by Physical Checkup in the jurisdiction,” “Women and Children Health Promotion No. 1,” “Cancer Screen and betelnut harm prevention No. 1,” and “4 HIV-Positive Cases Average Follow-up Rate No. 1,” a total of eight awards from the 2020 local health agency healthcare appraisal organized by the Ministry of Health and Welfare.
- 23 The Hakka Affairs Council TCG held the “2021 Taipei Hakka Yimin Festival,” and a total of 9,909 persons attended the physical events, with more than 90,000 people watching the live broadcasts as of October 25<sup>th</sup>.
- 25 The TCG was honored with the “TGOS Logistic Service Award” in the 2020 TGOS Value-Added Application and Franchise Unit Performance Evaluation held by MOI.

- 26 Shien-Yong Bai, Li-Hong Hsiao and Shin-Chien Huang were recognized in The 25<sup>th</sup> Taipei Culture Award, Meanwhile, Doris Brougham with Studio Classroom was honored with the “Special Award” as Taiwan’s “English Godmother.” Mayor Wen-Je Ko personally presented these awards.
- 27 Taipei City Government was awarded the “2021 SDGs sustainable city survey” – “High Distinction Award of Sustainable City” and “Remarkable Environment Award” issued by Business Today.
- 28 The Department of Civil Servant Development and the Department of Korea Talent Development cohosted the online exchange meeting “Change & Chance – Emergency during the Pandemic,” and a total of 193 persons participated in the live broadcasting.
- 28 The Department of Land Administration TCG was rated grade A of the “2021 supervision and evaluation, which aimed at land administration businesses of municipal city and county (city government),” managed by MOI.
- 28 Taipei City completed the issuance of a new NTD\$20 billion construction bond to reschedule its debts. In total, an accumulated construction bond of NTD\$30 billion has been issued to efficiently save bond interest.

## November

- 01 The Department of Social Welfare was the first in the country to establish the three major guidelines of “raising salary of nursing personnel,” “subsidy for long service allowance of professional personnel,” and “nurse staffing ratio 1:4 optimization plan” to build a better quality and more friendly nursing environment.
- 03 The “Taipei Emerging Cigarette Management Self-Governance Act” was passed by the council following three readings, and the letter was submitted to the Executive Yuan for approval on November 17.
- 04 The Department of Economic Development held the “2021 International Design Award” ceremony, attracting a total of 5,545 works from 72 countries for the competition and showing the design power of Taipei.
- 08 Taipei was the first in the country to establish the “Self-Governance for Land Value Tax and House Tax Deduction for Taipei Individual Rental House Subleasing.”

- 10 TCG amended the "Self-Governance Act for Fire Prevention in Taipei City," which was passed by the city council through three readings and submitted to the Executive Yuan for approval on November 25<sup>th</sup>.
- 11 Taipei City stood out from 118 cities and leapt to 4<sup>th</sup> place worldwide and 2<sup>nd</sup> place in Asia according to the 2021 Smart City Index published by IMD. The overall index was A, which surpassed such famous international cities as Helsinki, Copenhagen, Geneva, and Oakland.
- 13 The "Taipei CooC Cloud learning platform" of the Department of Education TCG was positively confirmed by WITSA Global ICT Excellence Award-E-Education & Learning Award and honored as a champion in the outstanding e-learning category.
- 16 Taipei City and New Taipei City formally held the unveiling ceremony and convened the "World Masters Games 2025 Taipei & New Taipei City Organizing Committee" for the first time.
- 18 The Department of Environmental Protection participated in the 2021 CDP and was graded along with 94 other cities as grade A cities among 1,000 cities participating in the event.
- 23 Taipei City "Road maintenance in Zhongshan, Datung District" received an honorable mention in the public facility maintenance category of the 21<sup>st</sup> Public Work Golden Quality Award organized by the Public Construction Committee, Executive Yuan.
- 23 TCG received 2<sup>nd</sup> place at the "Date Open Golden Quality Awards" in local government group one.
- 25 The Department of Information Technology of Taipei City Government was honored with the WITSA 2021 ICT Excellence Award Innovative eHealth Solutions Award by COVID-19 Dashboard and Data Analysis.
- 26 The Taipei City Urban Search and Rescue Team passed the National Accreditation Process managed by the National Fire Agency MOI, which was the first rescue team in the country to pass heavy capability accreditation (highest level of capability).
- 26 The "Widening of the Sidewalk and the Construction of the Bicycle Path on the south of Fuch Bridge" of the New Construction Office of the Public Works Department of TCG received an honorable mention in the 2021 Public Works Golden Safety Awards.
- 26 The Department of Health of TCG and subordinate agencies were honored with the city partnership award, health and equality award, and green city award in the city category and the aging together award in the old age friendly category, winning a total of four awards in the "2021 Taiwan Healthy City and Old Age Friendly City Awards."

- 30 “The Evaluation on Hills Conservation, Utilization, and Management” of the Public Works Department TCG was a leader in ranking by the Council of Agriculture, Executive Yuan.

## December

- 01 Taipei mayor Wen-Je Ko delivered a speech in a “2021 Taipei and Shanghai City Forum” via videoconferencing and witnessed the execution of Exchange Memorandum in innovative technology, zoos, and Chinese Orchestra together with Shanghai City Major Gong Zheng.
- 02 Taipei mayor Wen-Je Ko celebrated the 40<sup>th</sup> anniversary of its sister cityhood with Oklahoma City mayor David Holt via a videoconference, and also signed the “Agreement on Reaffirmation of Sister City Friendship.”
- 08 The Department of Information Technology organized the “Taipei City x Angers City Bilateral Webinar on Smart City” together with Angers City of France and carried out by the Bureau Français de Taipei.
- 17 The “2021 Taipei Lantern Festival” hosted by the Department of Information and Tourism was postponed to December 17 via a combination of online and offline services, with approximately 1.18 million participants and 460,000 persons attending online.
- 24 The Secretariat of TCG held the “press conference of 7<sup>th</sup> Mayor inauguration anniversary.” Mayor Wen-Je Ko led all TCG officers, staff grade 1 to expound on the policy implementation results to citizens.
- 30 The Department of Civil Servant Development of Taipei City Government and New Taipei City Government cohosted the “Taipei and New Taipei public polices and city governance forum,” in which 277 persons were participated.
- 31 Taipei City implemented “different parking rates of electric vehicles in public-owned private run off-street parking lots.”
- 31 The Public Works Department completed the public sewage pipeline connection service, benefiting a total of 906,713 households. The Household Connection Rate of Taipei City reached 80.57% in 2021, and 143 beautification projects of the back alleys were also completed.



**Appendix II**

# **Statistics**



Core elements of youth empowerment  
青年賦權的核心要素

Element	Percentage
1. Strong community leadership	39.2%
2. Active social media usage	28.2%
3. Fair government	21.8%
4. Transparent government	20.6%

In the tables, figures within brackets represent the change point of percentage or permille. The “-” means figures are zero or not available, and the “...” means figures are not yet published, and the “--” indicates figures are meaningless. If the figures are too long in length for compilation in the tables, they will be rounded up accordingly with the original figures taking precedence for calculation.

## Land Area and Climate

Taipei City was upgraded to a centrally administered municipality under the Executive Yuan, R.O.C. in July 1967. After several boundary readjustments, the land area of Taipei City was 271.7997 square kilometers at the end of 2021. The population density of the city was 9,288 persons per square kilometer, ranking first in the country and far exceeding other cities and counties. Compared to other Asia cities, the population density is between Hong Kong and Osaka.

Taipei City is located in the subtropical zone with year-round rain and no obvious dry season.

The climate is usually damp and cold during the wintertime due to the influence of the northeast monsoon. The temperature rises during the summertime, since Taipei City is located in a basin that does not allow for easy heat dissipation. The mean temperature of Taipei City in 2021 was 24.1°C. The highest and lowest monthly mean temperatures were respectively 30.3°C in July and 16.0°C in January, showing a gap of 14.3°C. The annual number of precipitation days was 116 days and overall precipitation was 1,908.5 millimeters in 2021, which was an increase of 12.08% compared to 2020.

Table 1 Land and Climate Statistics for Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020		
Land Area (km <sup>2</sup> )	271.7997	271.7997	271.7997	271.7997	0.0000		
Population Density (person/km <sup>2</sup> )	9,818	9,732	9,575	9,288	-287		
Climate	2020	2021					
		Jan.	Feb.	March	April	May	
Mean Temperature (°C)	24.2	24.1	16.0	19.1	20.3	22.4	28.2
Mean Relative Humidity (%)	74	76	75	74	83	77	74
Duration of Sunshine (hour)	1,352.5	1,692.4	124.5	150.6	110.1	133.1	141.3
Precipitation (mm)	1,702.8	1,908.5	41.0	46.5	77.5	60.0	119.5
Precipitation Days (day) ①	155	116	10	7	8	4	6
Climate	2021						
	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
Mean Temperature (°C)	29.3	30.3	28.9	29.5	25.7	21.2	18.3
Mean Relative Humidity (%)	74	72	79	72	76	78	77
Duration of Sunshine (hour)	152.4	217.2	165.6	225.4	124.5	64.7	83.0
Precipitation (mm)	316.5	288.0	409.0	181.5	245.0	70.0	54.0
Precipitation Days (day) ①	10	13	17	8	12	12	9

Sources: Department of Land, Taipei City Government; Department of Civil Affairs, Taipei City Government; Central Weather Bureau.

Note: ① No. of days with daily precipitation greater than or equal to 0.1 mm.

## Population Profile

The registered population in Taipei City was 1.60 million when its urban districts were restructured and expanded in 1968. The population had increased to 2.52 million at the end of 2021, roughly being 0.58-fold increase of the figure for 1968. Having generally decreased, the sex ratio was less than 91 males to 100 females and was the lowest among the cities and counties in nation at the end of 2021. The female population exceeds that of the male population, the same as Hong Kong and Fukuoka. In terms of age, the proportion of elderly has been increasing annually, while the proportion of the young has been

decreasing. By the end of 2021, the dependency ratio was 49.03%, higher than those of Seoul and Istanbul, and the aging index was increased to 154.43%.

Two factors influence the fluctuation of the total population, which are natural increase (birth and death) and social increase (in-migration and out-migration). The natural increase rate of Taipei City in 2021 was -0.75%, and the social increase rate was -29.69%, leading to the total population decreased 78,025 persons compared to that at the end of 2020 and the population growth rate -29.98%.

Table 2 Population Statistics for Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
Registered Households (household)	1,056,233	1,060,880	1,061,000	1,052,596	-8,404
Registered Population (person)	2,668,572	2,645,041	2,602,418	2,524,393	-78,025
Mean Size of Household (person / household)	2.53	2.49	2.45	2.40	-0.05
Sex Ratio (male / 100 females)	91.27	90.98	90.82	90.89	+0.07
Dependency Ratio (%) (population under 15 years of age + population aged 65 and over) / (population aged between 15 and 65 including 15) × 100	44.54	46.01	47.68	49.03	(+1.35)
Aging Index (%) (population aged 65 and over) / (population under 15 years of age) × 100	126.12	134.44	143.86	154.43	(+10.57)
Population Growth Rate (‰)	-5.47	-8.82	-16.11	-29.98	(-13.87)
Natural Increase Rate (‰) ①	1.85	1.30	0.69	-0.75	--
Social Increase Rate (‰) ①	-7.34	-10.15	-16.94	-29.69	(-12.75)

Source: Department of Civil Affairs, Taipei City Government.

Note: ① Computed by using the mid-year population as the denominator.

## Marriage and Fertility Profile

According to household registration, in terms of the marital status of Taipei citizens aged 15 and over by the end of 2021, the unmarried constituted 33.54% of the population, the married 52.23%, the divorced 8.02%, and the widowed 6.21%. Compared to that by the end of 2020, the percentage of those who were married was reduced by 0.35 point, and the percentages of those unmarried, divorced and widowed increased by 0.06, 0.14, and 0.14 point, respectively.

In 2021, there were 11,313 couples registering for marriage in Taipei City, and the rate of couples with China, Hong Kong, Macau and other foreign spouses

was 11.48%. The crude marriage rate and the crude divorce rate were 4.41‰ and 1.70‰, respectively. The number of live births in Taipei City was 16,695 with the ratio of male infants to female infants being 106.85. The average age of the mothers at child birth was 34.20 years old, the highest figure on record. The total fertility rate of childbearing age women (up 15 and under 50 years old) was 985‰ in 2020. In other words, there was 0.985 child would be born by a woman over her lifetime in average. The total fertility rate of Taipei City was higher than those of Hong Kong and Seoul.

Table 3 Marriage and Fertility Rates in Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
Rate of Unmarried Population Aged 15 and Over (%) ①	33.39	33.43	33.48	33.54	(+0.06)
Rate of Married Population Aged 15 and Over (%) ①	53.14	52.84	52.58	52.23	(-0.35)
Rate of Divorced Population Aged 15 and Over (%) ①	7.57	7.72	7.88	8.02	(+0.14)
Rate of Widowed Population Aged 15 and Over (%) ①	5.90	5.97	6.07	6.21	(+0.14)
Couples of Marriages (couple) ①	15,193	14,350	12,756	11,313	-1,443
Rate of Marriage Couples with China, HK, Macau and other Foreign Spouses (%) ①	16.94	18.56	11.68	11.48	(-0.20)
Crude Marriage Rate (‰) ①	5.68	5.40	4.86	4.41	(-0.45)
Couples of Divorces (couple) ①	5,542	5,470	4,808	4,354	-454
Crude Divorce Rate (‰) ①	2.07	2.06	1.83	1.70	(-0.13)
Number of Live Births (person)	22,849	21,468	19,029	16,695	-2,334
Sex Ratio of Live Births (male / 100 females)	106.44	107.06	109.73	106.85	-2.88
Average Age of the Mother at Child Birth (year)	33.77	33.90	34.04	34.20	+0.16
Total Fertility Rate (‰)	1,125	1,085	985	...	...

Source: Department of Civil Affairs, Taipei City Government.

Note: ① Excluded those for the same-sex marriage before 2019.

## Labor and Employment

The labor force in Taipei City for 2021 was 1.288 million persons (0.674 million males and 0.614 million females), which was about 41 thousand persons lower than the figure for 2020. The labor force participation rate was 57.7%, which was 0.8 point lower than 2020 and lower than the nationwide rate of 59.0%. The rate was also lower than those of Singapore and Seoul in recent years. The number of unemployed was 52 thousand persons in Taipei City for 2021; and the unemployment rate was 4.0%, which was 0.1 point higher than 2020.

Among the general employment services conducted by the Taipei City Government in 2021, there were 37,123 job seekers employed through referrals, and employers hired a total of 46,017 persons. Hence, the ratio of applicant placements was 59.44%, a 3.90 point decrease compared to that of 2020, and the ratio of occupied vacancies was 37.40%, showing a 14.38 point decrease compared to the figure for 2020.

Table 4 Labor and Employment Statistics for Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
Labor Force (1,000 persons)	1,334	1,336	1,329	1,288	-41
Male Labor Force (1,000 persons)	702	707	704	674	-30
Female Labor Force (1,000 persons)	632	629	625	614	-11
Labor Force Participation Rate (%)	57.9	58.3	58.5	57.7	(-0.8)
Male Labor Force Participation Rate (%)	64.8	65.6	65.9	64.1	(-1.8)
Female Labor Force Participation Rate (%)	51.7	51.7	51.9	52.0	(+0.1)
Employed Population (1,000 persons)	1,284	1,286	1,278	1,236	-42
Unemployed Population (1,000 persons)	49	50	51	52	+1
Unemployment Rate (%)	3.7	3.7	3.9	4.0	(+0.1)
Successful Arbitration in Cases between Employers and Employees (%)	84.31	83.43	82.10	78.50	(-3.60)
No. of Placements by the City Government (person)	33,106	36,971	45,146	37,123	-8,023
Ratio of Placements by the City Government (%)	53.38	68.32	63.34	59.44	(-3.90)
No. of Openings Filled by the City Government (person)	61,433	63,621	66,119	46,017	-20,102
Ratio of Openings Filled by the City Government (%)	56.68	55.88	51.78	37.40	(-14.38)

Sources: Department of Labor, Taipei City Government; "Yearbook of Manpower Survey Statistics" by Directorate-General of Budget, Accounting and Statistics, Executive Yuan.

## Industry, Commerce, Finance, and Economics

The number of registered business enterprises in Taipei City reached a total of 264,736 firms by the end of 2021, an increase of 3,846 from the end of 2020. The sales volume of registered business enterprises was NTD\$ 15.49 trillion in 2021, which was a 12.53% increase compared to 2020. There were 1,006 registered factories in Taipei by the end of 2021, a decrease of 26 on 2020. The number of foreign companies with branch offices and representative offices which registered in Taipei reached a total of 6,890 firms by the end of 2021, an increase of 70 on 2020.

The general budget of the revenue of Taipei Municipal Government for 2021 was NTD\$174.224 billion and expenditure was NTD\$186.731 billion. The actual amount of collected city taxes in 2021 was NTD\$76.69 billion, an increase of NTD\$0.94 billion on 2020. The actual amount of collected national taxes in 2021 was NTD\$949.56 billion, an increase of NTD\$204.07 billion from 2020.

Table 5 Industry, Commerce, Finance, and Economics Statistics for Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
No. of Registered Business Enterprises (firm)	253,714	257,150	260,890	264,736	+3,846
Sales Volume of Registered Business Enterprises (NTD\$ million)	13,216,563	13,529,702	13,767,720	15,492,429	+1,724,709
No. of Commercial Registrations (establishment)	58,004	58,889	59,401	60,139	+738
No. of Companies Registered (establishment)	179,519	179,653	180,033	177,262	-2,771
No. of Factories Registered (establishment)	1,090	1,050	1,032	1,006	-26
No. of Foreign Companies With Branch Offices (firm)	3,843	3,746	3,724	3,734	+10
No. of Foreign Company With Representative Offices (firm)	2,993	3,029	3,096	3,156	+60
Budget of Revenue (NTD\$ million) ①	170,173	164,269	169,518	174,224	+4,706
Budget of Expenditure (NTD\$ million) ①	174,197	168,653	171,821	186,731	+14,910
Financial Statement of Revenue (NTD\$ million)	172,171	171,725	174,481	...	--
Financial Statement of Expenditure (NTD\$ million)	167,028	161,467	165,502	...	--
Average Expenditures of Taipei per Citizen (NTD\$)	62,419	60,775	63,079	...	--
Net Income of City Taxes (NTD\$ million)	71,815	74,641	75,751	76,686	+935
Net Income of National Taxes (NTD\$ million)	733,054	730,564	745,490	949,557	+204,067

Source: Department of Economic Development, Taipei City Government; Taipei City Revenue Service; Department of Budget, Accounting and Statistics, Taipei City Government; Taipei National Tax Administration, Ministry of Finance; Taipei Municipality Audit Division, Ministry of Auditing.

Note: ① The figures were the budgets after addition/reduction.

## Education and Culture

In the 2021 academic year (AY), there were a total of 304 public and private schools at all levels in Taipei City. The number of students has been decreasing every year, and there were 526,217 students in AY 2021, which decreased 1.24% on AY 2020. As to elementary and junior high schools, the average number of students per teacher was 11.66 persons in AY 2021, and the average number of students per class was 27.25 persons, both having increased on AY 2020.

The enrollment rate of children at school age in Taipei City was 99.97% in AY 2021. The rate of college-educated or above of the population aged 15 and over has steadily risen in recent years, with a rate

of 63.60% at the end of 2021, which increased 0.39 percentage point on 2020. Furthermore, the literacy rate of the population aged 15 and over was 99.64%.

Figures with respect to art exhibitions and cultural performances organized by the Department of Cultural Affairs, Taipei City Government with its subordinate agencies and the attendance of these events both showed slight fluctuation. In 2021, a total of 8,536 art exhibitions and cultural performances were organized, which were 2,736 times less than those organized in 2020; the attendance at these exhibitions and performances was 6.19 million person-times, decreased 2.16 million on 2020.

**Table 6 Education and Culture Statistics for Taipei City**

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
No. of Schools at All Levels (school)	311	309	310	304	-6
No. of Classes in Schools at All Levels (class) ①	9,965	9,860	9,734	9,694	-40
No. of Students in Schools at All Levels (person)	541,512	533,939	532,837	526,217	-6,620
No. of Students per Teacher in Junior High & Elementary Schools (person)	11.14	11.20	11.43	11.66	+0.23
No. of Students per Class in Junior High & Elementary Schools (person)	26.10	26.45	27.01	27.25	+0.24
Enrollment Rate of Children at School Age (%)	99.97	99.98	99.98	99.97	(-0.01)
Rate of College-educated or Above of Population Aged 15 and Over (%)	61.84	62.65	63.21	63.60	(+0.39)
Literacy Rate of Population Aged 15 and Over (%)	99.55	99.58	99.61	99.64	(+0.03)
Cultural Activities Hosted (number) ②	7,261	7,574	5,481	4,905	-576
Participants in Cultural Activities (1,000 person-times) ②	48,010	53,259	30,984	22,809	-8,175
Cultural Activities Hosted by Department of Cultural Affairs, Taipei City Government and Its Subordinate Agencies (times) ②	14,719	13,127	11,272	8,536	-2,736
Participants in Cultural Activities Hosted by Department of Cultural Affairs, Taipei City Government and Its Subordinate Agencies (1,000 person-times) ②	7,267	8,533	8,351	6,187	-2,164

Sources: Department of Education, Taipei City Government; Department of Civil Affairs, Taipei City Government; Department of Cultural Affairs, Taipei City Government.

Note: ① Department of Statistics, Ministry of Education will not release the number of classes in universities and colleges, therefore, no. of classes in schools at all levels includes senior high school, vocational school, junior high school, elementary school, supplementary school and special school.

② The 2021 figures decreased for the effect of the COVID-19 when compared to the previous figures.

## Social Welfare

There were 21,647 low-income households with 44,678 persons in Taipei City at the end of 2021, about 1.77% of the city population. There were 118,696 physically and mentally disabled persons, constituting 4.70% of the city population. A total of 959 daycare centers cared for 74,888 children in Taipei at the end of 2021. Moreover, 98 public and private long-term senior cares and senior homes housed 4,701 persons. There were separately 3,065,351 person-times and 155,936 person-times served for the senior household services and day-care services in 2021.

Taipei City has endeavored to build a friendly living environment by establishing systems to take care of the elderly and the disabled through the professional, diverse, accessible and extensive welfare services. In 2021, the welfare budget for each citizen was NTD\$12,139 on average.

Table 7 Social Welfare Statistics for Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
No. of Low-Income Households (household)	20,803	21,123	21,495	21,647	+152
No. of Low-Income Population (person)	45,469	44,984	45,052	44,678	-374
Percentage of Low-Income Population (%)	1.70	1.70	1.73	1.77	(+0.04)
Amount of Living Subsidy for Low-Income Households (NTD\$1,000)	704,326	728,200	755,306	766,184	+10,878
No. of Citizens in Need of Emergency Aid (person)	2,887	2,531	2,664	42,325	+39,661
Amount of Citizen Emergency Aid (NTD\$ 1,000)	11,842	10,429	11,658	172,414	+160,756
No. of the Physically and Mentally Disabled Citizens (person)	120,721	121,171	119,803	118,696	-1,107
Percentage of Physically and Mentally Disabled Citizens (%)	4.52	4.58	4.60	4.70	(+0.10)
No. of Child Daycare Organizations (institution) ①	907	925	941	959	+18
No. of People Accommodated by Child Daycare Organizations (person) ①	72,640	72,018	73,323	74,888	+1,565
No. of Public/Private Long-term Senior Cares and Senior Homes (institution)	104	102	99	98	-1
No. of People Housed by Public/ Private Long-term Senior Cares and Senior Homes (person)	4,932	4,922	4,897	4,701	-196
No. of Senior Household Services (person-times)	986,650	1,356,753	2,071,172	3,065,351	+994,179
No. of Day-care Services (person-times)	182,864	228,888	240,394	155,936	-84,458
Percentage of Social Welfare Financial Statement (budget) in Annual Expenditure (%) ②	19.06	16.17	16.60	16.66	--
Per Capita Social Welfare Expenditures (NTD\$) ②	11,900	9,830	10,474	12,139	--

Source: Department of Social Welfare, Taipei City Government; Department of Education, Taipei City Government; Department of Budget, Accounting and Statistics, Taipei City Government.

Note: ① Kindergartens and baby daycare centers are included.

② The figures before 2020 were the financial certified statement and budgets after addition/reduction were adopted in 2021.

## Public Health

At the end of 2021, there were 3,733 public and private hospitals and clinics in Taipei City. The number of sickbeds per 10,000 persons was 102 beds, which was higher than those of Lima, Moscow and other cities. The numbers of medical personnel, ambulances, and pharmaceutical firms per 10,000 persons were 182 persons, 0.77 vehicle, and 56 establishments, respectively. Compared to those at the end of 2020, the numbers of sickbeds, personnel and pharmaceutical firms per 10,000 persons increased with 4 bed, 6 persons, 0.06 vehicle and 5 establishment.

The crude birth rate of Taipei City was 6.51‰, and the crude death rate was 7.26‰ in 2021. The infant mortality rate of Taipei City was 3.48‰ in 2020, which was a little higher than those of Hong Kong and Fukuoka in Asia. Furthermore, the average life expectancy at birth in Taipei City in 2020 was 84.12 years, 0.26 year increase of 2019. Male life expectancy was 81.43 years, whereas it was 86.79 years for females, 5.36 years longer than males.

Table 8 Public Health Statistics for Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
No. of Hospitals (establishment)	36	36	36	37	+1
No. of Clinics (establishment)	3,572	3,626	3,663	3,696	+33
No. of Sickbeds per 10,000 Persons (bed)	95	96	98	102	+4
No. of Medical Personnel per 10,000 Persons (person)	160	167	176	182	+6
No. of Ambulances per 10,000 Persons (vehicle)	0.70	0.69	0.71	0.77	+0.06
No. of Pharmaceutical Firms per 10,000 Persons (establishment)	46	47	51	56	+5
No. of Outpatients at Municipal Hospitals & Clinics per Day (person-time)	20,649	20,823	18,345	19,901	+1,556
Crude Birth Rate (‰)	8.54	8.08	7.25	6.51	(-0.74)
Crude Death Rate (‰)	6.69	6.78	6.56	7.26	(+0.70)
Infant Mortality Rate (person/1,000 live births)	4.46	3.43	3.48	...	--
Average Life Expectancy (year) ①	83.63	83.86	84.12	...	--
Male Average Life Expectancy (year) ①	80.93	81.19	81.43	...	--
Female Average Life Expectancy (year) ①	86.29	86.50	86.79	...	--
Medical Care % of Family Consumption Expenditures (%)	13.91	13.51	14.24	...	--

Sources: Department of Health, Taipei City Government; Department of Civil Affairs, Taipei City Government; Department of Budget, Accounting and Statistics, Taipei City Government; Department of Statistics, Ministry of the Interior.

Note: ① Due to the extreme fluctuation of life expectancy caused by the great changes of yearly age-specific mortality rate, the life expectancy is compiled with population in 3 consequent years. For example, the figure of 2020 was compiled with population from 2018 to 2020.

## Public Security

A total of 34,480 criminal cases were reported in Taipei City in 2021. The crime rate was 1,345.09 cases per 100,000 persons, which was 8.92% lower than that of 2020. The clearance rate was 100.79%, which was 2.74 point higher than that of 2020. Larceny cases were 13.44% of total criminal cases. The crime rate of larceny cases was 180.74 cases per 100,000 persons, 21.08 cases less than that of 2020. The associated clearance rate was 98.64%, 5.14 points higher than that of 2020. Compare to worldwide cities, the larceny rate was lower than those of Hong Kong, Stockholm and Vienna in recent years.

In terms of fraudulent crime, the cases were

12.32% of total criminal cases in 2021. The rate of fraudulent crime in 2021 was 165.68 cases per 100,000 persons, which was 8.20 cases lower than that in 2020. Of all fraudulent crime cases, the clearance rate was 108.41%, which was 1.09 points lower than that of 2020. In terms of violent crime, the cases were 0.16% of total criminal cases in 2021. The rate of violent crime in 2021 was 2.15 cases per 100,000 persons, which was 0.52 cases lower than that in 2020. Of all violent crime cases, the clearance rate was 101.82%, which was 3.90 points lower than that of 2020. At the end of 2021, there were 31.43 policemen per 10,000 persons in Taipei City, 0.35 persons more than those at the end of 2020.

Table 9 Public Security Statistics for Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
No. of Criminal Cases (case)	42,306	40,098	38,746	34,480	-4,266
Clearance Rate of Criminal Cases (%) ①	96.83	96.62	98.06	100.79	(+2.74)
No. of Criminal Cases per 100,000 Persons (case)	1,580.99	1,509.26	1,476.75	1,345.09	-131.67
Percentage of Larceny for Criminal Cases (%)	14.12	14.08	13.67	13.44	(-0.23)
No. of Larceny Cases per 100,000 Persons (case)	223.18	212.47	201.81	180.74	-21.08
Clearance Rate of Larceny Cases (%)	85.35	88.79	93.50	98.64	(+5.14)
Percentage of Fraudulent for Criminal Cases (%)	11.81	11.68	11.77	12.32	(+0.54)
No. of Fraudulent Cases per 100,000 Persons (case)	186.74	176.26	173.87	165.68	-8.20
Clearance Rate of Fraudulent Cases (%) ①	92.22	95.81	109.49	108.41	(-1.09)
Percentage of Violent Crime for Criminal Cases (%)	0.31	0.24	0.18	0.16	(-0.02)
No. of Violent Crime Cases per 100,000 Persons (case)	4.86	3.65	2.67	2.15	-0.52
Clearance Rate of Violent Crime Cases (%) ①	100.00	126.80	105.71	101.82	(-3.90)
No. of Criminals per 100,000 Persons (person)	1,647.81	1,596.35	1,692.21	1,561.98	-130.22
No. of Police Personnel per 10,000 Persons (person)	29.25	30.45	31.08	31.43	+0.35

Source: Taipei City Police Department.

Note: ① The number of clearance includes accumulated cases cleared and cases in other jurisdictions, resulting that clearance rate may exceed 100%.

## Public Safety

In terms of traffic accidents, there were 70 cases of A1 motor vehicle accidents (causing deaths at the scene or within 24 hours) in Taipei City in 2021, or 0.40 case per 10,000 vehicles and 0.28 death per 10,000 persons, showing an increase of 0.05 case on 2020. There were 9,885 cases of traffic violations per 10,000 persons, a decrease of 357 cases on 2020.

In terms of fire safety, the number of firefighters in Taipei City was 3,716 (including volunteer firefighters) at the end of 2021, or 14.72 firefighters per 10,000 persons. There were 788 fire trucks of all types, or 3.12 such vehicles per 10,000 persons. There occurred

1,637 fire accidents with 1.55 fire accidents per 1,000 households in Taipei City in 2021. There were 34 casualties (11 deaths and 23 injuries) and 218 houses burned down or damaged, with NTD\$7.84 million estimated property loss in fire accidents. Compared to 2020, both of the casualties and property losses showed a decrease.

Table 10 Public Safety Statistics for Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
No. of A1 Traffic Accidents (case)	72	83	60	70	+10
No. of A1 Traffic Accidents per 10,000 Mobiles (case)	0.41	0.47	0.34	0.40	+0.06
No. of Deaths from A1 Traffic Accidents per 10,000 Persons (person)	0.28	0.31	0.23	0.28	+0.05
No. of Offense Cases of Road Traffic Regulations per 10,000 Persons (case)	8,262	9,274	10,242	9,885	-357
No. of Firefighters (including volunteer firefighters) (person)	3,516	3,578	3,671	3,716	+45
No. of Firefighters (including volunteer firefighters) per 10,000 Persons (person)	13.18	13.53	14.11	14.72	+0.61
No. of Fire Trucks (vehicle)	859	797	780	788	+8
No. of Fire Trucks per 10,000 Persons (vehicle)	3.22	3.01	3.00	3.12	+0.12
No. of Fire Accidents (case)	2,163	2,149	1,940	1,637	-303
No. of Fire Accidents per 1,000 Households (case)	2.05	2.03	1.83	1.55	-0.28
No. of Deaths and Injuries from Fire Accidents (person) ①	62	49	107	34	-73
No. of Houses Damaged in Fire Accidents (house)	275	246	201	218	+17
Property Losses in Fire Accidents (NTD\$1,000)	16,713	16,742	9,791	7,840	-1,951

Sources: Taipei City Police Department; Department of Transportation, Taipei City Government; Taipei City Fire Department.

Note: ①The 2020 figure sharply increased for severe fire breaking out in the Cashbox KTV on Linsen North Road on April 26.

## Transportation

At the end of 2021, there were 822,312 automobiles registered with an average of 326 automobiles per 1,000 persons in Taipei City, which was higher than that of Hong Kong and lower than that of Berlin, and 948,193 motorcycles registered in Taipei City with an average of 376 motorcycles per 1,000 persons. There were respectively 780,788 and 832,183 public and private parking spaces for automobiles and motorcycles in Taipei City, and both had increased on the number for 2020.

Taipei City has continued its efforts to develop public transportation and improve transportation

networks. The average number of daily passengers taking the Taipei MRT in 2021 was 1.46 million, showing an decrease of 446 thousand ones on 2020. The average number of daily bus passengers in Taipei in 2021 was 0.88 million, an decrease of 289 thousand ones when compared to 2020. Meanwhile, as of the end of 2021, there were 1,240 rental stations providing 21,562 rental bicycles under the YouBike Rental Service Program launched by the city government to build an eco-friendly city. On average, these bicycles were rented with 74,465 times per day, an decrease of 1,749 times on 2020.

Table 11 Transportation in Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
No. of Automobiles Registered (vehicle)	813,751	815,569	815,343	822,312	+6,969
No. of Motorcycles Registered (vehicle)	944,171	952,055	946,851	948,193	+1,342
No. of Automobiles per 1,000 Persons (vehicle)	305	308	313	326	+13
No. of Motorcycles per 1,000 Persons (vehicle)	354	360	364	376	+12
No. of Automobile Parking Spaces (space)	752,988	764,602	772,472	780,788	+8,316
No. of Motorcycle Parking Spaces (space)	766,138	792,165	813,610	832,183	+18,573
No. of MRT Passengers per Day (1,000 person-times) ①	2,097	2,163	1,901	1,455	-446
No. of Bus Passengers per Day (1,000 person-times) ①	1,311	1,317	1,164	875	-289
No. of YouBike Stations (station)	400	400	400	1,240	+840
No. of YouBike (vehicle)	13,072	13,072	13,072	21,562	+8,490
No. of YouBike Rented per Day (times) ①	71,925	77,986	76,214	74,465	-1,749
No. of Violations Cited of Road Traffic Regulations per Day (case)	7,836	8,381	8,490	8,146	-344

Source: Department of Transportation, Taipei City Government; Taipei City Police Department.

Note: ①The 2021 figures decreased for the effect of the COVID-19 when compared to the previous figures.

## Environmental Protection

Taipei City began enforcing the policy “Pay for Garbage Disposal by the Bag” since July 2000. The volume of municipal waste generated has been decreasing, whereas the amount of recycling has been increasing. In 2021, Taipei City’s municipal waste generated was 296.24 kg per person, which was a decrease of 245.19 kg (-45.29%) compared to 1999 prior to the implementation of the levy on garbage bags. The annual per capita amount of recycled garbage was 192.48 kg, an increase of 183.79 kg (21.2times) on 1999.

In terms of air quality, the average monthly dust

fall per square kilometer in Taipei City in 2021 was 4.09 tons, which was a decrease of 0.44 ton on 2020. The density of suspended particulates in the air was 30.35 micrograms per cubic meter, an increase of 2.02 microgram on 2020. In terms of wastewater sample inspection, the qualified rate of wastewater sample inspection from enterprises in Taipei City in 2021 was 100.00%. Besides, the percentage of population served by wastewater treatment plants was 87.44% at the end of 2021, 1.86 points increase on that at the end of 2020.

Table 12 Environmental Protection Statistics for Taipei City

Item (Unit)	1999	2019	2020	2021	Comparison between 2021 and 2020
Volume of Municipal Waste Generated per Capita (kg) ①	541.43	300.34	297.97	296.24	-1.73
Volume of Garbage Recycled per Capita (kg) ②	8.69	180.25	188.77	192.48	+3.71
Volume of Food Wastes Recycling and Reuse per Capita (kg)	—	23.28	23.26	22.45	-0.81
Municipal Waste Disposal Rate (%)	117.31	100.00	100.00	100.00	(0.00)
Monthly Dustfall (metric ton/km <sup>2</sup> )	11.22	3.81	4.53	4.09	-0.44
Suspended Particulates in the Air (μg /m <sup>3</sup> )	51.59	29.40	28.33	30.35	+2.02
Fine Suspended Particulates in the Air (μg /m <sup>3</sup> )	—	14.00	12.62	13.20	+0.58
Sulfur Dioxide in the Air (ppm)	0.007	0.002	0.001	0.001	0.000
Qualified Rate of Wastewater Sample Inspection from Enterprises (%)	—	98.52	99.43	100.00	(+0.57)
Percentage of Population Served by Wastewater Treatment Plants (%) ③	—	84.83	85.58	87.44	(+1.86)
Pollution Nuisance Petition (case)	21,202	52,779	58,148	54,650	+3,498
Percentage of Total Energy derived from Renewable Sources, as a share of the City's Total Energy Consumption (%)	—	9.91	9.44	10.43	+0.99

Sources: Department of Environmental Protection, Taipei City Government; Public Works Department, Taipei City Government; Department of Economic Development, Taipei City Government; Ministry of Audit and Construction and Planning Agency.

Note: ① The volume of garbage generated per capita covers the amount of disposal, resources recycled, food wastes recycling and reuse, and bulk wastes recycling and reuse. The volume of disposal included only household garbage from 2012, but excluded general industrial waste put in official garbage bags from June 2017.

② Including volume of bulk wastes recycling and reuse.

③ Percentage of Population Served by Wastewater Treatment Plants = (Accumulated Number of Connection Sewers Household × Average Population of Each Household) ÷ Population of City × 100%.

## Public Works

Taipei City has demonstrated small-scale stable growth in terms of public works, such as roads, parks & green fields and tap water. At the end of 2021, the road area was 22.23 million square meters, which were 17,443 square meters more than that of 2020 in Taipei City. The area for parks & green fields in city and the suburbs was 24.32 million square meters, which were 2.07 million square meters more than that of 2020. Monthly per capita volume of tap water supply was 20,505 liters in 2021.

To assure the quality of roads and safety of road users, Taipei City continued the improvement of road surfaces and sidewalks. In 2021, there had 523.7 thousand square meters of the road surfaces and 55.3 thousand square meters of sidewalks been improved. In addition, there were 0.94 kilometers of sewage pipes completely constructed in 2021. The household sewer connection rate was 80.57% at the end of 2021, a 0.57 point increase from the end of 2020.

Table 13 Public Works in Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
Road Area (10,000 m <sup>2</sup> )	2,218.45	2,220.09	2,220.80	2,222.55	+1.75
Per Capita Road Area (m <sup>2</sup> )	8.31	8.39	8.53	8.80	+0.27
Parks & Green Fields in City and the Suburbs (10,000 m <sup>2</sup> )	2,261.60	2,336.65	2,224.97	2,431.72	+206.75
Per Capita Parks & Green Fields in City and the Suburbs (m <sup>2</sup> )	8.47	8.83	8.55	9.63	+1.08
Public Market Area (m <sup>2</sup> )	541,298	532,178	557,268	555,690	-1,578
Per Capita Public Market Area (m <sup>2</sup> )	0.203	0.201	0.214	0.220	+0,006
Tap Water Diffusion Rate (%)	99.66	99.66	99.68	99.68	(0.00)
Per Capita Monthly Volume of Tap Water Supply (L)	18,258	18,397	19,916	20,505	+589
Improvement Area of Road Surfaces (10,000 m <sup>2</sup> ) ①	41.51	61.10	79.53	52.37	-27.16
Sidewalk Area Improved (10,000 m <sup>2</sup> )	246.28	250.85	255.57	261.10	+5.53
Length of Bicycle Lanes (km)	502.69	503.74	504.47	509.32	+4.85
Newly Connected Length of Household Sewers (km)	18.77	29.47	4.39	0.94	-3.45
Household Sewer Connection Rate (%)	76.54	79.45	80.00	80.57	(+0.57)

Source: Public Works Department, Taipei City Government; Department of Economic Development, Taipei City Government; Department of Transportation, Taipei City Government; Taipei Water Department, Taipei City Government.

Note: ① Roads refers to urban planning roads, accomplished lanes and industrial roads were not included.

## Family Living

According to the latest “Report on the Family Income and Expenditure Survey in Taipei” results, the amount of per household disposable income in Taipei City in 2020 was NTD\$1,422,856. If the number of households is divided into 5 groups according to the level of disposable income, the disposable income in the highest group was 4.67 multiples of the lowest, the amount of per capita disposable income was NTD\$472,710. In terms of the structure of family spending, the highest amount was that for food and beverage spending (including eating outside) with 26.79%, and rent and water charges, which took up

25.84% of total consumption expenditures was the second. The average living space per capita was approximately 10.54 square meters. Home ownership rate among the citizens was 83.80%.

In 2021, per capita daily living water consumption and monthly electricity consumption of Taipei City were 329 liters and 248.82 kWh, respectively, showing a decrease of 6 liters and an increase of 12.63 kWh compared to 2020. The consumer price index (CPI) in Taipei City in 2021 was 103.84 (base year: 2016 = 100), an increase of 1.55% from 2020.

Table 14 Family Living Statistics for Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
Per Household Disposable Income (NTD\$)	1,379,305	1,422,400	1,422,856	...	--
Ratio of Disposable Income Share of Highest 20% to That of Lowest 20% (multiple)	4.50	4.57	4.67	...	--
Per Capita Disposable Income (NTD\$)	436,489	458,839	472,710	...	--
Rent and Water Charges as % of Consumption Expenditures (%)	26.79	24.87	25.84	...	--
Food & Beverage as % of Consumption Expenditures (Including Eating Outside) (%)	23.73	24.47	26.79	...	--
Newspapers, Magazines & Stationery as % of Consumption Expenditures (%)	0.47	0.41	0.39	...	--
Per Capita Living Space (m <sup>2</sup> )	10.06	10.37	10.54	...	--
Home Ownership Rate (%)	83.40	84.02	83.80	...	--
Diffusion Rate of Cable TV (%)	91.89	93.38	95.00	...	--
Diffusion Rate of Cell Phones (%)	98.30	98.45	98.70	...	--
Per Capita Daily Living Water Consumption (liter) ①	328	329	335	329	-6
Per Capita Monthly Electricity Consumption (kWh)	227.57	227.46	236.19	248.82	+12.63
Consumer Price Index (2016 = 100)	101.60	102.44	102.26	103.84	--
Annual Growth Rate of Consumer Price Index (%)	0.98	0.83	-0.18	1.55	--

Sources: Department of Budget, Accounting and Statistics, Taipei City Government; Department of Economic Development, Taipei City Government; Taipei Water Department, Taipei City Government; Taiwan Power Company.

Note: ① The water supply area included the whole territory of Taipei City and several districts in New Taipei City.

## Digital City

In order to make municipal services more convenient for the citizens of Taipei, the city government is devoted to promoting application services, such as mobile government, mobile transportation, mobile learning, mobile guides, and mobile recreation, etc., which are built upon the foundation of a wireless city, allowing the citizens to enjoy boundless municipal services. As of the end of 2021, the city government's mobile service apps had been downloaded 9.42 million person-times. The number of users for Taipei Free was 135.94 million by the end of 2021.

In Taipei City Government website services, the average number of daily users for the e-services system was 10,193, increasing 4,650 on 2020. Based on the publication and sharing, Taipei City Government has integrated and established an open information platform for the Taipei City Government, encouraging citizens to utilize the value-added applications of the government's open information platform. As of the end of 2021, there were 2,763 interfacing services provided and the accumulated use reached 2.86 billion times.

Table 15 Information Infrastructure Statistics for Taipei City

Item (Unit)	2018	2019	2020	2021	Comparison between 2021 and 2020
No. of Daily Visitors to the Taipei City Government's Website (person-times) ①	17,415	20,673	25,871	17,431	-8,440
No. of Daily Users for the e-services System (person-times) ①	4,848	4,562	5,543	10,193	+4,650
Accumulated No. of Applications for Taipei Card (Case) ②	1,192,243	1,480,344	1,915,589	3,318,319	+1,402,730
Accumulated No. of Applying downloads for Apps.Taipei (ten thousand person-times)	461.13	548.49	631.06	942.42	+311.36
Accumulated No. of Applying for Taipei Free (number) ③	3,380,697	3,465,297	3,481,131	-	--
No. of Users for Taipei Free (ten thousand person-times)	3,808.08	9,994.70	12,155.47	13,594.35	+1,438.88
No. of Open Data Interfacing Services Provided (item)	1,162	1,245	2,517	2,763	+246
Accumulated No. of Times for Using Taipei City Government's Open Data (ten thousand times)	104,600.19	147,072.37	212,274.17	285,996.28	+73,722.11
Individual Internet Access Rate (%) ④	90.6	90.5	90.0	-	--
Household Internet Access Rate (%) ④ ⑤	91.1	93.8	-	-	--

Source: Department of Information Technology, Taipei City Government; Research, Development and Evaluation Commission, Taipei City Government; National Development Council; Department of Budget, Accounting and Statistics, Taipei City Government.

Note: ① The new version of the Taipei City Government Website was launched in mid-January, 2018, and the statistical tool of counting visitors was changed by using Google Analytics from then on. The citizen service platform was launched on December. 1, 2019. The previous data were those for Taipei E-Services Online, which stopped services simultaneously.

② The cyber citizen membership had been transferred to that for Taipei Card from Dec. 12, 2018. The 2021 figure sharply increased due to the implemented real name registration for COVID-19 prevention measures in comparison to the 2020 figure.

③ Certification-free implementation on April 1, 2020.

④ "Survey Report for Individual & Household E-opportunity" by the National Development Council before 2019. "Digital Development Survey Report" hold every 2 years since 2020.

⑤ No the survey item since 2020.

Table 16 Comparative Statistics among International Cities

Country		Republic of China	China	Japan	Republic of Turkey	United States of America	Canada
City		Taipei City	Hong Kong	Fukuoka	Istanbul	Los Angeles	Ottawa
Item	Unit	2020	2020	2020	2020	2020	2020
Land Area	km <sup>2</sup>	271.8	1,110.2	343.5	5,461.0	1,214.0	2,790.3
Population	10,000 persons	260.24	742.83	156.28	1,546.25	389.87	102.26
No. of Persons per Household	person/household	2.45	2.81	1.98	3.36	2.82	2.35
Population Density	person/ km <sup>2</sup>	9,575	6,691	4,550	2,831	3,211	366
Sex Ratio	male/100 females	90.82	83.86	90.15	100.51	98.02	96.46
Dependency Ratio	%	47.68	43.85	54.69	40.41	-	46.20
Aging Index	%	143.86	163.56	163.99	34.35	-	100.00
Social Increase Rate	%	-16.94	-11.47	6.15	-	-	-
Crude Marriage Rate	‰	4.86	3.73	5.57	5.54	-	-
Adolescent Fertility Rate	‰	1.3	1.7	-	8.0	10.0	-
Total Fertility Rate	‰	985	868	-	1,470	410	-
Labor Force Participation Rate	%	58.4	59.6	-	52.6	-	66.1
Unemployment Rate	%	3.9	5.8	-	14.7	12.1	7.4
Percentage of Population Aged 15 and Over with University and Higher Educational Attainment	%	50.43	34.50	-	-	-	-
Percentage of School-Age Children in School	%	99.98	-	-	-	-	-
Percentage of Population Aged 25 and Over with At Least Secondary Educational Attainment	%	92.05	-	-	-	-	-
No. of Students Per Teacher In Primary School and Junior High School	person/person	11.43	9.40	16.14	20.11	-	-
Per Capita Green Resources Area	m <sup>2</sup>	53.99	-	-	-	-	-
Percentage of Total Energy Derived From Renewable Sources	%	9.44	-	-	-	-	-
Per Capita Electrical Energy Usage	kWh	6,142.13	5,899.69	-	2,484.54	-	-
Tap Water Diffusion Rate	%	99.81	99.99	99.70	-	-	100.00
Per Capita Daily Domestic Water Consumption	Liter	212	-	-	-	-	-
Water Loss Rate	%	11.90	-	-	-	-	-
Per Capita Public Transport Trips	person-time	461.84	437.17	-	-	-	-
No. of Automobiles Per 1,000 Citizens	vehicle	313	99	-	196	-	-
No. of Motorcycles Per 1,000 Citizens	vehicle	364	9	-	24	-	-
Social Welfare Expenditures Per Citizen	US\$	372.72	358.87	-	-	-	-
No. of Reported Criminal Cases Per 100,000 Citizens	case	1,476.75	845.96	-	266.39	2,573.80	3,351.71
No. of Larceny Cases Per 100,000 Citizens	case	201.81	299.76	-	43.85	2,212.32	-
No. of Police Personnel Per 10,000 Citizens	person	31.08	43.03	-	-	24.30	20.50
Traffic Accident Cases Per 10,000 Motor Vehicles ①	case	144.74	191.58	-	46.68	-	-
No. of Fire Fighters Per 10,000 Citizens	person	14.11	15.09	6.81	2.76	12.25	14.26
No. of Hospital Beds Per 10,000 Citizens	bed	98.09	56.78	-	-	-	-
No. of Health Personnel Per 10,000 Citizens	person	176.20	121.12	-	-	-	-
Infant Mortality Rate	‰	3.48	2.00	1.90	-	-	-
Maternal Mortality Ratio	person/100,000 live births	16.31	-	-	-	-	-
Suicide Death Rate	person/100,000 people	12.01	-	-	-	-	-
Annual Average Suspended Particulate In The Air	µg/m <sup>3</sup>	28.46	-	-	-	-	-
Ozone Concentration In The Air	ppm	0.03	-	-	-	-	-
Per Capita Greenhouse Gas Emissions	metric ton	4.31	-	-	-	-	-
Per Capita Collected Solid Waste	metric ton	0.30	-	-	-	-	-
Percentage of Recycled Solid Waste	%	71.16	-	-	-	-	-
Average Annual Growth Rate of CPI Over The Last 3 Years	%	0.54	1.88	-	-	-	1.99
Food and Beverage Ratio of Consumption Expenditure	%	26.79	-	-	-	-	-
Per Capita Disposable Income	US\$	16,822	-	-	-	-	-
Debt Service Ratio	%	4.49	-	-	-	-	-
Female Ratio of Civil Servants	%	44.86	38.70	-	-	-	-
Average No. of Citizens Served by Each Civil Servant	person	95.55	41.98	-	-	-	-
Female Ratio of City Councilor	%	36.07	19.47	17.74	16.99	13.33	33.33
Gender Inequality Index		0.018	-	-	-	-	-

Source: The Department of Budget, Accounting & Statistics designs questionnaires every July, which are sent to and filled out by other international cities through the Ministry of Foreign Affairs, R.O.C..

Remark: For detailed information on other international cities, please visit the website of the Department of Budget, Accounting & Statistics at <https://dbas.gov.taipei> to browse the "International City Index".

Note: ① This refers to victims whose injuries were caused by automobiles or motor vehicles moving on roads.

Table 16 Comparative Statistics among International Cities (Continued)

Country		Brazil	Peru	Germany	Russian Federation	Sweden	Switzerland
City		Sao Paulo	Lima	Berlin	Moscow	Stockholm	Zurich
Item	Unit	2020	2020	2020	2020	2020	2020
Land Area	km <sup>2</sup>	1,521.1	2,670.0	891.1	2,561.5	187.7	91.9
Population	10,000 persons	1,186.97	967.48	366.41	1,265.51	97.56	43.47
No. of Persons per Household	person/household	-	3.51	-	-	-	2.08
Population Density	person/ km <sup>2</sup>	7,803	3,624	4,112	4,940	5,196	4,732
Sex Ratio	male/100 females	90.89	91.74	96.78	85.90	98.05	100.36
Dependency Ratio	%	42.05	43.36	50.47	48.53	47.50	38.55
Aging Index	%	55.85	61.42	134.96	121.17	89.38	103.03
Social Increase Rate	%	-	-	-0.53	0.13	-4.74	-
Crude Marriage Rate	‰	-	1.98	3.35	5.25	4.27	6.33
Adolescent Fertility Rate	‰	-	-	9.9	6.2	-	1.8
Total Fertility Rate	‰	-	1,600	1,367	1,473	-	-
Labor Force Participation Rate	%	58.8	63.6	-	66.1	74.0	75.9
Unemployment Rate	%	15.6	13.8	-	2.6	8.0	3.3
Percentage of Population Aged 15 and Over with University and Higher Educational Attainment	%	-	9.30	-	6.70	52.96	-
Percentage of School-Age Children in School	%	-	96.77	-	80.66	-	-
Percentage of Population Aged 25 and Over with At Least Secondary Educational Attainment	%	-	84.72	-	-	-	-
No. of Students Per Teacher In Primary School and Junior High School	person/person	26.84	17.63	-	-	-	-
Per Capita Green Resources Area	m <sup>2</sup>	-	3.08	-	99.01	-	118.95
Percentage of Total Energy Derived From Renewable Sources	%	-	5.79	-	-	-	-
Per Capita Electrical Energy Usage	kWh	2,133.25	1,323.11	-	4.16	-	-
Tap Water Diffusion Rate	%	-	92.40	-	98.60	-	100.00
Per Capita Daily Domestic Water Consumption	Liter	-	129	-	128	-	259
Water Loss Rate	%	-	26.50	-	9.90	-	3.00
Per Capita Public Transport Trips	person-time	-	0.32	291.54	-	-	-
No. of Automobiles Per 1,000 Citizens	vehicle	502	131	337	356	370	312
No. of Motorcycles Per 1,000 Citizens	vehicle	89	77	30	-	14	68
Social Welfare Expenditures Per Citizen	US\$	-	8.34	-	-	-	3,622.62
No. of Reported Criminal Cases Per 100,000 Citizens	case	2,195.87	-	13,748.87	1,157.05	21,562.31	10,783.84
No. of Larceny Cases Per 100,000 Citizens	case	2,078.96	629.61	5,426.05	474.63	5,903.91	2,891.76
No. of Police Personnel Per 10,000 Citizens	person	-	-	64.18	-	-	-
Traffic Accident Cases Per 10,000 Motor Vehicles ①	case	14.17	137.42	944.71	-	33.39	77.57
No. of Fire Fighters Per 10,000 Citizens	person	-	5.75	16.78	-	-	-
No. of Hospital Beds Per 10,000 Citizens	bed	-	20.63	-	69.44	-	-
No. of Health Personnel Per 10,000 Citizens	person	-	88.87	-	160.25	-	-
Infant Mortality Rate	‰	-	-	2.77	3.53	-	0.58
Maternal Mortality Ratio	person/100,000 live births	-	-	-	15.93	-	-
Suicide Death Rate	person/100,000 people	-	-	-	2.08	-	-
Annual Average Suspended Particulate In The Air	µg/m <sup>3</sup>	-	50.61	-	-	-	14.00
Ozone Concentration In The Air	ppm	-	0.01	-	-	-	-
Per Capita Greenhouse Gas Emissions	metric ton	-	-	-	-	-	-
Per Capita Collected Solid Waste	metric ton	-	0.37	-	-	-	0.30
Percentage of Recycled Solid Waste	%	-	0.50	-	-	-	43.21
Average Annual Growth Rate of CPI Over The Last 3 Years	%	35.28	1.76	1.22	3.66	1.41	0.16
Food and Beverage Ratio of Consumption Expenditure	%	-	37.83	-	-	-	11.48
Per Capita Disposable Income	US\$	-	-	-	-	-	-
Debt Service Ratio	%	-	13.00	-	-	-	-
Female Ratio of Civil Servants	%	73.03	53.30	-	-	-	56.30
Average No. of Citizens Served by Each Civil Servant	person	102.07	-	-	-	-	13.57
Female Ratio of City Councilor	%	23.64	37.50	-	-	-	22.22
Gender Inequality Index		-	-	-	-	-	-





**Appendix III**

# **Profiles of the People**



2021 Model Citizens of Taipei City

Councilors of Taipei City (13th term)

Mayor and Directors General of the Taipei City Government (7th term)

Directors of Secondary Departments of the Taipei City Government (7th term)

## 2021 Model Citizens of Taipei City



**Bonsai Master**  
**Ms. Yeh-Mei Chang Liang**

**Background Story**

Yeh-Mei Chang Liang is an internationally-celebrated bonsai connoisseur. She has devoted more than 40 years of her life promoting bonsai cultivation and care. She has also published *The Art of Bonsai*, which has been translated into English and used as a textbook in over 20 countries.

In addition, Ms. Chang Liang established "Amy Liang Bonsai Museum" in Tianmu to promote the culture, the cultivation and care of bonsais. The Museum is also where she entertains visitors and guests from overseas to support unofficial diplomacy. Yeh-mei enjoys giving back to the society without asking for any recompense, and her generosity makes her an admirable figure of the community.



**Guardian Angel to Youth in Need of Financial Support**  
**Mr. Ming-Tien Yang**

**Background Story**

Ming-Tien Yang dedicated his time and resources to volunteering after retiring from his teaching job. Starting in 2001, Mr. Yang began serving as a volunteer educator of lifelong learning at Glory Foundation, honoring the spirit of "a fulfilling life being an inspiration to another life seeking answers; love also begets love." He feels a great responsibility toward youth and students, and volunteers to host workshops on lifelong learning and provides afterschool counseling. Mr. Yang also organizes beach cleaning and firefly-watching eco-tours for the students to engage them in continued learning. His self-giving deserves more social recognition.



**Sentinel of Mountaineers**  
**Mr. Jen-Ming Lin**

**Background Story**

Jen-Ming Lin is known as "the mountain whisperer" given his wealth of knowledge of the mountainous areas. He set up "Yuanshan Rescuers" and served as the convener of the team as he traveled to the mountainous region daily to oversee any rescue work. Mr. Lin also has created consultation maps for rescuers, and offered them to professional firefighters, which significantly facilitated their missions and upgraded efficiency. In so doing, citizens are given peace of mind when they enjoy mountain-climbing. Mr. Lin also donates to disadvantaged groups, such as students of meager means. His dedication to the good of the society is an inspiration to all.



**A Lifelong Volunteer**  
**Mr. Sheng-Fu Wei**

**Background Story**

Sheng-Fu Wei dove headlong into charity causes in the community upon retirement. He has served as a neighborhood chief for over 18 years. A centenarian, Mr. Wei is nonetheless committed to his volunteering career as he shows up daily to work as a school crossing guard, and threads the streets of his community to see how he can be of service. Mr. Wei has never considered his age a handicap. Rather, he regards his volunteering career as an enrichment experience, and hopes to reverse stereotypical perception of elderlies as those needing care to bring dignity to senior citizens as active, contributing members of society.



### A Modern Sagittarius Mr. Yu-Cheng Deng

#### Background Story

Yu-Cheng Deng is a master archer. He became interested in the sport when he was in middle school, spending days and nights practicing, and continuing to persevere despite the numerous stumbling blocks. In 2017, Wei participated in the 2017 Summer Universiade in Taipei, and won silver in the Recurve Men's Team event. Wei again impressed many in his first participation in the 2020 Summer Olympics and won silver in the men's team event.



### A Karateka Maven Ms. Tzu-Yun Wen

#### Background Story

Tzu-Yun Wen began training as a karateka since she was little. She won the gold medal at the Asian Games both in 2014 and in 2018 in the women's kumite 55 kg event. Tzu-Yun repeated her success in the 2016 and 2018 World Championships by winning the gold medal. She represented Taiwan at the 2020 Summer Olympics in Tokyo, Japan and won one of the bronze medals in the women's 55 kg competition. This was the first medal in karate for Taiwan in its Olympics participation history. Tzu-Yun's strength and courage make her a model of sportsmanship.



### A Ninja Boxer Ms. Hsiao-Wen Huang

#### Background Story

Hsiao-Wen Huang is a boxer extraordinaire who made a name for herself while she was still in middle school. She was a constant winner, bagging medals from her participation in the 2015 AIBA Women's Junior/Youth World Boxing Championships, 2016 National Intercollegiate Athletic Games and the 2017 Asian Amateur Boxing Championships. Hsiao-Wen earned a gold medal in the 2019 National Intercollegiate Athletic Games in the 54 kg event. Hsiao-Wen accomplished the milestone in her career when she won a bronze medal in the flyweight category at the 2020 Summer Olympics in Tokyo. Her athletic prowess has motivated many young aspirants in the city.



### A Table Tennis Whiz Ms. I-Ching Cheng

#### Background Story

I-Ching Cheng is a table tennis connoisseur who was born into a family of athletes. She became the youngest table tennis competitor in Taiwan while she was in middle school. In 2016, I-Ching participated in the Summer Olympics in Rio de Janeiro, and won the fifth place in women's singles. Two years later, she bagged the third place in women's singles at the 2018 World Table Tennis Championships. A year later, I-Ching and her partner secured third place at the World Table Tennis Championships.

Cheng represented Taiwan in the 2020 Tokyo Olympics in the mixed doubles event alongside Yun-ju Lin, in which they won the bronze medal. Her pursuit of excellence is an inspiration to many young athletes.

## Councilors of Taipei City (13th term)



**Speaker**  
**Chin-Hsiang Chen**

PT: KMT  
HE: Xie-He Vocational School  
ME: Deputy Speaker of Taipei City Council for the 10th and 12th terms;  
Councilor of Taipei City Council for the 7th, 8th, 9th, 10th, 11th and 12th terms



**Deputy Speaker**  
**Lin-Chuan Yeh**

PT: KMT  
HE: B.A. Chungyu Institute of Technology  
ME: Councilor of Taipei City Council for the 11th and 12th terms



**Shih-Chien Wang**

PT: DPP  
HE: Master, Institute of Applied Chemistry, Chinese Culture University  
ME: Councilor of Taipei City Council for the 8th, 9th, 11th and 12th terms; Legislator of Legislative Yuan for the 6th term



**Hsin-I Wang**

PT: KMT  
HE: Master of Arts, Institute of Political Science, National Taiwan Normal University  
ME: Deputy Chairperson of Taipei City Party Department of KMT; Secretary-General of KMT Caucus of the Taipei City Council



**Hao Wang**

PT: KMT  
HE: Master, College of Management, Yuan Ze University  
ME: Councilor of Taipei City Council for the 8th, 9th, 10th and 11th terms; Commissioner of the Department of Social Welfare, Taipei City Government



**Hung-Wei Wang**

PT: KMT  
HE: B.A. in Journalism, National Chengchi University  
ME: Councilor of Taipei City Council for the 10th, 11th and 12th terms; Director of United Daily News Greater Taipei Center



**Min-Sheng Wang**

PT: DPP  
HE: Department of Social Welfare, National Chung Cheng University  
ME: Spokesperson and Director of the Youth Department, DPP; Councilor, Taipei City Council for the 12th term



**Chi-Ming Chuang**

PT: DPP  
HE: Master, Department of Japanese, Tamkang University  
ME: Secretary of the Office of the President; Councilor of Taipei City Council for the 11th and 12th terms



### Fang-Ru Lee

PT: KMT  
 HE: Master of Public Policy, Tamkang University  
 ME: Councilor of Taipei City Council for the 11th and 12th terms;  
 Secretary-General, KMT Caucus of the Taipei City Council for the 12th term



### Chien-Chang Lee

PT: DPP  
 HE: Master of Sociology, National Taiwan University  
 ME: Councilor of Taipei City Council for the 7th, 8th, 9th, 10th, 11th and 12th terms;  
 Central Review Committee Member, DPP



### Chung-Wu Lee-Fu

PT: KMT  
 HE: Master, Graduate Institute and Department of International Trade, Tamkang University  
 ME: Councilor of Taipei City Council for the 11th and 12th terms;  
 Central Standing Committee Member, KMT



### Ching-Yuan Lee

PT: NP  
 HE: Master of Education, National Taiwan Normal University  
 ME: Councilor of Taipei City Council for the 8th, 9th, 10th, 11th and 12th terms;  
 Delegate, National Assembly for the 3th term



### Ming-Xian Li

PT: KMT  
 HE: Master, Department of Political Science, National Taiwan University  
 ME: Lecturer of National Taipei University of Business;  
 Chairperson of Taipei Sports Dance Association



### Po-Yi Lee

PT: KMT  
 HE: Master, Department of Aerospace & Mechanical Engineering, University of Southern California  
 ME: Assistant Professor of Shih Hsin University  
 President of China Youth Corps Daan District Task Committee



### Shih-Cheng Wu

PT: KMT  
 HE: Master of Management Science, State University of New York at Stony Brook, U.S.A.  
 ME: Councilor of Taipei City Council for the 8th, 9th, 10th, 11th and 12th terms;  
 Vice Chairperson of Taipei City Federation of Qingxi Association;  
 Chairperson of Neihu District Sports Association



### Chih-Kang Wu

PT: KMT  
 HE: M.S. Management Information Systems, Fairleigh Dickinson University, U.S.A.  
 ME: Central Standing Committee Member of KMT;  
 Council Chairperson of Zhongyuan Hakka Cong Zheng Association in Taipei City

## Councilors of Taipei City (13th term)



**Pei-Yi Wu**

PT: DPP  
HE: Master, Institute of Sociology,  
National Tsing Hua University  
ME: Spokesperson of DPP;  
Director of DPP Taiwan Institute of  
Democracy



**Chih-Ping Wang**

PT: KMT  
HE: B.A. Eastern Michigan University,  
U.S.A.  
ME: Councilor of Taipei City Council for  
the 9th, 10th, 11th and 12th terms;  
Delegate of National Assembly for  
the 3th term



**Jhan-Syong Ruan**

PT: DPP  
HE: Master of Agricultural Economics,  
National Taiwan University  
ME: Spokesperson of DPP;  
Councilor of Taipei City Council for  
the 11th and 12th terms



**Kuo-Chen Lin**

PT: TPP  
HE: Master, Graduate Institute of Strategic  
Management of Small & Medium  
Enterprise, TransWorld University  
ME: Chairperson of Taipei Municipal  
Federation of Labor;  
Chairperson of National United  
Convention of Vocational  
Association of Barbershop Beauty  
Saloon, Taiwan (Republic of China)



**Shin-Tsung Lin**

PT: DPP  
HE: Ph.D. Department of Business  
Management, Macau University of  
Science and Technology  
ME: Central Review Committee  
Member of DPP;  
Founder of Taiwan Environmental  
Education Association



**Ruey-Tou Lin**

PT: none  
HE: Bachelor of Business  
Administration, Tamkang University  
ME: Councilor of Taipei City Council for  
the 6th, 7th, 10th, 11th and 12th  
terms;  
Legislator of Legislative Yuan for  
the 4th term



**Liang-Jyun Lin**

PT: none  
HE: Master, Institute of Law for Science  
& Technology, National Tsing Hua  
University  
ME: Special Assistant to Legislator  
Freddy Lim Tshiong-Tso;  
Assistant to Taipei City Councilor  
Yu-Yan Jian



**Ying-Meng Lin**

PT: none  
HE: Master, Department of Sociology,  
National Taiwan University  
ME: Legislative Director of Legislator  
Freddy Lim Tshiong-Tso's  
Legislative Office of Act  
App development team



### Wei-Yu Chou

PT: DPP  
 HE: Bachelor of Law, National Taiwan University  
 ME: Councilor of Taipei City Council for the 9th, 10th, 11th and 12th terms; Delegate of National Assembly for the 3th term



### Chien-Yi Hung

PT: DPP  
 HE: Master, Graduate Institute of China Studies, Tamkang University  
 ME: Councilor of Taipei City Council for the 10th, 11th and 12th terms; Director of Legislator Jung-Tai Cho's and Kuo-Yung Hsu's Office



### Han-Ting Hou

PT: NP  
 HE: Master, Department of Political Science, National Taiwan University  
 ME: Director of NP New Thinking Center; Founder of Yuanshan Style Self-Made Social Media



### Po-Ya Miao

PT: SDP  
 HE: Economic and Financial Laws Division, Department of Law, National Taiwan University  
 ME: Columnist of Apple Daily; Director of Youth Synergy Taiwan Foundation



### Hwei-Chu Chin

PT: KMT  
 HE: Ph.D. Department of Chinese Literature, Chinese Cultural University  
 ME: Councilor of Taipei City Council for the 6th, 7th, 11th and 12th terms; Legislator of Legislative Yuan for the 4th and 5th terms



### Hung-Ting Hsu

PT: KMT  
 HE: Bachelor, Department of Political Science, Soochow University  
 ME: Central Standing Committee Member of KMT for the 20th terms; U.S. State Department International Visitor Leadership Program Visiting Scholar 2018



### Chiao-Hsin Hsu

PT: KMT  
 HE: Bachelor, Department of Political Science, National Chengchi University  
 ME: Spokesperson of Former President Ma Ying-Jeou's Office; Host, "Chiao-Hsin Talks, the Political Trends" Program



### Li-Hsin Hsu

PT: none  
 HE: Master, Department of Law, National Taiwan University  
 ME: Attorney; Senior Assistant of Legislative Yuan

## Councilors of Taipei City (13th term)



**Wei-Chieh Chiu**

PT: none  
HE: Attended Department of Anthropology, National Taiwan University  
ME: Director/ Actor/ Screenwriter of Taiwan Walker Theater; Business Development Manager, Disney



**Wei Keng**

PT: KMT  
HE: Master of Marketing, Johns Hopkins University, U.S.A.  
ME: Vice President of Council for Industrial and Commercial Development Youth League; President of Soroptimist International of Taipei Girl's Power



**Wen-Chieh Liang**

PT: DPP  
HE: Master, Department of Political Science, National Taiwan University  
ME: Lecturer of Aletheia University; Deputy Chief Executive Officer of Policy Research and Coordinating Committee of the DPP



**Shu-Hua Hsu**

PT: DPP  
HE: Ph.D. Program in Cultural Heritage and Arts Innovation Studies Taipei National University of the Arts, TNUA  
ME: Councilor of Taipei City Council for the 10th, 11th and 12th terms; Convener of DPP Caucus of the Taipei City Council for the 12th term



**Chia-Pei Hsu**

PT: DPP  
HE: Department of Business Administration, Holmes Institute, Australia  
ME: Executive Committee, Taipei City Chapter of DPP for the 14th term; Councilor of Taipei City Council for the 12th term



**Chao-Yen Kuo**

PT: KMT  
HE: Master, Graduate School of Youth and Child Welfare, Chinese Culture University  
ME: Standing Supervisor of Women Organization in Taipei City; Executive Director of Taipei Municipal Athletics Federation Association



**Yung-Te Chen**

PT: KMT  
HE: Bachelor of Law, New York State University, U.S.A.  
ME: Councilor of Taipei City Council for the 7th, 8th, 9th, 10th, 11th and 12th terms; Secretary-General of KMT Caucus of the Taipei City Council for the 11th term



**Chien-Ming Chen**

PT: none  
HE: Doctor of Psychology in Management, California School of Professional Psychology, U.S.A  
ME: Secretary-General of Taiwan Solidarity Union; Legislator, Legislative Yuan for the 5th term



### Tzu-Hui Chen

PT: DPP  
 HE: Department of Applied Japanese,  
 Kainan University  
 ME: Councilor of Taipei City Council for  
 the 12th term;  
 Chairperson of Taiwan Baseball  
 League



### Cheng-Chung Chen

PT: none  
 HE: Master of Management, Ming  
 Chuan University  
 ME: Councilor of Taipei City Council  
 for the 5th, 6th, 7th, 8th, 9th, 10th,  
 11th and 12th terms;  
 President of Chen-An Cultural and  
 Education Foundation



### Yi-Chou Chen

PT: KMT  
 HE: Master of Education, University of  
 San Francisco, U.S.A.  
 ME: Councilor of Taipei City Council for  
 the 8th, 9th, 10th, 11th and 12th  
 terms



### Bin-Fu Chen

PT: KMT  
 HE: E.M.B.A. College of Management,  
 National Taiwan University  
 ME: Chairperson, Taipei Baseball Association,  
 Taipei Municipal Athletics Federation;  
 Chairperson of Dance Sports Promotion  
 Association, R.O.C.;  
 Chairperson of Taipei Softball  
 Association



### Chung-Wen Chen

PT: KMT  
 HE: Ph.D. Graduate Institute of Physical  
 Education, National Taiwan Sport  
 University  
 ME: Lecturer of Huaxia University of  
 Science and Technology;  
 Lecturer of Taipei City University



### Yi-Chung Chen

PT: DPP  
 HE: Department of Chinese Literature,  
 Tunghai University  
 ME: Chief Executive Officer of Taipei  
 City Chapter of DPP;  
 Director of Administration Division,  
 Presidential Candidate Tsai Ing-  
 Wen's Office



### Mao-Nan Chang

PT: DPP  
 HE: Master, Department of Political  
 Science, National Taiwan University  
 ME: Councilor of Taipei City Council for  
 the 10th, 11th and 12th terms;  
 Convener of DPP Caucus of the  
 Taipei City Council



### Szu-Kang Chang

PT: KMT  
 HE: Master, Graduate Institute of East  
 Asian Studies, National Chengchi  
 University  
 ME: Senior Secretary of Ministry of  
 Health and Welfare;  
 Senior Commissioner, SEF

## Councilors of Taipei City (13th term)



**Yu-Fen Huang**

PT: none  
HE: Bachelor, Interdisciplinary Program of Humanities and Social Sciences, National Tsing Hua University  
ME: Assistant Researcher of Ill-gotten Party Assets Settlement Committee; Special aide of Legislator Gu Li-Shiung's Office



**Yao-Jen Liu**

PT: DPP  
HE: Master of Political Science, Indiana State University, U.S.A.  
ME: Councilor of Taipei City Council for the 9th, 10th, 11th and 12th terms



**Hwai-Tzong Pan**

PT: NP  
HE: Ph.D. Neurochemistry and Analytical Chemistry, Emory University, U.S.A.  
ME: Councilor of Taipei City Council for the 9th, 10th, 11th and 12th terms; Professor of Pharmacology and Chief Secretary, School of Medicine of National Yang-Ming University



**Shu-Hui Yu**

PT: KMT  
HE: Bachelor, Department of Political Science, National Taiwan University  
ME: Senior Specialist of Mayor's Office of Taipei City Government; Chief Secretary of Department of Information and Tourism, Taipei City Government



**Hsiao-Wei Ying**

PT: KMT  
HE: Master of Business, Department of Business Management, Chung Yuan Christian University  
ME: Director of Crime Correction Association, Ministry of Justice; Councilor of Taipei City Council for the 11th and 12th terms; Central Standing Committee Member, KMT



**Hsi-Chin Tai**

PT: KMT  
HE: Master, Graduate Institute of International Affairs and Strategic Studies, Tamkang University  
ME: Councilor of Taipei City Council for the 9th, 10th, 11th and 12th terms; Leader, Politics Group, CTI



**Hsiao-Ping Chung**

PT: none  
HE: Master, Department of Political Science, National Taiwan University  
ME: Central Standing Committee Member, KMT for the 20th term; President, Help-Save-A-Pet Fund Taiwan



**Shu-Pei Chien**

PT: DPP  
HE: Master, Department of Political Science, National Taiwan University  
ME: Secretary-General of Taipei Association for the Promotion of Women's Rights; National Party Representative, DPP for 14th-15th terms



### Ching-Yu Yang

PT: none  
 HE: Department of Veterinary Medicine, National Taiwan University  
 ME: Dean of Dr. Yang's Animal Hospital;  
 Host, News98 (Taiwan National Broadcasting Company)



### Mei-Sha Chieh

PT: KMT  
 HE: Master, Fullerton of California State University, U.S.A.  
 ME: Councilor, Taipei City Council for the 10th, 11th and 12th terms;  
 Chairperson of Taipei Petanque & Sports Boules Federation;  
 Chairperson of Taipei Association for the Promotion of Truth, Goodness and Beauty



### Pei-Chun Chung

PT: KMT  
 HE: Department of Public Policy and Administration, National Chi Nan University.  
 ME: Deputy Chairperson and Spokesperson of Literature and Art Committee of KMT;  
 Anchor, TVBS



### Pei-Lin Chung

PT: DPP  
 HE: Master, Business Administration Program, National Chengchi University  
 ME: Central Executive Committee Member of DPP for the 19th term;  
 Spokesperson, DPP



### Chih-Chiang Lo

PT: KMT  
 HE: Master of Law, National Chengchi University  
 ME: Visiting Scholar at Harvard University;  
 Deputy Secretary-General of Office of the President

## The 7th Term of Mayor and Directors General of the Taipei City Government



**Mayor  
Wen-Je Ko**

HE: Ph.D. in Clinical Medicine, National Taiwan University  
ME: Professor of the College of Medicine, National Taiwan University;  
Chairman of the Department of Traumatology, National Taiwan University Hospital



**Deputy Mayor  
Cheng-Sheng Pong**

HE: Ph.D. in Engineering Science and Technology, National Kaohsiung First University of Science and Technology  
ME: Commissioner of Public Works Department, Taipei City Government;  
Director of the Sewage Systems Office of Public Works Bureau, Kaohsiung City Government



**Deputy Mayor  
Ping-Kun Tsai**

HE: Ph.D. in Education, the Department of Education, National Chengchi University  
ME: Deputy Mayor, of Taichung City Government;  
Deputy Minister of Culture



**Deputy Mayor  
Shan-Shan Huang**

HE: Bachelor of Laws, National Taiwan University  
ME: Attorney;  
Councilor of Taipei City Council



**Secretary-General  
Chih-Ming Chen**

HE: Master in Urban Planning, National Cheng Kung University  
ME: Deputy Secretary-General, Taipei City Government;  
Commissioner of the Department of Finance, Taipei City Government



**Deputy Secretary-General  
Te-Chuan Li**

HE: Ph.D. in Urban Planning, National Taipei University  
ME: Commissioner of the Department of Land Administration, Taipei City Government;  
Commissioner of the Bureau of Urban Development, Tainan City Government



**Deputy Secretary-General  
Jer-Hong Chien**

HE: Master of Civil Engineering, Tamkang University  
ME: Director of First District Project Office, the Department of Rapid Transit Systems, Taipei City Government;  
Director of Construction Management Division under the Department of Rapid Transit Systems, Taipei City Government



**Deputy Secretary-General  
Yu-Hung Lin**

HE: Ph.D. in Economics, Newcastle Business School, Northumbria University, UK  
ME: Counselor of Taipei City Government;  
Counselor of the Financial Supervisory Commission



**Commissioner, Secretariat  
Chih-Ming Chen**

HE: Master of Urban Planning, National Cheng Kung University  
ME: Deputy Secretary-General, Taipei City Government;  
Commissioner of the Department of Finance, Taipei City Government



**Commissioner, Department of Civil Affairs  
Shih-Tsung Lan**

HE: Bachelor of Science in Pharmacy, Kaohsiung Medical University  
ME: Councilor of Taipei City Council for the 9th term;  
Delegate of the National Assembly for the 3th term



**Commissioner, Department of Finance  
Jia-Jen Chen**

HE: Executive Master of Business Administration, Advanced Global Finance Section, National Chengchi University  
ME: President of Financial Department, Preparatory Office of Next Bank; CFO, Bank SinoPac



**Commissioner, Department of Education  
Tsan-Chin Tseng**

HE: Master of Elementary Education, Taipei Municipal Teacher's College  
ME: Deputy Commissioner of the Department of Education, Taipei City Government;  
Deputy Commissioner of National Chiang Kai-shek Memorial Hall



**Commissioner, Department of Economic Development  
Chung-Chieh Lin**

HE: Ph.D. in College of Engineering, University of Tokyo  
ME: Deputy Commissioner of the Department of Urban Development, Taipei City Government;  
Director of Taipei City Urban Regeneration Office



**Commissioner, Public Works Department  
Chih-Feng Lin**

HE: Department of Industrial Design, National Taipei Institute of Technology  
ME: Director, New Construction Office of Public Works Department, Taipei City Government;  
Director of Geotechnical Engineering Office, Public Works Department, Taipei City Government



**Commissioner, Department of Transportation  
Shyue-Tair Chen**

HE: Master of Traffic & Transportation, National Chiao Tung University  
ME: Acting Commissioner of the Department of Transportation, Taipei City Government;  
Deputy Commissioner of the Department of Transportation, Taipei City Government



**Commissioner, Department of Social Welfare  
Yu-Hsiu Chou**

HE: Master of Graduate School of Applied Media Arts, National Taiwan University of Arts  
ME: Advisor of Taipei City Government;  
Researcher of Secretariat, Taipei City Government

## The 7th Term of Mayor and Directors General of the Taipei City Government



**Commissioner, Department of Labor**  
**Hsin-Yu, Chen**

HE: Master of Development of Tourism Management, National Kaohsiung University of Science and Technology  
ME: Councilor of Kaohsiung City Council, for the 6th and 7th terms; Councilor of New Kaohsiung City Council, for the 1th and 2th terms; Secretary of Social Affairs Bureau, Public Works Bureau and Urban Development Bureau, Kaohsiung City Government



**Commissioner of Taipei City Police Department**  
**Yuan-Ming Yang**

HE: M.A. in Police Administration, College of Justice Administration, Central Police University  
ME: Commissioner of Taichung City Police Department; Chief Secretary of National Police Agency



**Commissioner, Department of Health**  
**Shier-Chieg Huang**

HE: Ph.D. in Graduate Institute of Clinical Medicine, National Taiwan University  
ME: Vice-Superintendent of the National Taiwan University Hospital; Superintendent of Taipei Hospital, Ministry of Health and Welfare



**Commissioner, Department of Environmental Protection**  
**Ming-Lone Liou**

HE: Ph.D. in Graduate Institute of Environmental Engineering, National Taiwan University  
ME: Commissioner of Taipei Feitsui Reservoir Administration; Chief Secretary of the Environmental Protection Administration, Executive Yuan



**Commissioner, Department of Urban Development**  
**I-Ping Huang**

HE: Master of Civil Engineering, National Central University  
ME: Commissioner of Urban and Rural Development Department, New Taipei City Government; Deputy Commissioner of Public Work Department, Taipei City Government



**Commissioner, Department of Cultural Affairs**  
**Tsung-Hsiung Tsai**

HE: Master of Interior of Design, Chung Yuan Christian University  
ME: Director of Taipei City Office of Commerce, Taipei City Government  
Chief Secretary of Cultural Affairs Department, New Taipei City Government



**Commissioner, Taipei City Fire Department**  
**Chun-Hong Wu**

HE: Master of Graduate Institute of International Affairs and Strategic Studies, Tamkang University  
ME: Deputy Commissioner of the Taipei City Fire Department; Chief Secretary of the Taipei City Fire Department



**Commissioner, Department of Rapid Transit Systems**  
**Tzer-Hsiung Chang**

HE: M.S. in Department of Transportation and Communication Management Science, National Cheng Kung University  
ME: Deputy Commissioner of the Department of Rapid Transit Systems, Taipei City Government; Chief Secretary of the Department of Rapid Transit Systems, Taipei City Government



**Commissioner, Taipei Feitsui Reservoir Administration**  
**Cheng-Daw Hsieh**

HE: Ph.D. in Graduate Institute of Environmental Engineering, National Taiwan University  
ME: Deputy Chief Engineer of the Water Resources Agency, Ministry of Economic Affairs;  
Director of Taipei Water Management Office, Water Resources Agency, Ministry of Economic Affairs



**Commissioner, Department of Information and Tourism**  
**Yi-Ting Liu**

HE: Department of Information Communications, Chinese Culture University  
ME: Spokesperson of Taipei City Government;  
Secretary of Secretariat, Taipei City Government



**Commissioner, Department of Land Administration**  
**Chih-Hsiang Chang**

HE: M.A. in Land Economics, National Chengchi University  
ME: Director of the Land Administration Bureau, Taichung City Government;  
Deputy Commissioner of the Department of Finance, Taipei City Government



**Commissioner, Department of Compulsory Military Service**  
**Yung-Mao Fu**

HE: War College, R.O.C. National Defense University, Class of 1996  
ME: Deputy Commander in Chief of Army Command Headquarters, Ministry of National Defense;  
Commander Education, Training and Doctrine Command



**Commissioner, Department of Sports**  
**Tzai-Li Li**

HE: Ph.D. in Exercise Immunology, School of Exercise & Sport Sciences, Loughborough University, UK.  
ME: Professor & Chief Secretary of the National Taiwan Sport University;  
Professor & Chair of the Department of Sport Promotion & Chair of the Center for Teacher Education, National Taiwan



**Commissioner, Department of Information Technology**  
**Hsin-Ke Lu**

HE: Ph.D. in MIS, National Taiwan University  
ME: Dean, School of Continuing Education, Chinese Culture University  
Director (OJMP) of the Department of Information Management, Chinese Culture University



**Commissioner, Department of Legal Affairs**  
**Hsiu-Hui Yuan**

HE: Master of Business Administration, College of Management, National Chiao Tung University  
ME: Attorney with Chang Hui law firm;  
Director of National Alliance of Taiwan Women's Associations



**Commissioner, Department of Budget, Accounting and Statistics**  
**Ruey-Cherng Cheng**

HE: Master, Department of Political Science, National Taiwan University  
ME: Commissioner of the Department of Budget, Accounting and Statistics, New Taipei City Government;  
Budget, Accounting and Statistics Officer, Directorate- General of Budget, Accounting and Statistics, Executive Yuan

## The 7th Term of Mayor and Directors General of the Taipei City Government



**Commissioner, Department of Personnel**

### Chien-Chih Chang

HE: Master of Arts in Life and Death Studies, Nanhua University  
ME: Counselor of the Directorate-General of Personnel Administration, Executive Yuan  
Commissioner of the Department of Personnel, Taoyuan City Government



**Commissioner, Department of Government Ethics**

### Feng-Liang Shen

HE: Bachelor of Laws, National Chung Hsing University  
ME: Commissioner of the Department of Government Ethics, Taoyuan City Government;  
Commissioner of the Department of Government Ethics, Ministry of Foreign Affairs



**Commissioner, Department of Civil Servant Development**

### Tom, T. C. Chou

HE: M.A. in International Affairs, Elliot School of International Affairs, George Washington University, U.S.A.  
ME: Ambassador of Taipei Representative Office in The Netherlands;  
Director General of the Department of International Organizations, Ministry of Foreign Affairs



**Chairperson, Research, Development and Evaluation Commission**

### Ming-Tsai Huang

HE: Master of Public Affairs, Ming Chuan University  
ME: Deputy Chairperson of Research, Development and Evaluation Commission, Taipei City Government;  
Chief Secretary of Research, Development and Evaluation Commission, Taipei City Government



**Chairperson, Taipei Urban Planning Commission**

### Cheng-Sheng Pong

HE: Ph.D. in Engineering Science and Technology, National Kaohsiung First University of Science and Technology  
ME: Commissioner of Public Works Department, Taipei City Government;  
Director of Sewage Systems Office of Public Works Bureau, Kaohsiung City Government



**Chairperson, Indigenous Peoples Commission**

### Bakan Pawan

HE: Master of Ethnology, National Chengchi University  
ME: Chairperson's office Secretary & Liaison Officers of Indigenous Peoples Commission, Taipei City Government;  
Indigenous Attendants in Administrative Divisions of Indigenous Peoples Commission, Taipei City Government



**Chairperson, Taipei Hakka Affairs Commission**

### Shyh-Shiun Shyu

HE: MSc in Molecular Genetics, University at Buffalo, the State University of New York  
ME: Councilor of Taipei City Council for the 12th term;  
Board Member, Foundation for Autistic Children and Adults in Taiwan



**Commissioner, Taipei Water Department**

### Jiin-Shyang Chen

HE: Department of Environmental Engineering, National Cheng Kung University  
ME: Deputy Commissioner of Taipei Water Department;  
Superintendent of Engineering Division, Taipei Water Department



**Chairman, Taipei Rapid Transit Corporation**  
**Wen-Tsung Lee**

HE: Department of Electrical Engineering, Tatung University  
ME: Advisor, Mayor's Office, Taipei City Government;  
Co-founder, of Sigurd Co., Ltd.



**President, Taipei Rapid Transit Corporation**  
**Ching-Shinn Huang**

HE: Master of Transportation Engineering and Management, Civil Engineering Department, National Chiao Tung University  
ME: Vice President of Taipei Rapid Transit Corporation;  
Director of Finance Division of Taipei Rapid Transit Corporation



**Director, Songshan District Office**  
**Chiou-Huo Shieh**

HE: Master of Eminent Public Administrators, National Chengchi University  
ME: Chief Secretary of the Department of Information and Tourism, Taipei City Government;  
Senior Specialist, Department of Information and Tourism, Taipei City Government



**Director, Xinyi District Office**  
**Zhu-Ping Yu**

HE: Bachelor of Laws, National Chung Hsing University  
ME: Senior Specialist of the Department of Civil Affairs, Taipei City Government;  
Division Chief of Department of Civil Affairs, Taipei City Government



**Director, Daan District Office**  
**Ming-Kuan Lin**

HE: Master of Public Policy and Management, Shih Hsin University  
ME: Director of Zhongzheng District Office, Taipei City;  
Chief of Household Registration Office, Datong District, Taipei City



**Director, Zhongshan District Office**  
**Mei-Li Lee**

HE: Master of Public Administration & Policy, National Taipei University  
ME: Director of Beitou District Office, Taipei City;  
Director of Wenshan District Office, Taipei City



**Director, Zhongzheng District Office**  
**Tsung-Ming Lin**

HE: Master of Educational Administration and Evaluation, Taipei Municipal University of Education  
ME: Director of Datong District Office, Taipei City;  
Chief of Household Registration Office, Wenshan District, Taipei City



**Director, Datong District Office**  
**Yuen-Chi Fang**

HE: Master of Science, Department of Harbor and River Engineering, National Taiwan Ocean University  
ME: Deputy Director of Neihu District Office, Taipei City;  
Chief of the Household Registration Office, Neihu District, Taipei City



**Director, Wanhua District Office**  
**Tien-Pao Tsan**

HE: Master of Urban Planning and Development, Chinese Culture University

ME: Deputy Director of Songshan District Office, Taipei City;  
Chief Secretary of Songshan District Office, Taipei City



**Director, Wenshan District Office**  
**Yu-Feng Cheng**

HE: Master of Public Affairs, Ming Chuan University

ME: Director of the Department of Civil Affairs, Taipei City Government;  
Inspector of the Department of Civil Affairs, Taipei City Government



**Director, Nangang District Office**  
**Hsien-Li Wang**

HE: Master of Compulsory Education, Taipei Municipal University of Education

ME: Deputy Director of Daan District Office, Taipei City;  
Deputy Director of Xinyi District Office, Taipei City



**Director, Neihu District Office**  
**Ping-Tsung Lin**

HE: Associate of Engineering, Nanya Junior College

ME: Director of Zhongshan District Office, Taipei City;  
Division Chief of the Department of Civil Affairs, Taipei City Government



**Director, Shilin District Office**  
**Jin-Da Hong**

HE: Master of Public Affairs, Ming Chuan University

ME: Superintendent of Taipei Mortuary Services Office;  
Division Chief of the Department of Civil Affairs, Taipei City Government



**Director, Beitou District Office**  
**Pao-Yun Yu**

HE: Ph.D. in Graduate Institute of National Development and Mainland China Studies, Chinese Culture University

ME: Deputy Director of Beitou District Office, Taipei City;  
Deputy Director of Zhongshan District Office, Taipei City

## Directors of Secondary Departments of the Taipei City Government



**Director, Taipei City Hall Management Office**  
**Kuang-Chung Chao**

HE: Department of Criminal Investigation, Central Police University  
ME: Advisory Officer of Taipei City Government;  
Senior Specialist of Secretariat, Taipei City Government



**Chairperson, Taipei Confucius Temple**  
**Shih-Tsung Lan**

HE: Bachelor of Science in Pharmacy, Kaohsiung Medical University  
ME: Councilor of Taipei City Council for the 9th term;  
Delegate of National Assembly for the 3th term



**Superintendent, Taipei Mortuary Services Office**  
**Guang-Ling Chen**

HE: Master of Public Administration, National Chengchi University  
ME: Deputy Director of Shilin District Office, Taipei City;  
Chief of Household Registration Office, Neihu District, Taipei City



**Director, Taipei City Revenue Service**  
**Yung-Tsu Ni**

HE: Master of Financial and Economic Law, Chung Yuan Christian University  
ME: Deputy Director of Tax Collection Administrative Division, Taxation Administration of Ministry of Finance;  
Deputy Director of Property Tax Division, Taxation Administration, Ministry of Finance



**Director, Taipei City Secured Small Loans Service**  
**Ya-Hui Chang**

HE: Ph.D. in Land Economics, National Chengchi University  
ME: Division Chief of National Property Administration, Ministry of Finance;  
Specialist of the Department of Finance, Taipei City Government



**Director, Taipei Public Library**  
**Che-Yi Hung**

HE: Master, Institute of Sports Sciences, Taipei physical education college  
ME: Deputy Commissioner of the Department of Education, Taipei City Government;  
Senior Specialist of the Department of Education, Taipei City Government



**Director, Taipei Zoo**  
**Shyh-Fen Liu**

HE: Department of Fishery Technology, National Taiwan Ocean University  
ME: Deputy Director of Taipei Zoo;  
Research Officer of Taipei Zoo



**Director, Taipei Astronomical Museum**  
**An-Le Chen**

HE: Ph.D. in Astronomy, University of Cape Town, South Africa  
ME: Associate Researcher of Taipei Astronomical Museum

## Directors of Secondary Departments of the Taipei City Government



**Director, Taipei City Youth Development Office**  
**Wen-Ching Liao**

HE: Ph.D.in Department of Education, National Chengchi University  
ME: Chief Secretary of the Department of Education, Taipei City Government;  
Division Chief of the Department of Education, Taipei City Government



**Director, Taipei City Teachers' In-Service Education Center**  
**Shih-Chang Horng**

HE: Master of Adult and Continuing Education, National Taiwan Normal University  
ME: Director of Taipei Public Library; Manager of the Department of Serials, Library of National Taiwan Normal University



**Director, Taipei City Market Administration Office**  
**Ting-Hui Chen**

HE: Bachelor of Civil Engineering, Feng Chia University  
ME: Deputy Director of Taipei City Market Administration Office; Chief Secretary of Taipei City Market Administration Office



**Director, Taipei City Office of Commerce**  
**Chen-Yuan Kao**

HE: Master of Forestry, National Taiwan University  
ME: Chief secretary of the Department of Economic Development, Taipei City Government;  
Senior Specialist of the Department of Economic Development, Taipei City Government



**Director, Taipei City Animal Protection Office**  
**Nien-Chieh Sung**

HE: Master of Veterinary Medicine, National Taiwan University  
ME: Executive Officer of Office of Food Safety, Executive Yuan; Specialist of Bureau of Animal and Plant Health Inspection and Quarantine, Council of Agriculture, Executive Yuan



**Director, New Construction Office, Public Works Department**  
**Li-Yuan Huang**

HE: Ph.D.in Department of Civil and Construction Engineering, National Taiwan University of Science and Technology  
ME: Director of Parks and Street Lights Office, Public Works Department, Taipei City Government;  
Director of Geotechnical Engineering Office, Public Works Department, Taipei City Government



**Director, Hydraulic Engineering Office, Public Works Department**  
**Kuo-Cheng Chen**

HE: Master, Department of Civil Engineering, National Taiwan University  
ME: Chief Secretary of Public Works Department, Taipei City Government; Deputy Director of Hydraulic Engineering Office, Public Works Department, Taipei City Government



**Director, Parks and Street Lights Office, Public Works Department**  
**Shwu-Ru Hwang**

HE: Master in Horticulture, National Chung Hsing University  
ME: Deputy Director of Parks and Street Lights Office, Public Works Department, Taipei City Government; Chief Engineer of Parks and Street Lights Office, Public Works Department, Taipei City Government



**Director, Sewerage Systems Office,  
Public Works Department**

**Kun-Hu Lin**

HE: Ph.D. in Graduate Institute of Civil Engineering, National Central University

ME: Chief Secretary of Public Works Department, Taipei City Government;  
Chief Engineer of Maintenance Office, New Taipei City Government



**Director, Geotechnical Engineering Office, Public Works Department**

**Lan-Sheng Chih**

HE: Master of Civil and Construction Engineering, National Taiwan Institute of Technology

ME: Deputy Director of Geotechnical Engineering Office, Public Works Department, Taipei City Government;  
Deputy Director of New Construction Office, Public Works Department, Taipei City Government



**Director, Taipei City Parking Management and Development Office**

**Kun-Chen Lee**

HE: Master of Civil Engineering, National Taiwan University

ME: Deputy Director of Taipei City Parking Management and Development Office;  
Chief Engineer of Taipei City Parking Management and Development Office



**Director, Taipei City Traffic Engineering Office**

**Jui-Lin Liu**

HE: Master of Civil Engineering, National Taiwan University

ME: Deputy Director of Taipei City Traffic Engineering Office;  
Senior Specialist of the Department of Transportation, Taipei City Government



**Director, Public Transportation Office**

**Hua-Chen Chang**

HE: Master of Traffic and Transportation, National Chiao Tung University

ME: Chief Secretary of the Department of Transportation, Taipei City Government;  
Deputy Director of the Department of Public Transportation Office, Taipei City Government



**Director, Taipei City Traffic Adjudication Office**

**Fu-Chih Su**

HE: Master of Science Geotechnical and Transportation Engineering, Asia Institute of Technology

ME: Deputy Director of Taipei City Parking Management and Development Office;  
Senior Specialist of the Department of Transportation, Taipei City Government



**Superintendent, Taipei Municipal Yang-ming Home for the Disabled**

**Chiu-Fen Liao**

HE: Master of Social Work, Tunghai University

ME: Division Chief of the Department of Social Welfare, Taipei City Government;  
Specialist of the Department of Social Welfare, Taipei City Government



**Superintendent, Taipei Municipal Haoran Senior Citizens Home**

**Fun-Chyuan Troung**

HE: Master of Arts, Tunghai University

ME: Division Chief of the Department of Social Welfare, Taipei City Government;  
Specialist of the Department of Social Welfare, Taipei City Government

## Directors of Secondary Departments of the Taipei City Government



**Director, Taipei City Center for Prevention of Domestic Violence and Sexual Assault**

**Sue-Chuan Chen**

HE: Master of Social Work, Soochow University  
ME: Division Chief of the Department of Social Welfare, Taipei City Government;  
Specialist of the Department of Social Welfare, Taipei City Government



**Director, Taipei City Labor Inspection Office**

**Tsang-Chi Liang**

HE: Master of the Department of Labor, Chinese Culture University  
ME: Deputy Director, Taipei City Labor Inspection Office;  
Division Chief of the Department of Labor, Taipei City Government



**Director, Taipei City Employment Services Office**

**Hung-Cheng Ho**

HE: M.A., Graduate Institute of Labor Research, National Chengchi University  
ME: Senior Specialist of the Department of Labor, Taipei City Government;  
Director of the Department of Labor, Taipei City Government



**Director, Taipei City Foreign and Disabled Labor Office**

**Hsiu-Shan Yeh**

HE: Ph.D.in Department of Social Work, National Taiwan University  
ME: Chief Secretary of the Department of Labor, Taipei City Government;  
Senior Specialist of the Department of Labor, Taipei City Government



**Director, Taipei Vocational Development Institute**

**Chun-Yi Kao**

HE: Master of Science in Social Work, The University of Texas at Austin  
ME: Chief Secretary of the Department of Labor, Taipei City Government;  
Division Chief of the Department of Labor, Taipei City Government



**Superintendent, Taipei City Hospital**

**Sheng-Jean Huang**

HE: MD, College of Medicine, National Taiwan University  
ME: Superintendent of National Taiwan University Hospital, Jinshan Branch;  
Director of the Department of Surgery, National Taiwan University Hospital, Yunlin Branch



**Commander, Environmental Inspection Division, Department of Environmental Protection**

**Ling-Chen Yen**

HE: Master of Environmental Biology and Fisheries Science, National Taiwan Ocean University  
ME: Senior Engineer of the Department of Environmental Protection, Taipei City Government;  
Division Chief of the Department of Environmental Protection, Taipei City Government



**General Manager, Neihu Refuse Incineration Plant, Department of Environmental Protection**

**Yi-Liu Chiu**

HE: Master of Environmental Health, China Medical University  
ME: General Manager of Beitou Refuse Incineration Plant, Department of Environmental Protection, Taipei City Government;  
Senior Engineer of the Department of Environmental Protection, Taipei City Government



**General Manager, Beitou Refuse Incineration Plant, Department of Environmental Protection**

**Wen-Yuan Wu**

HE: Department of Civil Engineering, National Taipei Institute of Technology  
ME: General Manager of Muzha Refuse Incineration Plant, Department of Environmental Protection, Taipei City Government;  
Commander of Sanitation Inspection Division, Department of Environmental Protection, Taipei City Government



**General Manager, Muzha Refuse Incineration Plant, Department of Environmental Protection**

**Hung-Lang Liang**

HE: Department of Public Administration, National Chung Hsing University  
ME: General Manager of Neihu Refuse Incineration Plant, Department of Environmental Protection, Taipei City Government;  
Senior Specialist of the Department of Environmental Protection, Taipei City Government



**Director, Taipei City Urban Regeneration Office**

**Hsin-Liang Chen**

HE: Master in Urban Planning, National Cheng Kung University  
ME: Advisory Officer of Taipei City Government;  
Deputy Director of Taipei City Urban Regeneration Office



**Director, Taipei City Construction Management Office**

**Mei-Hsiu Liu**

HE: Master, Department of Architecture and Urban Design, National Taipei University of Technology  
ME: Chief Secretary of the Department of Urban Development, Taipei City Government;  
Senior Specialist of the Department of Urban Development, Taipei City Government



**Director, Taipei City Archives**

**Su-Jane Chan**

HE: Master, Graduate School of Department of History, Fu Jen Catholic University  
ME: Executive Secretary of Taipei City Archives, Taipei City Government;  
Division Chief of the Department of Cultural Affairs, Taipei City Government



**Director, Taipei Fine Arts Museum**

**Jun-Jieh Wang**

HE: HdK Art Academy in Berlin, completing a master class (Meisterschüler)  
ME: Professor of the Department of New Media Art, Taipei National University of the Arts;  
Director of Kuandu Museum of Fine Arts



**Director, Taipei Symphony Orchestra**

**Wei-Te Sung**

HE: Master, National Fresnes Conservatory Paris, FRENCH  
ME: Professor of the Department of Music, National Taiwan Normal University;  
Professor, Taipei National University of the Arts



**Director, Taipei Chinese Orchestra**

**Cheng-Kang Chen**

HE: Ph.D. in Ethnology, National Chengchi University  
ME: Chair of the Department of Arts at Krirk University, Thailand;  
Professional Orchestra Manager

## Directors of Secondary Departments of the Taipei City Government



**Director, Taipei City Arts  
Promotion Office**  
**Hsin-Yao Lin**

HE: Ph.D.in Graduate Institute of  
Political Science, National Taiwan  
Normal University  
ME: Deputy Commissioner of the  
Education Department, Taipei City  
Government;  
Director of Taipei Teacher's In-  
Service Education Center



**Director, First District Project Office,  
Department of Rapid Transit Systems**  
**I-Jen Wang**

HE: Master of Civil Engineering,  
National Cheng Kung University  
ME: Deputy Director of First District Project  
Office, Department of Rapid Transit  
Systems, Taipei City Government;  
Deputy Director of East District Project  
Office, Department of Rapid Transit  
Systems, Taipei City Government



**Director, Second District Project Office,  
Department of Rapid Transit Systems**  
**Chun-Hung Chen**

HE: Master of Hydraulic and Ocean Engineering,  
National Cheng Kung University  
ME: Deputy Director of Central District Project  
Office, Department of Rapid Transit Systems,  
Taipei City Government;  
Director of the Department of Civil  
Engineering and Architectural Design  
Division, Department of Rapid Transit  
Systems, Taipei City Government



**Director, Systemwide E&M Project Office,  
Department of Rapid Transit Systems**  
**Jui-Wei Su**

HE: Master of Electrical Engineering,  
National Taipei University of  
Technology  
ME: Chief Engineer of the Department  
of Rapid Transit Systems, Taipei  
City Government;  
Deputy Chief Engineer of the  
Department of Rapid Transit  
Systems, Taipei City Government



**Director, Taipei Broadcasting Station**  
**Shao-Chien Hu**

HE: Ph.D. in Institute of Educational  
Administration and Evaluation,  
University of Taipei  
ME: Secretary of National Education  
Radio;  
Chief, Taitung Substation of  
National Education Radio



**Superintendent, Land Development  
Agency, Department of Land  
Administration**  
**Chun Huang**

HE: Master of Civil Engineering,  
National Cheng Kung University  
ME: Deputy Chief Engineer of High  
Riverbank Construction Management  
Office, New Taipei City Government;  
Senior Engineer of Water Resources  
Department, New Taipei City  
Government



**Superintendent, Engineering Division,  
Taipei Water Department**  
**Huan-Ying Fan**

HE: Bachelor of Agricultural  
Engineering, National Taiwan  
University  
ME: Chief Engineer of Taipei Water  
Department;  
Division Chief of Taipei Water  
Department



## Taipei Yearbook 2021 Editorial Group

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Ching-Sheng Wu	Chief Secretary, Department of Education
Hsiu-Yi Chiu	Chief Secretary, Department of Health
Hsiu-Pei Shao	Chief Engineer, Department of Urban Development
Shu-O Lin	Chief Secretary, Department of Social Welfare
Shu-Hui Lin	Chief Secretary, Taipei City Police Department
Che-Yi Hung	Director, Taipei Public Library
Li-Ing Tu	Chief of Special Affairs Division, Secretariat
Chun-Yi Kao	Chief Secretary, Department of Labor
Hui-Min Chen	Deputy Commissioner, Department of Information Technology
Liang-Hui Chen	Chief Secretary, Department of Sports
Hai-Chin Chen	Chief of International Affairs Division, Secretariat
Mei-Hung Chuang	Chief Secretary, Department of Economic Development
Hung-Kuang Huang	Chief Secretary, Research, Development and Evaluation Commission
Huei-Ju Huang	Chief Secretary, Department of Transportation
Wen-Ting Hwang	Chief Secretary, Department of Civil Affairs
Wei-Shiou Yang	Chief Secretary, Department of Environmental Protection
Deh-Chian Liu	Chief Secretary, Department of Cultural Affairs
Chun-Chieh Hsiao	Chief Secretary, Department of Information and Tourism
Shu-Fan Lan	Chief Secretary, Public Works Department

## Taipei Yearbook 2021 Contributing Agencies

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2	Urban Development	Department of Urban Development	(1) Department of Urban Development
3	Industry, Commerce, and Finance	Department of Economic Development	(1) Department of Economic Development (2) Department of Finance
4	Education and Effective Learning	Department of Education	(1) Department of Education (2) Department of Cultural Affairs (3) Department of Social Welfare (4) Hakka Affairs Commission (5) Indigenous Peoples Commission (6) Department of Civil Servant Development
5	Social Welfare	Department of Social Welfare	(1) Department of Social Welfare (2) Department of Labor (3) Indigenous Peoples Commission
6	Healthcare	Department of Health	(1) Department of Health (2) Department of Social Welfare
7	Social Safety	Taipei City Police Department	(1) Taipei City Police Department (2) Taipei City Fire Department (3) Department of Labor (4) Department of Urban Development
8	Transportation	Department of Transportation	(1) Department of Transportation (2) Department of Rapid Transit Systems (3) Taipei Rapid Transit Corporation

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10	Public Infrastructure	Public Works Department	(1) Public Works Department (2) Department of Economic Development (3) Department of Land Administration (4) Taipei Water Department
11	Information Technology	Department of Information Technology	(1) Department of Information Technology (2) Department of Transportation (3) Public Works Department (4) Department of Economic Development (5) Taipei City Police Department (6) Department of Land Administration
12	Art and Culture	Department of Cultural Affairs	(1) Department of Cultural Affairs (2) Department of Civil Affairs (3) Hakka Affairs Commission (4) Indigenous Peoples Commission
13	Religious Ceremonies	Department of Civil Affairs	(1) Department of Civil Affairs (2) Hakka Affairs Commission (3) Indigenous Peoples Commission
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18	Human Resources	Department of Labor	(1) Department of Labor (2) Department of Personnel (3) Department of Compulsory Military Service (4) Department of Civil Servant Development
19	Rights of Citizens	Department of Legal Affairs	(1) Department of Legal Affairs (2) Department of Government Ethics
Appendix I	Annual Events	Research, Development and Evaluation Commission	(1) Research, Development and Evaluation Commission
Appendix II	Statistics	Department of Budget, Accounting and Statistics	(1) Department of Budget, Accounting and Statistics
Appendix III	Profiles of the People	Department of Personnel	(1) Department of Personnel

# 台北 Taipei Map 地圖



LEGEND	
	Heritage Site
	Historic Site
	Tourist Attraction
	Recreational Agricultural Area
	Department Store and Shopping Mall
	Night Market
	Metro
	Makong Gondola
	Station
	Mountain
	Park
	Green Area
	River
	Bridge
	Freeway
	Wharf
	Michelin Star
	Michelin Bib Gourmand



Taipei Travel Net



Taipei Travel App

※ To the best of our knowledge, the information contained herein is correct at the date of publication.  
 ※ It is possible to apply for the copyright of this publication.

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# 路網圖

## Route Map



### 圖例 Legend

<b>BR</b> 文湖線 Wenhu Line	南港展覽館 Nangang Exhibition Center	動物園 Taipei Zoo
<b>R</b> 淡水信義線 Tamsui-Xinyi Line	淡水 Tamsui	象山 Xiangshan
<b>G</b> 松山新店線 Songshan-Xindian Line	北投 Beitou	大安 Daan
<b>O</b> 中和新蘆線 Zhonghe-Xintu Line	板橋 Banqiao	新店 Xindian
<b>BL</b> 板南線 Bannan Line	蘆洲 Luzhou	台電大樓 Taipei Power Building
<b>Y</b> 環狀線 Circular Line	迴瀨 Huilai	南勢角 Nanshijiao
路線顏色 Line Color	頂埔 Dingpu	南港展覽館 Nangang Exhibition Center
<b>R03</b> 一般車站 Regular Station	亞東醫院 Far Eastern Hospital	亞東醫院 Far Eastern Hospital
<b>BL12</b> <b>R10</b> 轉乘站 Transfer Station	新北產業園區 New Taipei Industrial Park	大坪林 Dapinglin
<b>BL01</b> 端點站 Terminal Station	新北產業園區 New Taipei Industrial Park	大坪林 Dapinglin

機場 Airport

高鐵 HSR

台鐵 TRA

桃園機場捷運 Taoyuan Airport MRT

淡海輕軌 Danhai LRT

連通道 Passage

站外轉乘 Out of Station Transfer

溫泉 Hot Spring

貓空纜車 Meishong Gondola

2021 臺北市年鑑

# TAIPEI Yearbook



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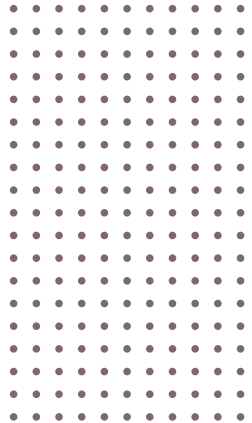
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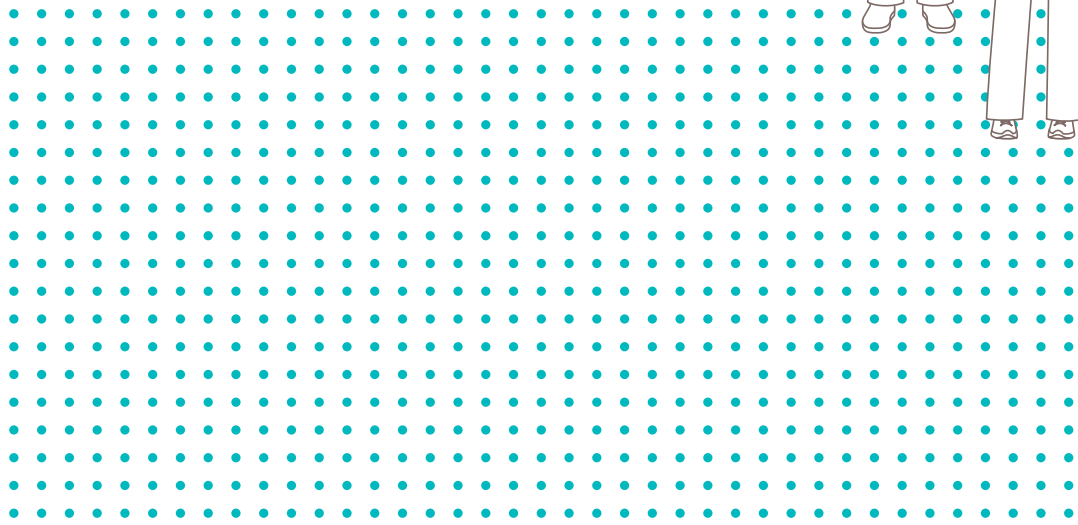
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