



# ANNUAL REPORT



臺中捷運公司年報  
TAICHUNG MASS RAPID TRANSIT  
CORPORATION

一流捷運 連結幸福

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# 01 首長的話

Message from the Leadership



## 董事長的話

### Chairman's Message

台中捷運自 2021 年 4 月 25 日正式通車以來，致力提供民眾安全、可靠、舒適、便捷的旅運服務。2023 年 Covid-19 疫情趨緩，在本公司不斷推出精進措施、TPASS 行政院通勤月票上線與配合政府多項大型活動下，年度總運量達 1,333 萬 6,421 人次，相較 2022 年 933 萬人次大幅成長 43%，其中雙十國慶焰火睽違 9 年重返台中，當日運量達 6 萬 1,822 人次，以及年末旅運需求增高，12 月月運量亦有 137.2 萬人次，均是通車以來的最高紀錄。

台中捷運以成為一流的捷運系統為目標，2023 年營運可靠度指標（MKBF）<sup>註</sup>為 166.9 萬車廂公里，相較於 2022 年 107.8 萬車廂公里，系統穩定度明顯成長，另為因應各項災害，台中捷運於 2023 年辦理大、小演練項目合計 93 場，其中有 6 場年度大型演練，為的是強化人員迅速排除異常事件之能力，讓每趟旅程都能充滿安心。

註：營運可靠度指標 MKBF，為世界各國地鐵系統通用的可靠度指標營運績效標竿，指的是每發生 1 件 5 分鐘以上行車延誤事件之平均行駛車廂公里數，數字越大，代表系統越穩定。

雖目前台中捷運路網尚未成形，在面對艱困的營運環境，本公司仍積極提升運量，在全體人員的努力下，2023 年除屢次創下運量新紀錄，旅客整體滿意度更達到 94.2% 新高。除運輸本業外，亦多方推展附屬事業以挹注營收，並戮力打造捷運社區型生活圈，營造幸福城市氛圍，如與舊社站鄰近商圈共同舉辦聖誕活動，藉由活化捷運場域，讓台中捷運走向生活化、社區化、人文化，逐步成為在地生活的延伸。

Since its official opening on April 25, 2021, Taichung Metro has been dedicated to providing safe, reliable, comfortable, and convenient transportation services to the public. In 2023, as the COVID-19 pandemic eased, with the Company continuously introducing improved measures, the launch of the Executive Yuan's TPASS commuter monthly pass, and in conjunction with various large-scale government events, our annual total ridership reached 13,336,421, a significant increase of 43% compared to 9.33 million in 2022. Notably, the Double Ten National Day fireworks returned to Taichung after a 9-year hiatus, with daily ridership reaching 61,822. Additionally, due to increased travel demand at the end of the year, the monthly ridership in December also hit a record high of 1.372 million, both being the highest since the metro's opening.

Aiming to become a first-class metro system, Taichung Metro's Mean Kilometers Between Failures (MKBF) \* in 2023 was 1,669,000 car-kilometers, a marked improvement in system stability compared to 1,078,000 car-kilometers in 2022. To respond to various disasters, Taichung Metro conducted a total of 93 large and small drills in 2023, including 6 annual large-scale drills, aimed at enhancing personnel's ability to quickly resolve abnormal incidents, ensuring every journey is filled with peace of mind.

\* Note: MKBF is a universal reliability indicator and operational performance benchmark for metro systems worldwide, referring to the average number of car-kilometers traveled between incidents causing delays of 5 minutes or more. A higher number indicates greater system stability.

Although Taichung Metro's network is still developing, facing challenging operational conditions, the Company actively strives to increase ridership. Through the efforts of all our staff, in 2023, we not only repeatedly set new ridership records but also achieved a new high in overall passenger satisfaction of 94.2%. Beyond our core transportation business, we also actively expand ancillary businesses to boost revenue and strive to create a metro community-oriented lifestyle circle, fostering a happy city atmosphere. For instance, we co-organized Christmas activities with the commercial district near Jiushe Station, revitalizing metro spaces and making Taichung Metro more lifestyle-oriented, community-focused, and culturally rich, gradually becoming an extension of local life.

未來本公司仍秉持精實之理念，強化公司治理基礎，落實內控、內稽且持續追求成長與安全提升，結合可用資源，提供多元服務並為未來營運路線做好準備。本公司將積極爭取政府實質協助、不斷優化、精進各項系統設備，並展現企業價值朝永續經營的目標邁進，帶給旅客美好的搭乘體驗與提昇社會正面價值的捷運文化。

In the future, the Company will continue to uphold the concept of lean management, strengthen the foundation of corporate governance, implement internal controls and audits, and continuously pursue growth and safety improvements. We will combine available resources to provide diverse services and prepare for future operational routes. The Company will actively seek substantial government assistance, continuously optimize and improve various system equipment, and demonstrate corporate value progressing towards the goal of sustainable operations, bringing passengers excellent riding experiences and enhancing the positive social value of metro culture.



董事長 顏邦傑  
Chairman Yen, Bang-Chieh

顏邦傑



## 總經理的話

### President's Message

中捷自 2021 年 4 月 25 日通車後，伴隨著疫情擴散，讓中捷的運量持續低迷。然隨著 2023 年開始疫情好轉，各地南來北往的人潮漸增，相對讓中捷運量也漸露曙光，持續成長。

2023 年走過通車二週年的喜悅，比 YA 免費搭中捷，確實讓中捷歡渡週年慶，帶來了搭乘運量上升，也讓公司上下動了起來，期盼創造未來更好的佳績。惟接下來的 5 月，本當是活力四射的好時光，或許是老天爺送給中捷一個好大好大的考驗，且又是捷運同業未曾發生的案例在中捷出現，讓巨大的建築工地吊臂可以掉落於軌道上，造成大家都不願看到的人員傷亡事件。此事件後續的面對，包含事件的釐清調查、傷亡的慰問及和解、媒體議會的監督、配合檢調及主管機關的調查、求償等等，無疑是對通車營運才 2 年經驗的中捷而言，著實考驗著我們如何應對。

再大的浪，只要我們站穩，終會過去。時序來到下半年，公司在大家的努力下，逐步走出陰霾，也讓運量再次提升，更在 2023 年的中捷旅客滿意度調查獲得 94.2% 的高滿意度結果，這是所有同仁努力的成果，也證明中捷在交通運輸的功能上，著實表現它存在的價值。也鑑於此，在董事長的帶領下，我們積極向市府爭取到多數同仁滿意的調薪。未來公司經營績效的好壞，絕不只是董總的事，而是全體同仁工作態度的展現，當然也攸關未來同仁的福祉。中捷是永續的，未來台中捷運路網持續發展，期許公司每位同仁以精實的態度，盡好自己的本份來守護，中捷的榮耀，必定會是市民的驕傲。

After Taichung Metro's opening on April 25, 2021, the spread of the pandemic led to consistently low ridership. However, as the pandemic situation improved in 2023, the increase in people traveling throughout the country gradually brought hope for Taichung Metro's ridership, which continued to grow.

In 2023, we celebrated our second anniversary with joy. The "Show V for Free Rides" campaign truly helped us celebrate our anniversary, bringing an increase in ridership and energizing the entire company, hoping to create even better results in the future. However, in May, which should have been a vibrant time, perhaps heaven sent Taichung Metro a huge test. An unprecedented accident in the metro industry occurred when a large construction crane arm fell onto the tracks, causing casualties that no one wanted to see. The aftermath of this accident, including clarifying investigations, consoling and reconciling with the injured and bereaved, facing media and council supervision, cooperating with police and regulatory investigations, and seeking compensation, was undoubtedly a test of how we, with only two years of operational experience, could respond.

No matter how big the wave, as long as we stand firm, it will eventually pass. As we entered the second half of the year, through everyone's efforts, the Company gradually emerged from the shadows, allowing ridership to increase again. Moreover, in the 2023 Taichung Metro passenger satisfaction survey, we achieved a high satisfaction rate of 94.2%. This is the result of all colleagues' hard work and proves that Taichung Metro truly demonstrates its value in transportation function. In light of this, under the chairman's leadership, we actively sought and obtained a salary increase satisfactory to most colleagues from the city government. The future performance of the Company is not just a matter for the chairman and president, but a reflection of all colleagues' work attitudes, and of course, it also concerns the future welfare of our staff. Taichung Metro is sustainable. As Taichung's metro network continues to develop, we hope that every colleague in the Company will maintain a lean attitude and fulfill their duties to safeguard it. The glory of Taichung Metro will surely be the pride of the citizens.





代理總經理 / 副總經理 葉進財  
Acting President / Vice President Yeh,Chin-Tsai

葉進財









## 02 願景、使命與核心價值

Vision, Mission, and Core Values







## 願景：一流捷運、連結幸福

### Vision: First-class Metro, Connecting Happiness

臺中捷運股份有限公司秉持「不是 Number One，而是 Only One」的理念，以捷運串起民眾、旅客、社區以及員工的幸福生活，用關懷凝聚美好，以服務成就人群，實現城市共榮之目標。

Taichung Mass Rapid Transit upholds the concept of being "not Number One, but Only One," using the metro to connect the happy lives of people, passengers, communities, and employees, gathering beauty through care, achieving for the masses through service, and realizing the goal of urban co-prosperity.

## 使命

### Mission

以提供安全、可靠、舒適、便捷的捷運服務，強化大臺中都會區社會經濟發展，善盡企業公民與社會責任，實踐永續經營理想。

To provide safe, reliable, comfortable, and convenient metro services, strengthen the socio-economic development of the Greater Taichung Metropolitan area, fulfill corporate citizenship and social responsibilities, and realize the ideal of sustainable operations.





## 核心價值：紀律、誠信、創新

### Core Values: Discipline, Integrity, Innovation

紀律：以堅毅嚴謹的態度落實工作規範，注重旅客服務的每個環節，恪守本分。

誠信：堅守承諾，坦率相待，塑造高品質高道德的公司文化。

創新：憑藉新思維、新技術、新展望，不斷於挑戰中突破自我，為實現眾人福祉而努力。

Discipline: Implementing work standards with a persevering and rigorous attitude, paying attention to every aspect of passenger service, and adhering to one's duties.

Integrity: Keeping promises, dealing with honesty, and shaping a high-quality, high-moral company culture.

Innovation: Relying on new thinking, new technology, and new prospects to constantly breakthrough in challenges and strive for the well-being of all.









## 03 數字快覽

Data and Figures



# 數字快覽

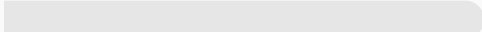
## Data and Figures

### 年度總運量

Annual Ridership

**13,336,421**

2023  **13,336,421**

2022  9,329,765

2021  4,184,285

單位：人次 Unit: passengers

### 平均日運量

Average Daily Ridership

**36,538**

2023  **36,538**

2022  25,561

2021  16,670

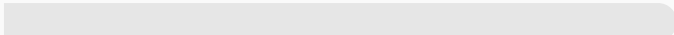
單位：人次 Unit: passengers

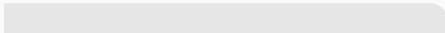
### 尖峰最小班距

Minimum Headway During Peak Hours

**360**

2023  **360**

2022  390

2021  340

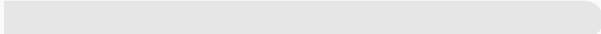
單位：秒 Unit: seconds

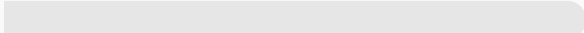
### 準點率

Punctuality Rate

**99.95%**

2023  **99.95%**

2022  99.91%

2021  99.86%

單位：% Unit: %



註：2021 年計算區間自通車日 4 月 25 至 12 月 31 日止，共計 251 天。

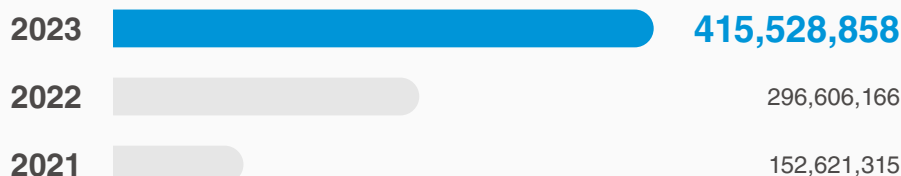
Note: The calculation period for 2021 is from the opening date of April 25 to December 31, a total of 251 days.



## 總收入

Total Revenue

415,528,858

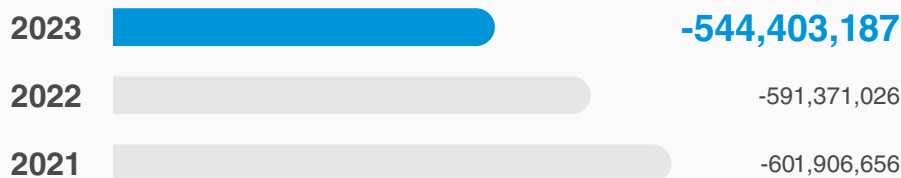


單位：新臺幣元 Unit: NT\$

## 稅前純益

Profit Before Tax

-544,403,187

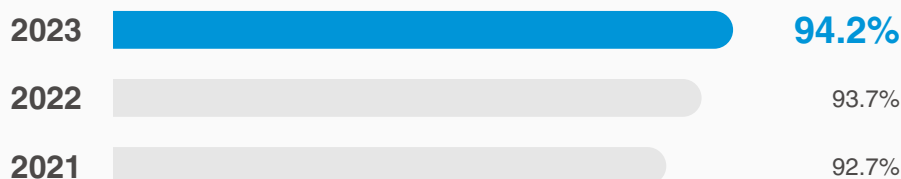


單位：新臺幣元 Unit: NT\$

## 旅客滿意度

Passenger Satisfaction

94.2%

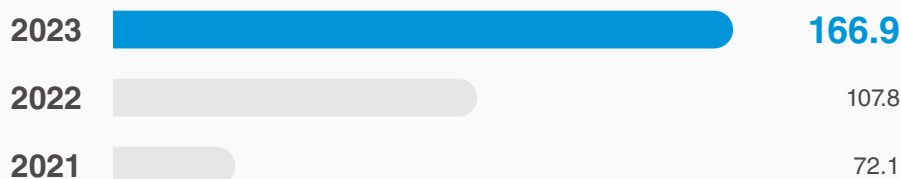


單位：% Unit: %

## 每發生 1 件 5 分鐘 以上行車延誤事件 之平均行駛車廂公 里數 ( MKBF )

Mean Car-Kilometers between  
Service-Delay Failure of More  
than 5 Minutes ( MKBF )

166.9



單位：萬車廂公里 Unit: 10 thousand car-kilometers







## 04 組織架構

Organizational Structure





# 股東結構與資本額

## Shareholder Structure and Capital

### 股東結構

#### Shareholder Structure



臺中市政府  
Taichung City Government

總投資金額 (新臺幣元)  
Total Investment Amount (NTD)

35億

NT\$3.5 billion

### 資本額

#### Capital

公司 2017 年成立登記資本總額為新臺幣 10 億元，實收資本總額為新臺幣 2 億元，經 2018 年及 2019 年，分別發行新股辦理現金增資新臺幣 3 億元及 5 億元。至 2019 年底止，實收資本額總計為新臺幣 10 億元。

2020 年登記資本總額調整為新臺幣 35 億元，經 2020 年至 2023 年發行新股辦理現金增資，金額分別為新臺幣 7 億 5,000 萬元、7 億 5,000 萬元、5 億元及 5 億元。至 2023 年底止，實收資本額總計為新臺幣 35 億元。

When established in 2017, the Company's registered total capital was NTD 1 billion, with a paid-in capital of NTD 200 million. In 2018 and 2019, new shares were issued for cash capital increases of NTD 300 million and NTD 500 million respectively. By the end of 2019, the total paid-in capital was NTD 1 billion.

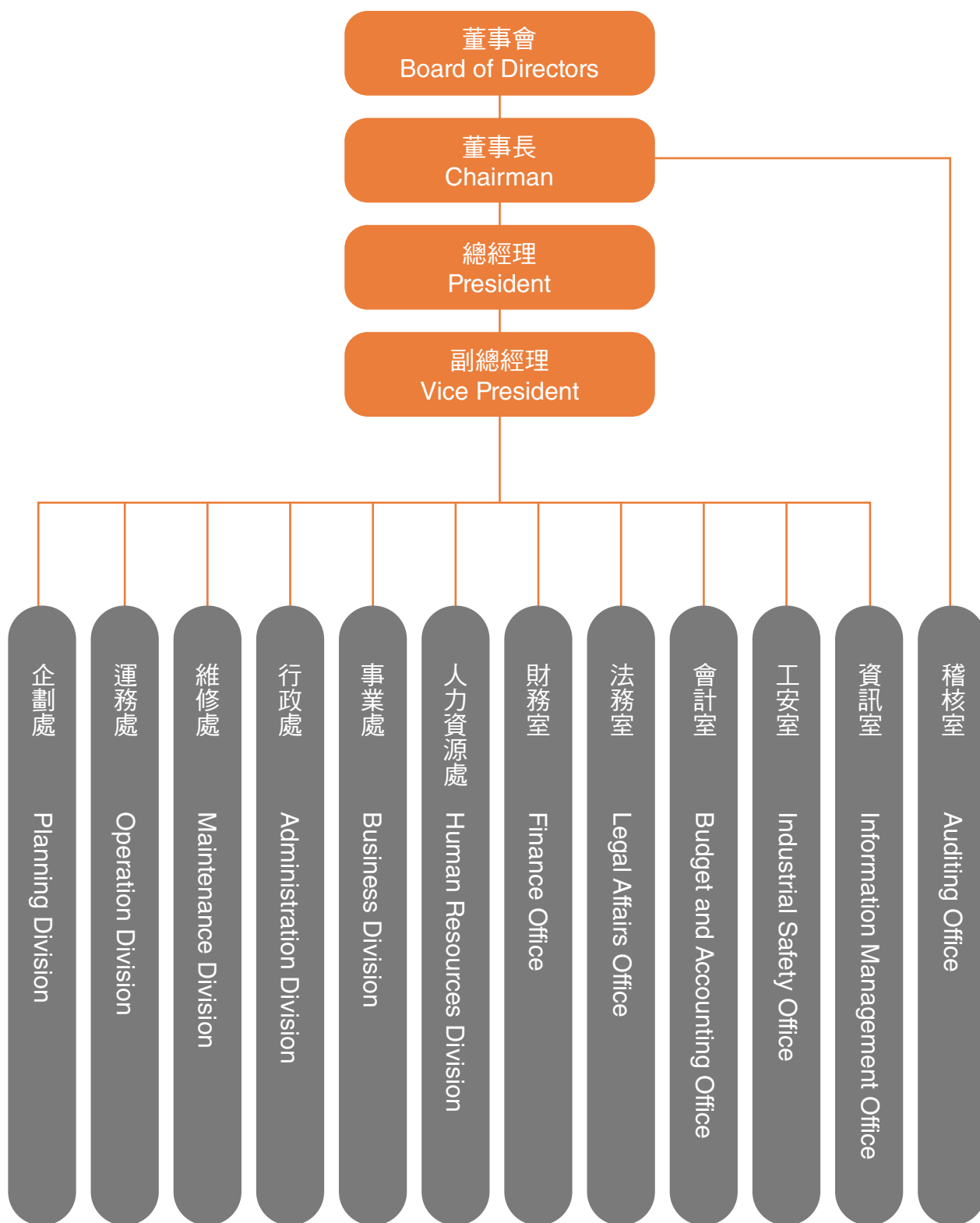
In 2020, the registered total capital was adjusted to NTD 3.5 billion. From 2020 to 2023, new shares were issued for cash capital increases of NTD 750 million, NTD 750 million, NTD 500 million, and NTD 500 million respectively. By the end of 2023, the total paid-in capital was NTD 3.5 billion.





# 組織架構

## Organizational Structure



# 董事會

## Board of Directors

|                   |  |
|-------------------|--|
| 董事長<br>Chairman   | 顏邦傑（台中捷運公司董事長）<br>Yen, Bang-chieh ( Chairman, Taichung Mass Rapid Transit Corporation )  |
| 董事<br>Directors   | 吳存金（臺中市政府地政局局長）<br>Wu, Tsun-Chin ( Director-General, Land Administration Bureau, Taichung City Government )                                      |
|                   | 林麗玉（臺北市政府前參事）<br>Lin, Li-Yu ( Former Counselor, Taipei City Government )   |
|                   | 陳美秀（臺中市政府觀光旅遊局局長）<br>Chen, Mei-Xiu ( Director-General, Tourism and Travel Bureau, Taichung City Government )                                     |
|                   | 張峯源（臺中市政府經發局局長）<br>Chang, Feng-Yuan ( Director-General, Economic Development Bureau, Taichung City Government )                                  |
|                   | 黃文彬（臺中市政府前都發局局長）<br>Huang, Wen-Pin ( Former Director-General, Urban Development Bureau, Taichung City Government )                               |
| 監察人<br>Supervisor | 鍾慧諭（逢甲大學智慧運輸與物流創新中心副主任）<br>Chung, Hui-Yu ( Vice Director, Innovation Center for Intelligent Transportation and Logistics, Feng Chia University ) |
|                   | 李善植（臺中市政府法制局局長）<br>Lee, Shan-Chih ( Director-General, Legal Affairs Bureau, Taichung City Government )   |
|                   | 林淑勤（臺中市政府主計處處長）<br>Lin, Shu-Chin ( Director-General, Budget, Accounting and Statistics Office, Taichung City Government )                        |
|                   | 游麗玲（臺中市政府財政局局長）<br>You, Li-Ling ( Director-General, Finance Bureau, Taichung City Government )   |

（以 2023.12.31 在任董事會成員名單為準，並依姓氏筆劃順序）

（ Arranged in alphabetical order of the surnames based on the list of current board directors on 2023.12.31 ）



# 經營團隊

## Management Team

| 中文部門<br>Chinese Department | 英文部門<br>English Department    | 中文職稱<br>Chinese Title | 英文職稱<br>English Title                | 中文姓名<br>Chinese Name | 英文姓名<br>English Name |
|----------------------------|-------------------------------|-----------------------|--------------------------------------|----------------------|----------------------|
| 副總經理室                      | Vice President Office         | 代理總經理／<br>副總經理        | Acting President /<br>Vice President | 葉進財                  | YEH,CHIN-TSAI        |
| 企劃處                        | Planning Division             | 處長                    | Director                             | 鄭凱祥<br>兼任            | CHENG,KAI-HSIANG     |
| 運務處                        | Operation Division            | 處長                    | Director                             | 許泰銘                  | SHEU,TAI-MING        |
| 運務處                        | Operation Division            | 副處長                   | Deputy Director                      | 郭松鑫                  | KUO,SUNG-HSIN        |
| 維修處                        | Maintenance Division          | 處長                    | Director                             | 林永盛                  | LIN,YUNG-SHENG       |
| 維修處                        | Maintenance Division          | 副處長                   | Deputy Director                      | 黃文通                  | HUANG,WEN-TUNG       |
| 行政處                        | Administration Division       | 副處長                   | Deputy Director                      | 余吉昌                  | SHE,JYI-CHANG        |
| 事業處                        | Business Division             | 處長                    | Director                             | 鄭凱祥                  | CHENG,KAI-HSIANG     |
| 人力資源處                      | Human Resources Division      | 處長                    | Director                             | 陳玉明<br>兼任            | CHEN,YU-MING         |
| 財務室                        | Finance Office                | 主任                    | Director                             | 許泰銘<br>兼任            | SHEU,TAI-MING        |
| 法務室                        | Legal Affairs Office          | 主任                    | Director                             | 葉進財<br>兼任            | YEH,CHIN-TSAI        |
| 會計室                        | Budget and Accounting Office  | 主任                    | Director                             | 張家智                  | CHANG,CHIA-CHIH      |
| 工安室                        | Industrial Safety Office      | 主任                    | Director                             | 陳玉明                  | CHEN,YU-MING         |
| 資訊室                        | Information Management Office | 主任                    | Director                             | 林永盛<br>兼任            | LIN,YUNG-SHENG       |
| 稽核室                        | Auditing Office               | 主任                    | Director                             | 張家智<br>兼任            | CHANG,CHIA-CHIH      |

( 2023.12.31 在任名單 )

( List of incumbents as of 2023.12.31 )

# 人力統計

## Workforce Statistics

本公司從業人員（統計至 2023.12.31 止），共計 810 人，其中男性 586 人（72.3%）、女性 224 人（27.7%），並依《身心障礙者權益保護法》及《原住民族工作權保障法》等相關法令，進用身心障礙及原住民身分之員工，人數均超過法定數量，提供友善職場環境、協助員工拓展職能，期盼將「有愛無礙」的精神展現在公司文化與旅客服務上，讓員工與旅客同感幸福。

As of December 31, 2023, the Company had a total of 810 employees, including 586 males ( 72.3% ) and 224 females ( 27.7% ). In compliance with the "People with Disabilities Rights Protection Act" and the "Indigenous Peoples Employment Rights Protection Act", the Company has employed more than the legally required number of people with disabilities and indigenous people. The Company provides a friendly workplace environment and assists employees in expanding their professional skills, hoping to demonstrate the spirit of "Love Without Barriers" in the company culture and passenger service, making both employees and passengers feel happy.





## 歷年人力狀況

### Historical Workforce Situation

| <div>年度<br/>Year</div> <div>項目<br/>Item</div> | 2017 年 | 2018 年 | 2019 年 | 2020 年 | 2021 年 | 2022 年 | 2023 年 |
|---|--------|--------|--------|--------|--------|--------|--------|
| 預算員額<br>Budgeted<br>Personnel<br>Quota        | 69     | 261    | 437    | 983    | 983    | 983    | 983    |
| 在職人數<br>Number of<br>In-service<br>Employees  | 67     | 210    | 302    | 845    | 854    | 841    | 810    |











## 05 營運概況

### Operational Overview



# 運輸本業

## Core Transport Business

### 1. 營運路網

#### Operational Network

台中捷運烏日文心北屯線（綠線）全長 16.71 公里，其中高架段約 15.94 公里，地面段約 0.77 公里，共設置 18 座車站，1 座機廠，1 個行控中心及 1 個備援行控中心。

The Taichung Metro Wuri-Wenxin-Beitun Line (Green Line) has a total length of 16.71 kilometers, of which approximately 15.94 kilometers is elevated and about 0.77 kilometers is at ground level. It consists of 18 stations, 1 depot, 1 operations control center, and 1 backup operations control center.





## 2. 運量

### Ridership

台中捷運秉持安全、可靠、舒適、便捷之使命，於 2023 年逐漸擺脫 COVID-19 疫情的影響，年初時即有成長的趨勢，惟 5 月份遭遇建案起重機吊臂掉落侵入中捷軌道事故，運量一度受影響，隨 7 月份起公共運輸定期票正式上線，民眾使用定期票乘車比例逐步上升，也帶動運量成長，再加上 10 月份搖滾台中及國慶焰火、12 月份跨年晚會等車站周邊活動挹注運量，截至 2023 年 12 月底累積年度總運量突破 1,330 萬人次，且於 12 月達成通車以來最高月運量 137 萬人次。2023 年平均日運量約 36,538 人次，也較 2022 年增加約 43%。

Taichung Metro, upholding its mission of safety, reliability, comfort, and convenience, gradually overcame the impact of the COVID-19 pandemic in 2023. The year began with a growth trend, but in May, an accident occurred where a construction crane arm fell onto the MRT track, temporarily affecting ridership. Starting July, with the Executive Yuan Commuter Monthly Pass (TPASS), the proportion of passengers using that passes gradually increased, driving growth in ridership. Additionally, events near stations such as Rock in Taichung and National Day fireworks in October, and the New Year's Eve party in December, contributed to ridership. By the end of December 2023, the cumulative annual ridership exceeded 13.30 million, with December achieving the highest monthly ridership of 1.37 million since the line's opening. The average daily ridership in 2023 was about 36,538, an increase of approximately 43% compared to 2022.

| 年度<br>Year   | 2021 年    | 2022 年    | 2023 年     |
|--|-----------|-----------|------------|
| 年度總運量（人次）<br>Annual Total Ridership<br>（passengers）        | 4,184,285 | 9,329,765 | 13,336,421 |
| 平均日運量（人次／日）<br>Average Daily Ridership<br>（passengers/day） | 16,670    | 25,561    | 36,538     |





### 3. 班距水準

#### Headway Standards

因應捷運綠線旅客乘車需求，以及公共運輸定期票帶來的運量成長，滾動式優化班距，以提供更充足運能來縮短旅客候車時間，提升旅客搭乘意願。

In response to passenger demand on the MRT Green Line and the ridership growth brought by the Executive Yuan Commuter Monthly Pass ( TPASS ), headways were dynamically optimized to provide more adequate capacity, reduce passenger waiting times, and increase passengers' willingness to use the system.

| 年度<br>Year  | 2021 年                   | 2022 年                   | 2023 年                   |
|---|--------------------------|--------------------------|--------------------------|
| 平均尖峰班距 ( 分 )<br>Average Peak Headway<br>( min )     | 7 分 15 秒<br>7 min 15 sec | 6 分 42 秒<br>6 min 42 sec | 6 分 31 秒<br>6 min 31 sec |
| 平均離峰班距 ( 分 )<br>Average Off-Peak<br>Headway ( min ) | 9 分 25 秒<br>9 min 25 sec | 9 分 12 秒<br>9 min 12 sec | 8 分 55 秒<br>8 min 55 sec |
| 平均準點率<br>Average Punctuality<br>Rate                | 99.86%                   | 99.91%                   | 99.95%                   |



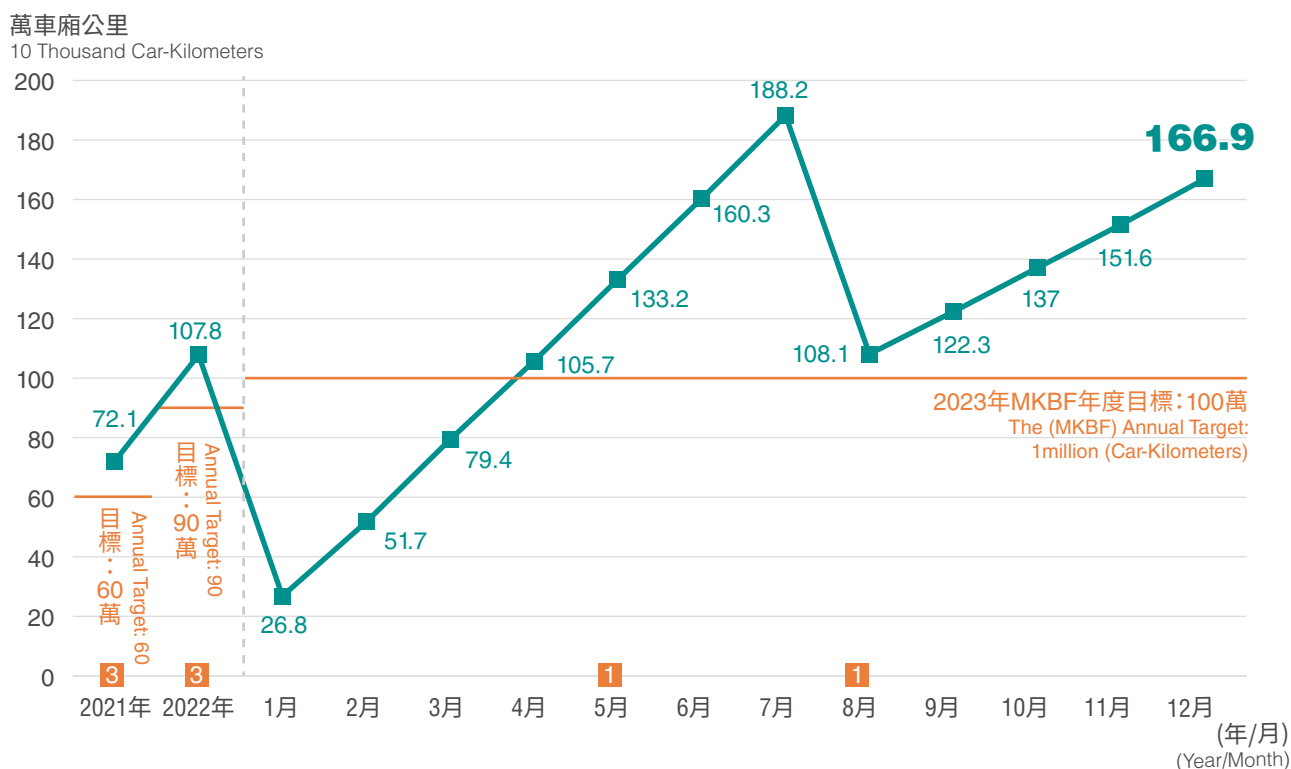


## 4. 系統營運穩定度

### System Operational Stability

台中捷運用心為旅客打造最安全穩定的運輸系統，2023 年營運可靠度指標（MKBF）年度目標為 100 萬車廂公里（每發生一次延誤 5 分鐘以上事件之平均行駛車廂公里數），實際營運達到 166.9 萬車廂公里，相較於 2020 年試運轉階段運行績效 15.1 萬車廂公里、2021 年 72.1 萬車廂公里及 2022 年 107.8 萬車廂公里，系統穩定度明顯且持續成長。2023 年平均每行駛 47,982 趟次，僅發生 1 件 5 分鐘延誤事件。

Taichung Metro is dedicated to creating the safest and most stable transportation system for passengers. In 2023, the operational reliability indicator (MKBF) annual target was 1 million car-kilometers (the average number of car-kilometers traveled before an incident causing a delay of 5 minutes or more occurs). The actual operation achieved 1.669 million car-kilometers. Compared to the operational performance of 151,000 car-kilometers during the trial operation phase in 2020, 721,000 car-kilometers in 2021, and 1.078 million car-kilometers in 2022, the system stability has shown significant and continuous growth. In 2023, there was only 1 incident of a 5-minute delay for every 47,982 trips on average.



## 5. 旅客意見反映統計

### Statistics on Passenger Feedback

客服中心服務時間為每日 6:00 至 24:00，全年無休，旅客如有相關服務問題、對於台中捷運提供的服務有任何寶貴意見及指教或感到滿意的地方，皆可撥打客服專線，讓台中捷運公司能傾聽旅客的聲音，並提供更完善的旅運服務，統計 2023 年已受理 1.06 萬件案件。

The customer service center operates daily from 6:00 to 24:00, 365 days a year. Passengers can call the customer service hotline for any service-related issues, valuable opinions and suggestions on the services provided by Taichung Metro, or to express satisfaction. This allows Taichung Metro Company to listen to passengers' voices and provide better travel services. In 2023, 10,600 cases were handled.

單位：件 Unit: Cases

| 受理案件類別<br>Categories of Handled Cases  | 2021 年 | 2022 年 | 2023 年 |
|--|--------|--------|--------|
| 諮詢<br>Consultation   | 3,363  | 4,866  | 9,492  |
| 建議<br>Suggestion   | 220    | 221    | 237    |
| 資訊告知<br>Information Notification   | 72     | 138    | 273    |
| 抱怨<br>Complaint  | 138    | 115    | 76     |
| 讚揚<br>Praise   | 30     | 78     | 65     |
| 其他（業務聯繫、非本公司權管等）<br>Others ( Business Contact, Not Under Company's Authority, etc. ) | 277    | 295    | 492    |
| 總計<br>Total  | 4,100  | 5,713  | 10,635 |

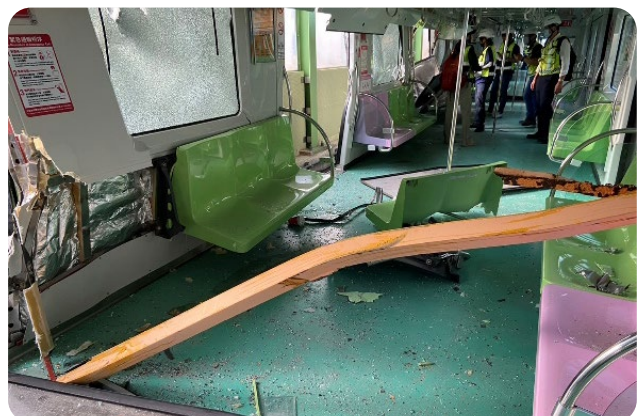


## 6.510 事故檢討與改善

### Review and Improvement of the May 10 Accident

2023 年 5 月 10 日約 12 時 27 分，一捷運列車由北屯總站開往高鐵臺中站，於豐樂公園站與大慶站間下行軌，撞擊侵入軌道之塔式起重機桁架，導致列車車頭毀損及運行方向右側車門脫落，造成 1 名乘客死亡，14 名人員受傷憾事。對此不幸事故，臺中市政府立即啟動四大措施，除「強化安全」，也啟動「全線大體檢」，確認捷運沿線工地安全無虞；「成立調查小組」，責成副市長黃國榮擔任召集人，配合運安會、檢調機關調查；「重罰重求償」，重罰肇事業業者及求償。此外，市府亦配合臺中市議會調查專案小組提交處置報告，更與中捷公司自事發後持續慰問關懷，竭力撫慰受害旅客及家屬，協助相關賠償及洽談和解事宜，盼往生者得以安息，也使家屬、受傷旅客及社會各界逐步恢復日常生活。

On May 10, 2023, at approximately 12:27 PM, a metro train traveling from Beitun Main Station to HSR Taichung Station collided with a tower crane truss that had intruded onto the track between Feng-le Park Station and Daqing Station on the southbound track. This resulted in severe damage to the train's front and the detachment of the right-side doors in the direction of travel, tragically causing the death of one passenger and injuries to 14 others. In response to this unfortunate accident, the Taichung City Government immediately implemented four major measures. In addition to "enhancing safety," they also initiated a "comprehensive system inspection" to ensure the safety of construction sites along the metro line. They "established an investigation team" led by Deputy Mayor Huang, Guo-Rong to cooperate with the Transportation Safety Board and judicial authorities in the investigation. They also implemented "heavy fines and compensation claims" against the responsible parties. Furthermore, the city government has submitted a handling report in cooperation with the Taichung City Council's investigation task force. Since the accident, they have been working with Taichung Metro to continuously offer condolences and care, striving to comfort the affected passengers and their families, and assisting with compensation and settlement negotiations. They hope for the deceased to rest in peace and for the families, injured passengers, and society to gradually return to their daily lives.

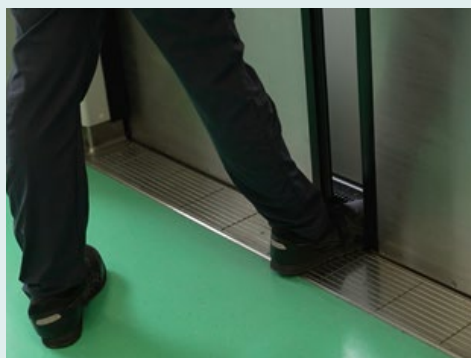


## 行車安全精進措施

### Improved Safety Measures for Train Operations

經全面檢視事發過程及檢討後，針對緊急應變程序推動 9 項精進措施，並增設 1 項安全設施，以增加緊急應變能力，提升旅客乘車安全。

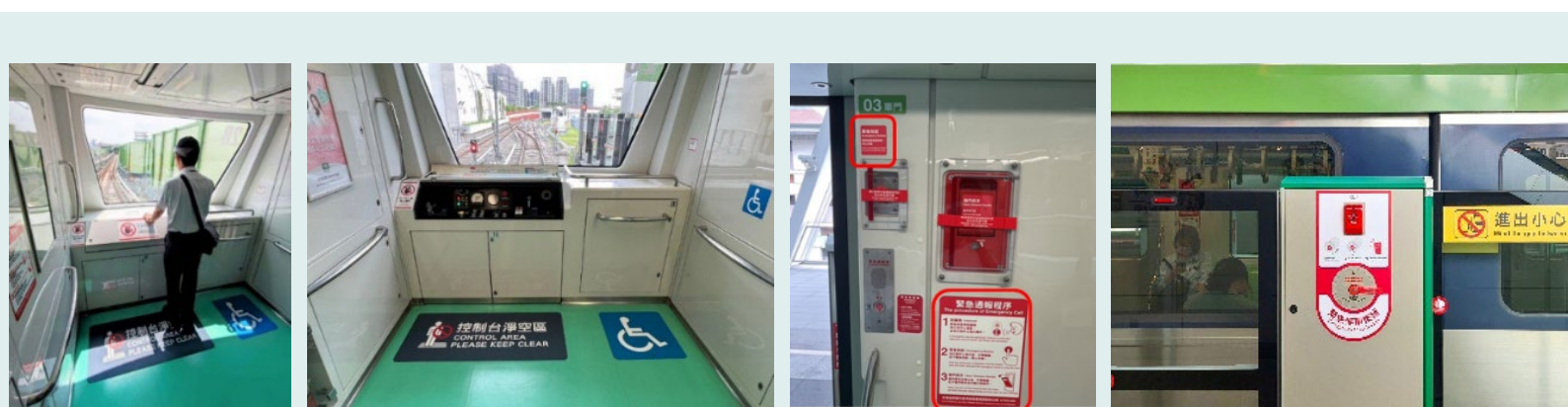
| 項次  | 精進項目              | 說明  |
|-----|-------------------|---|
| A-1 | 險阻手勢標準化及強化落實      | 月台人員可第一時間以險阻手勢（雙手高舉交叉揮舞），通知隨車人員做緊急停車處置。   |
| A-2 | 停靠月台列車暫停發車方式      | 列車停靠月台尚未出發，現場人員可嘗試阻礙月台門或車門關閉，防止列車離站；隨車人員立即按壓「緊急按鈕」，以暫停列車發車。   |
| A-3 | 隨車人員值勤包擺放配置優化     | 隨車人員可立即取出列車鑰匙，快速開啟駕駛台蓋板，按壓緊急煞車按鈕，縮減手動緊急停車作業時間。  |
| A-4 | 隨車人員指差確認          | 隨車人員於列車到站停妥須站出車外，在月台執行指差作業，除確認旅客上下車情形外，到站時可增加確認行車方向狀況。  |
| A-5 | 駕駛台蓋板不上鎖          | 5 月 15 日至 6 月 5 日暫行作法為全時段開啟駕駛台蓋板行駛，發現任何異常狀況，隨車員可立即按下駕駛台的緊急煞車按鈕。6 月 6 日起調整優化措施「駕駛台蓋板蓋上但不上鎖」，且隨車員均已完成「開蓋按壓」訓練，開啟蓋板、按壓緊急煞車按鈕可於 3 秒內完成。 |
| A-6 | 調整緊急作業程序          | 調整修正現行電聯車車廂內公告之緊急作業程序，優先按壓「緊急按鈕」，再以「緊急對講機」通報行控中心。   |
| A-7 | 電力任一異常時的處置        | 第三軌或車站設備電力有任一類異常時，行控中心無線電通告全線隨車人員留意軌道狀況、全線站長檢視車站月台區軌道狀況，同時實施全線列車駐留月台，俟現場人員回報巡檢軌道結果正常後，再行安排列車發車。                                     |
| A-8 | 電力伴隨異常處置          | 第三軌及車站設備電力同時伴隨異常時，行控中心按壓全線緊急斷電按鈕，無線電通告正線列車隨車員留意軌道狀況、全線站長檢視車站月台區軌道狀況，同時實施全線列車駐留月台，俟現場人員回報巡檢軌道結果正常後，再行送電與安排列車發車。                      |
| A-9 | 旅客疏散後搜救方式         | 站長疏散列車旅客返回車站，隨車人員同時間檢視兩端車頭、中央走道間隙及鄰軌，完成旅客疏散，站長及隨車人員進入軌道區分別檢視兩端車頭車下狀況，並引導消防救護人員搜救。   |
| B-1 | 新增安全設施：月台「緊急停車按鈕」 | 2023 年 10 月 13 日全線車站已全數設置完成並啟用。   |





After a comprehensive review of the accident process and analysis, 9 improvement measures for emergency response procedures have been implemented, along with 1 additional safety facility, to enhance emergency response capabilities and improve passenger safety.

| Item No. | Improvement Item  | Description   |
|----------|---|---|
| A-1      | Standardization and enhanced implementation of danger signals | Platform staff can immediately use danger signals ( raising and crossing both hands while waving ) to notify on-board staff to initiate emergency stopping procedures.  |
| A-2      | Method for temporarily stopping trains at platforms           | When a train is stopped at a platform and has not yet departed, on-site staff can attempt to obstruct the platform doors or train doors from closing to prevent the train from leaving the station; on-board staff will immediately press the "emergency button" to temporarily stop the train from departing.  |
| A-3      | Optimization of on-board staff duty bag placement             | On-board staff can immediately retrieve the train key to quickly open the driver's cab panel and press the emergency brake button, reducing the time for manual emergency stopping operations.  |
| A-4      | Pointing and calling confirmation by on-board staff           | When the train stops at a station, on-board staff must step out of the train and perform pointing and calling procedures on the platform. In addition to confirming passenger boarding and alighting, they can also check the travel direction conditions upon arrival.   |
| A-5      | Driver's cab panel left unlocked                              | From May 15 to June 5, a temporary measure was implemented where the driver's cab panel remained open at all times during operation. If any abnormal conditions were detected, on-board staff could immediately press the emergency brake button in the driver's cab. From June 6 onwards, the optimized measure of "closing but not locking the driver's cab panel" was implemented. All on-board staff have completed "open panel and press" training, enabling them to open the panel and press the emergency brake button within 3 seconds. |
| A-6      | Adjusting emergency operating procedures                      | Modify the current emergency operating procedures posted in the train carriages, prioritizing pressing the "emergency button" before reporting to the control center via the "emergency intercom."  |
| A-7      | Handling of any electrical anomalies                          | When there's any type of anomaly in the third rail or station equipment power, the control center will radio all on-board staff to pay attention to track conditions, and all station masters to inspect the track conditions in the platform area. Simultaneously, all trains will be held at platforms. Trains will only be dispatched after on-site personnel report normal track inspection results.  |
| A-8      | Handling of concurrent electrical anomalies                   | When the third rail and station equipment power experience simultaneous anomalies, the control center will press the emergency power cut-off button for the entire line. They will radio on-board staff of trains on the main line to pay attention to track conditions, and all station masters to inspect the track conditions in the platform area. Simultaneously, all trains will be held at platforms. Power will be restored and trains dispatched only after on-site personnel report normal track inspection results.                  |
| A-9      | Search and rescue method after passenger evacuation           | Station masters will evacuate train passengers back to the station. Simultaneously, on-board staff will inspect both ends of the train, the central aisle gaps, and adjacent tracks. After completing passenger evacuation, station masters and on-board staff will enter the track area to inspect the conditions under both ends of the train, and guide fire and rescue personnel in search and rescue operations.   |
| B-1      | New safety facility: Platform "Emergency Stop Button"         | Installation was completed and activated at all stations along the line on October 13, 2023.  |



## 模擬演練落實精進作為

### Implementation of Improved Measures through Simulation Drills

中捷公司於 5 月 15 日至 6 月 9 日期間完成 525 人教育訓練及演練，加強人員緊急應變能力；並利用日間及夜間辦理多次相關人員訓練及小規模的演練、6 月 3 日及 9 月 2 日凌晨進行大型異物入侵演練，以驗證精進後的標準作業程序，避免列車事故再發生，未來中捷公司將持續檢討、強化緊急應變程序訓練及優化設備等各項措施，提供旅客安全的乘車環境。

From May 15 to June 9, Taichung Metro completed education and training for 525 personnel, enhancing their emergency response capabilities. They conducted multiple training sessions and small-scale drills for relevant personnel during day and night, and carried out large-scale foreign object intrusion drills in the early morning of June 3 and September 2. These drills were to verify the improved standard operating procedures and prevent future train accidents. In the future, Taichung Metro will continue to review and strengthen emergency response procedure training and optimize equipment and various measures to provide passengers with a safe riding environment.





## 附屬事業

### Ancillary Businesses

#### 1. 車站商業空間

##### Station Commercial Spaces

###### 販賣店 Retail Shops

台中捷運為挹注更多車站租金收益，並深化與優秀廠商之合作關係，2023 年推出兩波長期租賃案與兩波短期申請案，吸引多家廠商進駐，包含舊社站的「種子部落市集」、市政府站 1 樓的「未來你好」、市政府站 3 樓的「好禮幸福館」、松竹站「蜜友冰棒」、高鐵臺中站「恆富創新」等品牌。台中捷運將持續推動多元化之商業合作模式，擴大附屬事業收入，提供民眾更便捷的服務。



To increase station rental income and deepen cooperation with excellent vendors, Taichung Metro launched two long-term leasing cases and two short-term application cases in 2023. This attracted various businesses, including "Seed Tribe Market" at Jiushe Station, "YihoYoho" on the 1st floor of City Hall Station, "Good Gift Happiness Hall" on the 3rd floor of City Hall Station, "BeeFriend Popsicles" at Songzhu Station, and "Heng Fu Innovation" at HSR Taichung Station. Taichung Metro will continue to promote diverse business cooperation models, expand subsidiary business income, and provide more convenient services to the public.

###### 停車場 Parking Lots

舊社站備援行控大樓停車場於 2023 年導入「車麻吉」旗下 Autopass 快速通系統，下載 APP 綁定信用卡或行動支付，可享「免排繳費機、出場即扣款」，提供民眾省時又便利的繳費方式。

綠線機車轉乘收費停車場 2023 年 9 月新增九德站，全線收費停車場增至 11 站。另新增全盈支付、全支付、icashpay 等，共提供多達 14 款支付方式，提供民眾多樣化、便捷支付選擇。



In 2023, the parking lot at the backup control building of Jiushe Station introduced the Autopass quick pass system under "Car Maji". By downloading the APP and linking a credit card or mobile payment, users can enjoy "no queuing at payment machines, debit upon exit", providing a time-saving and convenient payment method.

In September 2023, Jiude Station was added to the Green Line's motorcycle transfer paid parking lots, increasing the number of paid parking lots along the entire line to 11 stations. Additionally, new payment methods were added, including All Win Pay, PXPAY Plus, and icash Pay, offering a total of 14 payment options to provide diverse and convenient payment choices for the public.

## 2. 廣告

### Advertising

#### 車站廣告 Station Advertising

2023 年以市政府站、高鐵臺中站之上刊表現為佳，平均每月上刊率為 9 成以上，另為求創造話題及增加收入，近年來積極推廣市政府站玻璃帷幕廣告，已形塑為精品業首選的戶外媒體指標版位之一。

In 2023, City Hall Station and HSR Taichung Station performed well in terms of advertising placement, with an average monthly placement rate of over 90%. To create buzz and increase revenue, the glass curtain wall advertising at City Hall Station has been actively promoted in recent years, establishing it as one of the preferred outdoor media locations for luxury brands.





## 數位廣告

### Digital Advertising

為增加車站數位廣告版面，提升租金收益，於 2023 年 8 月 1 日起租用臺中市政府經濟發展局所設置之數位屏幕，含互動螢幕（LCD）5 座、3D 裸視螢幕（LED）1 座，設置於文心崇德站（3F）、文心櫻花站（1F）、市政府站（1F）、水安宮站（2F）、文心森林公園站（3F）、豐樂公園站（3F），其後於 2023 年 9 月 1 日起由原廣告代理商台灣摩菲爾國際股份有限公司納為契約固定增設版面。

To increase digital advertising space in stations and boost rental income, Taichung Metro began renting digital screens installed by the Taichung City Government's Economic Development Bureau from August 1, 2023. This includes 5 interactive screens (LCD) and a 3D naked-eye screen (LED), located at Wenxin Chongde Station (3F), Wenxin Yinghua Station (1F), City Hall Station (1F), Shui-an Temple Station (2F), Wenxin Forest Park Station (3F), and Feng-le Park Station (3F). From September 1, 2023, these were incorporated as fixed additional spaces in the contract with the original advertising agency, Taiwan More Media International Incorporation.





## 列車廣告

### Train Advertising

列車廣告是每位捷運旅客停留最久的地方，觸及廣度相對高於多數的車站廣告，常見類型為車體彩繪列車，以企業形象或快閃行銷活動推廣為主，其次為車廂內橫幅、直幅廣告、車門貼、窗貼及地貼。為達成示範性創意表現，2023 年 12 月由台中捷運獨家打造聖誕列車，採全包式情境設計，帶給旅客歡樂的聖誕假期。

Train advertising is where metro passengers spend the most time, with a relatively higher reach than most station advertising. Common types include train wraps, primarily promoting corporate image or flash marketing activities, followed by horizontal and vertical banners inside carriages, door stickers, window stickers, and floor stickers. To achieve exemplary creative expression, Taichung Metro exclusively created a Christmas train in December 2023, adopting a fully immersive scenario design to bring passengers a joyful Christmas holiday.





# 財務表現

## Financial Performance

### 1. 歷年總收入

#### Historical Total Revenue

單位：新臺幣元 Unit: NT\$

| 年度<br>Year                     | 2021        | 2022        | 2023        |
|--------------------------------|-------------|-------------|-------------|
| 營業收入<br>Operating Revenue      | 138,269,063 | 257,496,908 | 379,706,679 |
| 營業外收入<br>Non-Operating Revenue | 14,352,252  | 39,109,258  | 35,822,179  |
| 總收入<br>Total Revenue           | 152,621,315 | 296,606,166 | 415,528,858 |

### 2. 歷年稅前純益

#### Historical Pre-Tax Net Profit

單位：新臺幣元 Unit: NT\$

| 年度<br>Year                 | 2021         | 2022         | 2023         |
|----------------------------|--------------|--------------|--------------|
| 稅前純益<br>Pre-Tax Net Profit | -601,906,656 | -591,371,026 | -544,403,187 |









## 06 經營成果

Operational Results



# 堅守安全可靠

## Maintaining Safety and Reliability

### 1. 系統強化安全升級

#### System Safety Enhancement and Upgrade

##### 全線月台設置緊急停車按鈕

##### Installation of Emergency Stop Buttons on All Platform Sides

為提升行車安全，精進緊急應變作業，台中捷運在各車站每一側月台增設 2 具緊急停車按鈕，當軌道區發生緊急狀況，立即按壓緊急停車按鈕，在列車進站前或出站列車未完全離開月台區狀況下，即可讓列車緊急停車，更加確保系統營運安全。啟用後已在各站透過車站廣播及月台跑馬燈向旅客說明月台緊急停車按鈕位置及如何使用；緊急停車按鈕上方也設有指引標誌，以方便旅客辨識及快速找到按鈕。

To enhance operational safety and improve emergency response, Taichung Metro has installed 2 emergency stop buttons on each side of the platform at every station. When an emergency occurs in the track area, pressing the emergency stop button immediately can stop the train before it enters the station or before a departing train has completely left the platform area, further ensuring the safety of system operations. After completing the installation, Taichung Metro also strengthens its communication to passengers. They are informed of the location and usage of the platform emergency stop buttons through station broadcasts and platform scrolling displays. Guidance signs are also installed above the emergency stop buttons for easy identification and quick access by passengers.



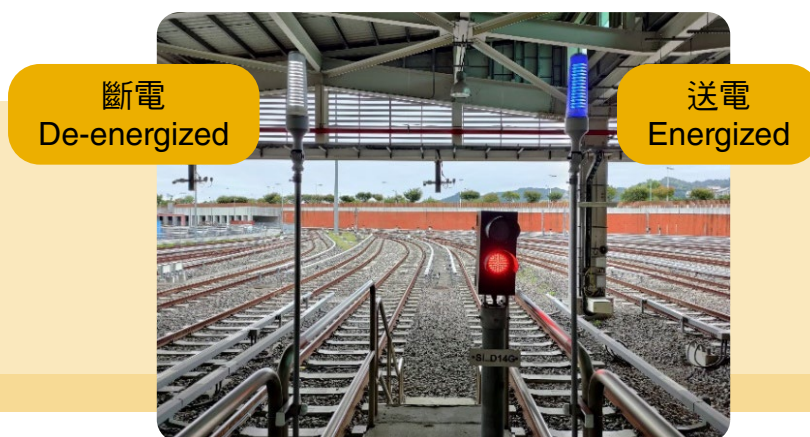


### 北駐車區軌道帶電指示燈改善

#### Improvement of Track Energization Indicator Lights in North Parking Area

原 ETS ( 緊急斷電箱 ) 帶電燈號僅偵測駐車區全區三軌是否帶電，無法精準區分，藉由改善各駐車軌獨立指示燈顯示，以提升帶電與斷電之判別度，提高員工作業安全與效率。

The original ETS ( Emergency Trip Station ) energization lights only detected whether the entire third rail in the parking area was energized, without precise distinction. By introducing independent indicator lights to each parking track, the discernibility between energized and de-energized states has been enhanced, improving staff operation safety and efficiency.



### 落實防汛整備 - 加強防災應變

#### Implementing Flood Prevention Preparations - Strengthening Disaster Response

為嚴防豪雨及颱風對捷運系統造成災害，台中捷運於每年防汛期前進行各項救災設施與環境檢查，並針對各車站防洪擋板啟閉檢查及抽水設備運轉測試，以確保設備功能妥善。

於颱風來襲期間，則針對各設備或物料進行加強固定等安全措施，營運訊息亦透過各媒體即時公告。

To prevent damage to the metro system from heavy rain and typhoons, Taichung Metro conducts inspections of various disaster relief facilities and environments before each flood season. It also checks the opening and closing of flood barriers at each station and tests pumping equipment operations to ensure proper functionality of the equipment.

During typhoons, safety measures such as reinforced securing of equipment and materials are implemented, and operational information is promptly announced through various media channels.

### 辦理中捷定檢 為安全把關

#### Conducting Taichung Metro Regular Inspections for Safety Assurance

台中捷運於 2023 年 7 月 26 日邀集各專家、學者完成「2022 年經營維護與安全監督定期檢查」，藉由不同面向提供專業建言，讓系統營運更安全、服務更精進。

On July 26, 2023, Taichung Metro invited experts and scholars to complete the "2022 Regular Inspection of Operation Maintenance and Safety Supervision". Professional advice from different perspectives was provided to enhance system operation safety and service quality.



### 多重災害模擬演練與維安措施

#### Multiple Disaster Simulation Drills and Security Measures

因應各項可能發生的災害，台中捷運 2023 年辦理單一異常情境、綜合異常情境及設備異常搶修等演練項目合計 93 場演練，藉由不同災害情境，強化人員迅速排除異常事件之能力。

In response to various potential disasters, Taichung Metro conducted a total of 93 drills in 2023, including single anomaly scenarios, comprehensive anomaly scenarios, and equipment malfunction emergency repairs. These diverse disaster scenarios strengthen personnel's ability to rapidly resolve abnormal incidents.





## 2. 智慧監督運用

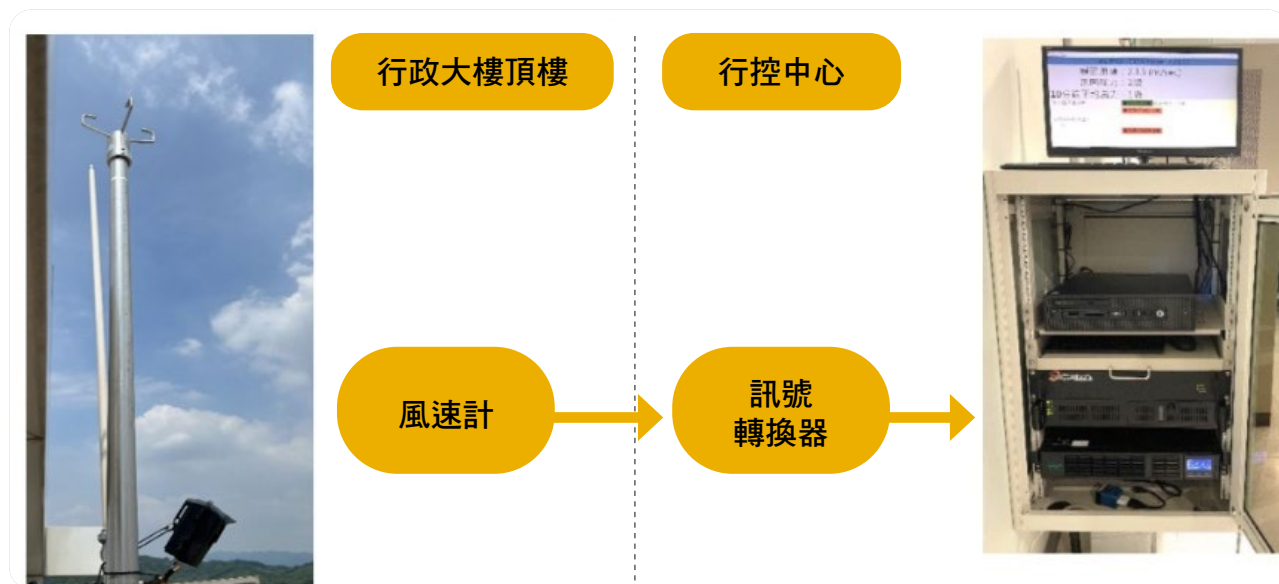
### Intelligent Supervision and Application

#### 風速計監測軟體開發

#### Development of Wind Speed Monitoring Software

擷取訊號至新電腦，配合自力開發新系統軟體，將數據資料由每分改為每秒，提高準確度，並可客製化顯示營運需求功能、提高營運應變效率並減少人員判斷作業時間。

Signals are captured to a new computer, and a new system software is self-developed to change data from per minute to per second, improving accuracy. It can also customize operational requirement displays, enhance operational response efficiency, and reduce personnel judgment time.



#### S-1 電磁閥測試改善方案

#### S-1 Solenoid Valve Testing Improvement Plan

S-1 電磁閥廣泛用於電聯車氣路控制使用，每列車使用 10 組，用途包含駐車煞車、集電器等重要氣源控制，目前於每四年大修作業進行功能測試。為提升測試品質，藉由 Arduino 結合電腦介面直接讀取列車資料，簡化測試步驟，使結果更精確。

S-1 solenoid valves are widely used in EMU pneumatic control, with 10 sets per train, used for important air source controls including parking brakes and pantographs. Currently, functional tests are conducted during major overhauls every four years. To improve test quality, Arduino is combined with a computer interface to directly read train data, simplifying test procedures and making results more precise.

## 地震偵測軟體開發

### Earthquake Detection Software Development

台中捷運自行開發軟體，於發生地震警示時，依眾數判斷原則自動產出應變級數，並結合地震當下 Line 群組通報及地震預警 Line 通報等功能，以提升人員應變效率。

Taichung Metro has self-developed software that automatically generates response levels based on the mode principle when earthquake warnings occur. It integrates features such as Line group notifications during earthquakes and earthquake early warning Line notifications to improve personnel response efficiency.

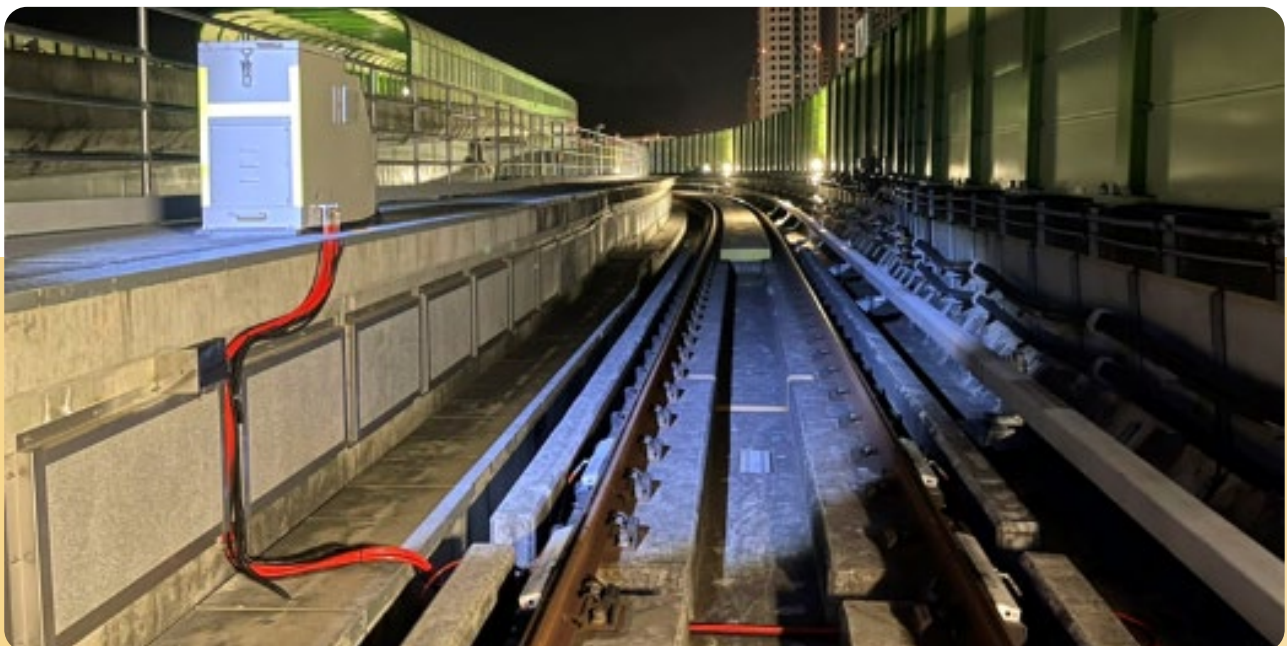


## 軌道降噪塗佈系統建置

### Installation of Track Noise Reduction Coating System

為降低電聯車過彎輪軌摩擦噪音，於轉彎段增設鋼軌塗佈降噪設施，經比較後降噪已有明顯成效，且設備可視氣候條件及實際噪音值進行遠端遙控、調整塗佈劑量及開關功能，未來將持續監控噪音狀況，以供舒適、安全之行車品質。

To reduce wheel-rail friction noise when EMUs pass through curves, noise reduction coating facilities have been added to curved sections. Comparisons show significant noise reduction effects. The equipment can be remotely controlled to adjust coating dosage and on/off functions based on climate conditions and actual noise levels. Noise conditions will continue to be monitored to provide comfortable and safe travel quality.





## 資訊安全管理系統驗證

### Information Security Management System Certification

台中捷運致力於建置高標準資通訊系統之機密性、完整性、可用性及法律遵行等四項要求，於通車週年（2021年）即通過英國標準協會（BSI）「ISO 27001:2013 資訊安全管理系統」驗證，並於2022~2023年連續2年通過 ISO 27001 國際標準追查驗證，證明台中捷運在資通訊系統強化資安管理作為，符合國際資安標準，並規劃於2024年通過 ISO 27001:2022 新版標準驗證標，持續以追求高標準的資安防護為目標。

Taichung Metro is committed to establishing high-standard information and communication systems meeting four requirements: confidentiality, integrity, availability, and legal compliance. On its first anniversary of operation (2021), it passed the British Standards Institution (BSI) "ISO 27001:2013 Information Security Management System" certification. It subsequently passed ISO 27001 international standard surveillance audits for two consecutive years in 2022-2023, proving that Taichung Metro's information security management practices for its ICT systems meet international standards. Taichung Metro plans to pass the new ISO 27001:2022 standard certification in 2024, continuously aiming for high-standard information security protection.



# 友善便捷 服務優化

## User-Friendly and Convenient Service Optimization

### 1. 有愛無礙乘車環境

#### Barrier-Free and Loving Transit Environment

中捷獲無障礙友善環境金點獎，展現無微不至的細節

Taichung Metro Wins Golden Pin Design Award for Barrier-Free Friendly Environment, Demonstrating Meticulous Attention to Detail

本公司以建物名稱「臺中捷運綠線市政府站」，報名參加「第二屆臺中市無障礙友善環境評選活動」。市政府站位處捷運綠線中心，往來旅客眾多，無障礙設施完善，榮獲 AE 金點獎（第一名）。

The Company participated in the "Second Taichung City Barrier-Free Environment Evaluation Event" competition with the building name "Taichung City Hall Station on Green Line of Taichung Metro". Taichung City Hall Station, located at the center of the Green Line with high passenger traffic, has comprehensive barrier-free facilities and won the AE Golden Pin Design Award (First Place).



車站無障礙與親子廁所，自動門開關功能改善

Improvement of Automatic Door Open/Close Function for Station Barrier-Free and Family Restrooms

為使場站無障礙及親子廁所自動門緊急開門裝置功能更臻完善，將原「緊急開門功能」提升為「強制手動開門」，如遇故障時皆能以鑰匙手動開啟門扇，縮短脫困時效。

To enhance the emergency door opening function of barrier-free and family restrooms' automatic doors, the original "emergency door opening function" has been upgraded to "forced manual door opening". In case of malfunction, the door can be manually opened with a key, reducing the time needed for rescue.





Since its establishment in October 2020, the Taichung Metro volunteer team has grown to include 35 enthusiastic citizen volunteers. Besides providing daily in-station guidance, consultation, and emergency assistance, they also support major events such as the Wenxin Forest Park concert, Lantern Festival, and New Year's Eve crowd management. Their dedication and assistance add warmth and friendliness to passengers' journeys.

## 志工服務 Volunteer Services

台中捷運志工隊自 2020 年 10 月成立迄今已有 35 位服務熱枕的市民朋友加入團隊，除了平日提供站內引導、諮詢及緊急狀況處理等協助外，並在節慶、大型活動如文心森林公園音樂會、元宵燈會與跨年疏運等加入現場支援行列，有他們的付出與協助，讓旅程多了份溫馨、親切感。



## 2. 推動智慧化旅客服務

### Promoting Smart Passenger Services

台中捷運致力落實 ESG，推動環保及減少碳排放量，於官方 APP 中，「我的票卡」項目顯示減碳量資訊，同時也推出區間時刻查詢功能，查詢起迄站發車及抵達時間，方便旅客規劃行程。

Taichung Metro is committed to implementing ESG (Environmental, Social, and Governance) principles, promoting environmental protection, and reducing carbon emissions. In the official APP, the "My Card" feature displays carbon reduction information. Additionally, an interval schedule query function has been introduced, allowing passengers to check departure and arrival times between stations, facilitating convenient trip planning.

#### 新增搭乘減碳量資訊

#### Addition of Carbon Reduction Information for Rides

「我的票卡」顯示每趟搭乘紀錄減碳量資訊，累計當月及全年度減碳量，並且換算為樹木減碳量，1 萬名會員登錄票卡，統計超過 7 萬 5 千棵樹木減碳量，低碳永續城市的最佳體現，落實 ESG 往前邁進的歷史里程碑。

"My Card" displays carbon reduction information for each ride, accumulating monthly and annual carbon reduction amounts, and converts them to equivalent tree carbon absorption. With 10,000 members registering their cards, statistics show over 75,000 trees worth of carbon reduction, exemplifying the best practice of a low-carbon sustainable city and marking a milestone in advancing ESG implementation.



#### 推出區間時刻查詢功能

#### Introduction of Interval Schedule Query Function

本年度到站時刻服務達 30 萬人次，精進優化推出區間時刻查詢新功能，旅客可以查詢往北屯總站、高鐵臺中站最近兩班列車起站到站時間、迄站抵達時間資訊，輕鬆掌握列車動態，規劃轉乘更方便省心。

This year, the arrival time service reached 300,000 users. An improved interval schedule query function has been introduced, allowing passengers to check the departure and arrival times of the nearest two trains heading to Beitun Main Station or HSR Taichung Station. This makes it easier for passengers to keep track of train movements and plan transfers conveniently.





### 3. 重大節慶 活動疏運

#### Major Festivals and Events Traffic Management

台中捷運於 2023 年完成了多次重要節日與大型活動的人潮疏運，如：農曆春節、台中燈會、搖滾台中、國慶焰火、跨年演唱會等活動，透過加密班距、派發加班車及調度空車至重點車站載客等策略，搭配人潮管制措施，迅速消化人潮，確保旅客能便捷與安全的通行。

In 2023, Taichung Metro successfully managed crowd dispersal for several important holidays and large-scale events, such as: Lunar New Year, Taichung Lantern Festival, Rock in Taichung, National Day Fireworks, New Year's Eve Concert, and other activities. Through strategies like increasing train frequency, dispatching additional trains, and redirecting empty trains to key stations for passenger pickup, combined with crowd control measures, the metro system quickly absorbed the influx of people, ensuring passengers could travel conveniently and safely.





# 企業體質 專業深化

## Corporate Structure and Professional Deepening

### 1. 人才培育 專業分工

#### Talent Cultivation and Professional Division

##### 人才招募

##### Talent Recruitment

因應捷運周邊各項活動人潮逐漸調整班距，為維持服務與維修量能，及補足流失人力，於 2023 年辦理新進人員公開甄試，招募職缺有第一線維修技術人員及站務人員等共 86 人。

In response to gradually adjusting train frequencies due to various activities around the metro, and to maintain service and maintenance capabilities, as well as to replenish lost personnel, a public recruitment was held in 2023. A total of 86 positions were recruited, including frontline maintenance technicians and station staff.



##### 員工訓練

##### Employee Training



為強化員工知能，規劃完善系統化訓練課程，以證照制度管理各系統勤務人員工作所需技能，以確保服務品質。2023 年度共辦理 29 項訓練課程，總訓練時數 14,611 小時，總核發證照數 847 張。

To enhance employee knowledge and skills, a comprehensive systematic training curriculum was planned. A certification system was used to manage the skills required for staff in various systems, ensuring service quality. In 2023, 29 training courses were conducted, with a total of 14,611 training hours and 847 certificates issued.





## 2. 國內外技術交流

### Domestic and International Technical Exchanges

#### 軌道異物入侵偵測系統技術交流會議

#### Technical Exchange Meeting on Track Foreign Object Intrusion Detection System

本公司 6 月 19 日邀集台北捷運公司與耀群科技公司針對異物入侵軌道偵測，分享試辦成果以及相關設備功能說明與技術發展，並邀請同業及監理機關共同參與。

On June 19, the Company invited Taipei Metro and ASYS Corporation to share trial results, explain related equipment functions, and discuss technological developments regarding foreign object intrusion detection on tracks. Industry peers and regulatory agencies were also invited to participate.

#### 五捷聯盟簽署備忘錄

#### Memorandum of Understanding Signed by Five Metro Alliances

全台五家捷運公司，台北捷運、新北捷運、桃園捷運、台中捷運及高雄捷運於 2023 年 7 月共組「捷運聯盟 Metro Taiwan」，盼藉交流平台提升產業競爭力；同年 9 月 14 日在新北市長侯友宜、台北市長蔣萬安、桃園市長張善政及台中市府秘書長黃崇典見證下簽署合作備忘錄，針對人才交流培育、共同研發、技術交流及建立聯合採購機制三大面向推進實質合作。

In July 2023, five metro companies in Taiwan - Taipei Metro, New Taipei Metro, Taoyuan Metro, Taichung Metro, and Kaohsiung Metro - jointly formed the "Metro Taiwan Alliance". The aim is to enhance industry competitiveness through an exchange platform. On September 14 of the same year, a cooperation memorandum was signed under the witness of New Taipei City Mayor Hou Yu-ih, Taipei City Mayor Chiang Wan-an, Taoyuan City Mayor Chang San-cheng, and Taichung City Government Secretary-General Huang Chong-dian. The memorandum focuses on three main aspects: talent exchange and cultivation, joint research and development, and establishing a joint procurement mechanism.



### 新加坡地鐵（SMRT）參訪

#### Visit from Singapore MRT (SMRT)

新加坡地鐵於 2023 年 9 月 15 日由揭資深副總裁育文率隊拜訪本公司，雙方彼此分享營運、調度經驗與維修技術，為日後合作洽談奠定基礎。

On September 15, 2023, Singapore MRT, led by Senior Vice President Jie Yuwen, visited the Company. Both parties shared experiences in operations, dispatching, and maintenance techniques, laying the foundation for future cooperation discussions.



### 台北捷邦及韓國鐵道公司 Korail 參訪

#### Visit from Taipei Metro Consulting and Korea's Korail

韓國鐵道公司 10 月 26 日偕同韓國 2iSYS 創新系統展示軌道高速檢查監測設備技術。

On October 26, Korea's railway company Korail, along with Korea's 2iSYS, demonstrated high-speed track inspection and monitoring equipment technology.





# 多元品牌行銷

## Diversified Brand Marketing

### 1. 社群媒體經營

#### Social Media Management

##### 台中捷運 Facebook 粉絲團 Taichung Metro Facebook Fan Page

台中捷運 Facebook 粉絲團除發布官方新聞稿、政令宣導與活動資訊外，並分享軌道知識及各種捷運大小事，亦不定期與廠商共同舉辦行銷優惠活動回饋民眾，截至 2023 年 12 月，粉絲數已達 3.3 萬人，且持續累積增加中。

Besides publishing official press releases, policy announcements, and event information, the Taichung Metro Facebook fan page also shares railway knowledge and various metro-related matters. It also occasionally collaborates with vendors to hold marketing promotions for the public. As of December 2023, the number of fans has reached 33,000 and continues to increase.



## 台中捷運 / 台中遊 Facebook 官方社團經營

### Management of Taichung Metro/Taichung Tour Official Facebook Group

台中捷運 Facebook 社團自 2022 年 7 月 21 日成立，成員多為台中市民、軌道迷、捷運產業相關人員及所有關心捷運的民眾們，主要讓成員互相分享搭乘捷運的點滴、發布沿線好吃、好玩的地方，亦不定期舉辦行銷活動回饋社團成員，透過台中捷運探索台中、感受這座城市的特色。

The Taichung Metro Facebook group was established on July 21, 2022. Members are mostly Taichung citizens, railway enthusiasts, metro industry-related personnel, and all those concerned about the metro. It mainly allows members to share their experiences riding the metro and post about good food and interesting places along the metro lines. Marketing activities are also held periodically to give back to group members, encouraging them to explore Taichung via the metro and experience the city's characteristics.



## 媒體行銷

### Media Marketing

台中捷運與知名藝人、Youtuber 合作行銷中捷，介紹周邊旅遊景點及美食，讓民眾一邊搭捷運一邊探索沿線好吃好玩的地方。另外，透過網路媒體揭開日常維修保養的神秘面紗，介紹捷運幕後英雄夜間工作的辛勞，以維護市民乘車舒適與安全。

Taichung Metro collaborates with well-known artists and YouTubers to promote the Taichung Metro, introducing surrounding tourist attractions and cuisine, allowing people to explore interesting places and good food along the metro lines while riding. Additionally, through online media, the mysterious veil of daily maintenance is lifted, introducing the hard work of the metro's behind-the-scenes heroes during night shifts, to maintain passenger comfort and safety.







Youtuber「超認真少年」開箱  
捷運電聯車 4 年大修 千萬工程車  
一次看

YouTuber "Imserious"  
unboxes the 4-year major  
overhaul of metro electric multiple  
units - see the million-dollar  
engineering vehicle at once



Youtuber「肉比頭 Zoebitalk」  
中捷沿線美食巡禮

YouTuber "Zoebitalk" tours  
the cuisine along Taichung Metro  
lines



電視節目「效廉出發吧」捷運  
玩台中踩點超方便！好吃好玩好看  
應有盡有！

TV program "Wassup Man!  
Let's chill!" - Convenient to  
explore Taichung by metro! Good  
food, fun places, and sights  
galore!

台中捷運於 2023 年 4 月 25 日正式通車營運滿兩週年，為宣傳台中捷運對大台中發展低碳運輸之影響，以主題式行銷方式帶入低碳交通、在地共榮、安全運輸及社會責任等議題，拍攝「中捷，用軌道串起幸福感」影片及「中捷，橫越城心的綠色運輸」專題報導，以動態影音搭配文章快速吸引注意力並喚起不同的情感共鳴。

On April 25, 2023, Taichung Metro officially celebrated its second anniversary of operation. To promote the impact of Taichung Metro on the development of low-carbon transportation in Greater Taichung, themed marketing was used to introduce issues such as low-carbon transportation, local co-prosperity, safe transportation, and social responsibility. A video titled "Taichung Metro, Connecting Happiness with Rails" and a special report "Taichung Metro, Green Transportation Crossing the Heart of the City" were produced, using dynamic audio-visual content paired with articles to quickly attract attention and evoke different emotional resonances.





## 2. 品牌行銷活動

### Brand Marketing Activities

小小站長體驗活動：體驗捷運職人精神

Little Station Master Experience: Experiencing the Metro Professional Spirit

台中捷運首度推出「捷運小小站長體驗」活動，2023 年共推出 6 場次，130 名人次參與。活動中小朋友可穿上中捷制服，藉由導覽、闖關集章，體驗站長工作日常及了解捷運系統如何運作，還能得到超值好禮與紀念證書。

Taichung Metro launched its first "Little Metro Station Master Experience" activity, with 6 sessions held in 2023, attracting 130 participants. During the activity, children could wear Taichung Metro uniforms and experience the daily work of station masters and understand how the metro system operates through guided tours and checkpoint stamp collecting. They could also receive valuable gifts and commemorative certificates.



422 世界地球日：文心森林公園站送樹苗及廢乾電池換有機肥活動

April 22 Earth Day: Tree Seedling Giveaway and Used Dry Battery Exchange for Organic Fertilizer at Wenxin Forest Park Station

2023 年 4 月 22 日台中捷運於文心森林公園站出口舉辦「愛地球久久」植樹環保活動，與農業局及環境保護局攜手提供 999 株樹苗及 999 包有機肥，鼓勵民眾持廢乾電池兌換。

On April 22, 2023, Taichung Metro held a "Love Earth 99" tree planting and environmental protection activity at the exit of Wenxin Forest Park Station. In collaboration with the Agriculture Bureau and Environmental Protection Bureau, 999 tree seedlings and 999 packs of organic fertilizer were provided, encouraging the public to exchange used dry batteries for these items.







## 通車 2 週年

### 2nd Anniversary of Operation

台中捷運 4 月 25 日即通車滿 2 週年，當天民眾只要比 YA 刷卡即可免費搭乘活動，並推出「綠色生活地圖」集章抽機票，結合各家廠商合作推出週年慶優惠等活動。

On April 25, Taichung Metro celebrated its 2nd anniversary of operation. On that day, passengers could ride for free by showing a "V" sign when tapping their cards. A "Green Lifestyle Map" stamp collection activity with a chance to win flight tickets was also launched, along with anniversary promotional offers in cooperation with various vendors.





### 捷伴台中遊：散策走讀活動

#### Metro Companion Taichung Tour: Walking and Reading Activities

台中捷運於 9 月 16 日至 10 月 22 日週末期間共舉辦 18 場次捷伴台中遊——走讀半日體驗，走讀內容包含人文歷史、休閒運動、文創藝術、生態自然 4 條路線，各路線除了有專業、風趣的導覽人員帶領漫遊台中景點，參與的旅客還可享有紀念伴手禮。

From September 16 to October 22, Taichung Metro organized 18 sessions of Metro Companion Taichung Tour - Half-day Walking and Reading Experiences on weekends. The content included four routes covering humanities and history, leisure and sports, cultural and creative arts, and ecology and nature. Each route was led by professional and entertaining guides exploring Taichung attractions, and participating travelers also received commemorative souvenirs.



### 2023 台中捷運街舞 30 秒創意短片比賽

#### 2023 Taichung Metro Street Dance 30-Second Creative Short Film Competition

台中捷運舉辦了「2023 台中捷運街舞 30 秒創意短片徵件比賽」，鼓勵民眾到舊社站實地拍攝影片，藉由線上、線下同步發酵引發話題，提高練舞場地曝光率和討論度，打造舊社捷運生活圈。

Taichung Metro held the "2023 Taichung Metro Street Dance 30-Second Creative Short Film Competition," encouraging the public to film at Jiushe Station. By simultaneously fermenting online and offline discussions, the competition aimed to increase exposure and discussion of dance practice venues and create a Jiushe Metro living circle.





2023 聖誕派對在捷運舊社站，台中捷運與鄰近商圈共同打造新興的聖誕亮點，由創意聖誕穿搭人氣投票活動及聖誕列車揭開序幕，捷運站內，快閃的鬍子大叔和悅耳的報佳音為乘客帶來驚喜。聖誕夜的前夕，「HOHOHO! 幸福捷運・歡樂聖誕」活動在舊社站外熱鬧展開，變裝秀的得獎者在台上展現風采，中捷 30 秒街舞創意短片的得獎者也上台獻技。此外，還有手作 DIY、文創市集和互動音樂表演等一系列活動，為這個聖誕夜增添了無限歡樂與溫馨，吸引了眾多親子家庭共襄盛舉。

The 2023 Christmas party was held at Jiushe Metro Station. Taichung Metro and nearby commercial districts jointly created a new Christmas highlight. The event kicked off with a creative Christmas outfit popularity vote and the unveiling of Christmas-themed trains. Inside the metro station, flash appearances by Santa Claus and melodious carol singing surprised passengers. On Christmas Eve, the "HOHOHO! Happy Metro • Joyful Christmas" event unfolded festively outside Jiushe Station. Costume show winners showcased their styles on stage, and winners of the Taichung Metro 30-second street dance creative short film competition also performed. Additionally, there were DIY workshops, creative markets, and interactive music performances, adding endless joy and warmth to the Christmas night and attracting many families to participate.





### 舊社站公共藝術點亮節慶燈

#### Public Art at Jiushe Station Illuminates Festival Lights

台中捷運第一個公共藝術作品「尚水」位於舊社站，自 2022 年 7 月揭幕後，不論白天跟夜晚都吸引不少民眾駐足仰望，尤其傍晚時刻燈光點亮，變化出不同的視覺效果，更是將車站妝點得風情萬種，成為台中捷運新地標。中捷公司也會在節慶時間，如聖誕節、新年春節及舉辦慶典活動…等，開啟「尚水」節慶燈光，呈現更多彩的光影變幻，帶來充滿驚喜的藝術視覺饗宴。

"Water of Life," Taichung Metro's first public art piece located at Jiushe Station, has attracted many visitors both day and night since its unveiling in July 2022. The lighting effects that come on in the evening create different visual effects, decorating the station with charm and making it a new landmark of Taichung Metro. Taichung Metro Company also turns on the "Water of Life" festival lights during holiday periods such as Christmas, New Year, Spring Festival, and celebratory events, presenting more colorful light and shadow transformations and bringing a surprising artistic visual feast.



### 3. 紀念車票

#### Commemorative Tickets

#### 總運量達成 2 千萬人次：七夕紀念車票活動 Total Ridership Reaches 20 Million: Qixi Festival Commemorative Ticket Event

台中捷運總運量在 2023 年 7 月中旬達成 2 千萬人次時推出為純白色的 Token 造型紀念票，搭配圖案為山櫻花（台中市市花）飄在湛藍色天空的幸福御守，呈現清新淡雅的風格，不僅極具收藏價值，啟用後 24 小時內還可無限次搭乘台中捷運。

When Taichung Metro's total ridership reached 20 million in mid-July 2023, a pure white token-shaped commemorative ticket was introduced. The design featured mountain cherry blossoms (Taichung City's flower) floating in a blue sky as a lucky charm, presenting a fresh and elegant style. Not only was it highly collectible, but it also allowed unlimited rides on Taichung Metro within 24 hours of activation.



## 4. 跨界藝文合作

### Cross-disciplinary Art and Cultural Cooperation

#### 彩繪列車

#### Painted Trains

為響應聯合國基礎科學促進永續發展國際年（IYBSSD），台中捷運與國科會共同攜手科學 X 永續捷運彩繪列車，將車廂變身為科學教室，達到寓教於樂之意義；另結合知名繪本比得兔打造彩繪列車，以期間限定及情境式打造充滿童趣的列車外觀及車廂，設計風格融合了生動的色彩與夢幻的元素，營造溫暖而活潑的氛圍。

To echo the United Nations International Year of Basic Sciences for Sustainable Development (IYBSSD), Taichung Metro and the National Science and Technology Council jointly launched the Science X Sustainability painted metro train, transforming the carriages into science classrooms, achieving both education and entertainment. Additionally, a painted train featuring the famous storybook character Peter Rabbit was created, with a limited-time and contextual design to create a childlike train exterior and interior. The design style blended vivid colors and dreamy elements, creating a warm and lively atmosphere.



#### 文心崇德站中心兄弟階梯地貼

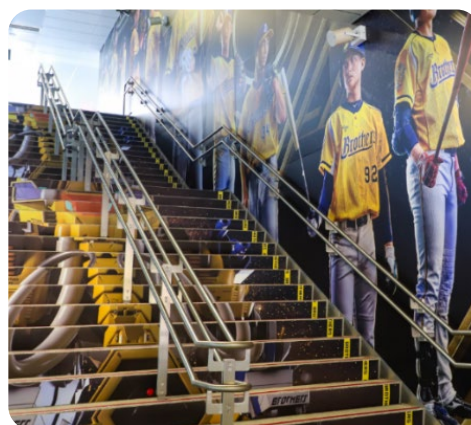
#### Wenxin Chongde Station Central Brothers Staircase Sticker

文心崇德站是全國唯一常設性運動主題車站，距離中信兄弟主場「台中洲際棒球場」轉乘公車即可到達，營造主題裝置讓民眾來到文心崇德站，就能提前感受球場熱血氛圍。

中捷與中信兄弟共同發想討論，創造出「鋼鐵王者之象 猛瑪•鋼鐸拉」巨型 3D 視覺效果的創意階梯地貼，以壯觀磅礴意象吸引眾多球迷到場打卡留念。

Wenxin Chongde Station is the only permanent sports-themed station nationwide, located near the CTBC Brothers' home stadium "Taichung Intercontinental Baseball Stadium," which can be reached by bus transfer. Thematic installations were created to allow people to feel the passionate atmosphere of the ballpark in advance when arriving at Wenxin Chongde Station.

Taichung Metro and CTBC Brothers jointly brainstormed and created a giant 3D visual effect creative staircase sticker of "Steel King's Elephant Mammoth • Steel Indra," attracting many fans to take photos with its magnificent and grand imagery.





## 台中捷運地景音樂計畫－風行者

### Taichung Metro Soundscape Project - Marching Wind

「台中捷運地景音樂計畫－風行者」是全國首次以聲景藝術為核心的公共藝術計畫，內容包含進站、離站音樂，首、末班車音樂與閘門進站音效等。進站音樂徵選有來自德國、美國、日本、泰國等多國作品參賽，從1,459件作品中評選出18首進站音樂，另邀請專家創作1首離站音樂。進離站音樂於2023年10月16日正式推出，期能帶給旅客更美好的搭乘體驗。

首班車音樂，則由配樂大師侯志堅操刀，用清新明亮的音樂元素開啟一天的好心情；而深夜歸途則由作曲家陳依婷精心製作末班車音樂，以溫暖的曲風陪伴旅客。

閘門進出音效經執行團隊「台灣聲景協會」至車站詳細考察後，選擇最接近人耳舒適度的自然音效，以模仿白腹秧雞、白頭翁、鳳頭蒼鷹、斯氏繡眼（綠繡眼）、白耳畫眉、五色鳥、黃嘴角鴉，7種台中常見鳥類的鳴聲作為音效設計，於2023年11月20日正式上線，此次音效設計不僅成為台中城市記憶的一部分，也突顯台中捷運重視環境保護及生態連結並提升乘客聽覺體驗。

The "Taichung Metro Soundscape Project - Marching Wind" is the first public art project in the country with soundscape art as its core. It includes entry and exit music, first and last train music, and gate entry sound effects. The entry music selection received entries from multiple countries including Germany, the United States, Japan, and Thailand. 18 entry music pieces were selected from 1,459 works, and an expert was invited to create one exit music piece. The entry and exit music was officially launched on October 16, 2023, aiming to bring passengers a better riding experience.

The first train music was composed by master composer Hou, Zhi-Jian, using fresh and bright musical elements to start the day with a good mood. For the late-night journey home, composer Chen, Yi-Ting carefully produced the last train music, accompanying passengers with a warm melody.

After detailed on-site inspections by the executing team "Soundscape Association of Taiwan," the gate entry and exit sound effects were chosen to be the natural sounds closest to human ear comfort. They mimic the calls of seven common bird species in Taichung: the White-breasted Waterhen, Chinese Bulbul, Crested Goshawk, Swinhoe's White-eye ( Japanese White-eye ), White-eared Sibia, Taiwan Barbet, and Collared Owllet. These sound effects were officially launched on November 20, 2023. This sound effect design not only becomes part of Taichung's city memory but also highlights Taichung Metro's emphasis on environmental protection and ecological connection while enhancing passengers' auditory experience.

攝影/呂翹維



## 多元票種行銷

### Multi-ticket Marketing

#### 1. 捷粉回饋專案推行成效卓越

##### Excellent Implementation Results of Metro Fan Rewards Program

為提供實惠的乘車方案，台中捷運自 2021 年 9 月推出捷粉回饋專案：「凡持電子票證搭乘中捷，每月搭乘次數累計達指定門檻，即可享回饋金，搭越多回饋越多」，鼓勵民眾多搭乘捷運。統計至 2023 年 12 月活動結束，平均每月參與人數近 2,000 人，回饋金額約 30 萬元，總累積回饋金達 840 萬元，成功培養出忠實旅客。

To provide affordable travel options, Taichung Metro launched the Metro Fan Rewards Program in September 2021: "Passengers using electronic tickets on Taichung Metro can enjoy cashback rewards when their monthly ride count reaches specified thresholds. The more rides, the more rewards," encouraging people to use the metro more frequently. Statistics up to the end of December 2023 show that an average of nearly 2,000 people participated monthly, with about 300,000 TWD in rewards per month, and a total accumulated reward of 8.4 million TWD, successfully cultivating loyal passengers.



#### 2. 行政院通勤月票 (TPASS)

##### Executive Yuan Commuter Monthly Pass (TPASS)

為提升大眾運輸使用率，交通部推動「行政院通勤月票 (TPASS)」措施，中部地區公共運輸定期票於 2023 年 7 月 1 日正式上線，台中市推出全國最優惠的台中境內定期票，市民優惠價只要 299 元，獲通勤族與學生肯定，而台中捷運為提升民眾購票及諮詢便利性，於全線各車站提供更貼心提供購買電子票證、儲值、綁定市民身分及購買定期票的一條龍服務，讓旅客一站完成所有購票流程，統計至 2023 年 12 月 31 日止共 1,940,951 人次持定期票搭乘捷運，占總運量的 26.8%。

To increase public transportation usage, the Ministry of Transportation and Communications promoted the "Executive Yuan Commuter Monthly Pass (TPASS)" measure. The central region's public transportation regular pass was officially launched on July 1, 2023. Taichung City offered the most preferential in-city regular pass nationwide, with a discounted price of only 299 TWD for city residents, which was well-received by commuters and students. To enhance ticket purchasing and inquiry convenience, Taichung Metro provided a one-stop service at all stations for purchasing electronic tickets, value top-up, binding citizen identity, and



purchasing regular passes, allowing passengers to complete all ticket purchase processes at one stop. Statistics up to December 31, 2023, show that 1,940,951 passenger trips were made using regular passes on the metro, accounting for 26.8% of total ridership.



### 3. 臺中市交通行動服務 ( Mobility as a Service, MaaS ) 計畫

#### Taichung City Mobility as a Service ( MaaS ) Plan

臺中市 MaaS 套票方案於 2023 年 10 月正式上線，因應雙十國慶焰火活動推出「24、48 及 72 小時」與「搭乘雙層巴士導覽台中舊城與夜晚賞焰火行程」。民眾啟用 MaaS 套票後可於指定時數內無限次搭乘捷運與公車（6 條幹線公車及 8 條觀光公車），並享在地合作商家消費優惠（遊樂園門票折抵、手作課程及商品兌換等方案多擇一），輕鬆暢遊臺中。

Taichung City's MaaS package officially launched in October 2023, introducing "24, 48, and 72-hour" packages and a "Double-decker Bus Tour of Taichung Old Town and Nighttime Fireworks Viewing" package in response to the Double Ten National Day fireworks event. After activating the MaaS package, users can enjoy unlimited rides on the metro and buses ( 6 trunk bus lines and 8 tourist bus lines ) within the specified time period, along with discounts from local partner businesses ( including theme park ticket discounts, DIY courses, and product redemptions, among other options ), allowing for easy exploration of Taichung.











## 07 企業社會責任 履行績效

Corporate Social  
Responsibility Performance



# 永續環境

## Sustainable Environment

### 1. 機廠設置太陽能光電執行成效

#### Implementation Results of Solar Power Installation at the Depot

因應高壓及特高壓用戶電價持續調漲及配合市府「光電四倍增」計畫，中捷公司積極推動綠能發展，在兼顧綠能發電及景觀植栽共存原則下，積極尋找適合現有空間拓展光電以創造收益，挹注公司營收，除於 2022 年底完成 5.7M 峰瓦（kwp）掛表並聯試運轉，每年售電予台電公司之回饋金 750 萬元彌補部分電價調漲成本外，於 2023 年盤點及評估所管區域後，估計可再擴增北屯機廠光電設備容量達近 1M 峰瓦（kwp）。

In response to the continuous increase in electricity prices for high-voltage and ultra-high-voltage users, and in line with the city government's "Quadruple Solar Power" plan, Taichung Metro Company actively promotes green energy development. While balancing green energy generation and landscape planting, the Company actively seeks suitable existing spaces to expand solar power generation to create revenue and contribute to the Company's income. In addition to completing the 5.7M kwp grid-connected trial operation at the end of 2022, which provides an annual feedback of 7.5 million TWD from selling electricity to Taiwan Power Company to offset part of the electricity price increase cost, the Company evaluated its managed areas in 2023 and estimated that it could further expand the solar power equipment capacity at the Beitun Depot by nearly 1M kwp.

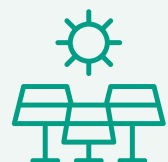


### 2. 節能減碳與環保作為

#### Energy Conservation, Carbon Reduction, and Environmental Protection Measures

2023 年度主要透過行政大樓廁間及茶水間增設感應照明、車站及北屯機廠部分場域燈具減燈及光源改為 LED 燈具、車站電扶梯節能、車站空調溫度及功能管制、依各場站需求啟閉廁所天花板循環通風扇等各項節能減碳政策，從日常點滴落實環保作為。

In 2023, the main energy-saving and carbon reduction policies included installing sensor lighting in the administrative building's restrooms and pantries, reducing lighting and replacing light sources with LED fixtures in some areas of stations and the Beitun Depot, implementing escalator energy-saving measures at stations, controlling station air conditioning temperature and functions, and activating bathroom ceiling circulation fans according to each station's needs. These measures implement environmental protection in daily operations.





# 友善職場

## Friendly Workplace

### 1. 強化員工知能

#### Enhancing Employee Knowledge and Skills

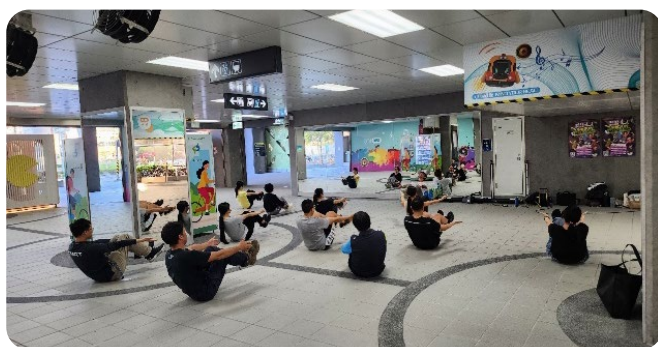
2023 年規劃、推動或檢視各項營運政策關注性別平等議題納入性別觀點，共舉辦 2 次性別講座，共計 211 位同仁參與，培養員工提供服務時能落實尊重與維護不同性別、性傾向、性別認同等旅客權益；另為加強員工對於法律知能，舉辦「司法偵查概述及貪瀆案例分享」、「毒品危害防制宣導」2 場廉政講座及 1 場「政府採購法實務案例研討」講座，建立員工正確觀念與態度。

In 2023, various operational policies were planned, promoted, or reviewed with a focus on gender equality issues and incorporating gender perspectives. Two gender equality lectures were held, with 211 colleagues participating, cultivating employees' ability to respect and protect the rights of passengers of different genders, sexual orientations, and gender identities when providing services. Additionally, to enhance employees' legal knowledge, two integrity lectures on "Overview of Judicial Investigation and Sharing of Corruption Cases" and "Drug Harm Prevention Promotion," and one lecture on "Practical Case Studies of Government Procurement Law" were held to establish correct concepts and attitudes among employees.



除定期辦理員工健康檢查外，2023 年舉辦「輕鬆享瘦保健康」、「注意你的血壓」講座，以及「科技體適能」活動，藉由運動搭配檢測儀器進行心肺體適能評估，由專業人員評估解說。此外，更結合舊社站「捷舞 103」友善練舞場地，舉辦「上班族的運動與健康」動態課程，透過拳擊有氧、橫向肌力訓練，達成燃燒體脂肪效益。藉由健康講座系列活動舉辦，提升員工自主健康管理意識。

In addition to regular employee health check-ups, lectures on "Easy Weight Loss for Health" and "Watch Your Blood Pressure" were held in 2023, along with a "Technology Fitness" activity. Through exercise combined with testing equipment, cardiopulmonary fitness assessments were conducted, with explanations provided by professionals. Furthermore, in conjunction with the "Metro Dance 103" friendly dance practice venue at Jiushe Station, a dynamic course on "Office Workers' Exercise and Health" was held, achieving fat-burning benefits through boxing aerobics and lateral strength training. These series of health lectures aimed to raise employees' awareness of self-health management.



## 2. 促進身心障礙者就業備受肯定

### Promoting Employment of Persons with Disabilities Receives Recognition

台中捷運重視企業社會責任，近年均優於法規規定超額進用身心障礙員工，超額比率逾 2 成，包含 6 種障別及 4 種障礙程度；此外，在辦理新進人員公開招募時，獨立開放身心障礙類組，並安排專用試場、提供輔具及人員引導，提供平權的求職機會，貼心的措施獲得勞動部 2023 年度金展獎評審委員讚許，中捷公司除營造幸福友善職場，也將「有愛無礙」的精神展現在旅客服務上，盡力滿足所有旅客的需求。

Taichung Metro values corporate social responsibility and has consistently exceeded legal requirements in hiring employees with disabilities in recent years, with an excess rate of over 20%, including 6 types of disabilities and 4 levels of disability. Moreover, when conducting open recruitment for new employees, a separate category for persons with disabilities is provided, with dedicated test venues, assistive devices, and personnel guidance, offering equal job opportunities. These thoughtful measures were praised by the judging committee of the 2023 Golden Wingspan Award from the Ministry of Labor. Taichung Metro Company not only creates a happy and friendly workplace but also demonstrates the spirit of "Love Without Barriers" in passenger services, striving to meet the needs of all passengers.



## 3. 提案制度獎勵活動 鼓勵員工提出革新方案

### Proposal System Reward Activity Encourages Employees to Submit Innovative Solutions

2023 年舉辦創意提案獎勵活動，以鼓勵通車以來同仁積極改善、優化工作營運作業，達成簡化工作流程、降低營運成本、節省人力、提高效率、優化服務品質與增加運量及營收等成效，今年共獲得 30 件提案，使同仁充分發揮自主改善精神。

In 2023, a creative proposal reward activity was held to encourage colleagues to actively improve and optimize work operations since the metro's opening, achieving effects such as simplifying work processes, reducing operating costs, saving manpower, increasing efficiency, optimizing service quality, and increasing ridership and revenue. This year, 30 proposals were received, allowing colleagues to fully demonstrate their spirit of autonomous improvement.





# 社區共好

## Community Well-being

### 1. 公益活動

#### Charitable Activities

中捷遺失物化為愛心 捐贈社福團體助弱勢

Taichung Metro's Lost and Found Items Transformed into Love, Donated to Social Welfare Organizations to Help the Disadvantaged

2023 年共辦理兩次遺失物致贈活動，並請社會局推薦社福團體，採分區捐贈方式，幫助更多有需要的民眾。年初 1 月將取得所有權的遺失物中挑選 280 件可以使用的日常用品，捐贈人安基金會台中平安站，讓遺失物找到新主人。7 月挑選 644 件致贈大肚鄉大東社區照顧關懷據點，期善盡企業社會責任（CSR），活化善用遺失物資源，以達「知足、惜福、感恩、再造」境界，讓更多民眾也能在寒冬感受到人與人之間的溫暖。

In 2023, two lost and found item donation events were held. Social welfare organizations were recommended by the Social Affairs Bureau, and donations were made by district to help more people in need. In early January, 280 usable daily items were selected from the lost and found items that had become property of the metro and donated to the Taichung Ping'an Station of Zenan Homeless Social Welfare Foundation, giving these lost items new owners. In July, 644 items were selected and donated to the Dadu Township Dadong Community Care Station. This fulfilled corporate social responsibility (CSR) by revitalizing and utilizing lost and found resources, achieving a state of "contentment, cherishing blessings, gratitude, and recreation," allowing more people to feel the warmth between people even in cold winters.



## 捐血告急 中捷號召民眾挽袖捐血 Blood Donation Shortage: Taichung Metro Calls on the Public to Roll Up Their Sleeves and Donate Blood

台中捷運為善盡企業社會責任、落實愛心公益，再度與聯邦銀行攜手舉辦「熱血聯捷 珍愛生命」捐血活動，號召民眾及員工積極響應，至北屯總站捐血，2023 年活動當日雖受到杜蘇芮颱風影響，上午雨勢不斷，民眾仍熱情響應，甚至結伴捐血。此次活動共募得 230 袋熱血，感謝所有參與活動者的無私付出，「做好事、解血荒」，讓愛永不止息。



To fulfill corporate social responsibility and implement charitable activities, Taichung Metro once again partnered with Union Bank to hold the "Blood Donation for Life" event, calling on the public and employees to actively respond by donating blood at Beitun Main Station. Although the event day in 2023 was affected by Typhoon Doksuri, with continuous rain in the morning, the public still responded enthusiastically, even coming to donate blood in groups. This event collected a total of 230 bags of blood. Thanks to all participants for their selfless contributions, "doing good deeds and resolving blood shortages," letting love never cease.

## 「捷舞 103」啟用滿周年 "Metro Dance 103" Celebrates One Year Anniversary

舊社站練舞場地自 2022 年 7 月開放使用滿周年累積超過 5000 使用人次，讓舞者能夠更精準地觀察自己的動作和表現，2023 年 4 月由台明將企業股份有限公司協助增設 6 處大面落地鏡。捷舞 103 空間寬敞、設備齊全，除落地鏡外，還有循環扇、販賣機、插座、洗手間等完善設施，方便民眾使用。

平日開放時間為上午 9 時至晚上 9 時，假日則提早於上午 8 時開放進場，全年無休，搭捷運前來最方便！



The dance practice venue at Jiushe Station has accumulated over 5,000 users since its opening in July 2022, allowing dancers to observe their movements and performances more accurately. In April 2023, Taiwan Mirror Glass Enterprise assisted in installing 6 large floor-to-ceiling mirrors. Metro Dance 103 is spacious and well-equipped. In addition to floor-to-ceiling mirrors, it has circulation fans, vending machines, power outlets, restrooms, and other comprehensive facilities for public use.

It's open from 9 AM to 9 PM on weekdays, and opens earlier at 8 AM on holidays, operating year-round. It's most convenient to come by metro!



### 寒冬歲末祝福！文華高中樂音飄揚中捷

## Winter and Year-end Blessings! Wen-Hua Senior High School's Music Floats Through Taichung Metro

台中市立文華高中歲末年終國樂社、管樂社為中捷旅客送上音樂祝福，分別在市政府站、文華高中站至高鐵臺中站列車上快閃演出，和旅客分享音樂的美好。

At the end of the year, Taichung Municipal Wen-Hua Senior High School's Chinese Orchestra Club and Wind Ensemble Club sent musical blessings to Taichung Metro passengers, performing flash mob style at City Hall Station and on trains from Wen-Hua Senior High School Station to HSR Taichung Station, sharing the beauty of music with passengers.



### 捷運「有愛無礙」《台中捷運好好玩》易讀手冊

## Metro's "Love Without Barriers" 《Taichung Metro Fun Guide》 Easy-to-Read Manual

為推廣心智障礙者資訊平權，伊甸基金會特別與中捷公司合作推出《台中捷運好好玩》易讀手冊，透過大量圖片及淺顯易懂的文字，讓身心障礙者能更容易認識台中捷運，進而可以獨自利用捷運外出，提升其社區適應能力，豐富生活。

To promote information equality for people with intellectual disabilities, the Eden Social Welfare Foundation collaborated with Taichung Metro Company to launch the 《Taichung Metro Fun Guide》 easy-to-read manual. Through numerous pictures and easy-to-understand text, it allows people with disabilities to more easily understand Taichung Metro, enabling them to use the metro independently, enhancing their community adaptation skills and enriching their lives.







## 2. 中捷套裝參訪行程

### Taichung Metro Package Tour Program

2023 年底將參訪行程優化，整合捷運站與機廠導覽，透過一條龍式的行程安排，搭配生動活潑且深入淺出的解說，讓民眾能更深入地認識捷運系統。2023 年共計辦理 62 場、總人次 2,499 人，場次及人次皆顯著成長。團體包含各級學校、機關、公益團體及親子團等，其中，學校及親子團佔 72.5%，透過寓教於樂的參訪方式，培養捷運客群。

At the end of 2023, the tour program was optimized, integrating metro station and depot tours. Through a one-stop itinerary arrangement, coupled with lively and in-depth explanations, it allows the public to gain a deeper understanding of the metro system.

In 2023, a total of 62 tours were conducted with 2,499 participants, showing significant growth in both the number of tours and participants. Groups included schools of all levels, government agencies, charitable organizations, and family groups. Among them, schools and family groups accounted for 72.5%. Through this educational and entertaining visit method, metro ridership is cultivated.



## 3. 車站周邊活化

### Station Surroundings Revitalization

無肉市集

No Meat market

台中捷運不只提供行的便利，更深入社區，與民眾的生活緊緊相連。透過與「未來你好」合作於捷運市政府站舉辦無肉市集、食安講座、親子手作、簽書會等活動帶動車站周邊經濟發展。日後中捷亦會積極將捷運融入到社區中，貼近民眾生活的節奏與脈動。

Taichung Metro not only provides convenient transportation but also deeply integrates into the community, closely connecting with people's lives. Through cooperation with "Yihoyoho," various activities such as a No Meat market, food safety lectures, parent-child DIY workshops, and book signings were held at the Taichung City Hall Station to stimulate economic development around the station. In the future, Taichung Metro will also actively integrate the metro into the community, aligning with the rhythm and pulse of people's lives.





## 小農市集

### Small Farmers' Market

10月28、29日，台中捷運與聯邦銀行攜手於捷運舊社站舉辦「舊社小農市集」，多位在地青農、小農展售新鮮蔬果、特色農產品，傳達綠色生活的重要性，鼓勵民眾食當季、吃在地。透過活動讓市民搭乘捷運就可採購新鮮的蔬果，以實際綠色消費行動支持在地農產與農產加工品。

On October 28 and 29, Taichung Metro and Union Bank jointly held the "Jiushe Small Farmers' Market" at Jiushe Metro Station. Many local young farmers and small farmers exhibited and sold fresh vegetables, fruits, and specialty agricultural products, conveying the importance of green living and encouraging people to eat seasonal and local produce. Through this event, citizens could purchase fresh vegetables and fruits by taking the metro, supporting local agricultural and processed agricultural products through practical green consumption actions.











## 08 重要紀事

Important Events

# 台中捷運大事紀

## Taichung Metro Milestones

- 2023.01.07** 中捷公司 7 日舉辦「捷伴一生 愛不停駛」記者會展現營運成果，並同場全台首映改編自真人真事的微電影「老ㄟ咱來去七逃」。  
  
On the 7th, Taichung Metro Company held a press conference titled "Metro Companion for Life, Love Never Stops" to showcase operational achievements. At the same event, they premiered Taiwan's first micro-film adapted from a true story, "Daring, Let's Go on a Trip."
- 2023.02.11** 台中捷運 2023 年度票卡卡面以點、線設計凸顯民眾以捷運串起不同旅程，並展望未來捷運路網發展。  
  
The 2023 Taichung Metro ticket card design used points and lines to highlight how people connect different journeys through the metro, and to look forward to the future development of the metro network.
- 2023.04.25** 台中捷運歡度 2 歲生日，舉辦比 YA 刷卡免費搭乘活動。  
  
Taichung Metro celebrated its 2nd birthday by holding a free ride event for passengers who showed a "V" sign when tapping their cards.
- 2023.05.10** 捷運列車行經豐樂公園站時，因民間建築工地工程車吊臂掉落至鐵軌上，造成列車撞上釀死傷意外。  
  
When a metro train was passing Feng-le Park Station, a crane arm from a private construction site fell onto the tracks, causing a train collision accident resulting in casualties.
- 2023.06.03** 凌晨進行大型異物入侵模擬演練，驗證精進後的標準作業程序、搶救應變與搶修能力，持續檢討並確保行車安全。  
  
A large-scale foreign object intrusion simulation drill was conducted in the early morning to verify the improved standard operating procedures, emergency response, and repair capabilities, continuously reviewing and ensuring operational safety.





- 2023.08.19** 市政府站於台中市政府都發局舉辦的第二屆台中市無障礙友善環境評選活動中，獲得公有建築類金點獎。
- Taichung City Hall Station won the Golden Pin Design Award in the public building category at the 2nd Taichung City Barrier-free Friendly Environment Evaluation event held by the Taichung City Government's Urban Development Bureau.
- 2023.09.14** 全台五家捷運公司共同組成「捷運聯盟 Metro Taiwan」並進一步簽署合作備忘錄。
- The five metro companies in Taiwan jointly formed the "Metro Taiwan Alliance" and further signed a memorandum of cooperation.
- 2023.10.07** 為精進緊急應變作業，提升行車安全，於全線 18 車站月台增設緊急停車按鈕，設置完成並啟用。
- To improve emergency response operations and enhance operational safety, emergency stop buttons were installed and activated on the platforms of all 18 stations.
- 2023.10.10** 2023 年國慶焰火於中央公園燃放，全線運量衝高至 6 萬 1822 人次，創下通車以來歷史新高。
- During the 2023 National Day fireworks at Central Park, the total ridership across all lines surged to 61,822, setting a new record since the metro's opening.
- 2023.10.16** 專屬台中捷運綠線進站音樂出爐，列車進站能聽到各站特色旋律。
- The exclusive Taichung Metro Green Line station entry music was released, allowing passengers to hear unique melodies for each station as trains arrive.
- 2023.11.20** 捷運業界首創閘門進出音效模仿 7 種在地常見鳥類的鳥鳴聲，自 11 月 20 日上線。
- The metro industry's first gate entry and exit sound effects mimicking the calls of 7 common local bird species went live on November 20.
- 2023.11.29** 台中捷運公司致力於促進身心障礙者就業，榮獲勞動部頒發金展獎。
- Taichung Metro Company was awarded the Golden Wingspan Award by the Ministry of Labor for its efforts in promoting employment for people with disabilities.
- 2023.12.20** 捷粉回饋完成階段性任務，於 12 月 31 日結束本專案。
- The Metro Fan Rewards program completed its phased mission and ended on December 31.









## 09 附錄：財務報表

Appendix: Financial Statements



臺中捷運股份有限公司

資產負債表

民國一十二年十二月三十一日及一十一年十二月三十一日

單位：新台幣元

| 會計項目             | 附註    | 一十二年十二月三十一日     |       | 一十一年十二月三十一日     |       |
|------------------|-------|-----------------|-------|-----------------|-------|
|                  |       | 金額              | %     | 金額              | %     |
| <b>資 產</b>       |       |                 |       |                 |       |
| 流動資產             |       |                 |       |                 |       |
| 現金及約當現金          | 四及六.1 | \$332,561,062   | 24    | \$306,134,652   | 24    |
| 按攤銷後成本衡量之金融資產-流動 | 四及六.2 | 701,000,000     | 51    | -               | -     |
| 無活絡市場之債務工具-流動    | 四及六.3 | -               | -     | 683,000,000     | 54    |
| 應收票據淨額           | 四     | 83,351          | -     | 1,160,448       | -     |
| 應收帳款淨額           | 四     | 11,163,363      | 1     | 9,132,234       | 1     |
| 其他應收款            | 四     | 5,678,793       | -     | 3,835,252       | -     |
| 本期所得稅資產          |       | 828,612         | -     | 293,690         | -     |
| 存貨               | 四及六.4 | 187,180,636     | 14    | 122,603,138     | 10    |
| 預付款項             |       | 40,445,916      | 3     | 44,056,606      | 3     |
| 其他流動資產           | 四及六.5 | 21,010,114      | 2     | 2,961,830       | -     |
| 流動資產合計           |       | 1,299,951,847   | 95    | 1,173,177,850   | 92    |
| 非流動資產            |       |                 |       |                 |       |
| 不動產、廠房及設備        | 四及六.6 | 58,880,459      | 4     | 78,155,585      | 6     |
| 無形資產             | 四及六.7 | 16,350,000      | 1     | 19,849,780      | 2     |
| 其他非流動資產          |       | 21,900          | -     | 22,400          | -     |
| 非流動資產合計          |       | 75,252,359      | 5     | 98,027,765      | 8     |
| 資產總計             |       | \$1,375,204,206 | 100   | \$1,271,205,615 | 100   |
| <b>負債及權益</b>     |       |                 |       |                 |       |
| 流動負債             |       |                 |       |                 |       |
| 應付帳款             | 四     | \$69,722,089    | 5     | \$40,717,086    | 3     |
| 其他應付款            | 四及六.8 | 132,153,018     | 10    | 122,988,120     | 10    |
| 預收款項             |       | 23,103,585      | 2     | 13,010,124      | 1     |
| 其他流動負債           | 六.9   | 234,170,346     | 17    | 143,424,647     | 11    |
| 流動負債合計           |       | 459,149,038     | 34    | 320,139,977     | 25    |
| 非流動負債            |       |                 |       |                 |       |
| 存入保證金            |       | 47,266,107      | 3     | 37,873,390      | 3     |
| 非流動負債合計          |       | 47,266,107      | 3     | 37,873,390      | 3     |
| 負債總計             |       | 506,415,145     | 37    | 358,013,367     | 28    |
| 權益               |       |                 |       |                 |       |
| 普通股股本            | 六.10  | 3,500,000,000   | 254   | 3,000,000,000   | 236   |
| 待彌補虧損            |       | (2,631,210,939) | (191) | (2,086,807,752) | (164) |
| 權益總計             |       | 868,789,061     | 63    | 913,192,248     | 72    |
| 負債及權益總計          |       | \$1,375,204,206 | 100   | \$1,271,205,615 | 100   |

(請參閱財務報表附註)

董事長：



經理人：



會計主管：





臺中捷運股份有限公司

綜合損益表

民國一十二年一月一日至十二月三十一日  
及一十一年一月一日至十二月三十一日

單位：新臺幣元

| 項 目        | 附 註    | 一一二年度           |       | 一一一年度           |       |
|------------|--------|-----------------|-------|-----------------|-------|
|            |        | 金 額             | %     | 金 額             | %     |
| 營業收入       | 四及六.11 | \$379,706,679   | 100   | \$257,496,908   | 100   |
| 營業成本       | 六.12   | (800,779,883)   | (211) | (729,017,989)   | (283) |
| 營業毛利       |        | (421,073,204)   | (111) | (471,521,081)   | (183) |
| 營業費用       | 六.12   | (159,152,162)   | (42)  | (158,959,203)   | (62)  |
| 營業淨損       |        | (580,225,366)   | (153) | (630,480,284)   | (245) |
| 營業外收益及費損   |        |                 |       |                 |       |
| 利息收入       | 六.13   | 13,462,451      | 4     | 8,411,789       | 3     |
| 其他收入       | 六.13   | 22,359,728      | 6     | 30,697,469      | 12    |
| 營業外收益及費損合計 |        | 35,822,179      | 10    | 39,109,258      | 15    |
| 稅前淨損       |        | (544,403,187)   | (143) | (591,371,026)   | (230) |
| 所得稅費用      | 四及六.14 | -               | -     | -               | -     |
| 本期綜合損益總額   |        | \$(544,403,187) | (143) | \$(591,371,026) | (230) |

(請參閱財務報表附註)

董事長：



經理人：



會計主管：



臺中捷運股份有限公司

權益變動表

民國一十二年一月一日至十二月三十一日

及一十一年一月一日至十二月三十一日

單位：新台幣元

| 項目             | 股本                     | 待彌補虧損                    | 合計                   |
|----------------|------------------------|--------------------------|----------------------|
| 民國111年1月1日餘額   | \$2,500,000,000        | \$(1,495,436,726)        | \$1,004,563,274      |
| 111年度稅後淨損      | -                      | (591,371,026)            | (591,371,026)        |
| 現金增資           | 500,000,000            | -                        | 500,000,000          |
| 民國111年12月31日餘額 | <u>\$3,000,000,000</u> | <u>\$(2,086,807,752)</u> | <u>\$913,192,248</u> |
| 民國112年1月1日餘額   | \$3,000,000,000        | \$(2,086,807,752)        | \$913,192,248        |
| 112年度稅後淨損      | -                      | (544,403,187)            | (544,403,187)        |
| 現金增資           | 500,000,000            | -                        | 500,000,000          |
| 民國112年12月31日餘額 | <u>\$3,500,000,000</u> | <u>\$(2,631,210,939)</u> | <u>\$868,789,061</u> |

(請參閱財務報表附註)

董事長：



經理人：



會計主管：





臺中捷運股份有限公司

現金流量表

民國一十二年一月一日至十二月三十一日

及一一一年一月一日至十二月三十一日

單位：新台幣元

| 項 目                 | 一一二年度           | 一一一年度           |
|---------------------|-----------------|-----------------|
| 營業活動之現金流量：          |                 |                 |
| 本期稅前淨損              | \$(544,403,187) | \$(591,371,026) |
| 調整項目：               |                 |                 |
| 折舊費用                | 24,564,982      | 24,787,030      |
| 攤銷費用                | 6,083,904       | 5,247,333       |
| 利息收入                | (13,462,451)    | (8,411,789)     |
| 其他項目                | -               | 11,319,220      |
| 與營業活動相關之資產/負債調整項目：  |                 |                 |
| 應收票據減少(增加)          | 1,077,097       | (1,140,748)     |
| 應收帳款增加              | (2,031,129)     | (4,389,022)     |
| 其他應收款增加             | (1,043,167)     | (3,023,636)     |
| 存貨增加                | (64,577,498)    | (89,146,276)    |
| 預付款項減少              | 3,610,690       | 7,827,772       |
| 其他流動資產(增加)減少        | (18,048,284)    | 79,937,367      |
| 應付帳款增加              | 29,005,003      | 17,421,001      |
| 其他應付款增加             | 8,888,198       | 7,652,467       |
| 預收款項增加              | 10,093,461      | 407,901         |
| 其他流動負債增加            | 90,745,699      | 75,810,543      |
| 營運產生之現金流出：          | (469,496,682)   | (467,071,863)   |
| 收取之利息               | 12,662,077      | 8,205,983       |
| 支付之所得稅              | (534,922)       | (280,480)       |
| 營運活動之淨現金流出          | (457,369,527)   | (459,146,360)   |
| 投資活動之現金流量：          |                 |                 |
| 按攤銷後成本衡量之金融資產-流動增加  | (701,000,000)   | -               |
| 無活絡市場之債務工具-流動減少(增加) | 683,000,000     | (288,000,000)   |
| 取得不動產、廠房及設備         | (5,013,156)     | (9,618,484)     |
| 取得無形資產              | (2,584,124)     | (13,896,291)    |
| 存出保證金減少(增加)         | 500             | (10,000)        |
| 投資活動之淨現金流出          | (25,596,780)    | (311,524,775)   |
| 籌資活動之現金流量：          |                 |                 |
| 存入保證金增加             | 9,392,717       | 3,362,999       |
| 現金增資                | 500,000,000     | 500,000,000     |
| 籌資活動之淨現金流入          | 509,392,717     | 503,362,999     |
| 本期現金及約當現金增加(減少)數    | 26,426,410      | (267,308,136)   |
| 期初現金及約當現金餘額         | 306,134,652     | 573,442,788     |
| 期末現金及約當現金餘額         | \$332,561,062   | \$306,134,652   |

(請參閱財務報表附註)

董事長：



經理人：



會計主管：



## Taichung Mass Rapid Transit Corporation

## Balance Sheets

31 December 2023 and 2022

(Expressed in New Taiwan Dollars)

| Assets  | Notes   | 31 December<br>2023    | 31 December<br>2022    |
|---|---------|------------------------|------------------------|
| <b>Current assets</b>                                 |         |                        |                        |
| Cash and cash equivalents                             | 4, 6(1) | \$332,561,062          | \$306,134,652          |
| Financial assets measured at amortized cost           | 4, 6(2) | 701,000,000            | -                      |
| Debt instrument investments without market quotations | 4, 6(3) | -                      | 683,000,000            |
| Notes receivable, net                                 | 4       | 83,351                 | 1,160,448              |
| Accounts receivable, net                              | 4       | 11,163,363             | 9,132,234              |
| Other receivables                                     | 4       | 5,678,793              | 3,835,252              |
| Current tax assets                                    |         | 828,612                | 293,690                |
| Inventories   | 4, 6(4) | 187,180,636            | 122,603,138            |
| Prepayments   |         | 40,445,916             | 44,056,606             |
| Other current assets                                  | 4, 6(5) | 21,010,114             | 2,961,830              |
| <b>Total current assets</b>                           |         | <b>1,299,951,847</b>   | <b>1,173,177,850</b>   |
| <b>Non-current assets</b>                             |         |                        |                        |
| Property, plant and equipment                         | 4, 6(6) | 58,880,459             | 78,155,585             |
| Intangible assets                                     | 4, 6(7) | 16,350,000             | 19,849,780             |
| Other non-current assets                              |         | 21,900                 | 22,400                 |
| <b>Total non-current assets</b>                       |         | <b>75,252,359</b>      | <b>98,027,765</b>      |
| <b>Total assets</b>                                   |         | <b>\$1,375,204,206</b> | <b>\$1,271,205,615</b> |
| <b>Liabilities and Stockholders' Equity</b>           |         |                        |                        |
| <b>Current liabilities</b>                            |         |                        |                        |
| Accounts payable                                      | 4       | \$69,722,089           | \$40,717,086           |
| Other payables  | 4, 6(8) | 132,153,018            | 122,988,120            |
| Advanced receipts                                     |         | 23,103,585             | 13,010,124             |
| Other current liabilities                             | 6(9)    | 234,170,346            | 143,424,647            |
| <b>Total current liabilities</b>                      |         | <b>459,149,038</b>     | <b>320,139,977</b>     |
| <b>Non-current liabilities</b>                        |         |                        |                        |
| Guarantee deposits received                           |         | 47,266,107             | 37,873,390             |
| <b>Total non-current liabilities</b>                  |         | <b>47,266,107</b>      | <b>37,873,390</b>      |
| <b>Total liabilities</b>                              |         | <b>506,415,145</b>     | <b>358,013,367</b>     |
| <b>Equity</b>   |         |                        |                        |
| Common stock  | 6(10)   | 3,500,000,000          | 3,000,000,000          |
| Accumulated deficit                                   |         | (2,631,210,939)        | (2,086,807,752)        |
| <b>Total equity</b>                                   |         | <b>868,789,061</b>     | <b>913,192,248</b>     |
| <b>Total Liabilities and equity</b>                   |         | <b>\$1,375,204,206</b> | <b>\$1,271,205,615</b> |

(The accompanying notes are an integral part of the financial statements)



English Translation of Financial Statements Originally Issued in Chinese

Taichung Mass Rapid Transit Corporation

Statements of Comprehensive Income

For the Years Ended 31 December 2023 and 2022

(Expressed in New Taiwan Dollars)

|                                   | Notes    | For the years ended 31 December |                 |
|-----------------------------------|----------|---------------------------------|-----------------|
|                                   |          | 2023                            | 2022            |
| Operating revenues                | 4, 6(11) | \$379,706,679                   | \$257,496,908   |
| Operating costs                   | 6(12)    | (800,779,883)                   | (729,017,989)   |
| Gross profit-net                  |          | (421,073,204)                   | (471,521,081)   |
| Operating expenses                | 6(12)    | (159,152,162)                   | (158,959,203)   |
| Operating loss                    |          | (580,225,366)                   | (630,480,284)   |
| Non-operating income and expenses |          |                                 |                 |
| Interest income                   | 6(13)    | 13,462,451                      | 8,411,789       |
| Other income                      | 6(13)    | 22,359,728                      | 30,697,469      |
| Subtotal                          |          | 35,822,179                      | 39,109,258      |
| Net loss before income tax        |          | (544,403,187)                   | (591,371,026)   |
| Income tax expense                | 4, 6(14) | -                               | -               |
| Total comprehensive loss          |          | \$(544,403,187)                 | \$(591,371,026) |

(The accompanying notes are an integral part of the financial statements)

English Translation of Financial Statements Originally Issued in Chinese

Taichung Mass Rapid Transit Corporation  
Statements of Changes in Equity  
For the Years Ended 31 December 2023 and 2022  
(Expressed in New Taiwan Dollars)

|                                | Common Stock           | Accumulated deficit      | Total                |
|--------------------------------|------------------------|--------------------------|----------------------|
| Balance as of 1 January 2022   | \$2,500,000,000        | \$(1,495,436,726)        | \$1,004,563,274      |
| Net loss in 2022               | -                      | (591,371,026)            | (591,371,026)        |
| Issue of shares                | 500,000,000            | -                        | 500,000,000          |
| Balance as of 31 December 2022 | <u>\$3,000,000,000</u> | <u>\$(2,086,807,752)</u> | <u>\$913,192,248</u> |
| Balance as of 1 January 2023   | \$3,000,000,000        | \$(2,086,807,752)        | \$913,192,248        |
| Net loss in 2023               | -                      | (544,403,187)            | (544,403,187)        |
| Issue of shares                | 500,000,000            | -                        | 500,000,000          |
| Balance as of 31 December 2023 | <u>\$3,500,000,000</u> | <u>\$(2,631,210,939)</u> | <u>\$868,789,061</u> |

(The accompanying notes are an integral part of the financial statements)



Taichung Mass Rapid Transit Corporation  
Statements of Cash Flows  
For the Years Ended 31 December 2023 and 2022  
(Expressed in New Taiwan Dollars)

|  | For the years ended 31 December |                 |
|--|---------------------------------|-----------------|
|  | 2023                            | 2022            |
| Cash flows from operating activities:  |                                 |                 |
| Net loss before tax  | \$(544,403,187)                 | \$(591,371,026) |
| Income and expense adjustment:   |                                 |                 |
| Depreciation   | 24,564,982                      | 24,787,030      |
| Amortization   | 6,083,904                       | 5,247,333       |
| Interest income  | (13,462,451)                    | (8,411,789)     |
| Others   | -                               | 11,319,220      |
| Changes in operating assets and liabilities:                                 |                                 |                 |
| Decrease (Increase) in notes receivable                                      | 1,077,097                       | (1,140,748)     |
| Increase in accounts receivable  | (2,031,129)                     | (4,389,022)     |
| Increase in other receivables  | (1,043,167)                     | (3,023,636)     |
| Increase in inventories  | (64,577,498)                    | (89,146,276)    |
| Decrease in prepayments  | 3,610,690                       | 7,827,772       |
| (Increase) Decrease in other current assets                                  | (18,048,284)                    | 79,937,367      |
| Increase in accounts payable   | 29,005,003                      | 17,421,001      |
| Increase in other payables   | 8,888,198                       | 7,652,467       |
| Increase in advance receipt  | 10,093,461                      | 407,901         |
| Increase in other current liabilities  | 90,745,699                      | 75,810,543      |
| Cash generated from operations   | (469,496,682)                   | (467,071,863)   |
| Interest received  | 12,662,077                      | 8,205,983       |
| Income tax paid  | (534,922)                       | (280,480)       |
| Net cash used in investing activities  | (457,369,527)                   | (459,146,360)   |
| Cash flows from investing activities:  |                                 |                 |
| Increase in financial assets measured at amortized cost                      | (701,000,000)                   | -               |
| Decrease (Increase) in debt instruments investment without market quotations | 683,000,000                     | (288,000,000)   |
| Acquisition of property, plant and equipment                                 | (5,013,156)                     | (9,618,484)     |
| Acquisition of intangible assets   | (2,584,124)                     | (13,896,291)    |
| Decrease (Increase) in refundable deposits                                   | 500                             | (10,000)        |
| Net cash used in investing activities  | (25,596,780)                    | (311,524,775)   |
| Cash flows from financing activities:  |                                 |                 |
| Increase in guarantee deposits   | 9,392,717                       | 3,362,999       |
| Cash capital increase  | 500,000,000                     | 500,000,000     |
| Net cash provided by financing activities                                    | 509,392,717                     | 503,362,999     |
| Net increase (decrease) in cash and cash equivalents                         | 26,426,410                      | (267,308,136)   |
| Cash and cash equivalents at beginning of period                             | 306,134,652                     | 573,442,788     |
| Cash and cash equivalents at end of period                                   | \$332,561,062                   | \$306,134,652   |

(The accompanying notes are an integral part of the financial statements)









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