

Touching Stories

Lost AirPods at Hongshulin Station

Hello, I would like to express my sincere thanks to the very kind worker at Hongshulin Station on the evening of December 25th. That morning, I had many bags and was very busy. My AirPods fell out and onto the tracks. I could not retrieve it and had to wait till the end of my workday to ask for help. The very kind man on the evening shift helped me and said they would look for it at the end of service. The next day it was found! Wow! So nice of all the workers to help me get it back! It was a new thing I had bought for Christmas and I was scared to lose it so soon. I will be more careful. Please accept my gratitude and thankfulness. You are all wonderful people and I love Taiwan for all the kind, thoughtful people. Good job Taipei Metro and Thank you.

(2020.12.28 Customer's Comments C09122825)



Touching Stories

Taipei Rapid Transit Corporation December 19, 2020

Date: December 16, 2020

Day: Wednesday Time: Approx. 9pm

MRT Station: Xihu Metro Station (西湖站)



Description: A big thanks to the security guard, Mr. Lai (賴先生), who was kind enough to assist an elderly lady to board the MRT at Xihu Station (西湖站) on Wednesday night. The senior female passenger was unfamiliar with the public transport and needed to get to Gongguan Station (公館站), which required transit at a "Green Line" station. Mr. Lai was not only helpful in assisting the lady to board the car but he had also contacted the MRT conductor and personnel at relevant stations to make them aware of the situation. I was relieved to see Mr. Lai's professionalism and patience in handling the matter at the time. More importantly, it was heartwarming to see kindness particularly at such a late hour when most people were about to finish their shift and return home. I would like Taipei Metro Corporation to convey my gratitude to the security guard, Mr. Lai at Xihu Station, as well as acknowledging Taipei Metro for having recruited and trained a thoughtful employee like Mr. Lai. I am sure the lady was well taken care of thanks to all the personnel involved. Thank you all. (相關人員:保全賴震昌)

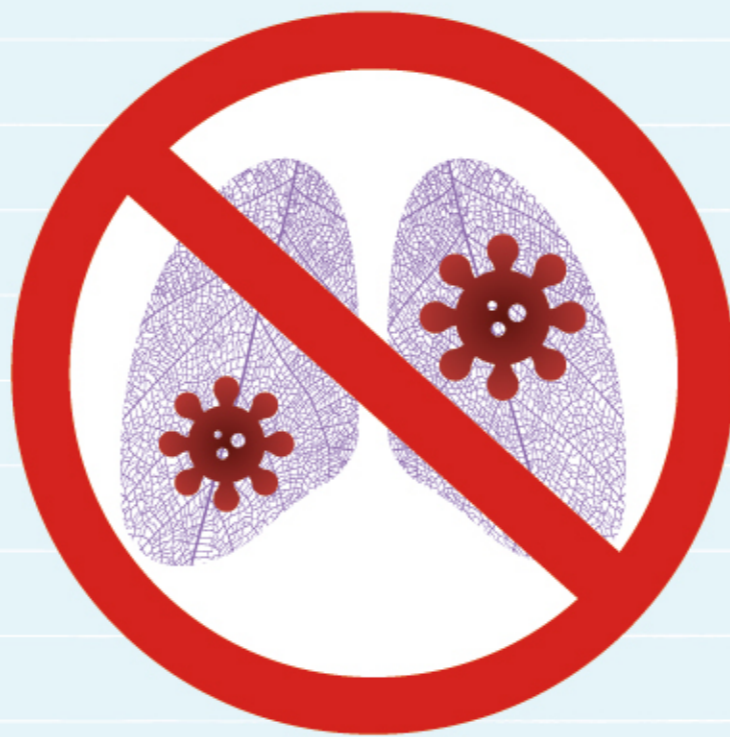
(2020.12.21 Customer's Comments SXEF09122103)

Touching Stories

Thank you

*Thank you for implementing all the protective measures
in the Taipei Metro
during the Covid-19 pandemic.*

(2020.4.22 Customer's Comments STDF09042201)



Touching Stories

I would like to highly compliment you on one of your customer service staff, Mr. Lin. He was the staff at Ximen metro station on January 8, 2020. He was attentive, competent, pleasant, helpful, cheerful, professional, and also extremely polite. I especially want you be aware of how good one of your employees is and what a good impression he made for Taipei Metro all around. He amazingly seemed to satisfy all passengers' needs. His cheerful attitude made me feel that he wasn't just doing his job, but that he genuinely enjoyed his work and cared about serving everyone well. Thank you. From Hong Kong tourist

(相關人員:工讀生林洧澤) [\(2020.1.8 Customer's Comments C09010812\)](#)



After getting off Bus #630 toward Donghu, I realized that I had left my iPhone on the bus. I went to Huzhou metro station (Exit #2) and asked for assistance. Mr. Hsu was extremely helpful, courteous, and resourceful in recovering my iPhone. He called people at the bus company and also called my phone to locate it. He wrote a note that I could show to the bus driver to help me find the phone at the destination. I have recovered my iPhone. Mr. Hsu is truly an asset to your company! Thank you.

(相關人員:站務員徐琨凱) [\(2020.3.11 Customer's Comments STKG09031101\)](#)

