

Touching Stories

I am a tourist from the United States. I am from New York where we have an excellent subway system. The MRT is a wonderful system and compares favorably to any other systems I have ridden on. In addition, the people of Taipei are the friendliest and most polite people I have ever met. Thank you.

The washroom is very clean. We appreciated this. We had a good impression about Taipei. We will definitely come again in the future. Plus Taiwanese are very friendly and helpful.



I, as a Japanese, have a good image of Taipei Metro as a convenient transport system. It is never perplexing even to first time uses. Besides, its public toilets are very clean. I hope that, by good example of Taipei Metro, Japanese can learn to further improve our MRT facilities. TRTC, go forwards!

Honestly, this is one of the best subway systems I've ever seen. I would just like to take this time to thank Taipei MRT for providing me such a pleasant travel experience during my stay in Taipei. Thank you. Jom from Canada.

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I am from Malaysia, and have visited many cities such as Paris and New York. I just want to say that Taipei Metro has the best practice for station design, architecture and customer service.



I have lived abroad for many years; therefore, I have had the chance to take MRT in different countries. When I returned to Taiwan, the only thought that comes to my mind is that Taipei really has made great progress in all areas,



no matter in citizens' quality or city development. Thanks for everyone's effort to make Taiwan become a better country.

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I am an APJ Tax Director of a Forbes top 50 MNC. I write this email mainly to recognize the service and hospitality of your employees. I work from home and sometimes take Wenhua line to commute between home and our Taipei office. I've noticed for a while there is a Taipei Metro employee traveling with every car from Nangang Exhibition Center. Always with no exception, the Taipei Metro employee sits only when the car is half loaded and stands up whenever the car is approaching stations. I understand the intention is to yield seats to passengers and customers. But it's the discipline that makes your team different and respectful. Today, I headed back home early at 16:00 on Car #21. It

was early and therefore far from crowded, at least before Ganggian Station. It surprised me that the lady of Taipei Metro still kept the same standards (i.e. stood up whenever approaching stations and sit only after door closing) all the way. Compared to the teenagers that rush into seats at Ganggian, the lady set a very high standard for herself, your company and we Taiwanese. I don't know her name but it's really amazing. Thanks so much for all your best-in-class services in the world.



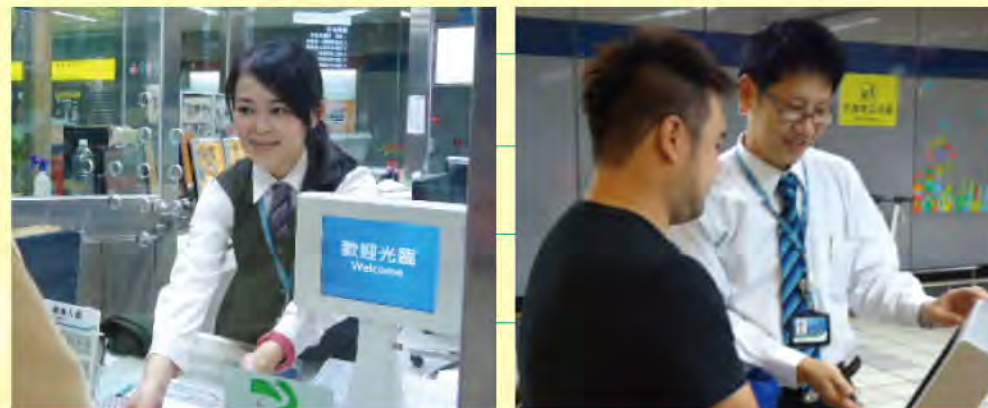
Touching Stories

Dear Sir/Madam,

Yesterday I was travelling on the Muzha MRT with my two small children. At the Songshan Airport Station, I became separated from my 3 year old son when we tried, unsuccessfully due to a full train and blocked doorways, to get on together. As soon as I realized my son was on and I wasn't able to board that train in time I spoke to a MRT attendant who immediately radioed ahead and communicated with the next station. My other child and I were accompanied to the next station where we were reunited with my son who was being cared for by another MRT staff member. Other than being shocked my son was fine and I felt no panic

because I had great confidence in the MRT staff. We often travel by MRT in Taipei and find it fast, efficient, clean and safe. Yesterday was another example of just how well run it and I wanted to express my gratitude. Please pass my thanks on to the staff at Songshan Airport and Zhongshan Junior High School stops.

Just wanted to appreciate the service. It is very Good. Keep it up. Good Job!!



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*T*hanks for charging station, that was helpful to me. I like it. Thanks so much. Love Metro Taipei so much. God bless you.

I am not good at dancing, and my clumsy body could not always follow the music tempo and beats. I always think that dancing requires professional skills. However, today I saw groups of challengers performing on Metro Street Dance Competition. Their performances really inspired me! I could see the happiness on their faces, and their every

movement also conveyed fun and joy to every member of the audience. I was really entertained by those wonderful performances this Sunday afternoon.



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I would like to thank all the staff of Taipei Metro. You provide all passengers with a clean environment and reliable service, and successfully transport millions of passenger home on New Year's Eve. Because of you, Taipei has become a better city.

I travel around the world and visit many cities. And I must say Taipei Metro is the best! I love it!



Thank you for finding my phone! I left my phone in the restroom of Taipei Zoo Station and didn't notice until I was sitting in the gondola cabin. I pressed the emergency button for assistance, and on my way back to the station, your staff had already found the phone. I am extremely impressed by the service of your team.



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I am a tourist from Hong Kong, and I am writing to express my appreciation toward your station staff, Mr. Lin. On August 6, my friends and I planned to take the MRT from Xindian Station to Zhuwei Station. However, we did not know that bicycles are not allowed to enter stations except well-packed folded bikes. Fortunately, Mr. Lin explained the regulations to us, and



helped us pack our bikes. We are really impressed and touched by the excellent service he offered. Please forward my thanks to Mr. Lin as well. Thank you!

The janitor, Mr. Chen, is a very responsible person. He does usual routine things in unusual ways that make the restroom of MRT Mingde Station much cleaner. Well done!

Hi! I just want to say thank you, and I'm gonna miss your well-thought-out subway system with easy accesses (including the bicycle access).



Touching Stories

While taking the MRT at around 7 o'clock on May 22, I was again deeply moved that the visually disabled get full and warm help from staff of TRTC, cleaners and security guards; and this touching story has stayed with me for a long time. What I'd like to say is that TRTC indeed provides a friendly and easy-to-get-help environment to passengers, a high standard which has never been seen in other large enterprises and public organizations. I am so proud of TRTC!



Dear Sir/Madam,

I would like to express my sincerely thanks to the staff at Jiannan Rd. Station. Especially the male staff with spectacles. They are very professional and helpful to assist me in my 2-day Pass. I can say Taipei Metro has the best and professional service so far.

