

# Touching Stories

*Hi! I am a tourist. I think the system is pretty good (except it's always very crowded). Keep it up!!*

*Love,*

*A tourist from Singapore*

*(2015.12.11 Customer's Comments STDC04121103)*

*I am a PhD student in philosophy at the National Taipei University. I have returned to Taiwan briefly for a teaching job. As I am responsible for various matters of international academic exchanges, I have to publish educational messages worldwide at 9 PM every day. Today, my WIFI malfunctioned, and I was advised by a friend that I could use the Taipei Free Wi-Fi at your stations. It is thus that I had the pleasure of experiencing the highly efficient,*

*kind and wise help of your station staff, Ms. Chiu (邱瓊令). I was able to obtain a free Wi-Fi account and publish the said messages in time, benefiting people worldwide.*

*Miss Chiu provided a crucial service, for which I am very grateful and would like to express my heartfelt thanks.*

*(2015.12.5  
Customer's Comments  
STIE04120502)*



# Touching Stories

**W**e would like to compliment the excellent Metro staff and system of Taipei. Well done Taiwan! Metro station staff have been really great and helpful throughout our stay.

With love,

Your Singaporean friends

(2015.11.28 Customer's Comments MEFC04112802)

**S**potlessly clean stations, trains, platforms and toilets, and very polite and helpful staff. Keep up the good work! Thank you! :)

(2015.11.10 Customer's Comments MEFC04111001)

(2015.11.25 Customer's Comments MEFC04112501)

(2015.11.23 Customer's Comments MEFG04112301)

**J**ust wanted to say thanks for your hard work, it made our trip wonderful.

(2015.11.29 Customer's Comments MEFC04112901)

**章志勇** was a very patient, helpful gentleman. I thank him for his wonderful service.

(2015.11.17 Customer's Comments STDF04111702)

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*I just want to say how brilliant the Taipei Metro & Bus service is. It is great value, very clean and efficient. The guards at the front are friendly and courteous. It has been a pleasure to travel on the system. Thank you!*

*(2015.10.28 Customer's Comments MEFG04102801)*

*Great train system – very clean, organized and easy to navigate. Love it!*

*(2015.10.21 Customer's Comments STIF04102102,  
2015.10.3 Customer's Comments MEFG04103001)*

*My parents and I were travelling on the Metro on 11 October. A security guard at Shandao Temple Station kindly introduced some famous spots to us in Japanese. We do not know his name, but it was around 8:00-9:30am that day, and we would like to thank him for his kind help. It became a pleasant trip because of his O•MO•TE•NA•SHI, Taiwan style. Thank you!*

*(2015.10.19 Customer's Comments C04101915)*

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*I would like to compliment the driver of the train (司機員林佳駿) of which the first car was #1528. He squatted down very politely to tell a teenage female passenger that she couldn't sit on the floor in front of the emergency exit at the front of the car. This is the door that leads to the driver's cabin. The passenger complied immediately. The entire interaction took less than 15 seconds. I was very glad the driver noticed the passenger sitting there, and prevented the danger.*

*(2015.9.14*

*Customer's Comments*

*STDB04091401)*



*I am a tourist and would really like to congratulate the kindness of the Metro agent who helped me find my way at Taipei Main Station. He (副站長連思漢) was very professional and helpful.*

*(2015.9.16*

*Customer's*

*Comments*

*STDC04091601)*



*I am a visitor to Taiwan and have been here for about a month. I use MRT everyday and always find it a pleasure. Clean, efficient, friendly staff.*

*(2015.9.11 Customer's Comments STIE04091101)*

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**T**wo female station staff (站務員吳妙蓮、站務員劉宇瑤) at Songshan Airport Station helped my friend and I recover our backpacks. Without their help, we might have missed our plane. Thank you so much! They should be rewarded. They were amazing!  
(2015.8.25 Customer's Comments MEFC04082501)

**M**y 11 year-old son and I took the Taipei Metro home one evening in early August, transferring at Zhongxiao Fuxing Station. My son noticed that his nose was bleeding while I was in the ladies' room. The security guard saw my son go into the men's room (he wanted to clean himself up), told me where he was and instructed me to take him to the station manager's booth, who gave my son a fresh packet of tissues and even an ice pack, and told him to sit on a bench and rest. Both of them were unbelievably kind and professional. We were deeply grateful and impressed! My



son (who loves the Taipei Metro) said, "They really live by their slogan – Taipei Metro Cares for You!" Thank you Taipei Metro, especially to the station staff (站務員劉智賢) at Zhongxiao Fuxing Station!

(2015.8.17 Customer's Comments C04081721)

**T**he station staff (站務員謝綺文) near exit 1 of Jingmei Station was very attentive to my questions and worked extremely well under pressure.

(2015.8.23 Customer's Comments STED04082303)



**I** am a visitor in Taiwan and I was very moved by your kind and sincere service. The restrooms at Songshan Station were neat, clean and well equipped. I loved it very much! I want to visit Taiwan again because of these great memories. Also, the officer at the Information Center was especially great and nice. Thank you very much.

(2015.8.25 Customer's Comments STIF04082501)

# Touching Stories

**T**hank you very much Taipei Metro for the wonderfully convenient service. Thank you for taking me everywhere in Taipei with my EasyCard. I love the Metro, and I love Taipei!

*(2015.7.29 Customer's Comments STEB04072901)*

**D**ear Miss Liu, I am from Japan. I would like to express my thanks for showing me how to use the Taipei Free Wifi in the metro system. Many thanks!

*(2015.7.4 Customer's Comments STED04070401)*

**I** get on and off the train at this station almost every day, and the washrooms are always clean and tidy. The plants by the washbasins make me feel refreshed and wonderful. I really appreciate your thoughtfulness.

*P.S. The recent addition of ginger lilies is awesome. I can smell the scent of the flowers as soon as I leave the station. (提供者林丁旺)*

*(2015.7.6 Customer's Comments MEFG04070601)*



# Touching Stories

*Around 8:00pm on June 18, I was on the Metro Wenhua Line when I saw a lost child being taken to Daan Station for assistance. Two female station staff(副站長林玟瑜) were helping enthusiastically with finding the child's family. I do not know if they were reunited in the end, but their attitude was certainly praiseworthy. Please give them recognition they deserve.*

*(2015.6.22 Customer's Comments C04062219)*



*Taipei Metro is one of the best subway systems in the world, it is clean, punctual, safe and provides barrier-free accesses throughout. It is better than the subways of New York, Paris, Rome, Barcelona, Tokyo, etc. Thank you for the fantastic system!*

*(2015.6.1 Customer's Comments STEC04060106)*

*It is our first time in Taiwan and we are very impressed and enticed with the advanced technology of the Metro stations.*

*(2015.6.1 Customer's Comments STDC04060102)*

*Thank you for letting us use the toilets, even though we were not travelling on the Metro. Super nice!*

*(2015.6.17 Customer's Comments STDC04061701)*

# Touching Stories

***H**ello, I would like to thank the two staff who helped us at exit 1 of Zhishan Station on the morning of May 22. (站務員劉俞均) We needed to get on and off different trains at different stations on our school's field trip, and had to purchase group tickets or different destinations. As we are an international school, the staff at Zhishan Station sold our colleagues the tickets in advance to save them the struggle of communicating in Chinese with staff at other stations. We are very grateful for their assistance. It proves once again that the most beautiful scenery of Taiwan is the heart. Jessie Wu, Assistant Secretary of British Junior Section (2015.5.22 Customer's Comments C04052211)*



***I** was transferring at Dongmen Station one evening, when I lost one of my high heels as I stepped out of the train (it may have fallen down the track or flew in to the train). There was nothing I could do so I asked station staff for help. I would especially like to thank the female staff who helped me, (站長阮伊辰、清潔人員張小青) the cleaning staff and the security guard who went out to buy slippers for me. They saved me from the embarrassment of walking home bare feet. It doesn't even matter any more if they found my shoe or not. Thanks a million!*



*(2015.5.5 Customer's Comments C04050505)*



# Touching Stories

**H**ello! I work at the Academia Sinica and often travel on the Wenhua Line. Around 8:53 this morning (May 6), I boarded the first carriage of an outgoing train at Nangang Exhibition Center Station. I noticed the kind service of the train attendant. Not only did he remind passengers when the train was about to move, he also greeted them as they entered the carriage. What was most remarkable was his attentiveness to disabled and pregnant passengers, making sure they had a seat. His attitude was sincere and earnest, not just perfunctorily fulfilling his duties. I have lived in the US for some time, and have been to many big cities, such a sight made me think that service standards on Taiwanese public transport have progressed significantly, and I hope you give these train attendants the encouragement and recognition they deserve. Thank you.

*(2015.5.6 Customer's Comments C04050609)*

# Touching Stories

*I went to the Taipei Zoo with my family yesterday. We took the MRT home, and your train attendant (站務員賴珮妤) was so sweet to notice that I had an insect bite and offered me to use her Mentholatum. I was very impressed. I really*

*appreciated her help! And before I return to my country, I would like to say thank you Taiwan, and thank you Taipei!*

*(2015.4.20 Customer's Comments C04042030)*



*I think the staff handled the situation very well when a thunderstorm shut down the Maokong*

*Gondola. They were very efficient in providing chairs and water for us and made the wait as agreeable as possible.*

*(2015.4.22 Customer's Comments RXHD04042201)*

*I wish to thank you for the safety, great service and clean stations. I wish my hometown London could do as well as you! Congratulations!*

*(2015.4.12 Customer's Comments STDB04041201)*

*Your train service is wonderful; it is very easy even for English speakers to understand where to go. Your operators and staff are also very friendly, thank you and keep up the spirit!*

*(2015.4.6 Customer's Comments STEB040406 , 2015.4.6 Customer's Comments STEB04041401)*

# Touching Stories

*I just wanted to comment on the fact that the Taipei Metro is very clean, efficient and enjoyable as a means of transportation throughout the city. I wanted to thank the staff and volunteers who make the MRT such a great experience and showcase for international travellers.*

*(2015.3.25 Customer's Comments STID04032501)*

***M**y mother and I lost a bag of zoo goods on the MRT, and it was kindly, promptly returned to us. My mother was very surprised because in NYC, where we are from, this would never have happened! Thank you and keep up the great work! We love Taiwan and Taipei Metro!*

*(2015.3.4 Customer's Comments RXHD04030402)*

*I am one of the mothers attending the "Angels Learning to Fly" event (for critically ill children) on March 22. I am grateful the organisation of the Taipei Children's Amusement Park, and the kind assistance and understanding of the staff, our children and us felt really spoiled and pampered by the reception. Unfortunately, my child has passed away early this month. Still, I brought a photo to be there for our appointment. I joined the rides on the Ferris Wheel, Ocean Carousel and the Monorail in place of my child, as well as the Children's Theatre, Hopping Square, and the specially designated activity lounge. I thank the Amusement Park for giving me the chance to spend this beautiful Angels' Day with my little angel.*

*(2015.3.26 Customer's Comments C04032602)*

# Touching Stories

**T**hank you for the clean drinking water fountains!  
Taipei is so clean. Beautiful!  
(2015.2.15 Customer's Comments STID04021501)

**P**assenger Mr. Huang suffers from ALS and is very sensitive to impacts and falls. Today he took the Metro from Touqianzhuang to Guandu, via Minguan W. Rd. Station. He is very grateful for the heart-warming assistance he received from Metro staff(保全員郭良光) during the journey, and that they helped to find a seat on the train for him.

(2015.2.16  
Customer's  
Comments  
SXEF04021609)



**G**ood services. Staff are very helpful and friendly.  
Good job!! Keep it up. I'll come to Taiwan again.  
(2015.2.7 Customer's Comments STDC04020704)

**I** am from Japan. I boarded a train at Daan Station not knowing that it was out of service. The lights went off on the train as it headed towards the pocket tracks. A female train conductor(司機員陳麗如)found me and brought me back to Daan Station. I am very grateful for her help and I love Taiwan!

(2015.2.25 Customer's  
Comments  
STEC04022502)



# Touching Stories

*T*aipei Metro train stations are great, very clean and well organised compared to all the other ones I have used in Singapore, Paris, Thailand and elsewhere. Perfect!

*(2015.1.2 Customer's Comments MEFC04010201)*

*W*hen we were travelling on the Maokong Gondola last night, my pregnant wife suddenly started bleeding. I am so grateful to the Gondola staff for speeding up the cable car for us, they also had a wheelchair and tissue ready at the other end, even had the elevator on standby, and called a taxi for us. Their professional handling of this emergency allowed us to swiftly leave the station and get to the hospital. My wife is not stable and resting at home. Once again, I would like to give you my greatest thanks

*and appreciation for your help, and wish you all the very best.*

*(2015.1.19 Customer's Comments C04011909)*

*I* am writing to praise the male train conductor (司機員麥光正) who very patiently explained to two female migrant workers who were chewing gum on the train, that there was a no food and drink policy on the Taipei Metro.

*(2015.1.25 Customer's Comments SXEF04012503)*

