

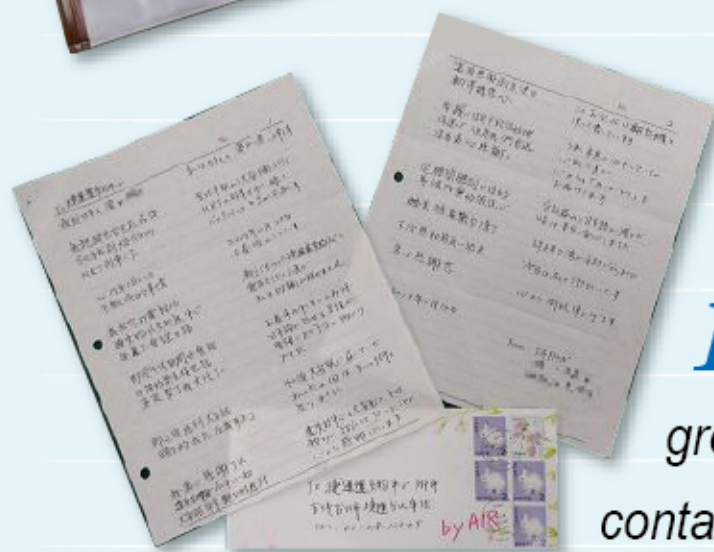
# Touching Stories



*Just wanted to say good job on maintaining the Taipei Metro! The rubber stamp booklet is such a wonderful idea and a meaningful souvenir! :)*

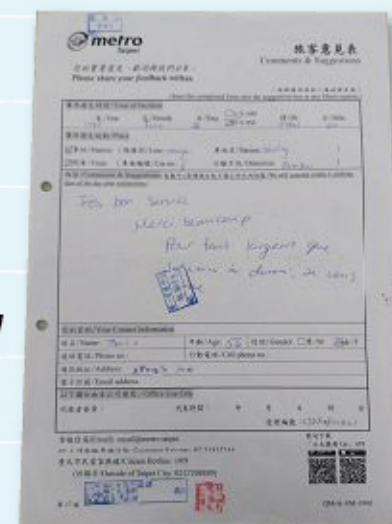
*(2019.11.30 Customer's Comments STDF08113001)*

*(Click **Station Stamps** for additional details.)*



*Excellent service! Thank you so much!*

*(2019.10.14 Customer's Comments STDF08101401)*



*I am a tourist from Japan. On my trip to Taipei last October, I lost my green backpack on a train bound for Daan around lunch time. I tried to contact the Taipei Metro Customer Service Center, and, luckily, there was a service agent fluent in Japanese available even during lunch break. They were of great help. Thank you so much to the service agent at Customer Service and the station staff at Daan station for helping me to find my bag. I was so relieved to hear someone speaking in Japanese from the other side of the phone. The better I get to know Taiwan, the more I like Taiwan. I will definitely visit here with friends again! Thank you!*

*(2019.12.02 Customer's Comments SXEF08120202)*



# *Touching Stories*

*No suggestions! You have the best metro infrastructure in all the places we have travelled! The system is clean, efficient, and user friendly; the staff are polite and friendly. Well done Taiwan!*

*(2019.11.28 Customer's Comments STDF08112801)*

*We are visiting Taipei from Australia. This is the best Metro system we have ever used. The information displayed was very clear. The staff were courteous & helpful. Toilets were extraordinarily clean! Great job!*

*(2019.12.27 Customer's Comments STDF08122702)*

*Metro Taipei is one of the best city metro systems in the world. Well-run and clean. Facilities, trains, and everyone working here are helpful. I appreciate how easy it is to get around Taipei with the great directions, maps, and English. Thank you!*

*(2019.12.29 Customer's Comments STEC08122901)*

*Hello, I just want to say: the MRT in Taipei is perfect. Always clean, on time, secure, and convenient. Thank you to the staff for the amazing daily work. Merry Christmas and Happy New Year!*

*(2019.12.17 Customer's Comments STEE08121701)*



# Touching Stories

**T**hank you for caring about a clean and secure environment. Bless you!

Dear Taipei Rapid Transit Corporation, I want to thank you for the very clean and safe environment. Also, I have seen how your security guards respond so quickly to people in distress. I admire how your cleaners diligently clean everything and smile at me. Once again, many thanks. It is a pleasure to use the Taipei MRT system. (2019.8.26 Customer's Comments STKG08082602)

林さん  
母親が迷子になり 困っていたところ、  
とても親切に対応して頂きました。  
とても感謝しています。  
林さんありがとうございました。

**T**hanks for your staff member at Taipei Main Station, Mr. Lin, who enthusiastically helped my mother find her way. From a Japanese tourist. (2019.8.24 Customer's Comments STDC08082401)

**W**e are from Korea. My son was lost on the Tamsui-Xinyi Line. The station staff at Taipei Main Station were very kind and resourceful in helping me find him. Thank you so much!  
(2019.8.12 Customer's Comments STDC08081202)





# Touching Stories

*I would like to say that it has been such a pleasant experience using the metro in Taiwan. It is clean and tidy with friendly staff and lots of toilets! Well done guys. Keep up the great work. From Thailand (your friendly neighbor)!*

*(2019.6.15 Customer's Comments STEB08061501)*

*Very well made MRT that is very easy for tourists to use. → Thank you very, very, very much! From Switzerland.*

*(2019.4.14 Customer's Comments STEE08041401)*

*We would like to express our appreciation towards the station master, Mr. Lin (副站長林敬翔), at Taipei Metro's Beimen Station! His explanation was excellent!*

*It was easy to find the Taoyuan Metro's Lost & Found center, and fortunately I got my iPhone back yesterday. Thank you so much! Tourists from Japan.*

*(2019.4.30 Customer's Comments STIF08043001)*





# *Touching Stories*

*I really like your service. Thank you for giving clear directions, which made it easy to travel around Taipei. Your service is nice and lovely!*

*(2019.5.19 Customer's Comments STDF08051903)*

*My friends and I are from Thailand. Your public transportation system represents the city's high degree of development. We were very impressed and enjoyed every single moment in your country!*

*(2019.5.22 Customer's Comments STDF08052201)*

*I'm from the Philippines. This is my first time visiting Taiwan. We got lost, and a staff member at MRT Station R20 helped us. He was very accommodating! Your system is very good, clean, and not smelly. It's a 5-star MRT! I hope there will be a comparable system in the Philippines one day. Thank you!*

*(2019.5.10 Customer's Comments STDF08051002)*

*Taipei Metro is truly wonderful. The way all of the staff & volunteers work together makes using the MRT an enjoyable experience. I feel it is constantly improving. Thank you for your efforts in making a world-class metro system.*

*(2019.5.29 Customer's Comments STKF08052901)*



# Touching Stories

**M**r. Zhang, the station master of Dazhi Station, was extremely helpful! My grandmother got lost during our trip, but Mr. Zhang managed (副站長張展瑜) to find her and did his utmost to contact us. I cannot imagine what would have happened if he hadn't found my grandmother. Thank you very much for everything you've done. I really appreciate your great help. All Metro staff have been really friendly too. I really love it here!

(2019.3.24 Customer's Comments STKG08032401)



**I** was travelling with my daughter in a stroller when I became separated from my mother at a station. My mother does not speak or understand Mandarin very well. Fortunately, the very nice Metro staff helped contact Daan Station, and even called out for my mother over the public announcement system. We were so grateful for the help we received. Please keep up the good work for all those who need help like us. These may be small deeds to you but they meant a lot to us. Thank you! (相關人員:副站長林侑寰、林柏蒼)



(2019.2.24 Customer's Comments STKG08022401)



# Touching Stories

*I am visiting from Japan. Taipei Metro is very easy to navigate and much cheaper than the trains in Japan! Love Taiwan! Hope to see you in Japan!*

*(2019.2.18 Customer's Comments STEC08021802)*

*台湾に旅行にきました！ from Japan ♡  
metroとてもわかりやすく、お値段も手頃で大変ありがたいです！*

*Love TAIWAN ♡*

*日本にも来てみたい♡*

*Thank you so much to all your staff (站務員胡智超) for finding my money. I'm so proud of you! I LOVE TAIWAN!*

*(2019.1.26 Customer's Comments STDF08012601)*



*We would like to thank the lovely female staff (站長洪慧玲) at Metro Guting Station for helping us on 29 December.*

*She was very kind and patient as she introduced the different types of IC cards to us. Because of her assistance, we opted for the EasyCard, which turned out really convenient and helpful during our trip. We were also really amazed how clean the stations and trains were. Nash & Nicok*

*(2019.1.1 Customer's Comments STEE08010102)*

