

Touching Stories

Thank you for the souvenir ink stamps at your stations. It's a very nice idea. My kids and I found it fun and informative!

[\(2016.12.22 Customer's Comments STDF05122201\)](#)

We are visiting from Tainan and, by chance, came across a selfie booth at the Taipei City Hall Station. The photos it took were much better than those we had taken in Japan! There are actually a lot of selfie booths around Japan, and I was surprised to find them in the Taipei, too. Not only so, but the designs of their exteriors and the photo quality is much superior. Japan got nothing on you! Well done!

[\(2016.12.12](#)

[Customer's Comments C05121231\)](#)



On 30th November, I had to take my infant to the Mackay Memorial Hospital for an ultrasound. The series of checkups required an empty stomach, so you can imagine that, by the time we were done and leaving the hospital, my 4 month old was starving. I was so grateful

for the nursing rooms at the Taipei Metro, otherwise it would have taken another half-hour plus walking time before I could feed my child, that would have led to quite a tantrum! Neither would I have been able to breastfeed in public—it would have been too embarrassing! So I would really like to thank the Taipei Metro for their thoughtful service, and wish you a very prosperous future.

[\(2016.12.2 Customer's Comments C05120202\)](#)

Every morning I enter the Metro from exit 2 at Dingpu Station, and every day there is a male station staff (副站長林宏彥) at the ticket gates greeting commuters with a chirpy "good morning". This simple gesture really warms the heart and props me up for another day at work, no matter how tired I am in the morning. I work in the service industry myself, and know that such enthusiasm does not come easy. His kindness and warmth is really reassuring and deserves recognition! Thank you!

[\(2016.12.6](#)

[Customer's Comments C05120611\)](#)



Touching Stories

I'm a first-time visitor from Japan and I'm very impressed by how convenient the Taipei Metro is. All the signs are easy to understand and very user friendly. I felt very safe travelling alone on the Taipei Metro. Thank you.

(2016.11.28 Customer's
Comments STEB05112802)

初めての台湾旅行で、安全に楽しめたのは、
きれいな Metro Taipei のおかげです。
表示はわかりやすく、駅と列車も安心安全に
一人で乗ることができました。
ありがとうございます。

I am a visitor from Macau. On 26th October, my friend and I asked for assistance at the information counter as my EasyCard would not top up normally. The male staff, Mr. Hsu, made several phone calls to help solve our problem. Luckily, we were able to get a full refund. We would like to thank Mr. Hsu (站務員許金樹) and were very impressed and moved by the kindness and courtesy we

experienced here in Taiwan.

(2016.11.4 Customer's Comments C05110406)

Well organized Metro system here in Taiwan, and all the staff are friendly and approachable. Hope to come here again soon. Thank you.

(2016.11.27 Customer's Comments STEC05112701)

Returning home to Taiwan, I find myself surrounded by Taiwanese sophistication-the pleasure of odor-free, clean and safe female restrooms in the Taipei Metro. The janitor (清潔員曾美麗) deserves great praise! Thank you!

(2016.11.8 Customer's
Comments STDF05110801)



Touching Stories

We are the “Star Class” of Shijian Elementary School, Banqiao District, New Taipei City. We want to thank Train Driver Uncle Peng (司機員彭建川) for visiting us on 4 October and sharing his experience at the Taipei Metro with us. Not only did he prepare a PowerPoint full of pictures to introduce metro-safety guidelines, he even brought presents for the children who knew the right answers. The session went really well and we all learned a lot!

His enthusiasm was impressive, and we all want to say a big thank you to Uncle Peng!

(2016.10.12 Customer's Comments C05101212)



I would like to thank Mr. Zhong Kai-Nian, station staff at MRT Jiantan Station, who helped me on 15 October.

It was about 7 pm when I disposed of some rubbish in one of your bins, and accidentally threw my iPhone 6s in along with it. I didn't notice until some time later. Mr. Zhong was extremely kind and helpful. He checked every dirty smelly garbage bag with me, and managed to find my iPhone, which I thought I'd never see again!

I would like to give him my deepest thanks for his fantastic help. He was amazing!

(2016.10.16 Customer's Comments STDC05101602)



Touching Stories

Thank you for your excellent service and professionalism. All staff are well-trained, regardless of their specialization. Thank you Taipei City Government and Taipei Metro!

(2016.10.23 Customer's Comments STED05102301)

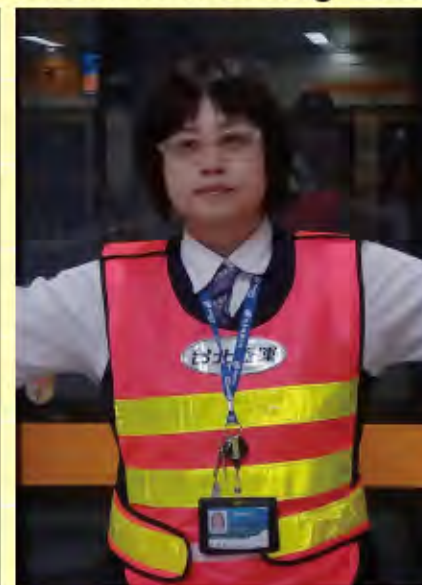
The safety, convenience and cleanliness of the Taipei Metro are a well-known fact. This is a result of the collective endeavor of all Metro employees, and I am endlessly proud to have been one of the team.

During my time, I have witnessed station masters performing security checks around the stations in stormy typhoon weather, raincoat and helmet-clad; and chase to passengers in need at their top speed. They are demanding, but also very encouraging to maintenance staff, and there is nothing that frontline staff need more than recognition and encouragement!

I want to thank all the station masters (呂奉壽、王媛儀、李亮瑩、劉欣華、王秋雅...) I have worked with, and bid a grateful farewell, wishing you all the very best.

(2016.10.9 Customer's Comments

STIE05100902)



Touching Stories

Life has become very inconvenient since my lumbar spine injury two years ago. Yet I feel fortunate to be living in Taipei, a city with a well-developed metro system. During my recovery, the safe and smooth transport service of the Metro has ensured my freedom of movement. Travelling on the Metro might be a mundane routine for the general citizen, but it represents an important part of my life. When travelling on the Taipei Metro, I can rest or walk about as I need, and the central air-conditioning is also a big plus. I have thus been able to recover much better while easily achieving my daily exercise quota. I would therefore like to thank everyone involved in making the Taipei Metro the great system that it is!

(2016.9.6 Customer's Comments STKB05090602)

*The noble Metro culture
I love Taipei Metro!*

Take any seat that is free when you get on, so that others have space to move around. Once you're seated, keep an eye out for anyone who needs it more. And if someone gives you their seat, kindly accept and give thanks

Such is to support the noble culture of the Taipei Metro.

(2016.9.12 Customer's Comments C05091201)

Touching Stories

I would like to thank the two members of staff (站務員葉子瑋、陳柏年) who helped me at Ximen Station on 25 September.

I was travelling on the Taipei Metro with my pet stroller, when the station staff stopped me because the zip of the stroller was broken, and the mesh cover wasn't closing properly. As a result, my dog could peek out of under the cover, which was against Metro regulations. The staff



went back and got a couple of big paper clips to fasten the cover and ensure I could carry on with my journey. It was due to their thoughtful service that me and my dog got home safely.

(2016.9.26 Customer's Comments C05092632)

The EasyCard system works really nicely, better than oyster cards in London!

(2016.9.18 Customer's Comments STEB05091804)

Touching Stories

Very good metro system! Very clean compared to other countries. Thanks a lot!

(2016.8.9 Customer's Comments STDB05080902)

Thank you for your excellent train service, I had a great week! Taipei and Taiwan are amazing!

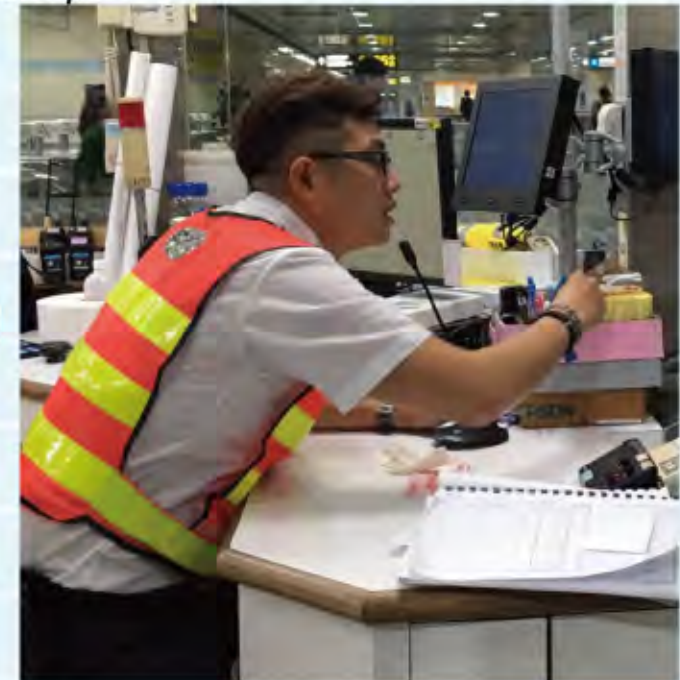
(2016.8.16 Customer's Comments STDC05081601)

I lost my iPhone 6 on the bus 815 on 5 August, between National Palace Museum and Shilin Metro Station. We asked for help when we got to Ximen Station. A male station staff (副站長林沛興) assisted us immediately and checked the record on my EasyCard to trace the bus number and company. He tried everything to help us. I really appreciated his help!

(2016.8.6

Customer's
Comments

STEC05080602)



Touching Stories

Hello! I would like to thank the kind station staff (站務員王啟柏) who helped me at Zhishan Station on 7 August.

I didn't know at the time that you could just ask at the information counter if you needed to use the bathroom. I was in a hurry to answer nature's call, so I just used my EasyCard to touch through the gates. A male station staff, Mr. Qi-Bo Wang, noticed me and kindly explained the regulations; he even cancelled the last transaction on my card! He was so nice! I was very moved by his enthusiasm and attention to detail, which is why I am



writing this email to express my appreciation. His professionalism and warmth is really reassuring and deserves praise!

(2016.8.10 Customer's Comments C05081006)

I am writing to let you know that the Taipei Metro system is really awesome. I am from Berlin, Germany, and I think your Metro system is nice, clean and cheap, nothing like that of Berlin!

(2016.8.31 Customer's Comments STDF05083102)

Touching Stories

I have now been in Taiwan for two and half years. Your Metro service is much better than that of my country (Singapore). It's really comfortable and reliable. Well done to all the staff and keep up the good work!

(2016.7.13 Customer's Comments STEB05071302)

I have travelled and seen many countries, and find the Taipei Metro to be safe, fast and clean. Indeed, it is the best metro system in the world!

(2016.7.27 Customer's Comments STIF05072701)

I really like your Metro Rider ads. They are very positive and promote the Metro cultures. Keep it up! Thank you!

(2016.7.20 Customer's Comments C05072003)

On 8 July, I left work at 00:05 only to find that my car had run out of battery because I forgot to turn off the lights. It was late at night and the weather was really bad as there was a typhoon. I asked for help from a friend but he wasn't sure if he had a cable. I was beginning to panic when I spotted an engineering vehicle from the Taipei Metro nearby. I approached them to ask for a jumper; instead, the two male staff helped me to jump my car. We were all out in the storm for 15 minutes sorting out the situation. I am so incredibly touched and grateful, it was so late and the conditions were so awful, these guys really deserve a reward! They were two male employees both wearing glasses. Thank you so much again! You really are wonderful!

(2016.7.11 Customer's Comments C05071108)

Touching Stories

I would like to express my deepest gratitude and appreciation to the entire staff of Beimen Station, who were on duty on the morning of 28 May, 2016. My 91-year-old mother was feeling unwell and passed out on the train. At that time, the train immediately stopped at Beimen Station. Lots of station staff rushed over to assist us. I am most grateful to a young male station master (副站長 林東良). Despite the additional work, he was still extremely friendly and even carried my mother on his back to the nearest exit, where the ambulance was already waiting.

My mother was discharged from hospital the same day and is much better now. Everything is back to normal again. I would like to thank the staff for their high level of professionalism and attention. The staff

was well trained, and even under such stressful circumstances, handled the emergency



astoundingly well. It is professionals like them who make the Taipei Metro such a safe and reliable system to travel on.

(2016.6.1 Customer's Comments STIF05060101)

I am visiting from Switzerland. I like the MRT very much, and people in Taiwan are so friendly!

(2016.6.20 Customer's Comments STIG05062003)

Touching Stories

Taiwanese service is much better than that of Hong Kong or Macao.

(2016.6.24 Customer's Comments STDB05062404)

Hello! I am from Korea and I lost my cellphone at Beitou Station around 28 May. A train driver (司機員金熙祐) tried really hard to help me find my phone. He had bleached blond hair, and he was driving the train from Beitou to Taipei Main Station at 11:50pm that day. I would like to thank him and express my greatest appreciation.

Thank you!

(2016.6.4 Customer's Comments C05060402)



On 28 May, I was waiting for my friend at exit 5 of Songshan Station. I saw how a male cleaner (清潔員莊宗文) politely helped a foreign tourist sort the garbage. I really hope that he receives the proper reward for his good deed.

There are always a lot of tourists at Songshan Station, and I believe that if we are willing to assist them, they will have a more enjoyable time in Taiwan.

(2016.6.2 Customer's Comments STIF05060201)



Touching Stories

I am a visitor from Singapore. Around 4:30pm on 9 June, my son and I travelled on the Taipei Metro with our folding bikes for the first time. A female station staff with long hair came to us and kindly explained the regulations.

At the time, we did not know that passengers with bicycles needed to buy paper tickets at the information counter. We had just used our EasyCards to scan through the gates. As we reached the platform, the station staff rushed over to give us two paper tickets. To our surprise, she had also contacted Dongmen Station, and a male staff there cancelled the latest transaction on our cards.

We were very grateful for the help that we received, and would like to express our heartfelt thanks to these two members of staff. We were very

impressed and moved by the kindness and courtesy we experienced here in Taiwan.

(2016.6.23 Customer's Comments C05062315)

I am a tourist from Singapore. I had left my wallet at Jingan Station and I'm very grateful to the station staff (站長楊仁君、清潔員康王素雲) who helped me get it back. They were very fast and efficient.

(2016.6.2 Customer's Comments STIG05060201)



Touching Stories

I'm visiting from Korea and I think the Taipei Metro is great! It is so comfortable! Thank you for your kindness and goodbye for now. I really liked it here!

(2016.5.16 Customer's Comments STEC05051602)

I would like to thank the two female station staff (副站長陳玉珊、站務員黃依君) working at Touqianzhuang Station on 28 May. It was about 11am and I was all dressed up for a wedding, but the heel of my left pump came off as soon as I exited Touqianzhuang Station. There was no convenience store nearby, nor time to return home. I was panicking as I ran to the information counter to ask for superglue. The two female staff assisted me immediately and provided a variety of tapes to help repair my shoe, even cutting me some spare pieces of foam tapes just in case. I didn't note their names since I was in a hurry, so I'm

writing this email to express my gratitude for the help that I received. Please forward my



heartfelt thanks to the ladies. It was because of them that I had a wonderful Saturday.

(2016.5.30 Customer's Comments C05053019)

I was taking the Metro from Technology Building to Xihu Station around 07:00 on 9 May. As I was going through the ticket gates, I noticed a couple carting a 25L barrel of unknown liquid into the station. I was just wondering if I should notify staff, when they and the security guards came rushing already. I overheard that the barrel contained wine, and then saw them take the elevator and leave the station again. I'm glad to learn through this little scenario that the station staff (副站長陳佩如) and security (林宗賢) is always on high alert, their professionalism is very reassuring and deserves merit. It is a relief to feel safe when travelling on the Metro. Thank you.

(2016.5.10 Customer's Comments C05051013)



Touching Stories

The Taipei Metro system is awesome. It's very convenient and easy to use, especially for foreigners like me!

(2016.4.5 Customer's Comments STDC05040504)

Taipei Metro provides excellent services, Singapore Metro cannot compete with it. A big thank you!

(2016.4.14 Customer's Comments STEB05041401)

I'm a first-time visitor from China and I'm very impressed by how convenient the Taipei Metro is. All the signs are very easy to understand, and the EasyCard top-up process is also very user friendly. People are orderly when queuing for the trains, and keep to the no food and drink rules. It has

been a great riding experience.

(2016.4.2 Customer's Comments STEB05040201)

Hello, I'm a tourist from Hong Kong. I myself work for the HK MTR, and I must say, your professionalism, enthusiasm and thoughtfulness really put us to shame. Keep up the good work and thank you for a great time!

(2016.4.1 Customer's Comments STEC05040101)

Touching Stories

Last week I was travelling with my children, when I found that the newly refurbished Metro lavatories all have a barrier-free restroom, equipped with a child-friendly toilet. This really helps children to use the toilet and helps the parents, too. Thank you!



(2016.3.2 Customer's Comments C05030202)

(2016.3.29 Customer's Comments STIG05032901)

We wanted to thank the kind female station staff working at Zhinan Temple Station on 31 March. She greeted every passenger warmly when the cabins doors opened. At that time, two passengers were alighting; she nicely double checked their destinations to make sure they were getting off at the right stop. We observed her and found that she did the same with every passenger. This society needs more people like her. As the saying goes, the most precious scenery of Taiwan is its people, and she really proved it true!

(2016.3.31 Customer's Comments C05033116)

Touching Stories

The Taipei Metro is very clean and really great! Keep up the good work! Thank you.

(2016.3.29 Customer's Comments STEB05032901)

The Taipei Metro is excellent! It's clean and big, and the station staff is very nice. From a Japanese tourist.

(2016.3.21 Customer's Comments STIG05032102)

I am from Hong Kong and visited Taipei recently. It was about 7:30pm on 26 March when my wife and I were travelling on the Taipei Metro. As we exited the ticket gates at Chiang Kai-Shek Memorial Hall Station, my wife suddenly felt very dizzy due to low blood sugar. The station staff, Ms. Chen, (站務員陳文櫻) immediately assisted us and gave us

a seat so my wife could rest; and even though she was busy at work, she helped keep an eye on my wife so I could get some food and drink from the nearby convenience store for my wife. After about 20 minutes, my wife was much better already. I am very grateful for the help that we received, and would like to express my heartfelt thanks to Ms. Chen, as well as my appreciation for the Taipei Metro's outstanding service.



(2016.3.28 Customer's Comments C05032818)

Touching Stories

The Taipei Metro System is almost perfect. I am able to travel all over the city safely and easily. Many thanks to the designers and engineers; many thanks to the workers who keep the stations and cars so clean; and finally, many thanks to the kindness of Taipei citizens who are always willing to offer me their seat.

(2016.2.13 Customer's Comments MEFC05021301)

I'm so glad that Taipei has such convenient public transportation. I hope that eventually the Metro systems will extend to public tourist spots! Keep up the good work! From Indonesia with love!

(2016.2.26 Customer's Comments STDF05022602)

As a whole, the Taipei Metro is wonderful. Keep up the good work. You have clean, cheap and easy to use transportation. Taiwan should be proud.

(2016.2.13 Customer's Comments STED05021302)

Touching Stories

We were visiting Taiwan from South Korea when we lost our wallets at Jiantan Station. It was late at night and none of us spoke Chinese so it wasn't easy, but the station staff was extremely helpful. He(副站長莊博旭) tried everything he could and helped us get our wallets back. We are deeply grateful and hope that he receives proper reward for his good deed.

(2016.1.27

Customer's Comments

STIF05012701)



Iwould like to express my greatest gratitude and

appreciation to the entire staff on duty at Yongchun station on the morning of 3rd January, 2016. I was feeling unwell and vomited on the floor of the station. The security guard immediately rushed over to assist me. The cleaner came down shortly after to clean up the mess. Despite having additional work to do, not only did she not wear a long face, she cleared it up in a jiffy and told me not to worry about it. The station master(站長張頌婷) later escorted me to a rest area near the information counter and asked if I needed warm water to drink. I would like to thank the staff for their high level of professionalism, the warmth and attention. Thank you to the staffs on duty at Yongchun Station on 3rd January, 2016. It is professionals like them that make Taiwan such a wonderful place to visit.

(2016.1.25 Customer's Comments C05012523)

Touching Stories

*I*t was our first visit to Taiwan, and every time my child and I travelled on the Taipei Metro, people always gave up their seats for us. I was very moved by this kindness and courtesy I experienced here in Taiwan. Thank you!

(2016.1.23 Customer's Comments STIG05012301)

I'm a Japanese tourist who visited Taipei recently. I want to thank the kind Metro staff at Minquan West Road Station, who helped me recover my lost glove, which I had lost at the station on 23 January. After I notified the station staff, he(站務員王信傑) told me to come back the next morning, and when I returned, he had actually found my glove! It is unbelievable that they were able to find such a small item in such a big station, and

I am very grateful! Because of this experience, I will always be willing and ready to help any Taiwanese tourists in Japan if they are in need!

Thank you!

(2016.1.27

Customer's Comments

C05012717)



謝謝! 本当にありがとうございました。
私は、先日台北を訪れた日本人観光客です。MRT民権西路駅の駅員さんに感謝をお伝えしたくメールを差し上げました。
1月23日民権西路駅構内で片方の手袋を落としました。
駅員さんに相談すると明日朝にもう一度駅を訪問してくださいとのこと。
翌朝訪問すると手袋が届いていたのです。
あんなに広い駅を探すのは大変なことだったと思います。
本当にありがとうございます!
これまで以上に◎日本観光に来てくれた台湾の方々がお困りになっていたら・・・力をお貸ししていると思います。
謝謝◎!