

Touching Stories

On our way back from the Shilin Night Market on 5 October, my mother got lost at Metro Taipei Main Station. She is an old Japanese lady, and speaks neither Chinese nor English. Fortunately, the station staff (黃嘉華、李文鴻、楊雅芬) helped her and even assisted her to return to the Regent Hotel safely. To make things worse, my mobile phone was not working properly at the time, so I asked for help at Metro Jiantan Station. The station staff even called the hotel several times to make sure if my mother had returned. We are very sorry not to be able to express our appreciation in person, and therefore decided to send you this email. Thank you!

(2017.10.11 Customer's Comments C06101129)

タイトル: 駅のスタッフに感謝します

10月5日士林夜市からホテルに戻る途中で、母が台北駅で道に迷ってしまいました。母は中国語も英語も話せない年寄りで、あの時まごまごしてしまいました。あの状況で、母は駅のスタッフのお蔭で無事リージェントホテルに戻ることができました。ちなみにわたしのスマホオフにより、母がホテルに戻るかどうか、劍潭駅のスタッフがホテルに確認してくれました。申し訳ございませんが、わたしたちは直接ありがとうを言う機会がありませんでした。



Touching Stories

My Indian friends were urgently looking for a place to feed their new-born, but were unable to ask for help due to the language barrier. Two cleaners, Ms. Lee and Ms. Su, at Metro Zhongxiao Xinsheng Station, noticed the situation and helped them to find the nursing room. The station master, Mr. Tong (童俊強), also helped them. They were very grateful for the heartfelt help they received!

(2017.11.17 Customer's Comments STEC06111701)



Thank you so much to the station staff (李承憲、吳佩真) at Metro Taipower Building Station for helping me find my son! We lost each other in the station, and the staff did their utmost to help me and keep me calm. I'm very impressed with their work! Thank you so much again! (2017.10.17 Customer's Comments STED06101703)



As a foreigner in Taiwan, I am always impressed with how clean, convenient, and affordable public transit is in Taipei and around the island. Thank you and keep up the good work!

(2017.10.1 Customer's Comments STED06100102)

Touching Stories

We were in Taiwan and looking for accommodation, but we didn't speak any Chinese. The Metro staff were so kind to translate for us and help us find somewhere to stay. It was an unforgettable experience and we will cherish the memory for a long time to come. We really like Taiwan!

(2017.7.10 Customer's Comments STKB06071001)

What is the Taipei Metro? It represents the speed, efficiency, kindness, and innovation. Right now, I see a female staff at Yuanshan Station patiently explaining the ticket regulations to a foreign couple. I was very touched by her warm smile and attention to detail. This is what makes the Taipei Metro the greatest system in the world!

(2017.7.14 Customer's Comments STDC06071401)

Touching Stories

My family and I would like to thank Mr. Chen (陳坤煌), station staff at Taipei Metro Technology Building Station, for helping us on 25 June. We were travelling on the Metro that day, when my daughter failed to get on the train with us. Mr. Chen stayed with her to keep her calm until we returned to get her. We are very grateful for his heartfelt help.

(2017.6.26 Customer's Comments STKB06062601)



I am very impressed by the kindness I experienced on 24 June, and would like to express my compliments for Mr. Wang, the security guard at Xinyi Anhe Station. When Mr. Wang was patrolling outside the station, he came across a foreign national who had lost his wallet. Mr. Wang does not speak English very well, so I stopped and interpreted for him as I passed by. He was very kind and even escorted the foreigner to the police office near exit 2.

I was very touched by his enthusiasm, so I decided to write this note. His warmth and kindness was very reassuring and deserves a reward!

(2017.6.25 Customer's Comments STDF06062503)



Touching Stories

Dear Sir/ Madam,

I was travelling across the Metro network the other day, when I noticed your “Metro etiquette” posters. I especially liked the one that encourages passengers to wear surgical masks. It’s so lovely! Is the illustrator well known in Taiwan? I really hope to see more of their work in the Metro!

I also enjoyed the station souvenir stamps very much; they had become one of the highlights of my memories in Taipei! Thank you!

YU from Japan

(2017.5.15 Customer’s Comments C06051502)

Touching Stories

I am always surprised by the Taipei Metro. It's super clean, and I also noticed this time that there were new TV screens for commercials on the trains. That is a great improvement! Really enjoy the experience here! Thanks!

(2017.4.18 Customer's Comments STED06041801)

Wonderful metro system, always on time and fast! Wish we had this in Stockholm, Sweden.

Love -- a tourist

(2017.4.22 Customer's Comments STKB06042202)

Touching Stories

The attendant, Ms. Wang (王昕郁), was very friendly and helpful; both my children liked her very much. In fact, we just met her two days ago when we were riding the Bumper Cars. She is always very attentive. It was really nice to meet her again, and it made our trip a wonderful experience!

(2017.4.24 Customer's Comments CBEE06042401)



Around 2pm on 9 April, we were at the Taipei Children's Amusement Park when I suddenly pulled a muscle. The nurse (林珽霖) in the medical room was very attentive and careful in helping me. I am very grateful and hope that she receives proper reward!

(2017.4.10 Customer's Comments T10-1060410-00538)



Touching Stories

The staff (張瑄芳、王盈靜) we met at the Taipei Children's Amusement Park today were all very nice and friendly. I really liked the service!

(2017.4.10 Customer's Comments CBEE06041001)

The service at the Pirate Ship was superb, and we really enjoyed our time there today!

(2017.4.10 Customer's Comments CBEE06041002)



The two attendants (張聆彥、張瑄芳) at the Spinning Chairs were so warm-hearted and well-mannered!

(2017.4.27 Customer's Comments CBEE06042701)



When I took my kids to ride the Dragon Boat around 10 am on 2 April, the female attendant (張聆彥) showed me how to make a reservation by using the Park's mobile phone app. She was very patient as she taught me this time-saving hack! I'm delighted by the service; we will definitely visit again!

(2017.4.5 Customer's Comments C06040511)

Touching Stories

Dear Taipei Metro,

I am from Japan and was visiting Taipei recently. On 12 March, my friend and I were at Taipei 101/ World Trade Center Station when I suddenly became ill. The staff (張以昌、鍾千慧) were very kind and helpful, and despite being extremely busy, were very patient and friendly as they assisted me. I am immensely grateful to receive such heartfelt help. (2017.3.22 Customer's Comments C06032213)

MRTstaff様

你好。

私は、齋藤綾(AYA SAITO)と申します。

2017年3月12日(日)台北101stationにて、体調不良になりstaffの皆様に助けられました。

多忙の中、一生懸命看護していただき大変感謝しております。

献身的に対応して下さったstaffの皆様に日本から御礼をお送りしたいのですが、送り先の住所を教えてくださいませんか？

staffの皆様のお名前を聞くことが出来なかったのですが、駅にはいつも同じstaff様が常駐しているのでしょうか？

お手数ですが、ご回答頂けましたら幸いです。



Touching Stories

Dear Sir/ Madam,

My family is visiting Taipei and today we rode the Wenhua MRT line to the Taipei Zoo. On the way back there was a seat on the train with some melted ice cream on it that we were pointing out to our daughter so that she wouldn't sit in it.

The train attendant, Lee Po-Ju (李柏儒), overheard us and displayed remarkable care and service. He apologized for the mess and radioed ahead for a cleaner to meet the train at an upcoming station. The cleaner almost made it into the train but managed to pass attendant Lee paper towels with which he diligently cleaned the seat for us.

We haven't seen this level of care on any transit system, at home or traveling, and wanted to take the time to commend attendant Lee. I've attached an image of his name badge in case I didn't provide the right details.

(2017.3.29 Customer's Comments C06032907)



Touching Stories

Hello!

We are a family of four from Korea, and we visited Taipei in January. On 26th January, we visited the Taipei Zoo and were going to Taipei 101 by Metro, when my daughter realised that she had left her iPhone7 at the Daan Station lavatories. We rushed back to the station, but found nothing. We asked for assistance at the information counter. A female member of staff, who was wearing glasses and was in her twenties, kindly helped us and told us that someone had turned in the phone. Unfortunately, the Personal Information Protection Act of Taiwan prevented her from giving us the information of the finder, so we are unable to thank them in person. We are so grateful to the kindness of all Taipei citizens and the great service of your staff (丁美君、廖珮軒). Our experience of Taiwan has touched our hearts deeply, and we are writing this letter to express our thanks.

(2017.2.2 Customer's Comments C06020219)



Touching Stories

I have travelled many countries, and I must say even the MTR of Hong Kong cannot compare to the Taipei Metro, be it in software or hardware. I would herewith like to express my thanks for your good service and amiable attitude. I'm a very satisfied customer.

(2017.2.6 Customer's Comments STEB06020602)

I noticed at Taipower Building Station that you were playing jazz music in the building which was adapted from film music. It makes the waiting time so much more pleasant, as one is surrounded by the happy atmosphere of the film.

(2017.2.24 Customer's Comments STKB06022401)

Touching Stories

I was travelling on the Taipei Metro with my two granddaughters when, unfortunately, we ran out of diapers! I was panicking and ran to the information counter to ask for help. To my surprise, the Taipei Metro really does have this service. The station master, Mr. Lin (林志穎), provided two differently sized diapers and guided us to the nursing room.

I am deeply thankful and hope that he receives proper reward for his good deed.

(2017.1.2 Customer's Comments STEB06010204)

I would like to thank Ms. Hong (洪慧玲), station staff at Guting Station, for helping me save NT\$ 200.

When making my payment, I failed to notice two new banknotes sticking together. Ms. Hong counted the money very carefully, and returned the two \$100 bills to me that were in excess.

Although it is just a small amount of money, I was very moved by her attention to detail. It really represents the Taipei Metro's professionalism and integrity. Thank you!

(2017.1.31 Customer's Comments STED06013101)



Touching Stories

The trains are clean, the carriages spacious, platform screen doors are installed everywhere, and the signage is very clear and easy to understand. Well done!

(2017.1.13 Customer's Comments STDC06011301)

大塚の車両が清潔で、車両の幅が広く、座席の配置が好ましい。ホームの安全の出来で、方向も大変に良いので、全く満足。

I have travelled on the metro systems of Japan, Singapore and Korea, and I can honestly say that the Taipei Metro tops them all. Not only is it the most comfortable, but the service is also the best!

When I was travelling around Korea, I had the chance to talk to some Chinese people from Beijing and Hong Kong, we all agreed that the Korean Metro system was very tiring, it required far too much walking! I told them how much better the Taiwanese Metro was. There are lifts and escalators everywhere, and you are also more likely to get a seat on the trains. It is much more user friendly for travelers.

I am so proud that I can boast about my own country when I'm travelling. Thank you so much for making Taiwan's Metro so great!

(2017.1.5 Customer's Comments C06010518)