

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

Many 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)



We 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)

The station staff's attitude was very good when helping passengers with bus/train transfer problems. (2014.2.24 Customer's Comments STEC03022402)

The 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)

Iwould 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)

Touching Stories

I lost my ATM card yesterday, and even though it wasn't even his responsibility (it was a bank card, not MRT card), the station assistant was so kind to help me and called the bank for me to deal with it. Thank you! Perfect! So kind!!! (2013.12.04

[Customer's Comment STEC02120403](#))

My daughter left her doll on the forth carriage when we got off at Zhongshan Junior High School (around 19:57) without noticing. Just as she shouted "My doll is gone!", the train assistant lady ran off the train with her doll. While the doll was recovered, the train had also left already. I'm very grateful to this train assistant; I'm also very sorry that we made her miss her train, I hope this didn't affect her work!

(2013.12.11 [Customer's Comment SXEF02121111](#))

I took the Maokong Gondola today, and on my way

to Zhinan Temple Station, I noticed a very nice train assistant lady with a pony tail, her mannerism and the way she greeted the passengers was so heartwarming, I think it was a great example for the Japanese tourists in our car how lovely Taiwanese people can be. I hope you are able to reward this outstanding employee. (2013.12.24 [Customer's](#)

[Comment RXHD02122401](#))

My phone ran out of battery today. I asked the station staff at exit one from inside the station but the charging station was outside. However, the staff was very kind and helped me resolve this problem, for which I am very grateful. (Written on behalf of my Japanese friend) (2013.12.03 [Customer's](#)

[Comment STEB02120301](#))



Touching Stories

Your service is the best in the world, even better than Japan's. A citizen from South California.

(Based on Customer's Comments STDB02112802)

Last October my wife fell in the MRT system and was assisted by two passenger agents. Please pass my thanks on to them.

(Based on Customer's Comments STDB02111702)



To whom it may concern,

Around 12:30 today, my son was waiting for the MRT at the Technology Building Station to go to Neihu with his wheelchair-bound grandma. A train had just passed, and my son and his grandma could not get on as it was too busy. As they were waiting for the next train, a member of the station staff approached to tell them that they had already notified the next train to delay door closing, to make sure they could get on. When I met them in Neihu, my son told me about it all excited, saying how great your service was, I myself was deeply touched too, and felt it necessary to write to you in appreciation. The Bible says, "It is more blessed to give than to receive", and your kind service gave our family a warm and joyful afternoon. (Based on Customer's Comments C02111110)

Touching Stories

A big thank you to the helpful passenger agents!

I took the MRT to Guting Station with my baby and could not find the exit sign for the Heping Fuyou branch of the Taipei City Hospital (婦幼醫院). I asked a passenger agent for help and was told there is no elevator at the exit to the hospital. She advised me to take the elevator at another exit and clearly explained how to go to the hospital. However, I was in a hurry and wanted to take a shortcut, so I chose the exit closest to the hospital. To my surprise, the lady ran out from the information counter and told me a security guard was waiting there for me to help me with my pram. I was overwhelmed by this helpful and efficient service. Even where the hardware is lacking, the Taipei

Metro still works hard to create a friendly environment. I hope your company will keep up this standard of service and friendliness, and many thanks again for the help from the passenger agent and security guard that day. ([Based on Customer's Comments C02111113](#))



The Taipei MRT is very clean and organized. The clean platforms and disciplined people made my travels in Taiwan very happy and unforgettable. ([Based on Customer's Comments STDC02111202](#))

Touching Stories

Taipei MRT is the best and cleanest we have ever seen, always safe, clean, quiet and on time. Thank you so much! (Based on Customer's Comments STDB02102202 · STEB03202701)

On the day of my 66th birthday (a prosperous number to Chinese), I lost my 8" birthday cake on a train to Huilong Station. Passenger agents Ming-je Liu, Jiun-Chiang Tung, Yung-sung Hong and Shu-ruei Shi, joined forces and recovered it for me. I was elated in recovering the lost item as if it is the symbol of a new start in life. I sincerely hope that their supervisors will recognize and award their kind efforts for others



to emulate, creating an even better image for the TRTC. Thank you! (Based on Customer's Comments STDD02100202)

I am very grateful for the kind help of passenger agents Ruei-ling Jang and Chung-wen Hong during a very stressful incident on my first visit to Taiwan. Thank you very much indeed. (Based on Customer's Comments STEB02101705)



Taiwanese are so kind. I and my friend are very touched. My friend is a Korean who also deeply appreciated your kindness. Thank you very much, you made a wonderful impression on us. (Based on Customer's Comments STDC02103104)

Touching Stories

When I asked for assistance at Guting Station, the attendant answered and helped us very kindly. We were really glad and moved by her attitude. We just want to say thank you to her. We love TAIWAN and the Taiwanese people. Thank you!

(Based on Customer's Comments STDD02090501)

We would like to express how pleased we are with your very clean bathrooms (and the free use of them), as well as your free battery charging service at all MRT stations. *(Based on Customer's*

Comments STDC02092201)

Very good metro! Clean, soft, nice! Send your method to Belgium/BRUSSELS! Thank you.

Passenger, Mr. Liu called in praise of a female train attendant on the Wenshan-Neihu Line for her great service attitude. Mr. Liu got on at Wanfang

Hospital Station, where a butterfly flew in to the carriage and decided to rest on a passenger at Xinhai Station. The attendant skillfully captured the butterfly and gently enveloped it with a tissue, and set it free when the doors opened at the next station, Linguang Station. Mr. Liu was greatly impressed by her service manner and attitude, and hopes Taipei Metro could reward her. (The train attendant was described as: female, wearing thin wire rim glasses and a ponytail, about 162cm tall, very young, possibly a new employee.) *(Based on Customer's Comments SXED02092715)*



Touching Stories

*T*aipei Metro is so beautiful. I admire its cleanliness and design. More power to you, Taipei Metro.

*T*aipei Metro is the cleanest metro I've ever seen! It's very nice, you do a great job! Keep it up.

J.



*D*ear Mr. Mayor,
Mr. Fu-sung Chiu, a friend of mine who resides in New York City, recently sent me a letter in praise of the Taipei Metro and Taipei City Public Transportation Office for their exemplary work. He believes hard-working officials should be rewarded and the outstanding achievements of municipal constructions in Taipei are obvious to all.

Best regards,

Yun-mei Chin



Touching Stories

Dear Taipei Metro staff,

On my way home on 23 Aug, around 8:50PM, I started having difficulty breathing and turned to a passenger agents at ZhongXiao Fuxing station for help. The female station staff and police reacted calmly and swiftly, constantly comforting me and counting my breath. Unfortunately, my breathing difficulties exacerbated and my limbs went numb and started cramping, upon which the station staff called an ambulance and contacted my family immediately. On the way out, other station staff came to the elevator door to collect me, and the police kept calling to ask for my

condition even after I reached the hospital. I am overseas Chinese and have been living abroad for many years, and I am infinitely grateful for the help that was given to me during my emergency situation on my trip to Taiwan. I apologize for startling you, and although you were not medical staff, your professional performance was truly outstanding and honorable!

Thank you so much!

Kindest Regards,



Touching Stories

Great experience! Clean and perfect travel.



Iwould like to thank you for your brilliant service and express my appreciation through this letter. Taipei Metro provides a world-class service, with audio guides, bilingual information display systems and clean carriages. Most importantly, being injured in the legs, I was able to go through 5-days of exams because of their

world-class wheelchair service. I was very impressed and I appreciate the service and protection from staff of all stations along my journey. Especially the security guard Lin , who helped me move my motorcycle out of the crowded parking space. Watching him sweat in the heat, I was lost for words of gratitude. I am grateful to all Taipei Metro staff who helped me. I

wish all of you the best for every day in your lives and a blooming business.



Touching Stories

This is an amazing and efficient metro system.

Coming from Chicago and other metropolises, I would have you know that the Taipei MRT is the safest and quickest metro in the world. However,

it is easy to fall and be in peril because of the lack of platform screen doors.



We are visitors from Malaysia. Passenger agents at the Taipei Metro are all very kind

and thoughtful. GOOD!

I am backpacker from Sichuan (四川). I received help from passenger agents at the Taipei Metro when asking for tourist maps. Since I was not in a hurry, we even had a friendly chat. Taipei Metro is very convenient and station staff is especially polite. Thank you so much!

We are travelers from Singapore. We would like to express our gratitude to the station manager Su Jia-li and station staff Lin Jian-shiun who helped us find a lost family member.

Touching Stories

Dear Taipei Metro,
I would like to praise Ms. Hu Guan Pin, a very helpful passenger agent at the information counter. She was very friendly and informative. We greatly enjoyed travelling in Taiwan. We love Taiwan!



I just wanted to say how fantastic, convenient and clean the metro is. For tourists, it is a very useful resource. Thank you for providing an excellent service.

I would like to thank the station agent who lent me a courtesy umbrella late at night, and even checked if it was functioning properly before handing it to me! We were very pleasantly surprised by such attentive service. Thank you for your thoughtfulness, Brilliant!



Touching Stories

*L*averdad es que me gusta mucho y creo que es muy conveniente, exiepto que no pveaes comer aacntro, perosupongo queayuda a mantenerlo Impio. i Felladades! i que' peste! Mofongo.

I love Taipei Metro so much because it is very convenient! The only thing I dislike is that you cannot eat or drink in the system. However, I still love it, it's so fast!

*W*e really appreciated how the station staff, Ms. Hong, helped search for my friend's easy card. Although we didn't get the card back, it was fine, since it was our last day in Taipei. Many thanks for her assistance, it was the best best best service of all my travels. We are tourists from Thailand, and I was so impressed by her performance and help.

A million Thanks!

*T*he station staff, Ms. Miao-hua Jin assisted me in topping up my card. She demonstrated good knowledge of the train system and network. During the process she was friendly, warm and cheerful, making me feel comfortable and reassured. I thank her for making my day, and I will certainly encourage friends to visit Taiwan, a country full of friendly people and a reliable system.

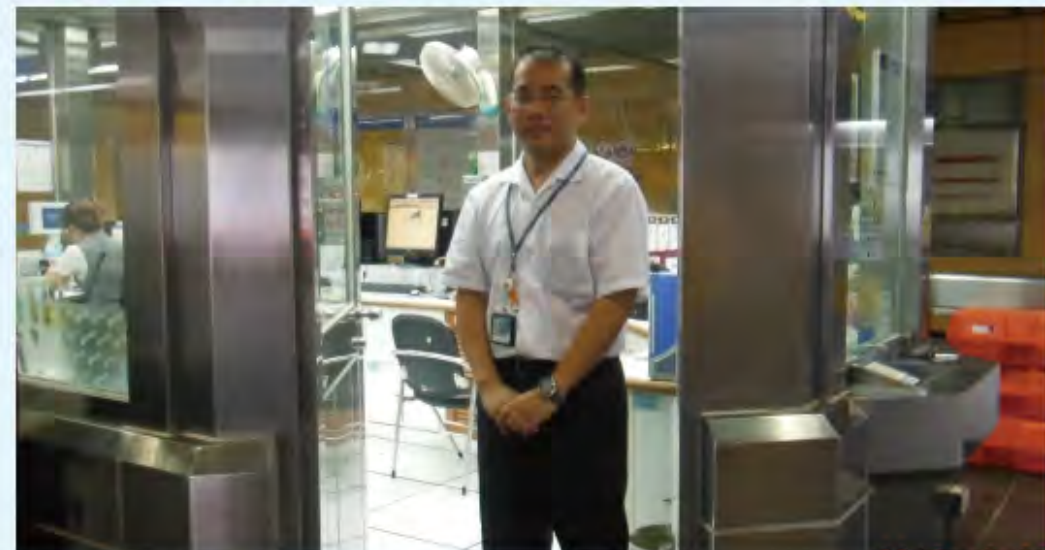


Touching Stories

I want to say that the Taipei Metro is very clean and fast, much better than those of London or Paris. Thank you! I also appreciate that you remind your customers about matters of etiquette such as giving up seats to the elderly and no eating, etc. This is important to avoid selfishness among travelers. Please keep up the good work!



I took the MRT in a hurry this morning to be my friend's bridesmaid, and left the all-important high heels on the platform at Ximen station. Fortunately, the kind and diligent passenger agents of Taipei City Hall Station helped me to find them in time. I will never forget this day, and the help I received on my friend's wedding day. Thank you so much for your excellent service.



Touching Stories

Dear Taipei and all the people that live in Taiwan, We wanted to express how happy we were that everyone in Taipei was so friendly and helpful to us. Even though we are seniors and can't speak Chinese we had no problems getting around and doing things. We are a Canadian couple that came over to Taipei to visit our son in March of 2013. First of all we would like to say how impressed we were with the cleanness of Taipei city. We wanted to experience the real Taipei, so we took both buses and the MRT. Both were super clean and friendly. What surprised us the most was how fast, efficient and affordable both buses and the MRT were. We were also so happy with how easy the MRT is to use as we are foreigners and cannot speak or read Chinese. The different colored lines make it very easy to follow and understand where we were going. In regards to the people of Taipei city we really have to congratulate and thank you so much. Any time we needed any assistance (or looked like we did) there was always at least one person that quickly stepped forward to offer to help or to find someone that could speak English to help us. We wanted to express how surprised we were. Every time we went on both the bus and MRT, we were offered seats to sit down as we are both seniors. It was very much appreciated. While we were here we went to the National Palace Museum and we were very impressed with all the

different treasures we saw. We also went on the Maokong Gondola at the Taipei Zoo. We bought our tickets from a machine and went to the top of the gondola. When we were getting ready to return down the gondola, a young attendant stopped us and told us that we had purchased the wrong tickets. He then took our tickets to the cashier and had the tickets reissued as senior tickets and gave us the difference in money. This was such an amazing experience as we never asked or complained about it. He was there to help and even though he couldn't speak much English we understood that he was trying to help us. This just shows how thoughtful and caring the Taiwanese people are. They are always willing to help travelers even though the tourists may not always know the proper way. There is no way we would have received this level of courteousness in North America. Another thing we wanted to mention is how wonderful it was that so many things are in at least two languages. As we can't speak Chinese it was a little intimidating at first, but not once while we were out seeing the sights did we ever feel like we were in any trouble or danger. There was always English for us to read to help us understand. We would really like to congratulate the people of Taipei at how wonderful they were to us this whole trip. We will be sure to tell everyone back home in Canada how wonderful Taiwan is to visit and how friendly the people in Taiwan are. The motto "Taiwan, touch your heart" was right on! Taiwan and the people there truly did touch our hearts!

From Winnipeg, Manitoba, Canada

Touching Stories

I am a tourist from the UK. The Taipei metro system is excellent and very easy for tourists to use. It is one of the best organized and cleanest railway systems I have ever seen.

Staff at the MRT stations are also extremely helpful. Well done!



I am Japanese. I do not speak Chinese and my English is not very good. I asked a station staff for help and he tried his best to figure out what I was talking about.



He was so nice. His name was Mr. Shiang-wei Hsieh. Thank you for helping me!

My family and I were meant to meet up, but my mobile phone ran out of battery. Fortunately, the free battery charging service at the metro station was there to solve this problem. Thank you for your thoughtfulness for passengers! The station staff, Mr. Chia-lun Yeh also provided outstanding services. He was very helpful in showing me how to use Taipei Free, the free WIFI service. Thank you very much!



Touching Stories

Hi, we want to express our sincere gratitude and thank one of your employees that helped my wife last week. In a way, she might just have saved my wife's life. My wife Gina, had a sudden explosive headache and felt very bad and she was about to pass out on your train near Songshan Airport Station, at about 3:30PM, Feb. 21st last Thursday. Then came one TRTC lady in uniform and she immediately arranged some assistance for my wife. She gave all necessary help including an ambulance to send my wife immediately to the nearby Chang Gung Hospital for emergency treatment. My wife was further transferred to their Lin-Ko division for intensive treatment and now is OK and back at home. In fact we didn't expect the whole thing to be taken care of

so perfectly, particularly in view of the actions and the immediate care and assistance provided by your people. We deeply appreciate your great help and want to thank you again. In our mind your front line people deserve a medal.

Hi, we are from Singapore. My family and I spent a holiday trip last year in Taiwan. And we had been to Maokong. I would like to express the highest compliment to one of your staff (see attached photo). She is so friendly, helpful and always with a wonderful smile. Our trip became brighter after meeting a nice person like her. If possible, please express this compliment to her, and we wish her all the best. Many thanks.



Touching Stories

Dear Sir,

My Japanese friends asked me to forward their gratitude to your company. Around 7 to 8pm yesterday, my friends wanted to go to Yongkang Street, but got lost in Dongmen Station. One of your staff works in Dongmen Station did her best to help them. It was really a great help to my friends. My Japanese friends said that your service was so nice, and sincerely appreciate it very much. If there is a chance, they would love to visit Taiwan again in the future.



Around 10am February 24, I was waiting for train on platform at Guting Station. As a train to Zhongxiao Xincheng arrived, I saw a father pushing a twin baby carriage to get off the train. Carelessly, the carriage's front wheels fell into the gap between the train and the platform. The father called out to his wife who walked in front of him, but she didn't hear and kept walking away. The female driver noticed the emergency situation. She immediately came to lift up the carriage's front wheels, dissolved the emergency, and then smiled to the father and walked away. Such a great driver makes me feel so relieved while taking Taipei Metro.



Touching Stories

I am Ms. Kuo, a passenger from Hong Kong. At 10:00AM on January 6, 2013, I slipped and fell over on wet platform floor and went to the information counter of Wangfang Hospital Station for help. I am grateful to Mr. Mai, Ms. Chen and a female volunteer who can speak Cantonese for their concern and assistance. They provided me with a salve and an instant cold pack to lessen my pain. I have returned to Hong Kong a few days ago, and am much better now. I appreciate these three kind and helpful passenger agents. Please forward my appreciation and commendation to passenger agents of Wangfang Hospital Station. Thank you! Wish you all the best!

Best Regards, Ms. Kuo

I came from Japan. Since people in Taipei are friendly and the MRT system is wonderful, I would like to visit here again. Thank you.

Taipei Metro is a very clean and efficient system. Keep it up! I am totally impressed about the perfect Metro System in Taipei. Just a compliment.



Touching Stories

I am a tourist from the United States. I am from New York where we have an excellent subway system. The MRT is a wonderful system and compares favorably to any other systems I have ridden on. In addition, the people of Taipei are the friendliest and most polite people I have ever met. Thank you.

The washroom is very clean. We appreciated this. We had a good impression about Taipei. We will definitely come again in the future. Plus Taiwanese are very friendly and helpful.



I, as a Japanese, have a good image of Taipei Metro as a convenient transport system. It is never perplexing even to first time uses. Besides, its public toilets are very clean. I hope that, by good example of Taipei Metro, Japanese can learn to further improve our MRT facilities. TRTC, go forwards!

Honestly, this is one of the best subway systems I've ever seen. I would just like to take this time to thank Taipei MRT for providing me such a pleasant travel experience during my stay in Taipei. Thank you. Jom from Canada.

Touching Stories

I am from Malaysia, and have visited many cities such as Paris and New York. I just want to say that Taipei Metro has the best practice for station design, architecture and customer service.



I have lived abroad for many years; therefore, I have had the chance to take MRT in different countries. When I returned to Taiwan, the only thought that comes to my mind is that Taipei really has made great progress in all areas,



no matter in citizens' quality or city development. Thanks for everyone's effort to make Taiwan become a better country.

Touching Stories

I am an APJ Tax Director of a Forbes top 50 MNC. I write this email mainly to recognize the service and hospitality of your employees. I work from home and sometimes take Wenhua line to commute between home and our Taipei office. I've noticed for a while there is a Taipei Metro employee traveling with every car from Nangang Exhibition Center. Always with no exception, the Taipei Metro employee sits only when the car is half loaded and stands up whenever the car is approaching stations. I understand the intention is to yield seats to passengers and customers. But it's the discipline that makes your team different and respectful. Today, I headed back home early at 16:00 on Car #21. It

was early and therefore far from crowded, at least before Ganggian Station. It surprised me that the lady of Taipei Metro still kept the same standards (i.e. stood up whenever approaching stations and sit only after door closing) all the way. Compared to the teenagers that rush into seats at Ganggian, the lady set a very high standard for herself, your company and we Taiwanese. I don't know her name but it's really amazing. Thanks so much for all your best-in-class services in the world.



Touching Stories

Dear Sir/Madam,

Yesterday I was travelling on the Muzha MRT with my two small children. At the Songshan Airport Station, I became separated from my 3 year old son when we tried, unsuccessfully due to a full train and blocked doorways, to get on together. As soon as I realized my son was on and I wasn't able to board that train in time I spoke to a MRT attendant who immediately radioed ahead and communicated with the next station. My other child and I were accompanied to the next station where we were reunited with my son who was being cared for by another MRT staff member. Other than being shocked my son was fine and I felt no panic

because I had great confidence in the MRT staff. We often travel by MRT in Taipei and find it fast, efficient, clean and safe. Yesterday was another example of just how well run it and I wanted to express my gratitude. Please pass my thanks on to the staff at Songshan Airport and Zhongshan Junior High School stops.

Just wanted to appreciate the service. It is very Good. Keep it up. Good Job!!



Touching Stories

*T*hanks for charging station, that was helpful to me. I like it. Thanks so much. Love Metro Taipei so much. God bless you.

I am not good at dancing, and my clumsy body could not always follow the music tempo and beats. I always think that dancing requires professional skills. However, today I saw groups of challengers performing on Metro Street Dance Competition. Their performances really inspired me! I could see the happiness on their faces, and their every

movement also conveyed fun and joy to every member of the audience. I was really entertained by those wonderful performances this Sunday afternoon.



Touching Stories

I would like to thank all the staff of Taipei Metro. You provide all passengers with a clean environment and reliable service, and successfully transport millions of passenger home on New Year's Eve. Because of you, Taipei has become a better city.

I travel around the world and visit many cities. And I must say Taipei Metro is the best! I love it!



Thank you for finding my phone! I left my phone in the restroom of Taipei Zoo Station and didn't notice until I was sitting in the gondola cabin. I pressed the emergency button for assistance, and on my way back to the station, your staff had already found the phone. I am extremely impressed by the service of your team.



Touching Stories

I am a tourist from Hong Kong, and I am writing to express my appreciation toward your station staff, Mr. Lin. On August 6, my friends and I planned to take the MRT from Xindian Station to Zhuwei Station. However, we did not know that bicycles are not allowed to enter stations except well-packed folded bikes. Fortunately, Mr. Lin explained the regulations to us, and



helped us pack our bikes. We are really impressed and touched by the excellent service he offered. Please forward my thanks to Mr. Lin as well. Thank you!

The janitor, Mr. Chen, is a very responsible person. He does usual routine things in unusual ways that make the restroom of MRT Mingde Station much cleaner. Well done!

Hi! I just want to say thank you, and I'm gonna miss your well-thought-out subway system with easy accesses (including the bicycle access).



Touching Stories

While taking the MRT at around 7 o'clock on May 22, I was again deeply moved that the visually disabled get full and warm help from staff of TRTC, cleaners and security guards; and this touching story has stayed with me for a long time. What I'd like to say is that TRTC indeed provides a friendly and easy-to-get-help environment to passengers, a high standard which has never been seen in other large enterprises and public organizations. I am so proud of TRTC!



Dear Sir/Madam,

I would like to express my sincerely thanks to the staff at Jiannan Rd. Station. Especially the male staff with spectacles. They are very professional and helpful to assist me in my 2-day Pass. I can say Taipei Metro has the best and professional service so far.

