

# Touching Stories

*I wish you all a happy holidays and a merry Christmas. I think we all take Taipei Metro for granted, so I'd like to take this time to thank you for everything.*

*Best, Adam.*

*(2014.12.27 Customer's Comments STEB03122703)*

*While on a visit from Hong Kong a dead mobile phone battery made it difficult to find a friend I was supposed to meet at Tamsui Station. I appreciated how station manager Duan Luo-shu 段洛書 not only alerted my friend using the station broadcast system but also indicated the nearest café with a charging facility. A big thanks goes out for her assistance. At last, I charged my phone using a USB charger provided by someone from Taipei. Thank you!*

*(2014.12.07 Customer's Comments STDB03120701)*

*Great system for helping tourists. We appreciate all the help and information desks. We are very impressed.*

*(2014.12.24 Customer's Comments STEB03122401)*

*A staff member of Taipower Building Station(站務員吳建鑫) went out of his way to help us find our destination. His polite, friendly nature showed us the warmth of the Taiwanese people.*

*Tourists from Hong Kong*

*(2014.12.08*

*Customer's Comments*

*STED0312*

*0808)*





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*On September 9, when passing through Taipei Main Station, I approached a sound I heard. It turned out to be the Exit Music Festival. It brought me great joy to watch a free, professional performance on a Sunday afternoon.*

*(2014.11.12 Customer's Comments MA201411120213)*

*A simple act became the most touching experience of my many days riding the MRT. In the detached society we now live in, a greeting from others is unexpected. Imagine my surprise when I came across Qiu OO, the most enthusiastic train assistant I had ever seen. As I boarded, she said good afternoon with a cheerful, kind smile that left me feeling warm and happy all day. I appreciated the moment and hoped that Taipei*

*Metro could recognize such a warm-hearted employee.*

*(2014.11.28 Customer's Comments MEFG03112801)*

*Facilities in the breastfeeding room are perfect and service from station staff is excellent. I wish there could be a breastfeeding room at every station to create a friendly environment for nursing mothers.*

*(2014.11.11 Customer's Comments STEC03111101)*



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**M**y daughter found NT\$5 at MRT Zhongxiao Dunhua Station and gave it to the station staff. I appreciate the staff who took this \$5 coin seriously enough to follow the SOP and issue a lost object form. NT\$5 is a small amount, but your staff's attitude sets a great example for children to return found money, it is social education in practice. Ethics education is especially important in our day and age, and your company's attitude provides a very positive example for the younger generation. Thank you!

(2014.10.29 Customer's Comments C03102911)

**M**iss Angel Wu (吳芳嬌) was so kind to lend me a phone card for the payphone so I could call my friend. I was very touched by her kindness. You have a very unique worker and she is a great asset to your company. I hope you will consider her for a higher position. Thank you.

(2014.10.24 Customer's Comments MEFC03102401)



**I** met a very nice cleaning lady at the station lavatories (I think her name was 徐麗足). My mother suffers from dementia, and the lady not only treated her with great patience but also gave her encouragement. I was deeply touched by her actions.

(2014.10.12 Customer's Comments STEB03101201)



**I** would like to thank the staff at Chiang Kai-Shek Memorial Hall. I am Korean and I came to Taiwan to learn Chinese. Taiwan is very convenient and the people are very kind. This is specially obvious on the MRT. Station staff are very helpful toward foreign passengers. My friends came to visit me from Korea for two weeks and they felt the same. They specifically asked me to forward their thanks to Ms. Hong at Chiang Kai-Shek Memorial Hall. Ms. Hong was very kind and warm-hearted, she helped them purchase their EasyCards and showed them how to top them up. My friends also felt very surprised and fortunate to encounter Korean speaking people in Taiwan.

(2014.10.30 Customer's Comments C03103013)



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*The culture corridor is great. There were many people standing and reading. Unfortunately I was in a hurry. I will find a time to come and see it properly.*

*(2014.9.3 Customer's Comments STEC03090301)*

*I am very impressed with your MRT system. Your staff here are very helpful. Thank you!  
Tourist from Singapore.*

*(2014.9.14 Customer's Comments STID03091403)*

*On September 20, I came across a visually impaired man getting off the MRT. I led him to the correct door, and as soon as the door opened, there was a member of the Guting Station staff (張裕樑) readily standing by the door waiting for*

*him. He held out his hands saying "please walk ahead" to guide the passenger.*

*When the visually impaired need help on the MRT, there is always timely assistance. Surely such thoughtful service provides them with a sense of warmth and security. I have already experienced this twice and am very impressed by the communication and attention of detail of the MRT staff. I am also grateful for their silent efforts in making Taipei Metro and Taiwan a better place.*

*(2014.9.22  
Customer's  
Comments  
C03092213)*





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**W**hen I asked the station staff, 張雅琪, at the information counter for wooden rubber stamps, she smiled and politely indicated their location. As a tourist, I can feel the friendliness of the Taiwanese. I



hope Taipei Metro can maintain its good quality customer service.

**S**tamp collecting at each station is a good service for tourists and children. Keep up the good work.

(2014.8.19 Customer's Comments STED03081901 、  
2014.8.24 Customer's Comments STDB03082401)

**I** am visiting on a trip from New York and had trouble finding an HSBC branch. Friendly station staff (施孟宜) patiently answered my question, leaving me very satisfied. I appreciate the help.

8/18/2014

(2014.6.19 Customer's  
Comments STID03081901)



**A**s an Irish tourist on holiday here in Taiwan, I have noticed that readily available tourist information means I cannot get lost. MRT service is superb. I am so impressed with the cleanliness, efficiency, ease of use, signage, clarity, etc. It is really stress-free for a foreigner to use this service. Well done and thank you.

(2014.8.15 Customer's Comments STDD03081501)



# Touching Stories

*I just want to say thank you for your metro. Everything is in English, it's really easy to get a ticket, and staff are friendly. Keep up the great work, and thanks for providing a clean and safe system!*  
(2014.7.2 Customer's Comments MEFC03070202)

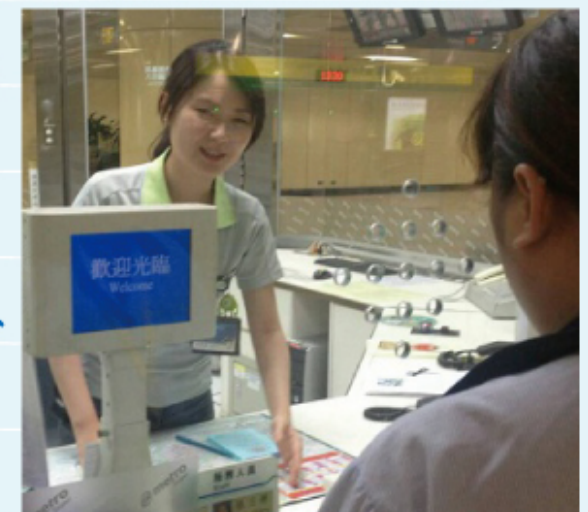
*Taipei Metro is amazing. I came back from Korea a couple days ago and felt I needed to write this letter because you're doing so well! Besides clear indications, well-planned routes and a handicapped friendly environment, most importantly there are always information counters and station staff around every corner. Your devotion to operating Taipei Metro is particularly obvious when compared to my experiences overseas. Despite the recent unfavorable incidents on Taipei Metro, I am still confident of your effort,*

*which is obvious to all. Finally, thank you Taipei Metro. As a citizen of Taipei, I am proud of you.*  
From an 18-year-old girl  
(2014.7.14 Customer's Comments C03071415)

*The three of us came from Australia for sightseeing. Staff member 陳祐榕 was very friendly when providing information and assistance. Thanks.*

*I really love Taipei Metro! It is the most efficient transportation system I've ever used.*

(2014.7.23 Customer's Comments STDC03072301、  
2014.7.14 Customer's Comments STDC03071401)





# Touching Stories

Dear Mayor,

On the Wednesday before last, while passing through Taipei Main Station I received a leaflet with information about "Love Concert." Taipei Metro was busy in dealing with recent incidents, so I wondered how it could spare time to host a concert. Later, while passing through the concert site, I saw people joyfully listening to music. Suddenly, I felt the MRT station transform into the environment everyone was familiar with – the cheerful, carefree and loving MRT was back. I believe others shared this same feeling or they would not have lingered for 20-30 minutes. Truly, this kind of small but excellent activity is commendable. I suggest that instead of spending money on pop stars and street dance competitions, Taipei Metro should host such events that foster interaction between citizens. Mayor Hau should take this opportunity to make Taipei Metro even better. Thank you to the Mayor and Taipei Metro. You did a great job.

Dear Mayor,

Last Sunday I took my colleagues from Hong Kong to Yongkang Street (永康街) and heard music from the MRT station. The melodious sound made us join in the fun. Through the kind introduction of the staff, we learned that it was an activity held by Taipei Metro. Originally, we

planned to stay only a few minutes, but it was so much fun that we didn't want to leave. We happily sang with others as we accompanied the professional musicians. Thank you to the Mayor and Taipei Metro. Taipei is such a great, warm city with a real sense of security. There should be more meaningful activities like this to make people feel the beauty and love of Taipei. Lastly, I'd like to give Taipei Metro thumbs up! (2014.6.25旅客意見MA201406250239、MA201406250243)

In Shanghai we had heard of the goodness and honesty of Taiwanese and now we realize it's true. This morning at Xiaonanmen Station we went to purchase Taipei one-day passes. The female staff calculated fares of destination stations we planned to visit and found it wasn't worth the money. So she suggested we cut our costs in half by using single fare tickets. I really appreciate her assistance. (值班站長洪慧玲) Her kindness and beauty led my mother to call her a rare model among young ladies.

I will take the MRT again the next time I visit Taiwan.

It's convenient and clean.  
Miss Su 2014.6.15 in Taipei  
(2014.6.16 Customer's Comments C03061620)





# Touching Stories

**A** complimentary letter for wonderful service

Dear Taipei Metro,

I would like send my compliments to Ms. Lu, a staff from Xinbeitou Station, for the kindness and dedication she shows toward commuters of Taipei Metro. On the morning of April 18, my boyfriend and I were stranded at Xinbeitou Station for many hours due to problems with our transfer arrangement with the hot springs resort Marshal Zen Garden. We struggled to contact the resort using a pay phone as we do not speak Mandarin and did not understand the Taiwanese dialling system. Ms Lu, who was on duty at the station office, offered to make the call for us using her own phone card and acted as a translator so that we could secure our transportation to the resort. After she helped us, we wanted to pay her for the call, but she refused to accept

our money. We really admire the sincerity and kindness of your employee and are very grateful for Ms. Lu's help. We hope this letter of compliments will encourage the staff of Taipei Metro to emulate Ms. Lu, who should be rewarded for her good service. We are very impressed with Taiwanese people and their level of great service! We thank Ms. Lu and Taipei Metro, and look forward to visiting Taiwan again to enjoy the beautiful scenery, food and culture. Have a nice day. (2014.6.23 Customer's Comments C03062320)

**I**'d like to send my compliments to the staff at TRTC. As an expat in Taiwan, I've only had pleasant experiences on the MRT. The staff are very helpful and polite and the stations are always immaculately clean! Thanks for the great work! (2014.6.24 Customer's Comments C03062410)



# Touching Stories

**C**ongratulations! Your Metro is amazing. I will bring my family to visit in the future. I'm from Canada. Thank you, Taiwanese People!

(2014.5.15 Customer's Comments MEFG03051501)

**T**o whom it may concern,  
We received great services from your employees, and it would be unfair if we did not share our experience with society. On the morning of 9 May, we took a trip to Daan Park with a group of seniors. One sister of our church had prepared a bag of fresh fruits for them, but had forgotten it on a platform seat at Qilian Station. We asked the staff at Daan Park Station to contact Qilian Station(站務員盧瑩軒) for us, and checked to find that they had recovered it. We went back immediately and spent

one and a half hours (3 trips) to collect it. Although it is not extraordinary to recover a lost object, we were very touched to see them retrieve the fruit

from a fridge when they returned it to us. Such attentive consideration expresses a high quality of service in our society and should be highly

commended. We would like to thank you for the thoughtful assistance, as we applaud Taiwan and hope that the bright side of humanity will prevail. Tzung-leng Chou (周宗崙), Pastor of Shipai Baptist Church

(2014.5.27 Customer's Comments MA201405270252 、  
2014.5.27 Customer's Comments S C03052712)





# Touching Stories

*Dear Taipei Metro,*

*Please pass this message on to the police officers stationed at Huilong Station. Thank you for watching over us these past few weeks. Whether when we go to school in the morning, or when we go home exhausted late at night, you are always there. Even in the carriages, police presence is visible, much to our relief. I know this is part of the current policy, and it is the same at every station, but I would still like to express my appreciation to the officers on duty at Huilong Station. I wrote this note because I am too shy to tell them myself, I hope you can pass on my thanks and encouragement. All citizens are aware of your diligence. Thank you and keep up the good work!*

*A Huilong resident*

*Thank you very much to the police officers who have*

*been standing guard all day, every day since the 521 incident.*

*Thank you for all the hard work! We witness the efforts of station staff and police officers and feel reassured. I would like to express my gratitude, they are doing a great job.*

*The MRT station staff is professional and diligent. The police officers, too, are highly dedicated to their duty. Passengers show self-discipline while watching out for each other. This is why I love the MRT system so much. We have faith to protect and cherish this system.*

*(2014.5.30 Customer's Comments C03053005 、*

*2014.5.26 Customer's Comments S STEB03052603 、*

*2014.5.27 Customer's Comments S STEB03052701 、*

*2014.5.28 Customer's Comments S MEFC03052801 、*

*2014.5.23 Customer's Comments S STDB03052303)*





# Touching Stories

*I'm Korean. The lady at the information counter was very kind and great! I love Taiwan. Taiwan is wonderful!*

*(2014.4.15 Customer's Comments STDB03041501 、  
2014. 4.23 Customer's Comments STDC03042302)*

*Dear Taipei Metro, I returned from New York to spend my vacation in Taiwan. I've been taking the Metro and busses to get around and found that you added several new lines, and lots of decorations (pretty lights, paintings and other artworks), I was really moved and so proud of Taiwan! I am writing this note to tell you that your efforts have not gone unnoticed. Thank you for your hard work! Taiwan is the best! (2014.4.9 Customer's Comments C03040915)*

*My daughter left her lunch box on the train in the morning, but when I asked at the station on my way to work, it had already been found! The station staff*

*even put it in the fridge for me, so that it wouldn't go stale, and could still be eaten the next day! Such outstanding efficiency is really beyond my expectations, as is your thoughtful consideration for passengers. I'd like to thank you wholeheartedly. Thank you, you did a great job! (2014.4.23 Customer's Comments STDD03042302)*

*I just returned from the States for a holiday in Taiwan. I left Taiwan 42 years ago, and everything seems very unfamiliar. I brought my iPad as I wanted to use the internet on the Metro, and asked staff(吳欣謙) at Xinhai station about it. They were very helpful and spent about half an hour to help me set it up.*

*I am very grateful to the staff and their patience. I'm very satisfied, perfect service! (2014.4.23*

*Customer's Comments MEFC03042303)*





# Touching Stories

*Dear Sir/Madam of the MRT Lost & Found Service,*  
*We are Yu and Yuko Ohata from Japan, who stayed in Taipei on March 11. We returned safely to Tokyo yesterday. We appreciate all of you very much for your kind help when we lost our purse on March 11. We were very worried since as all our credit cards and driver licenses as well as money were in it. Surprisingly, it was found very quickly owing to your kind help, and we were very relieved. We regret our carelessness, but the kind and effective help of the MRT staff(王貞雅、林怡廷) also showed us that the Taiwanese are very kind and that your country is very safe, where a lost purse can be returned quickly and safely, even though we might just have been lucky. We are now fans of Taiwan and Taiwanese people. If you could please contact*

*the staff who found our purse at MRT Yuanshan or Longshan Temple station where we might have lost it, and deliver our thanks to them, we would be very happy. Thank you again!! Best regards.*

*(2014.3.14 Customer's Comments C03031405)*





# Touching Stories

*I am Italian and would like to provide my positive feedback on the Taipei Metro system. The stations and trains are very clean; the system is very functional and easy to understand for non-Chinese speakers. Also, the view on the Wenhua Line to Taipei Zoo is very beautiful when you travel in the front car. I collected all the stamps of the different MRT lines and think it would be fantastic if you could have stamps for every station, each representing a spot nearby.*

*(2014.3.7 Customer's Comments STDC03030703)*

*I come from Japan. The MRT system here is incredibly beautiful and the food is great! Many thanks for the station staff's friendly introduction. I love Taiwan so much, I will definitely visit again.*

*(2014.3.15 Customer's Comments STDC03031502 、  
2014.3.27 Customer's Comments MEFC03032701)*

*This is the cleanest and best looked after ladies room I've been to on the MRT! The metro system is convenient, fast and clean. This is my best touring experience ever! Please acknowledge the person in charge! Thank you!*

*(2014.3.23  
Customer's  
Comments  
MEFC03032301 、  
2014.3.3  
Customer's  
Comments  
STDC03030304 )*





# Touching Stories

**M**any thanks to station staff Mr. Jhen-kai Weng (翁振凱) for helping us find our wallet. Without his help, we might not travel anymore. His English was great and he helped us a lot. We have nothing to give him but praise.

Thanks again. Great memories of Taipei!

(2014.2.21 Customer's Comments STDC03022101)



**W**e travelled around the north of Taiwan for three days from 22-24 February, during which we mostly used the MRT for transport. We are very grateful for the help of your staff (麥崇順), as they came to our help when we took the Wenhua line to the Taipei Zoo, and assisted us in getting on and off the train with the pram, even contacting the OCC to extend

door opening times. We found this very touching. On 23 February, at the CKS Memorial Hall, the cleaning staff also came to me and showed me the way to the nursing room. We really appreciate the wonderful service your company provides its customers! Mr. /Ms. Jung (2014.2.25 Customer's Comments C03022506)

**T**he station staff's attitude was very good when helping passengers with bus/train transfer problems. (2014.2.24 Customer's Comments STEC03022402)

**T**he lavatories are very clean. Station staff Mr. Jr-chau Hu (胡智超) was very polite and provided a good service. (2014.2.17 Customer's Comments STID03021701)





# Touching Stories

*I LOVE THE MRT! So much better than Australian transport. (2014.1.7 Customer's Comments STDD03010705)*

*It is very amazing that the stations provide free power charging stations for mobile devices. As a tourist, I appreciate this service very very much. Happy New Year to Taipei Metro. (2014.1.7 Customer's Comments STDB03010701)*

*I would like to commend an employee of the Taipei Metro, I think his name was Guo-Chiang Wu (吳國強). He was working at Dingxi Station on 6th Jan, around 8 PM, and went through a lot of trouble to answer the questions my friend and I had about a site in Taipei, even though the place was not even within the scope of the MRT.*

*He even called them up to ask for us. I would like to thank him again as he helped to solve our problem. Allow me to express my gratitude in the Malay language, TERIMA KASIH.*

*(2014.1.10 Customer's Comments C03011004)*



*Taiwan is the place to be! The Taipei Metro is so convenient, the service is always fast and prices are reasonable. The staffs are so sincere and the whole city is so clean. I come from Germany, which is supposed to be clean and technologically advanced, but I am impressed! (2014.1.27 Customer's Comments STEB03012402)*