

從心起步 無限未來

Start from the heart
to create a limitless future

臺鐵行經122個年歲，沿著時代的脈絡向前駛進，

緊密聯繫著臺灣經濟發展的脈動。

為因應日新月異的需求，臺鐵積極創新，

延續往日優良的服務品質，開拓多元化的新視野，

從新出發，用心體會，

創造無限可能，邁向臺鐵新紀元。

Over 122 years the TRA has moved forward with the tracks of the times,

playing a vitally important role in Taiwan's economic development,

Today, to meet ever-changing requirements, the TRA is actively innovating and continuing to provide excellent service,

developing a new diverse vision With improved services and diligent approach,

the TRA is creating limitless possibilities and moving towards a new era.



交通部臺灣鐵路管理局
TAIWAN RAILWAYS ADMINISTRATION, MOTC



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序

Preface

回首98年，我們群策群力、通力合作，發揮團隊優異的工作效率與效能，尤其因應莫拉克颱風災後的搶修工作更是績效優越，多位有功人員榮獲 總統及部長接見、頒獎及勳勉。在此謹向各位同仁致上最誠摯的感謝之意。

過去一年裡，在延伸事業經營觸角方面有了很好的起步，陸續和不同通路合作，推出各種多樣化臺鐵相關商品，並擴大辦理土地出租與資產活化等業務，以增裕營收。在營運方面推出多種創新服務模式，如發行多款週遊券與TR-PASS、開行多樣化主題郵輪列車、開行兩鐵專車，並且藉由列車調度，順利解決過去北迴線一票難求現象，在提升行車準點與降低事故件數的成效上也都令人相當滿意。

除此之外，98年亦完成多項維修及工程建設相關業務。在維修業務方面，為確保安全及防止旅客墜車，完成48輛車廂之摺疊式上下車門改裝為自動門；又為提升服務品質，也在車廂內加裝旅客資訊系統；在178處的平交道加裝錄影監視設備以及更換平交道遮斷桿為紅白相間之反光標識，以利用路人識別，大幅減少平交道遮斷桿損壞數量；各車站電腦售票及自動閘門系統通訊路由光纖化，大幅提升車站售票及取票速度。

歷經10年的「臺灣鐵路更新軌道結構計畫」在去年完工，本計畫增加海線鐵路運輸容量、縮短行車時間，並解決後龍地區原本東西向交通阻隔及區域排水問題。持續進行中的「臺鐵捷運

Looking back over 2009, with all staff pulling together in the same direction the TRA team achieved excellent work efficiency and efficacy. In particular, the TRA's post-Typhoon Morakot recovery work performance was outstanding and led to a number of TRA personnel being received and given awards by the ROC president and ministers. I would like to take this opportunity to thank everyone at TRA for their efforts.

The TRA made a good start last year in its efforts to diversify its business and, in cooperation with various retail channels, brought out diverse TRA related merchandise; the leasing out of TRA land and active use of property were other businesses expanded to boost revenue. In terms of operations, we have introduced various innovative services, for example issuing various travel passes and the TR-PASS, operating cruise-style trains with various themes and eco-friendly trains: Train + Cycle Rides. Moreover, by adjusting train dispatch, we have brought to an end to the situation that saw tickets hard to come by on the North Link Line. We are also satisfied with our progress in terms of train on-time performance and reduction of accidents.

Also, in 2009 various kinds of maintenance work and construction were carried out. In terms of maintenance, for safety and to prevent passengers falling off trains, 48 carriages were modified and the folding doors changed into automatic doors. To raise service quality, passenger information systems were also installed in the carriages. Surveillance cameras were installed at 178 key crossings and the colors of the barriers



化」計畫，去年底完成竹南站及民雄站車站興建工程，兩座車站均符合綠建築指標，不但增加乘車便利性，更提供當地民眾多元化的活動場所。「臺北機廠遷建建設計畫」也在去年動工，期能增進車輛可靠度、安全性及系統穩定性以提升本局服務品質。

掌握公司內部經營情勢，澈底了解自己才能改善缺點，並有效提升經營及財務績效。為此，我們已開始推動現場單位之關鍵績效指標〈KPI〉。同時辦理多樣旅客意向調查，落實「以客為尊」之服務理念，期望精進內部企業管理體系，提供更符合旅客需求的貼心服務。

另去年發生了幾件不幸的死傷工、勞安事件，值得我們大為警惕，雖然之前已著手推動「臺灣職業安全衛生管理系統」〈TOSHMS〉建置與認證，但「魔鬼藏在細節裡」，所以更應加強落實執行各種標準作業程序，謹記「安全不能打折扣」，各單位主管尤應以身作則，重視全體員工安全衛生工作。認證只是開始，工安的路還長，希望大家把「安全是回家唯一的路」作為工作守則和信條，一同達到「零事故」的目標。

展望未來，希望我們能在大家共同努力所建立的基礎上，精益求精，且不論在營運、維修、工程建設、資產開發利用、服務品質及專業技術等不同面向上都會有更好的表現，繼續推動新車購置、臺北機廠遷建、業務創新、資產活化利用及開源節流等工作，以達成既定的營運改善目標。讓我們一同努力，創造臺灣鐵路更美好的明天！

局長

范植谷

謹識

at railway crossings have been changed to light reflective red and white for easier pedestrian/driver recognition, leading to a substantial reduction in broken barriers. The communications of train ticket machines and automatic gates are now transmitted by optic fiber, significantly increasing ticket sales and pick-up speed.

The "Track Structure Renovation Project," implemented for 10 years, was completed last year, increasing the transport capacity of the coastal line. Traveling time was shortened and the problem of the cutting off of east-west transport in the Houlong area and drainage problems were resolved. As part of the on-going Taiwan Railway MRT-type Project, the rebuilding of Zhunan and Minxiong stations was completed last year. Both are model green buildings and not only has convenience for train passengers been increased as a result of the rebuilding, local people have also been provided with diverse activity venues. The "Taipei Railway Workshop Relocation Plan" began last year and is aimed to increase train reliability, safety and system stability and raise overall service quality.

A thorough understanding of the TRA's internal operations is required because only by having this knowledge can we effectively address our shortcomings and improve operating and financial results. To this end we have begun implementing KPI for front-line personnel. Various passenger satisfaction questionnaires have been conducted, implementing the "customer-oriented" service idea, with the hope of improving the internal management system and allow service that better meets passenger needs to be provided.

Last year several unfortunate work accidents occurred that resulted in death and injury and should serve as a warning to all. We had already set about implementing the Taiwan Occupational Safety and Health Management System(TOSHMS) and acquiring certification, however, "the devil is in the detail" and, in addition, to implementing various work standards the managers of each unit need to set a personal example by attaching importance to occupational safety and hygiene because there can be no half-measures where safety is concerned.

Looking to the future, I hope that, building on the foundation everyone's hard work has laid down, we will continue to strive for improvement in terms of operations, maintenance, construction, property development and use, service quality and specialized technology and continue to actively implement new rolling stock procurement plans, Taipei Railway Workshop relocation, make effective use of property and increase income while limiting expenditure, allowing our operational improvement targets to be achieved. Let's all work together to create a better tomorrow for the TRA!

Director General TRA

Fan. Chih-ku

臺鐵的願景 與組織架構

TRA's Vision and Organizational Structure

以專注穩健的腳步・邁向 **新** **未** **來**

Moving steadily forward,
to a better future.





臺鐵的願景與組織架構

臺灣鐵路營運至今已歷經122個年頭，從唯一的運輸動脈，發展到今日串連各型運具的環島鐵路網，不僅肩負長程運輸重任，同時也兼具都會區運輸系統、城際客運系統及貨物運輸等功能，對國家社會經濟發展及國防均有重大貢獻。為因應大眾日新月異的需求以及其他運輸工具之競爭，臺鐵積極謀求蛻變創新，除延續過往的優異實績、提升服務品質，更盡力開拓新的業務與視野，以達成永續經營之願景與使命。

一、臺鐵願景、營運目標與營運策略

願景

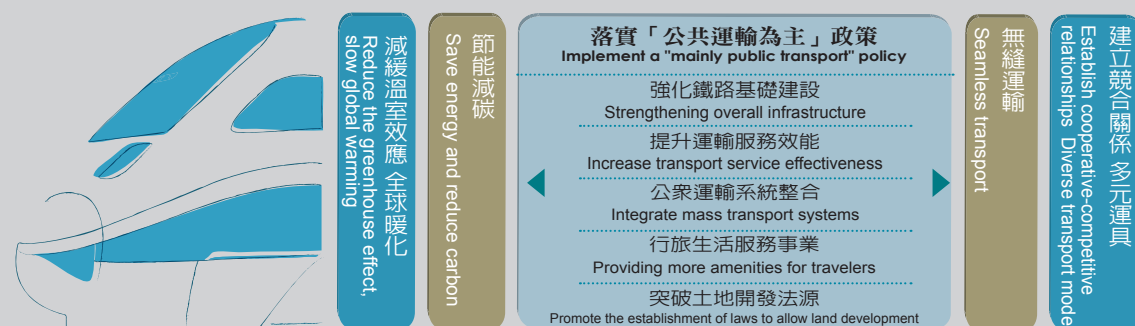
以優質服務、滿足顧客為導向，創新運輸本業並發展附屬事業，建立雙核心事業，使臺鐵永續經營發展。

營運目標

- (1) 落實「公共運輸為主」政策。
- (2) 加強節能減碳，建構綠色運輸。
- (3) 推動無縫運輸，提升市場競爭力。

營運策略

強化鐵路基礎建設，提升運輸服務效能；進行公共運輸系統整合，擴大行旅生活服務事業；提高財務績效，建構績效管理制度；修訂鐵路法相關條文，積極辦理場站及土地開發，推動重大工程建設。



TRA's Vision and Organizational Structure

Railways have operated in Taiwan for 122 years, developing from the only transportation artery into today's round wide network with various transport modes, carrying the heavy responsibility of long-distance transportation and also having urban transport system, inner-city passenger transport and freight transport functions, making a major contribution to national economic development. To meet the constantly diversifying needs of the public and respond to the challenge presented by other forms of transport, the TRA is actively seeking to change and improve and, while continuing to achieve the excellent results of the past and increase service quality, we will also strive to develop new business and expand our vision to allow the TRA to achieve the objective of sustainable operation.

I. TRA's Vision, Operating Objectives and Strategies

Vision

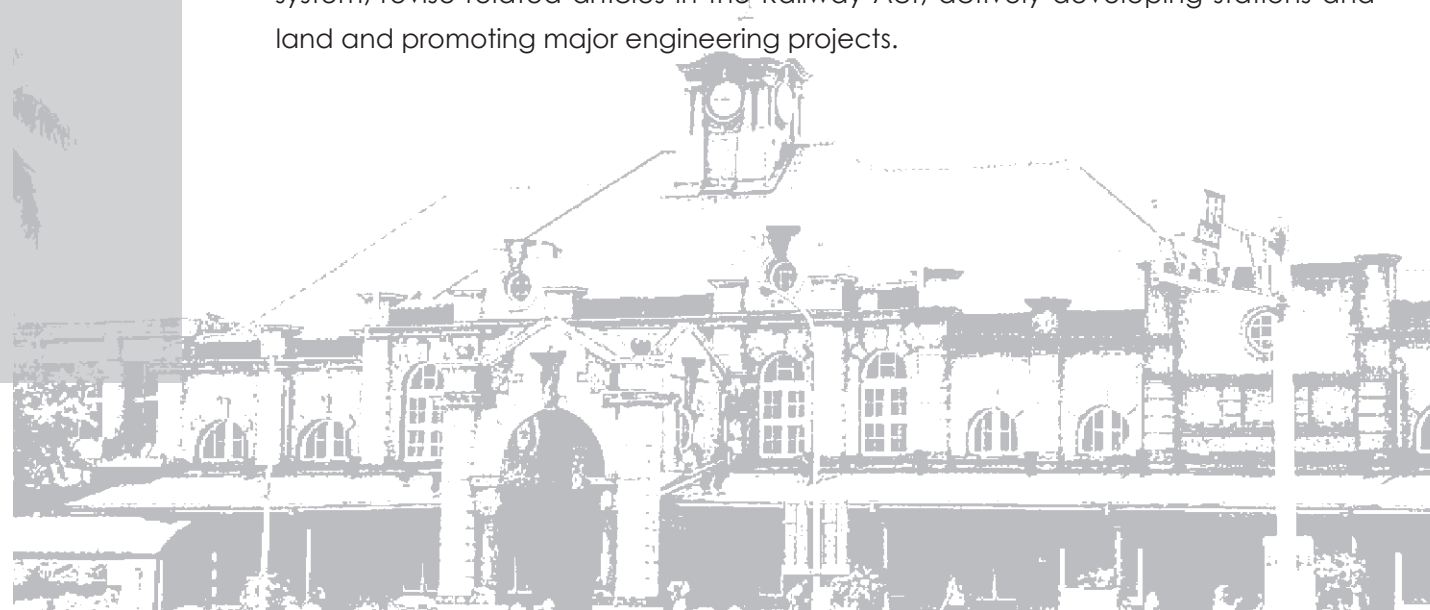
With excellent service and customer-orientation innovating our core transportation business and also develop subsidiary business to develop a dual-core business that allows TRA to develop sustainably.

Operating objectives

1. Implementation of a "mainly public transport" policy
2. Promote energy saving and carbon reduction
3. Promoting seamless transport and increasing competitiveness

Operating Strategies

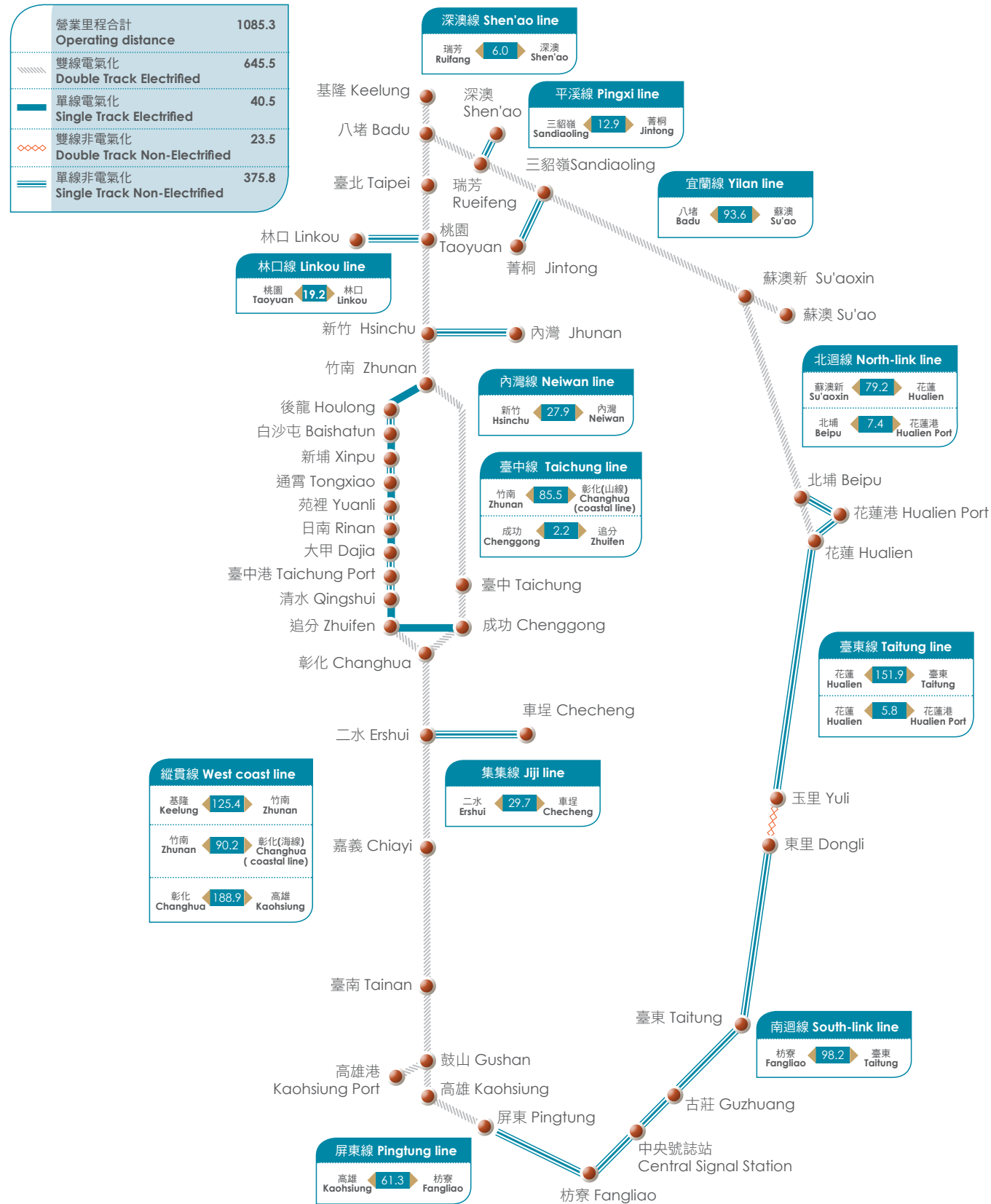
Strengthening overall railway infrastructure, improving overall service quality, integrating public transport networks, expanding travel service businesses, strengthening financial management and building a performance management system, revise related articles in the Railway Act, actively developing stations and land and promoting major engineering projects.



二、營業設施概況 Overview of Business Facilities

營業里程 Operating distance

單位：公里 Unit: km
民國98年底 End of 2009



(一) 營業里程：1,085.3公里

雙線：669.0公里

單線：416.3公里

電化區間：686.0公里

非電化區間：399.3公里

車站：216站（特等站3站，

一等站27站，二等以下186站）

平交道：553處（第一種11處、第二種1處、第三種475處、半封閉33處、手動控制19處、專用14處）

(1) Operating Distance: 1,085.3km

Double-track: 669.0 kilometers

Single-track: 416.3 kilometers

Electric track: 686.0 kilometers

Non-electric track: 399.3 kilometers

Stations: 216 (3 special grade stations, 27 grade 1 stations and 186 grade 2 and below)

Level Crossings: 553 (11 type-one crossings, 1 type-two crossings, 475 type-three crossings, 33 semi-closed crossings, 19 manually-controlled crossings and 14 special-use crossings.)

車輛數與運用效率

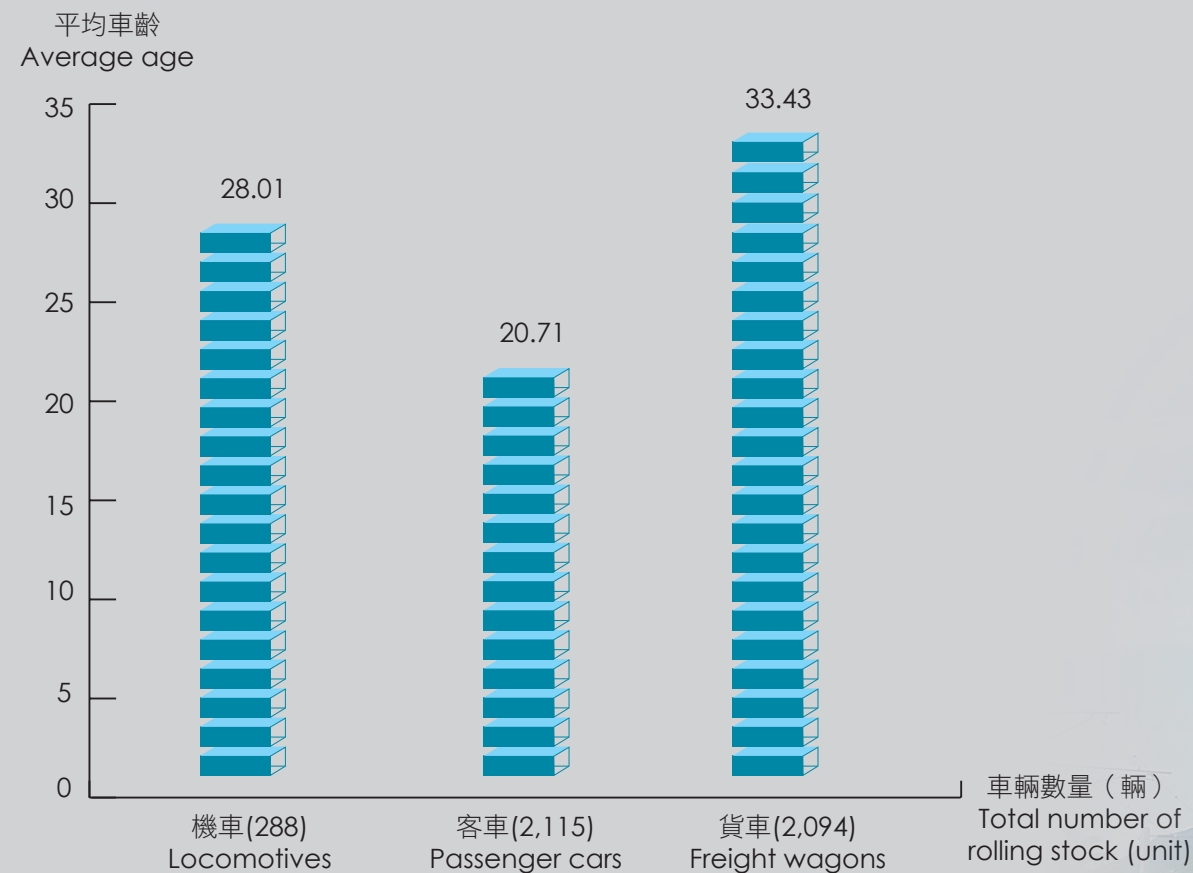
(1) 現有車輛數

本年底現有車輛4,497輛，較去年底減少224輛，其中推拉式電力機車、柴液機車、電聯車、傾斜式電聯車、柴油客車及推拉式客車維持不變外，電力機車減少1輛、柴電機車（含台泥自備機車）減少5輛、客車減少93輛，貨車減少125輛。

(2) 車輛運用效率

本年動力車運用效率80.19%，較上年84.64%，減少4.45百分點，其中電力機車80.67%，推拉式電力機車84.42%，柴電機車76.54%，柴液機車83.84%，電聯車79.27%，傾斜式電聯車95.57%，柴油客車80.54%；另客車78.02%，較上年75.74%，增加2.28百分點；推拉式客車85.72%，較上年87.31%，減少1.59百分點；貨車79.46%，較上年75.24%，增加4.22百分點。

臺鐵機車車輛平均車齡 | Average Age of TRA's Rolling Stocks



Total number of rolling stock

1. Total number

At the end of 2009 the TRA's rolling stock numbered 4,497 units, down by 224 units on the year before. The number of push pull locomotives, diesel-hydraulic locomotives, EMU, tilting EMU, diesel passenger carriages and push pull passenger carriages remained the same. The number of electric locomotives was down by one, diesel electric locomotives (including those provided by Taiwan Cement) were down by five, passenger cars down by 93 and freight wagons down by 125.

2. TRA Rolling Stock Operating Efficiency

Rolling stock operating efficiency rate was 80.19% in 2009, a decline of 4.45% on 84.64% of the year before. The operating efficiency of electric locomotive was 80.67%, push-pull electric locomotives 84.42%, diesel-electric locomotives 76.54%, diesel hydraulic locomotives 83.84%, electric multiple units (EMUs) 79.27%, newly introduced tilting EMU 95.57%, diesel passenger carriages 80.54%. Passenger car operating efficiency rate was 78.02%, up by 2.28% on 2008's 75.74%, push-pull type passenger carriage operating efficiency rate was 85.72%, down by 1.59% on 2008's 87.31%. Freight wagon operating efficacy rate was 79.46%, up by 4.22% on 2008's 75.24%.

三、組織架構及人員

(1) 臺灣鐵路管理局組織架構圖

交通部臺灣鐵路管理局及所屬機構組織條例（通則）於93年7月1日實施，設一級單位13個、任務編組4個、直屬機構2個及分支機構43個。

(2) 現有人員數

臺灣鐵路管理局現有員額13,473人，預算員額14,171人。

III. Organizational Structure and Personnel

(1) TRA Organizational Structure

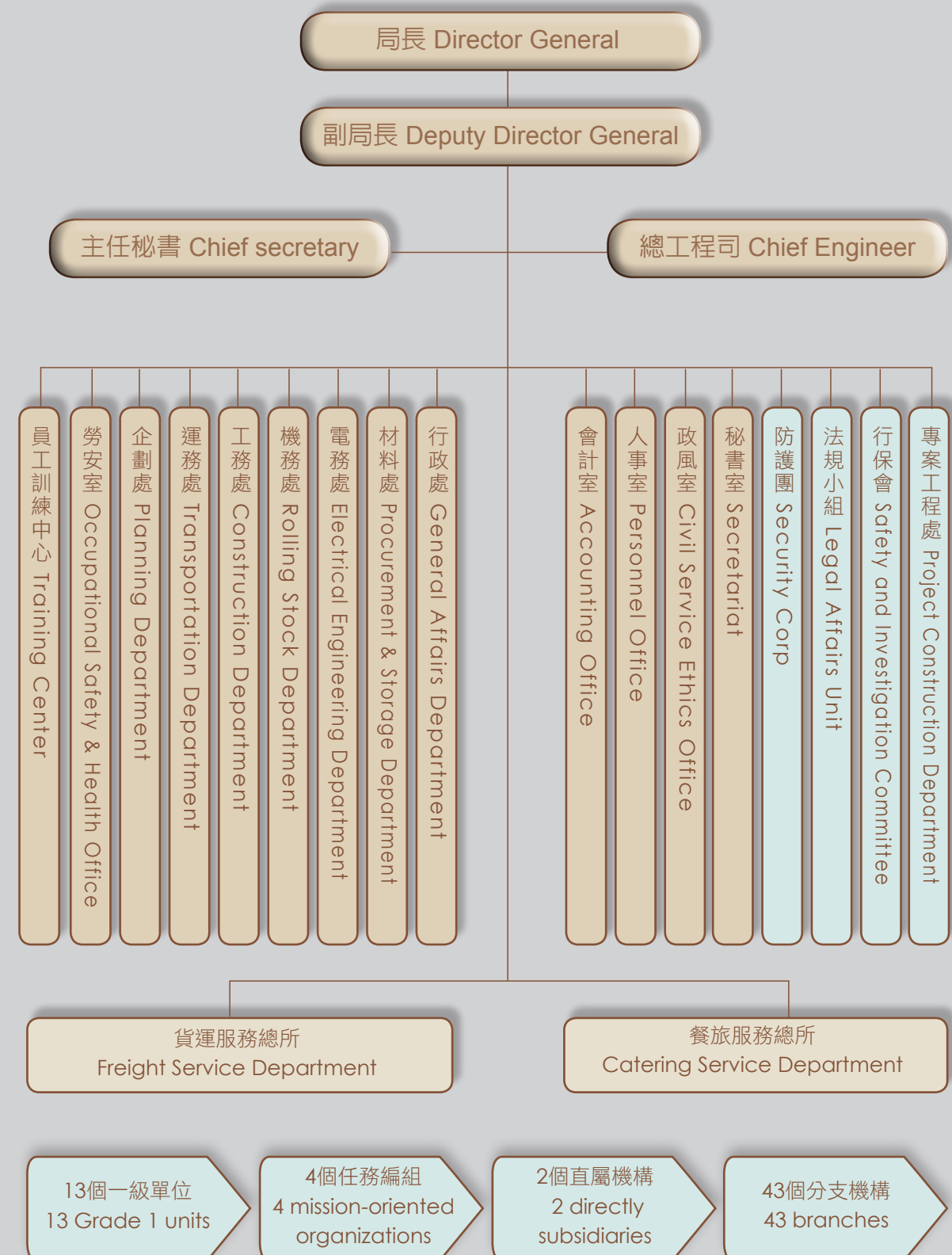
The "Organizational rules for TRA and branch bodies (general rules)" were implemented on July 1, 2004, authorizing it to set up 13 Grade 1 units, four mission-oriented organizations, 2 directly subsidiaries and 43 branches.

(2) Number of existing staff

The TRA's staff totaled 13,473. The budgeted number of staff is 14,171.



臺灣鐵路管理局組織架構圖 | TRA Organizational Structure



各事業體 運作狀況

Operations of the various business bodies

改善運作・活化老舊事業體

Improving the operation, revitalizing the old business divisions.



各事業體運作狀況

臺鐵經營百餘年，服務旅客不計其數；除了不斷提升運輸品質，更精進服務、改善事業體運作以外，並致力於開發新業務，各單位皆用心付出，期望帶給旅客更好的服務。

一、客運業務方面

■ 積極推動客運業務：

因應多運具競合的時代潮流，積極投入創新服務，持續推動兩鐵（鐵路+鐵馬）業務，規劃郵輪觀光列車班次定期化，行銷各式套票推動鐵路觀光旅遊，並持續推動票務設施作業自動化，辦理「自動售票機背磁化」、「自動驗票（驗票閘門）系統更新案」及「電子票證乘車計畫案」。未來苗栗舊山線及深澳線復駛計畫，更將結合鐵道文化與海洋文化，發展另類鐵道觀光旅遊，提供旅客更貼心、多樣化的服務。

■ 配合運輸需要，調整列車班次時刻：

- (1) 98年6月16日新修訂時刻表：縮短區間車行車時間，規劃週五、六日開行臺北、臺中間2小時內半直達列車，加強與高鐵轉乘接駁，增加花東、南迴線運能，並強化花東旅客在花蓮站銜接轉乘功能。
- (2) 98年7月4日起，配合紓解雪山隧道假日車潮，宜蘭線逢週六、日加開區間快車。
- (3) 98年8月10日起，林口線旅客列車延長行駛至海山、海湖站。
- (4) 98年8月14日起，因應莫拉克颱風災損，臺東至林邊間路線中斷，調整列車行車時刻及區間。
- (5) 98年9月15日起，配合南迴線(臺東、枋寮間)南太麻里溪橋搶通，調整部分列車時刻。
- (6) 98年12月30日起，配合林邊溪橋搶通，調整部分列車時刻及加強新左營、高雄（屏東）間轉乘接駁，另自強號增加4列次延長行駛至新左營站，強化無縫運輸功能。

二、貨運業務方面

- (1) 確實掌握大宗貨源，運用貨主自備貨車，藉以降低運輸成本。
- (2) 配合大宗貨主產銷計畫需求，開行貨物專列並提升運輸效能。



Operations of the various business divisions

In over 100 years of operation the railways in Taiwan have carried tens of millions of passengers. The TRA continually pursues improvements in transportation and service quality overall and, also, every TRA business division actively seeks to improve its operations and develop new business, to provide better service to the public.

I. Passenger Transport Business

■ Active promotion of passenger transport business

In response to the trend of cooperation-competition for multi-transport modes, the TRA is actively innovating services, continuing to operate bicycle-train eco-friendly trains, made cruise-style trains scheduled services, and has marketed various kinds of ticket package to promote railway travel. In addition, the "TPT machine magnetization plan," "automatic ticket inspection (ticket inspection gate) system renewal case" and the "e-ticket plan" are being carried out to automate ticketing.

In the future the reopening of the Old mountain line and the Shen'ao line will be combined with railway culture and ocean culture to develop an alternative kind of railway travel and give passengers better and more diverse services.

■ Train timetable adjusted to meet transportation needs：

- (1) On June 16 a new timetable was set: on Fridays, Saturdays and Sundays semi-direct express trains between Taipei and Taichung and requiring under two hours were introduced, THSR transfer services were improved, the Huadong and south link line capacity was increased and transfer made easier for passengers at Hualien station.
- (2) To ease the traffic passing through Xueshan Tunnel every Saturday an extra fast local train service began operating on the Yilan line on July 4, 2009.
- (3) Passenger trains services on the Linkou line were extended to Haishan and Haihu on August 10, 2009.
- (4) On August 14, 2009 the timetable for services and track section was adjusted after the Typhoon Morakot caused the Taitung and Linbian line to be closed.
- (5) The timetable for some services was adjusted when Nantaimali Bridge was reopened on the south link line (Taitung-Fangliao);
- (6) After Linbian Stream Bridge was reopened the timetable for some trains was adjusted on December 30, 2009, strengthening transfer service between Xin Zuoying and Kaohsiung(Pingtung). Also, the operation of four Ziqiang Express train services was extended to Zuoying to strengthen the seamless transportation function.

II. Freight Transport Business

- (1) Ensure bulk goods sources and use freight owners' their own freight wagons to lower freight costs.
- (2) Running special freight trains in coordination with bulk freight transport plans to increase transport efficiency.

- (3) 減少停開貨物專列，以避免現有貨源流失。
- (4) 積極拓展東部砂石運輸業務，以增裕營收。
- (5) 研議改造閒置貨車，提高運能。
- (6) 增鋪貨物裝卸線，提高貨運量。

三、貨運服務與出租業務方面

■ 運輸業務

本年度承攬業務有煤炭、水泥、砂石及加工品等大宗貨物。

■ 倉儲業務

本局倉儲業務已由倉儲保管業務轉型為倉庫出租業務。

■ 停車場業務

為改善車站週邊交通秩序暨服務商旅，規劃車站區域土地設置停車場。

■ 房地業務

利用本局沿線閒置空地、站房、房舍及車站大樓商場ROT等，在不妨礙原有使用目的原則下規劃辦理出租。

■ 廣告業務

在不妨礙站車秩序與行車安全及破壞建物結構範圍內，妥善利用空間規劃燈箱、多媒體及海報招貼等廣告標的出租。

四、餐旅服務方面

■ 拓展多樣化商品銷售

98年度春節與全家便利超商合作推出手機吊飾、公仔、多功能磁性memo貼、臺灣環島趴趴GO遊戲、便當盒、文具組、紀念幣、木質祈福御守、臺北站長真人版公仔、驗票鉗、懷錶、便當空盒等20餘種商品。

98年鐵路節期間並與統一公司共同推出紀念便當盒、紀念車、遊戲便當模型盒、回力車、臺鐵

- (3) Reducing the number of cancelled freight trains to avoid losing freight business.
- (4) Actively striving to expand the east Taiwan gravel transport business to boost revenues.
- (5) Upgrading idle freight wagons to increase transport capacity.
- (6) Adding goods handling lines to improve freight transport capacity.

III. Freight Transport Services and leasing business

■ Freight Transport Services

Bulk freight was mostly cement, limestone, coal for power plants and gravel for construction use in 2009.

■ Storage Business

TRA's storage business has transformed into a warehouse leasing business from a storage business.

■ Car parking business

In order to improve traffic around stations and serve business travelers, car parks for leasing have been planned near stations.

■ Real Estate business

The TRA has leased out idle land and property along railway lines when this does not interfere with existing use. The leased out real estate include station buildings, other buildings and station building shopping centre ROT.

■ Advertising business

With the precondition that station order, train safety or building structure are not affected, light boxes, multi-media and boards have been installed for advertising and been leased out for advertisements.

IV. Catering service

■ Expanding sales of diverse merchandise

During the 2009 Chinese New Year, the TRA promoted a variety of merchandise with FamilyMart convenience store, including mobile phone hanging ornaments, doll, multifunctional magnetic memo sticker, TRA round-island Go (Pa Pa Go) game, lunch boxes, stationary sets, commemorative coins, wooden good luck charms, Taipei Station master doll, ticket punch pliers, pendant watch and empty lunch boxes.

In 2009 the TRA also brought out commemorative lunch boxes, commemorative trains, model lunch box game, a 122nd Taiwan railway icash card, a super size commemorative coin, a sweat absorbing vest, commemorative stamps, a glass doll and a folding bicycle with 7-Eleven convenience store chain during the Railway Festival.

■ Nostalgic lunch boxes

In coordination with different festival differently-pattern commemorative empty lunch boxes and carry bags are brought out.



122週年紀念icash套卡、超大紀念幣、吸濕排汗衫、紀念郵票、好神琉璃公仔、摺疊腳踏車等商品。

■ 推出懷舊便當

配合特殊節日設計不同圖樣之紀念便當空盒及提袋。

■ 創新便當菜色

研發創新便當菜色並開發具地方特色之專屬便當。如：櫻花蝦炒飯、扇形車庫便當、養生素食燉飯等。

■ 開發商標授權，創造鐵路附加價值

運用本局商標，授權予廠商製作、販售或使用於相關商品，以收取授權金，除可增裕營收外，亦藉由鐵路商標之價值，提升鐵路形象，拓展多元經營方向。

■ 拓展便當外送服務

訂定外送便當條件，提供旅客團體外訂便當服務。

■ 多樣化旅遊服務

與旅遊業者合作於各車站設置旅遊服務櫃台，提供旅客多樣化旅遊服務。

■ 拓展客製化便當業務

設計不鏽鋼餐盒組，以客製化服務滿足消費者需要，並搭配菜飯出售，增加民眾購買意願。

■ 發展旅遊觀光業務

配合郵輪式列車套裝行程計畫，提供紀念商品搭配郵輪式列車套票銷售，以提升套裝行程之價值。

五、服務推動項目及改善措施方面

■ 持續推行電話禮貌改善運動

- (1) 以各車站及24小時客服中心為重點推動單位，秉持和藹及親切態度服務民眾，進而建立本局良好服務形象。
- (2) 每月不定期實施電話禮貌抽測，視抽測成績依規定予以獎勵或懲處。

■ 提升站車人員服務品質，加強考核

提升考核標準，持續要求各段每月加強督導轄屬車站落實執行各項業務，並且回報缺失及改善情形，98年下半年度已分赴各單位考核完畢並陳報交通部。



● 122周年鐵路節推出「扇形便當」



● 2009(己丑)年春節紀念便當盒



● 樹林站月台設置「阿福號車頭」販賣台

■ Developing new dishes

TRA Restaurants are actively developing new dishes and introducing lunch boxes with local character, for example, prawn fried rice, fan-shaped train depot lunchbox and healthy risotto.

■ Development of trademark licensing, creating railway value added

Using the TRA trademark and licensing companies to make, sell or use related merchandise and receiving a royalty boosts revenue and also improves the image of TRA by using the value of the TRA trademark and diversifies operations.

■ Expanding lunch box delivery service

Setting the requirements for outside delivery of lunchboxes, providing a delivery service to groups.

■ Diversified travel services

In cooperation with travel agents setting up travel service counters at various stations, providing a variety of travel services.

■ Custom-made meal boxes

Stainless steel meal boxes and the custom-made meal boxes were introduced and they became instantly popular.

■ Developing tourist business

In coordination with the operation of cruise-style trains, souvenirs were provided together with cruise-style train ticket packages to add value to travel packages.

V. Service and Improvement Measures

■ Telephone etiquette improvement campaign continues

- (1) Stations and 24 hour customer service centers were the focus of promotional work to ensure that staff served passengers with a warm and friendly manner to help build a good service image for the TRA.
- (2) Random monthly telephone etiquette checks were carried out with reward or punishment given according to the rules on the basis of results.

■ Raising and checking of train and station personnel service quality

In order to raise standards, each section is required to strengthen supervision of the implementation of various work items at the stations it is responsible for and report deficiencies and the steps taken to improve them on a monthly basis. Assessment reports were completed in the second half of 2009 and passed to the Ministry of Transportation and Communications.

■ Service quality affirmed by the MOTC

In 2009 both Banqiao and Kaohsiung stations were awarded the MOTC Service Quality Award with Banqiao station also winning the Government Service Quality Award.

■ 服務品質獲得交通部肯定

板橋站、高雄站經交通部考評，均獲頒98年度「交通部服務品質獎」，板橋站更獲交通部提報參加98年度行政院「政府服務品質獎」評選。

■ 提升身心障礙旅客乘車服務品質

為提升身心障礙旅客乘車服務品質，各車站視個別場站狀況製作各站「身心障礙旅客乘車服務標準作業程序」，以期對身心障礙旅客提供最佳之服務。

■ 旅客服務諮詢執行優良

旅客整體服務諮詢系統98年度執行現況如下：

- (1) 中文網頁年度點閱率：15,322,656人次。
- (2) 英文網頁年度點閱率：107,210人次。
- (3) 兒童網頁年度點閱率：112,341人次。
- (4) 局長信箱旅客諮詢案件共回復9,589件。
- (5) 遺失物協尋資訊服務共11,685件。

■ 免費提供時刻表

為服務旅客，提供免費冊本式時刻表計80萬本及20萬本；摺頁式時刻表50萬份及20萬份。



六、採購業務與材料管理方面

■ 加強材料管理作業，提升採購績效

- (1) 推動「材料請購責任制實施要點」，落實材料請購作業，避免產生呆廢料。
- (2) 持續推動「材料管理改善計畫」，實質有效降低機務存料3億574萬餘元。
- (3) 按期督導存料單位辦理年度不定期盤點材料，落實每年至少全面盤點材料1次，以提高材料管理績效。
- (4) 加強呆廢料標售處理，98年度共出售呆廢料收入為2億7,940萬元，達預定目標2億2,400萬元之124.73%，對本局財務收入頗有助益。
- (5) 加強採購專業訓練，98年度舉辦3期採購專業人員基礎訓練班，計227人參訓，取得考試及格證書206人，可提升採購作業績效。

■ 完成重大採購案

- (1) 環島鐵路整體系統安全提昇計畫共9案，決標金額26億3,273萬4,000元整。
- (2) 臺北機廠遷建設計畫-富岡基地，決標金額4億5,600萬元整。
- (3) 98年度鐵路旅客運送責任保險案，決標金額2,931萬8,425元整。
- (4) 交通部臺灣鐵路管理局電子票證乘車計畫延伸使用區間(瑞芳-基隆-新竹)案，決標金額1,100萬元整。
- (5) 50kgN硬頭鋼軌5萬1,325公尺，決標金額1億1,950萬元整。

■ Improve service to physically and mentally disadvantaged passengers

To improve service each station has formulated its Standard Operating Procedure (SOP) for physically and mentally disadvantaged passengers in accordance with the station situation, with the aim of giving the best service.

■ The operating situation of the passenger enquiry systems in 2009 was:

- (1) The number of hits on the Chinese page was 15,322,656.
- (2) The number of hits on the English page was 107,210.
- (3) The number of hits on the children's page was 112,341.
- (4) The Director General's mailbox made 9,589 replies.
- (5) The lost and found service recovered 11,685 items.

■ Timetables provided free

1 million booklet type timetables and 700,000 folding timetables were provided free in 2009.

VI. Procurement and Materials Management

■ Strengthening materials management work, improving procurement performance

- (1) Promote "Key points for the implementation of the materials procurement responsibility system," implementing a procurement application system to avoid accumulation of unwanted stock.
- (2) Continuing promotion of the "materials management improvement plan", reducing the value of rolling stock materials in store by NT\$357.4 million.
- (3) Regular supervision of irregular inventory taking by units with stock, ensuring that there is at least one inventory taken every year to improve materials management performance.
- (4) Strengthening the disposal of idle or waste materials. In 2009 revenue from idle or waste materials was NT\$279.4 million, 124.73% of the target of NT\$224 million, boosting the TRA's revenues.
- (5) Procurement training was strengthened. In 2009 basic training courses for specialized procurement personnel were held, attended by 227 people. 206 people passed the course and procurement work performance has been improved.

■ Completed major property procurement cases

- (1) Nine cases as part of round-island railway overall system safety improvement plan. The winning bid was NT\$2.633 billion.
- (2) Taipei Railway Workshop relocation plan—Fugang base. The winning bid was NT\$456 million.
- (3) 2009 passenger Liability Insurance case. The winning bid was NT\$29.31 million.
- (4) TRA e-ticketing plan use section extension (Ruifag-Keelung-Hsinchu). The winning bid was NT\$11 million.
- (5) 51,325 meters of 50kg head-hardened tracks. The winning bid was NT\$119.5 million.

七、會計與統計業務方面

- (1) 持續推動開源，落實撙節計畫。
- (2) 積極推動企業資源規劃（ERP）及關鍵績效指標（KPI）之建置，以改善本局財務績效。
- (3) 辦理各項民意調查，落實「以客為尊」之服務理念。

八、人事業務方面

- (1) 配合營運策略，申辦鐵路特考，引進各類人才。
- (2) 傾聽基層聲音，鼓勵創新點子。
- (3) 加強法治教育及職務輪調，型塑廉潔及專業形象。

九、資訊作業方面

增購、汰換機器系統設備，完成管理資訊系統之整合，並維護票務資訊系統之運作及網站與資通之安全；對內部人員進行資訊教育訓練。

十、建置行車保安資訊系統

為減少行車事故，提升行車準點率，以系統化管理讓事故資料資訊化、公開化為目的，本局「行車保安資訊系統」於98年度5月正式啟用，該系統100%由本局開發，現已鍵入81年迄今約17,500筆事故資料，其功能可整併並統計事故種類，俾利研訂防範措施及分析原因。

十一、資產管理及活化業務方面

■ 促參業務

- (1) 萬華（東、西）車站大樓民間參與興建營運案。
- (2) 臺北車站特定專用區（交九用地）開發經營案。

■ 眷舍處理業務

積極處理各地區可騰空之眷舍房地，增裕本局營收。

■ 地權業務

本局目前經管之土地資產約計38,890筆，面積共約4,938.7公頃，財產價值總計約3,860億元。

VII. Accounting and statistics work

- (1) Continuing encouragement of revenue increase, implementation of the lean plan.
- (2) Actively promoting Enterprise Resource Planning and KPI establishment to improve the TRA's financial performance.
- (3) Carrying out various public opinion surveys to implement the "customer-oriented" service idea.

VIII. Personnel management

- (1) Holding special railway examinations to recruit various types of talent.
- (2) Listening to the voices of grass roots employees and encouraging them to come up with creative ideas.
- (3) Strengthening of rule of law education, job rotation, molding a clean and professional image.

IX. Information work

New equipment was bought and existing system equipment decommissioned, completing the integration of information system management, maintaining ticketing information system operating and website and information security; carrying out of information training for staff.

X. Establishment of train operation security information system

To reduce train accidents and raise the train on-time performance level, and make train accident information publicly available, the train operation security information system was officially activated in May 2009. The system is 100% developed by the TRA and to date 17500 piece of accident data for accidents from 1992 on have been inputted into the system which can be used to sort and categorize accidents by type and provide reference for accident prevention measures.

XI. Property Management and Active Utilization

■ Private participation in investment

- (1) Wanhua (east and west) station building and operation private participation case.
- (2) Taipei Station Special Area Jiao Jiu land development and operation case.

■ Disposal of dormitories

The TRA is actively disposing of unneeded staff dormitories to boost revenues

■ Land rights business

The TRA currently manages 38890 parcel of land, totaling 4938 hectares, with value of NT\$ 386 billion

98年營運 績效報告

2009 Operating Report

衡量損益因素・策勵績效 再提升

Taking into account loss and profit factors,

Striving to promote performance.



98年營運績效報告

營運績效的損益分析，有助於評估當年度的策略成功與否，人力的培訓管理及附業經營，亦為營運項目之重要環節之一；以此為基礎，臺鐵積極創新思維，期待再造服務新價值。

一、客貨運業務

98年與97年客貨運營收比較表

單位：萬元

Table comparing passenger and freight revenue in 2008 and 2009 Unit:NT\$10,000

項目 Item		98年 2009	97年 2008	比較 Comparison
客運 Passengers	人數 number	17,937	17,866	0.40 %
	延人公里 passenger/km	838,686	871,778	-3.80 %
	收入 revenue	1,345,868	1,412,076	-4.69 %
貨運 Freight	噸數 tonnage	958	1,111	-13.77 %
	延噸公里 ton/km	76,987	92,529	-16.80 %
	收入 revenue	88,633	104,704	-15.35 %
客貨運收入合計 Total passenger and freight income		1,434,501	1,516,780	-5.42 %

客運：

高鐵通車營運後，致本局中、長程旅客大幅流失，為因應運輸市場改變，西部幹線轉型以都會捷運化通勤運輸服務為主。東部幹線調整列車時刻，加強東部幹線運能，並積極配合各地季節性觀光活動加開、加掛跨線列車，亦使短程乘車人數向上成長。

- (1) 本（98）年受莫拉克風災影響，致客、貨運營收衰退，98年8月8日以後南迴線停駛，至98年9月15日始恢復臺東至枋寮間列車行駛，另南州至枋寮間至98年12月30日始恢復全面通車。
- (2) 高鐵自97年11月起，推出雙色優惠票價及各項特惠專案，造成西線中、長程旅客持續流失。而本（98）年上半年度，國道客運業者削價競爭，中、長程票價遠低於臺鐵，使部分東、西線中程旅客轉搭價格低廉的公路巴士。
- (3) 綜合上述因素，本（98）年客運人數雖較上年增加0.40%，惟延人公里及客運收入，則較上年分別減少3.80%及4.69%。

貨運：

- (1) 機車、貨車老舊，尚未汰舊換新，貨運運能持續降低。
- (2) 水泥、石灰石等大宗貨物，廠方因風災、機械故障及庫滿（市場蕭條等因素），致貨物列車停駛及減運。

2009 Operating Report

Profit and loss analysis helps us evaluate whether the strategy of the year was successful or not. Personnel training and subsidiary business are also important operations. TRA actively strives to innovatively create new service value.

I. Passenger and freight transport

Passenger Transport

The opening of the high-speed railway in 2007 changed the passenger market structure in west Taiwan and resulted in TRA's loss of medium and long distance passengers. In response to transport market changes, TRA has changed to a focus on mass rapid transport system type commuter transport services in urban areas on the western main line. The eastern main line's train schedule has been adjusted to maximize carrying capacity and extra trains/carriages added for tourists to meet seasonal demand, leading to an increase in short distance passenger numbers.

- (1) Affected by Typhoon Morakot, freight and passenger business showed a decline in 2009. After August 8 the south link line stopped operating. Services resumed between Taitung and Fangliao on September 15, 2009. The line between Nanzhou and Fangliao was opened on December 30, 2009.
- (2) In 2008 the Taiwan High Speed rail began offering discount tickets and other special offers, causing the loss of some TRA medium and long distance business in the west. In the first half of 2009 cut-price competition by highway bus operators led to the loss of some TRA east and west line medium distance business because tickets were cheaper than TRA tickets.
- (3) The combination of the aforementioned factors has helped to increase the number of passengers by 0.4% over the previous year, however, the average distance traveled in kilometers and passenger revenue dropped 3.80% and 4.69% respectively over the same period.



- (3) 配合鐵路各項改善工程施工，部分地區貨場不足且設施無法符合貨商需求，致貨物待運時間增加，肇使貨源逐步流失。
- (4) 受國內部分產業生產線外移，及輸入性通貨膨脹影響，原物料需求降低，致運量銳減。
- (5) 綜合上述因素，貨運噸數、延噸公里及貨運收入較上年度分別減少13.77%、16.80%及15.35%。

二、運輸效率評估

98年與97年客貨列車統計比較表

Comparison of Passenger and freight train statistics for 2008 and 2009

項目 Item		98年 2009	97年 2008	比較 Comparison
列車 Train	列車次數 Train Number	398,657	406,781	-1.73 %
	列車公里 Train/km	44,360,000	44,010,000	1.07 %
	客車準點率 On-time performance of passenger trains	95.31 %	94.96 %	0.35 %
	貨車準點率 On-time performance of freight trains	100 %	100 %	-
客車 Passenger carriage	每日客車公里 Daily train/km of passenger trains	845,094	845,484	-0.05 %
	每日客座公里 Daily seat/km of passenger trains	41,370,315	41,396,357	-0.06 %
	客座利用率 Seat occupation rate of passenger trains	55.54	57.54%	-2.00 %
貨車 Freight wagon	每日貨車公里 Daily freight train/km	167,332	194,120	-13.80 %
	每車平均週轉日數 Average turnaround days per train	1.80	1.61	11.80 %
	每車平均停站時間 Average train stop time at stations	9.91時	9.71時	2.06 %
	每列車平均載重噸數 Average tonnage carried	201	214	-6.02 %

行車事故

- (1) 事故總件數：本年為800件，較上年825件，減少25件，減少率為3.03%。
- (2) 事故類別：以號誌故障124件最多，占15.50%；其次為電力機車及電車故障各122件，均占15.50%；再次為其他81件、列車妨礙71件，其餘各類件數所占則均在7%以下。
- (3) 傷亡人數：本年行車事故死傷人數119人，較上年增加14人。就肇事原因分析，以行走路線死傷53人最多，占44.54%；其次依序為搶越平交道死傷27人、列車未停跳車12人，其餘各類均在10%以下。

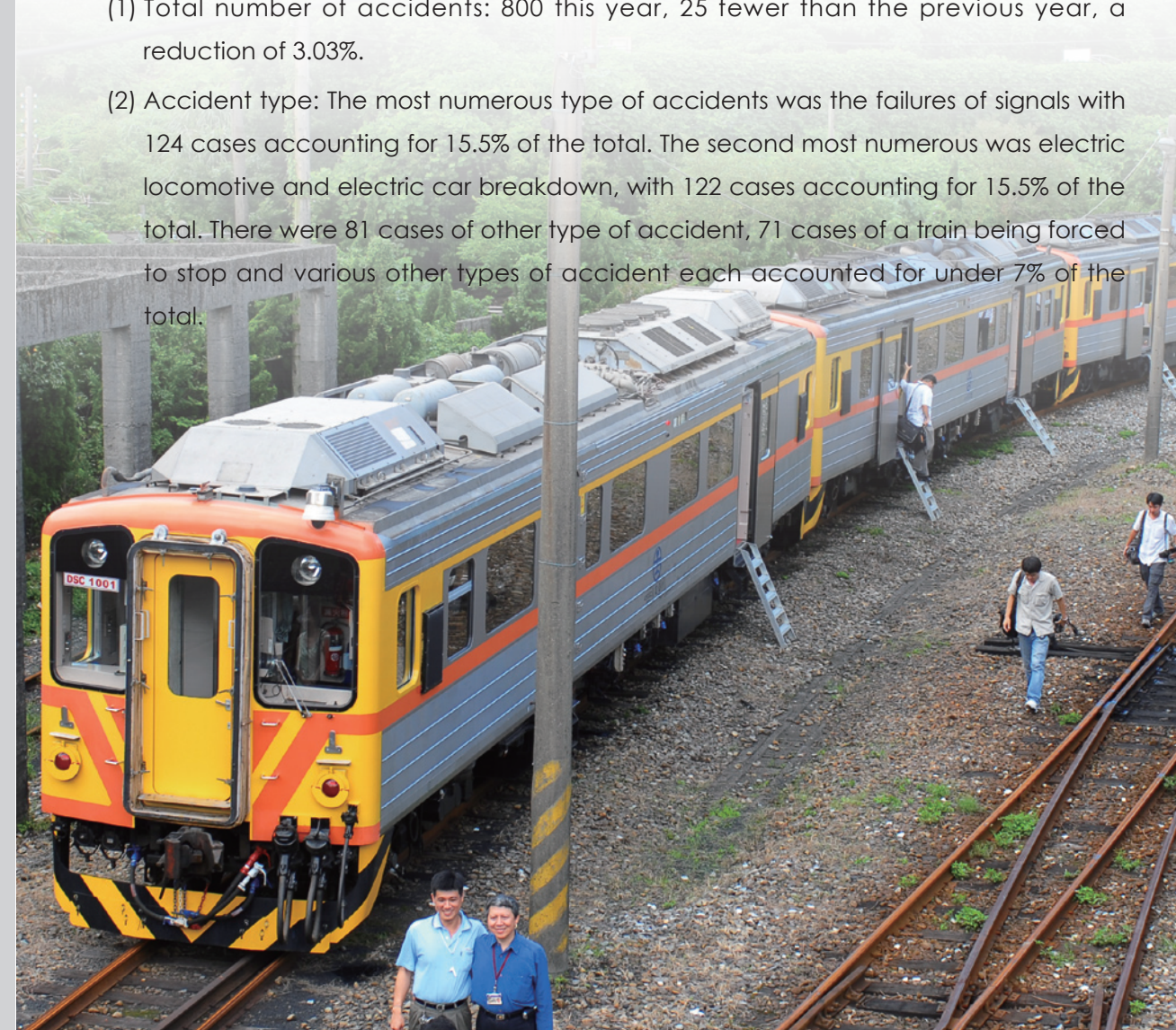
Freight Transport

- (1) Existing locomotives and freight wagons are old and have yet to be replaced, resulting in freight transport capacity decrease year by year.
- (2) Typhoons, broken machinery and full warehouses (and market depression and other factors) has caused the termination of train services or reduction in carrying capacity, leading to a reduction in the amount of cement, limestone or other bulk materials carried by TRA trains.
- (3) As a result of various railway improvement projects, some stations lack freight yard space and facilities do not meet the requirements of freight companies, leading to delays in the dispatch of freight and gradual loss of freight transport business.
- (4) As a result of the move overseas of some industrial production lines, materials demand has decreased, causing a sharp fall in transport volume.
- (5) The above factors resulted in freight tonnage, ton-kilometer and freight transport revenue decreasing respectively by 13.77%, 16.8% and 15.35%.

II. Transport efficiency assessment

Train operation accidents

- (1) Total number of accidents: 800 this year, 25 fewer than the previous year, a reduction of 3.03%.
- (2) Accident type: The most numerous type of accidents was the failures of signals with 124 cases accounting for 15.5% of the total. The second most numerous was electric locomotive and electric car breakdown, with 122 cases accounting for 15.5% of the total. There were 81 cases of other type of accident, 71 cases of a train being forced to stop and various other types of accident each accounted for under 7% of the total.



- (4) 每百萬動力車公里平均事故：本年每百萬動力車行駛公里平均事故件數為9.89件，較上年10.26件，減少0.37件，減少率為3.56%。

三、營運損益分析

98年與97年損益比較表

單位：萬元
Unit: NT\$10,000

Table comparing profit and loss in 2008 and 2009

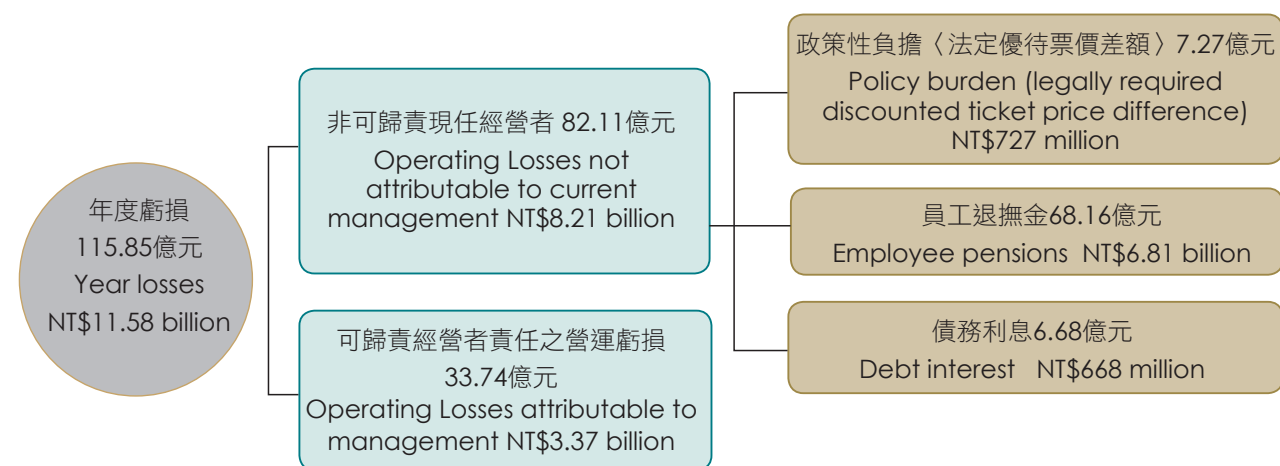
項目 Item	98年 2009	97年 2008	比較 Comparison
客運收入 Passenger revenue	1,345,868	1,412,076	-4.7%
貨運收入 Freight revenue	88,633	104,704	-15.3%
其他營業收入 Other operating revenue	522,824	484,989	7.8%
營業外收入 Non-operating revenue	193,499	298,070	-35.1%
總收入 Total revenue	2,150,824	2,299,840	-6.5%
營業成本 Operating costs	2,593,031	2,616,400	-0.9%
營業費用 Operating expense	90,624	96,109	-5.7%
營業外費用 Non-operating expense	625,696	747,168	-16.3%
總支出 Total expenditure	3,309,351	3,459,677	-4.3%
損益 Profit and loss	-1,158,527	-1,159,837	減虧 Loss reduced 0.1%

*本表97年(2008)為審定決算數，98年(2009)為初編決算數。

四、推動經營績效責任制

依交通部指示將臺鐵財務沉疴，透過財務結構，將虧損分為：非可歸責於經營者之政策性負擔（含老殘等優待票負擔）及歷史財務包袱（含退撫金及其衍生之債務利息）暨可歸責於經營者之營運虧損兩部分。

- (1) 98年度本局虧損115.85億元，其中非可歸責於經營者責任部分為82.11億元，可歸責於經營者責任約33.74億元（其中含以前年度應收松山專案與高鐵共構段租金轉列損失9億元）



- (3) Number of injured and dead: This year train operation accidents resulted in 119 cases of injury or death, 14 cases more than the previous year. The main cause was people walking on the tracks, with 53 people killed or injured, accounting for 44.54%. The other causes, in descending order, were forcibly going through a level crossing, which resulted in 27 deaths and injuries, were jumping from a moving train, with 12 cases and other causes that each accounted for under 10% of the total.

- (4) Average accidents per 1 million power car kilometers: There was an average of 9.89 accidents per million power car kilometers this year, down by 0.37 cases on 10.26 last year, a reduction of 3.56%.

III. Profit and Loss Analysis

IV. Promotion of a performance responsibility system

In accordance with the instructions of the MOTC the TRA's losses are divided into: Operating Losses not attributable to current management, policy burden (discount tickets for the old and disabled) and historic financial burden (including pensions and derivative debt interest) and losses attributable to management.

- (1) In 2009 the TRA recorded a loss of NT\$11.585 billion, of which NT\$8.21 billion was not attributable to current management and NT\$3.37 billion attributable to management (including losses of NT\$900 million from the previous years from the the Songshan Project and the THSR joint construction section rent.

- (2) Increasing revenue and reducing expenditure

To aim for the target of not increasing losses the "TRA 2009 Increasing revenue and reducing expenditure action plan" was set. The aim was to see revenue increased by NT\$300 million on the year before and for expenditure to be 300 million less, the target being reduction of losses by NT\$600 million. Implementation of action plans to increase revenue and reform processes to reduce expenditure was also strengthened.

(2) 98年度開源節流成效檢討

為達成短期不擴大虧損數之策略目標，擬定「臺灣鐵路管理局98年度執行開源節流行動方案」，收入擬較97年度決算數增收3億元，支出擬較97年度決算數節支3億元，以減虧6億元為目標，並強化執行能力戮力開源，流程改造勵行節流之行動方案。

98年度開源節流成效檢討執行結果

Results of the "increasing revenue and reducing expenditure plan" in 2009

單位：億元
Unit: NT\$10,000,000

項 目 Item	執行目標數 target amount	實際數 actual amount	差異數 difference
開源 Increasing revenue			
客運收入 Passenger transport income	142.21	134.59	-7.62
貨運收入 Freight transport income	10.97	8.86	-2.11
營業資產租金收入 Property rental income	18.10	22.51	+4.41
貨運服務收入 Freight service income	0.87	0.58	-0.29
餐旅服務收入 Catering Service income	16.55	14.80	-1.75
財產交易利益 Property trading benefit	23.73	12.50	-11.23
節流 Reducing expenditure			
服務費用 Service expense	29.66	30.38	+0.72
材料及用品費 Materials and supplies expense	29.24	29.90	+0.66

(1) 開源：除營業資產租金收入因臺北車站特定專用區交九用地收取開發權利金5.53億元，超過執行目標數外，其他如客運、貨運、貨運服務、餐旅服務收入及財產交易利益等，因受高鐵實施雙色優惠票價、國道客運低價競爭、屏東線南州至枋寮間因受莫拉克水災而停駛；配合鐵路各項改善工程施工，部分地區貨場不足且設施無法符合貨商需求，貨源逐步流失；大面積土地依規定停止辦理標售等因素影響，無法達成執行目標數。

(2) 節流：因增開班次及改建車站等因素，致水電費較97年度增加2.34億元；另為配合臺北機廠因應臺灣高鐵公司「過軌趕修車輛」計畫，致修車用料費用增加，其餘各項費用均撙節支出。

五、專業人力培訓

本局為推動顧客滿意經營理念，提供社會大眾安全、準確之鐵路運輸服務及多角化經營發展等，必須積極培育各種專業人才，使臺鐵永續經營發展，因此，除由員工訓練中心專責辦理在職員工之鐵路專業與工作知能教育訓練，及適時配合各業務單位設備更新、業務改善、制度改革等，在工作現場實施教育訓練外，並遴選具有發展潛力之員工，參加學術機構或公、民營訓練機構之進修、研討或訓練。

本局為提升工程品質管理效能，員工訓練中心向行政院公共工程委員會提出「公共工程品質管理訓練班」代訓機構之申請，經第一階段申請書（書面）審查及第二階段實地勘察（現場）審查



1. Increasing revenue

Apart from rental income of NT\$553 million development royalty for the special area of Taipei Station, Jiao Jiu land, which has exceeded the target, the others like passenger, freight and catering services as well as property trading revenues were lower than targeted. They were attributed to the causes as follows: THSR discounted tickets, low price competition from highway bus, cutting off services on the Pingtung Line from Nanzhou to Fangliao for several months after Typhoon Morakot and construction works of various railway improvement projects has brought about reduction of freight yard space as well as inadequate facilities resulting in gradual loss of freight business and also pursuant to provisions of law the sale of large parcels of land was halted.

2. Reducing expenditure

Increase in the number of trains operated and rebuilding of stations and other factors meant that the cost of power was NT\$234 million higher than in 2008. Also, in coordination with THSR's cross track repairing plan the cost of carriage repair materials increased. All other expenditure was kept as low as possible.

V. Specialized Personnel training

To promote customer satisfaction oriented management concepts and provide the public with safe and punctual railway services and for diverse operations, the TRA needs to train various kinds of specialized personnel so that the TRA can develop sustainable. Thus in addition to in-service specialized railway work skill training carried out by the Staff Training Center and equipment renewal, business improvement and system reform when needed by each unit and workplace training, employees with potential are selected to attend training courses or seminars offered by government or private training institutes.

To increase the TRA's engineering quality management effectiveness the Staff Training Center applied to the Public Construction Commission, Executive Yuan as training organization for the "Public construction quality management training course. The application was passed in 2009 after examination of a written application and a second stage on-site inspection.



●臺灣鐵路管理局 范局長致詞
TRA Director Fan delivered a speech during the certification awarding ceremony



●OHSAS18001&TOSHMS授證，由BSI（英國標準協會）高總經理毅民頒授證書
OHSAS18001&TOSHMS Certification from the BSI (British Standards Institute)



●勞工安全衛生管理員班
Labor occupational safety and hygiene management course



●急救人員教育訓練
Emergency rescue personnel training

後，於98年核准。本訓練班主要目的為提升工程品質管理觀念、建立工程品質管理系統、預防工程缺失發生及提升公共工程施工品質，訓練對象為本局辦理工程業務相關人員。

六、提升勞工安全與衛生

■臺北機務段通過雙重驗證

臺北機務段於98年12月8日通過OHSAS18001/2007（職業安全衛生管理系統國際版）&TOSHMS（臺灣職業安全衛生管理系統）雙重驗證，承諾信守安全衛生管理的相關規範，提供安全無害的作業場所及旅客優質的服務品質。

■98年第四屆全國職場安全健康週系列活動

- (1) 由勞安室開辦勞工安全衛生管理員班。
- (2) 舉辦急救人員教育訓練。
- (3) 懸掛工安標語：「工安衛生百分百，全民逗陣作伙來」之宣傳布條，並於車站大廳中以LED字幕顯示，強化員工重視工安之意識。

七、附業經營

■貨運服務方面

(1) 承攬運送業務

本年度鐵路承攬運送量為555萬公噸，較上年度680萬公噸，減少125萬公噸，成長率為-18%。

(2) 倉儲業務

截至98年底共有203間倉庫，其中出租倉庫170間，出租率84%。本年度倉儲業務累計營收7,583萬元，較上年同期營收9,362萬元，減少1,779萬元。

■場站房地出租運用方面

(1) 停車場業務

截至98年底全線共有91處停車場，累計停車場租金收入為2億2,342萬元，較去年同期收入2億696萬元，增加1,646萬元。

(2) 房地業務

98年度營收3億4,363萬元，較上年同期收入2億5,600萬元，增加8,763萬元。

The main role of the course will be to improve engineering quality management concepts, prevent shortcomings occurring in engineering work and increase public works quality. The recipients of training will be the TRA's staff in charge of engineering related work

VI. Improving Labor Health & safety

■ Taipei Rolling Stock Branch awarded dual health and safety certification

Taipei Rolling Stock Branch was awarded OHSAS18001/2007 and TOSHMS on December 8, 2009, pledging to follow health and safety management rules and provide a safe workplace and high quality service to travelers.

■ 2009 The 4th National Workplace Safety week

- (1) The Occupational Safety & Health Office organized labor safety courses.
- (2) Emergency rescue personnel training was held.
- (3) The theme of health and safety for all workers was used as lettering on banners and LED displays for rail stations to remind personnel to attach importance to creating a safe, healthy and comfortable working environment.

VII. Subsidiary business

■ Transport business

1. This year the freight tonnage transported by TRA was 5.55 million tons, down by 1.25 million tons on the 6.80 million tons of last year, a decrease of 18%.

2. Storage business

At the end of 2009, TRA had 203 warehouses, of which 170 were leased out, giving an 84% rental rate. Accumulated storage business revenue in 2009 was NT\$75.83 million, down by NT\$17.79 million on last year's NT\$93.62 million.

■ Station real estate leasing out and use

1. Car park business

As of the end of 2009, TRA had 91 car parks and accumulated leasing income totaling NT\$223.42 million, up by NT\$16.46 million on 2008's same period NT\$206.96 million.

2. Real estate business

As of the year 2009, this business brought in NT\$343.63million, up by NT\$87.63 million on NT\$256million in 2008's same period.

■ Catering service

1. Catering service revenue and expenditure and profit and loss

餐旅服務事業方面

(1) 餐旅服務收支及損益

98年總收入為15億7,772萬元，總支出為12億6,129萬元，盈餘為3億1,643萬元，較上年度盈餘3億7,290萬元，盈餘減少5,647萬元。

(2) 飯盒銷售服務

98年臺鐵飯盒銷售數量共計372萬6,391份，較97年度增加12萬8,114份，成長率為3.56%。另配合98年度春節設計「2009己丑年」不銹鋼紀念便當空盒及提袋，採購數量各2萬7,000份，並與全家便利商店合作推出預購活動。

其他車站商務方面

(1) 廣告業務

98年廣告租金累計收入為5,448萬元，較上年同期4,946萬元，增加502萬元。

(2) 開發商標授權業務

98年經授權之產品共計74項，授權金收入計166萬元。

(3) 拓展多樣化商品銷售業務

98年春節期間委託全家便利商店販售鐵路商品以擴大通路增裕營收，鐵路商品銷售（含車勤部及各餐廳）總額計1,448萬元。

(4) 委外經營業務

- 委由統一超商股份有限公司經營全省27站35個便利商店，本局包底抽成經營使用費計2億2,158萬元。
- 各車站候車室及月台招商設置販賣部、自動販賣機、自動櫃員機等多角化附業經營，並辦理場地短期出租，98年租金收入計9,321萬元。



●臺北車站特定交九用地開幕酒會
Taipei Station Jiaojiu land opening party



●多角化附業經營
Diversified subsidiary businesses



資產管理與活化業務方面

(1) 促參建設方面

本局98年辦理促參建設案計有：「松山車站綜合大樓暨立體停車場大樓民間參與興建營運案」、「臺北車站大樓G+2、G+1、U-1層促進民間參與整建營運案」、「民間參與臺鐵南港車站大樓興建營運案」、「板橋車站大樓第2層及24、25層商場招商整建營運案」、「民間參與花蓮市六期重劃旅館區興建營運案」、「新左營車站旅運服務空間促進民間參與整建營

Total revenue in 2009 was NT\$1,577.72 million, total expenditure was NT\$1,261.29 million, giving a profit of NT\$316.43 million. Profit decreased by NT\$372.90 million on the NT\$56.47 million profit of the year before.

2. Lunch box sale service

In 2009 3.726 million TRA lunchboxes were sold, an increase of 128,114 on the year before, giving 3.56% growth. Also, the "2009" Chinese New Year stainless steel lunch box and bag sold 27,000 units and an advance ordering activity was carried out in cooperation with Family Mart.

Other station business

1. Advertising business

Advertising revenue in 2009 was NT\$54.48 million, up by 5.02 million on the year before.

2. Development of trademark licensing

The total licensing products are 74, receiving total NT\$1.66 million in royalties.

3. Expanding sales of diverse merchandise

During 2009 Chinese New year, NT\$ 14.48 million of railway merchandise was sold by Family Mart convenience store.

4. Outsourced business

- President Chain Store Co has been entrusted with operating 35 convenience stores in 27 stations island wide, bringing in NT\$221.15 million in revenue for TRA.
- Each station Space was offered for rent for shops, and vending machines and ATM machines in station waiting rooms and on platforms and short-term leasing out of premises was carried out, bringing in NT\$93.21 million in rent revenue in 2009.

Property Management and Active Utilization

1. Promotion of infrastructure projects with private participation

Infrastructure projects with private participation carried out by the TRA in 2009 were: Songshan Station general building and multi-storey car park building and operation case, TRA Nangang Station Building Case, Taipei Station G+2、G+1、U-1 levels, business solicitation for and renovation and operation of the second floor and 24th & 25th shopping center in the Banqiao station building, Hualien six phase rezoned hotel area building and operation case, New Zuoying Station Travelers' space building and operation case, Old Mountain Line reopening case, Changhua Station fan shaped train depot historic relic protected area and peripheral area building and operating case, renovation and operation of three TRA branch lines. Four private participation cases have been completed. A contract for the TRA Nangang Station

運案」、「民間參與舊山線復駛營運案」、「民間參與彰化車站扇形車庫古蹟保存區及周邊地區興建營運案」、「臺鐵局三支線促進民間參與整建營運案」等9件。完成促參案有4件，「民間參與臺鐵南港車站大樓興建營運案」已於95年12月11日與潤泰旭展公司簽訂契約、「臺北車站大樓G+2、G+1、U-1層促進民間參與整建營運案」已於95年12月25日與微風開發場站股份有限公司簽訂契約、「松山車站綜合大樓暨立體停車場大樓民間參與興建營運案」已於96年5月15日與潤泰創新國際公司簽訂契約及「板橋車站大樓第2層及24、25層商場招商整建營運案」已於98年4月1日與冠誠生活股份有限公司簽訂契約。

(2) 都市更新建設方面

97年營建署勘選20處優先推動更新地區，包括本局基隆火車站西二西三碼頭、華山中央政府行政專區、南港高鐵沿線再開設計畫、中山女中對面暨美麗信飯店周邊更新地區、新竹火車站後站都市更新地區、豐原火車站周邊更新地區、嘉義市火車站附近地區、臺鐵舊高雄港站及臨港沿線、彰化扇形車站都市更新、宜蘭市「蘭城之星更新開發計畫案」等11處。

上述20處優先推動都市更新地區中之6大指標性都市更新案，其中「基隆火車站暨西二西三碼頭案」、「蘭城之星更新開發計畫(更新單元一)」、「臺鐵舊高雄港站及臨港沿線」等3案預計於在99年公告招商。另嘉義市火車站附近地區、南港高鐵沿線再開設計畫及新竹火車站後站都市更新地區等3案，99年後續公告招商。

(3) 場站多目標使用方面

鶯歌站、羅東站、高雄臨時站、汐止站及「臺中車站站區」等已辦理出租經營，另改建已完工啟用之後龍站、斗六站及施工或規劃中的楊梅站、竹南站、苗栗站等均依場站多目標使用辦理。

(4) 不動產開發前置規劃作業及鐵路法部分條文修正

囿於國有財產法規定，且為突破鐵路土地開發利用之困境及限制，近年陸續辦理鐵路法修正草案（含土地利用及多角化事業經營部分）。

(5) 眷舍處理業務

本局積極處理宿舍占用排除，98年共收回188戶，預計99年度針對占用戶全部提告追回。

(6) 土地資產管理

98年處理非業務使用土地資產計101,324平方公尺，收入18億元，其中包括撥用土地、租地讓售及土地標售。



Building Case was signed on December 11, 2006 with Ruentex Group. The contract for the renovation and operation of Taipei Station's G+2、G+1、U-1 levels was signed with Weifeng Station Development Co. Ltd on December 25, 2006. The contract for Songshan Station general building and multi-storey car park building and operating case" was signed with Ruentex Development Co., Ltd. on My 15, 2007 and the contract for "business solicitation for and renovation and operation of the second floor and 24& 25th shopping center floors in the Banqiao station building" was signed with Guancheng Life Co. Ltd on April 1, 2009.

2. Urban renewal plan

In 2008 the CPA selected 20 areas for priority urban renewal, including Keelung Station and west 2 &3 dock plan, Huashan central government administrative zone, land along Nangang THSR tracks, opposite Zhongshan Girls High School and around the Miramar Garden Taipei Hsinchu station rear station, the area around Fengyuan Station, the area around Jiayi Station, TRA old Kaohsiung harbor station and harbor side track, Changhua fan-shaped depot and Yilan City Lancheng Star.

In the aforementioned 20 priority areas for urban renewal there are six major urban renewal plan. Of these the Keelung Station and west 2 &3 dock plan, Yilan Star development plan (Part 1) and the TRA old Kaohsiung harbor station and harbor side track" renewal plans will be put up for tender in 2010. The urban renewal plans for the area near Chiayi station, reuse of land along Nangang THSR tracks and for Hsinchu station rear station will be put up for tender after 2010.

3. Station multiple use

Yingge station, Luodong station and Kaohsiung temporary station, Xizhi station and "Taizhong station area" have been leased out and already rebuilt Houlong and Douliu stations and under-construction or planned Yangmei, Zhunan and Miaoli stations will be used for multiple purposes.

4. Real estate development projects and revision of the Railway Act

To break through legal restrictions on railway land development, in recent years revisions have been made to the Railway Act (including land use and diversified operations).

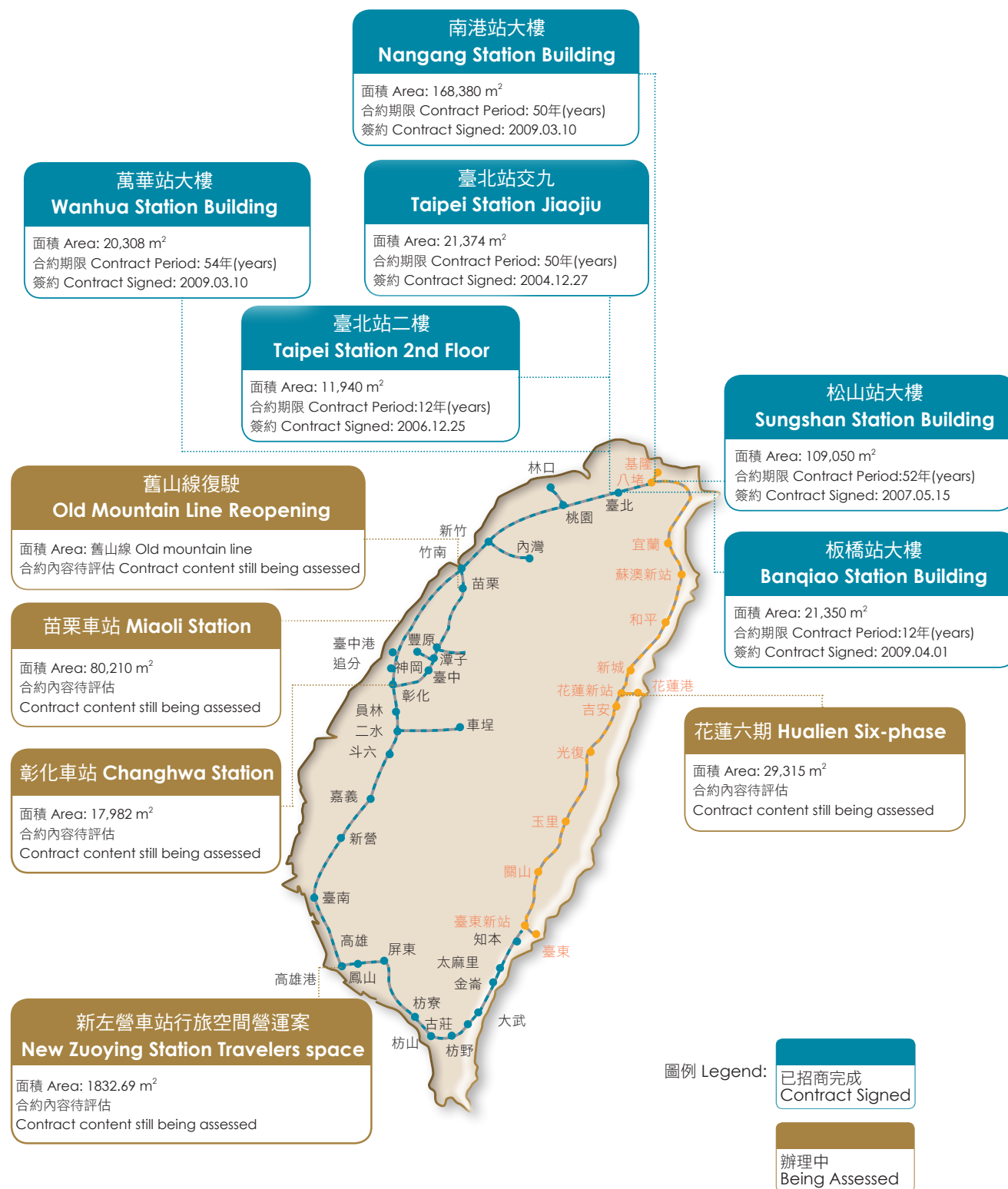
5. Staff dormitories

The TRA is actively resolving the problem of occupancy of TRA dormitories and reclaimed 188 houses in 2009. It is expected that all occupied properties will be reclaimed by the end of 2010.

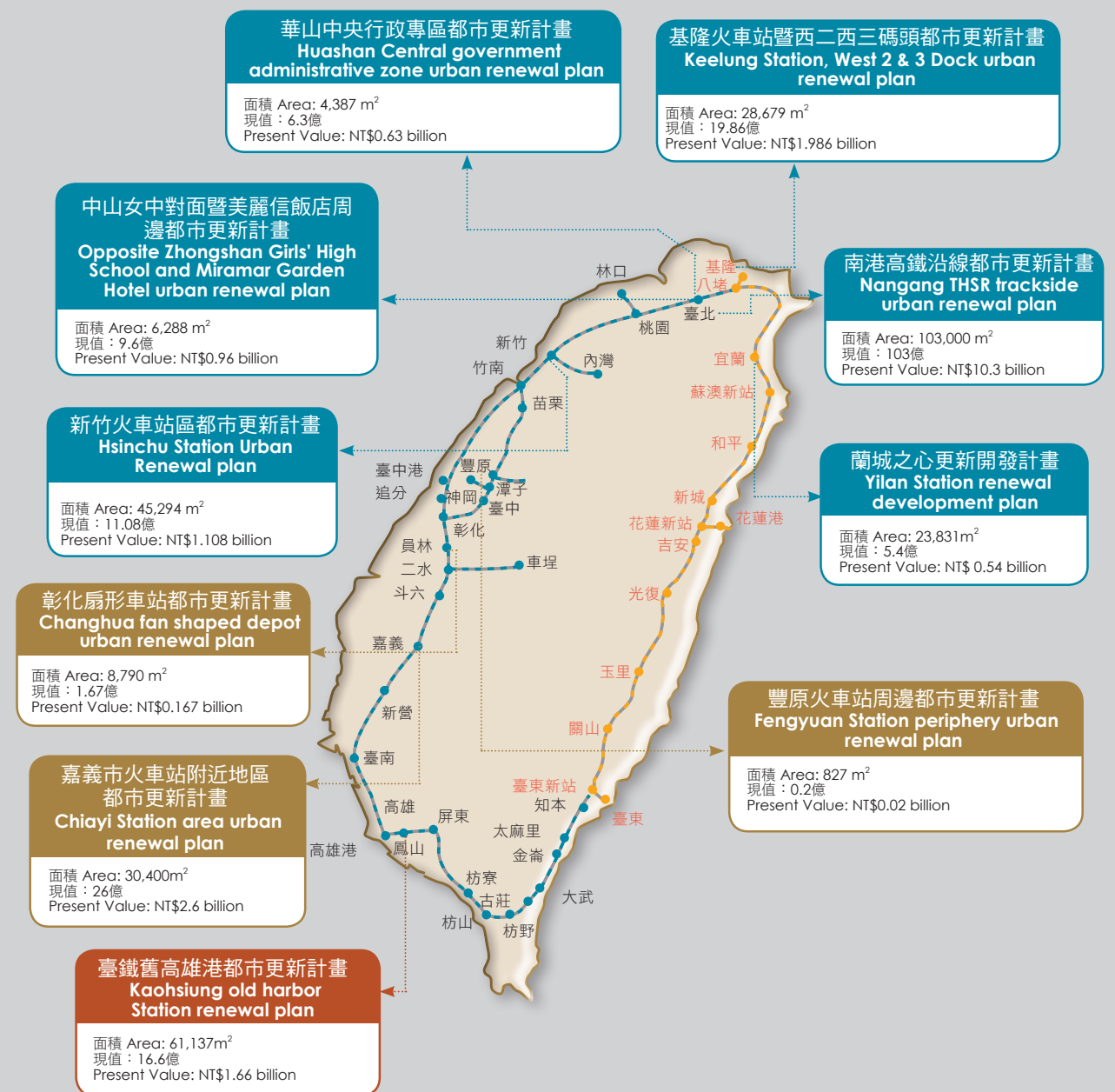
6. Land management

In 2009 101,324 square meters of non business use land was disposed of bringing in NT\$1.8 billion, including land appropriation, leasing out and sale.

推動促進民間參與公共建設案 Promoting Private Sector Participation in Public Works Projects



推動都市更新案 Urban Renewal Cases



區位 Region	件數 Number	面積 (m ²) Area	公告現值 (億) Assessed Present Value (NT\$ hundred million)
北部 North	6	211,479	155.24
中部 Central	3	40,017	28
南部 South	1	61,137	16.6
計 Total	10	312,633	199.71

創新業務與 經營模式

Innovative business and Management
Models

創新思維・再造服務 新 價 值

Thinking creatively,
recreating new values for services.



創新業務與經營模式

臺鐵經營百餘年，跟隨時代更迭，因應運輸市場的變動，持續調整自我腳步，不斷創新思維，以期再造服務新價值。

一、持續推動票證自動化

持續推動辦理自動售票機背磁化、電腦售票終端機（TPT）背磁案、自動驗票系統更新案及電子票證乘車業務。本局業於98年8月份完成全路157站TPT背磁案，使旅客可在設有閘門的車站利用自動閘門驗票，加速進、出站速度，簡化第一線站務人員作業時間及流程，減少站帳錯誤、購退換票時間，未來並可配合業務需求（結合IC卡售票）擴充各項功能及設備。

二、兩鐵（臺鐵＋鐵馬）環保列車

為響應政府推動「節能減碳」政策，並因應各地方政府及民間團體之需，自97年3月起開辦「兩鐵環保專車」業務，利用現有車輛與設施，提供兩鐵服務。

總計98年全年約吸引16,000人次搭乘臺鐵專車至各地進行無碳零污染之自行車騎乘活動。

三、郵輪式觀光列車

郵輪式觀光列車突破以往列車到站即開的模式，選定數個特色車站，作一段時間之停留，並結合地方農特產品、溫泉、美食行銷，讓旅客下車（或車上）欣賞車站週邊風光後，再開往下一目的地。

98年依季節變化，適時調整旅遊行程，於11月發行臺鐵郵輪專刊，其創刊號內容詳細介紹5大行程景點，帶您細細品味臺灣，推出多元化鐵道旅遊新服務，開展「計畫性旅遊」及「綠色無縫運輸」的新境界。總計98年全年共計開行168列次，約吸引35,900人搭乘。98年開行之主題如下：

1. 花東縱谷花海廊道之旅 Huadongm Rift Valley-Flower corridor tour	2. 媽祖文化節祈福列車 Mazu Cultural Festival pilgrims' train	3. 母親節溫馨郵輪列車 Mother's Day warm cruise-style train
4. 東北角芒花祭之旅 Northeast Coast silver grass festival tour	5. 聖誕郵輪列車 Chrstitmas cruise-style train	



Innovative business and Management Models

Over its 100 years of operation the TRA has moved with the times and continues to adjust its steps and think innovatively to adjust to changes in the transport market with the aim of creating new service value.

I. Continuing Promotion of Automated Ticketing

Work to implement automatic ticket magnetization, TPT magnetization, renewal of automatic ticket inspection system and e-ticketing actively continued in 2009. In August 2009 the TRA completed the installation of TPT machines in 157 stations, allowing passengers to have their ticket inspected at automatic gates in stations with automatic gates, allowing them to enter and exit the station quicker, simplifying the work tasks of frontline station staff and reducing the occurrence of station account errors and ticket buying/returning/changing times. In the future functions can be expanded in accordance with need (combined with IC card ticket sales).

II. Eco-friendly Trains (TRA train + Bicycles)

In response to government policy calling for energy saving and the reduction of carbon emissions as well as to meet the needs of local governments and civic groups, a "bicycle-train eco-friendly train" service, using existing rolling stock, was launched in March, 2008. In 2009, approximately 16,000 people took advantage of the special trains that take them and their bicycles to various places around Taiwan where they ride producing zero carbon emissions and zero pollution.

III. Cruise-style Trains

Cruise-style trains break through old operational models in which trains would pull into stations and leave immediately. These special tour trains stops at stations in places with character where agricultural products, hot springs, good food and the local sights are enjoyed. Passengers can enjoy the scenery either from the train or get off and explore before heading to the next destination. In 2009 the tours were adjusted seasonally. In November a TRA "cruise-style train special issue" was published, introducing the five routes in detail, offering an opportunity to travelers to savor Taiwan at a leisurely pace and moving to a new "planned travel" and "green seamless transport" level. In 2009, 168 trains were operated carrying approximately 35,900 travelers. The 2009 routes included:

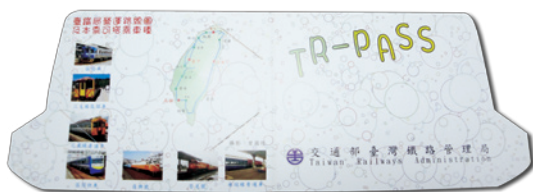


四、環島觀光列車

環島列車以建構東、西線連網，使東、西、南、北大都會區有完整之環島套裝旅遊網，可擴展遊憩動線及層面，98年1～4月與旅行業者合作開行環島觀光列車，提供旅客「套裝旅遊行程」與「自由行」多樣性之服務，98年5月份起因合約屆期，由本局以環島團體列車經營模式繼續服務旅客，共帶動約30萬人次旅遊人潮。

五、發行TR-PASS券

為提倡國人鐵道旅遊風氣及提供青少年正當休閒活動，本局於98學年度暑假期間，除全年度對外籍學生發售5日、7日及10日票種外，每年寒、暑假期間並開放國內學生購買5日及7日TR-PASS票種使用，有效期間內得不限次數、區間搭乘莒光號以下車種，總計98年即發售1萬9,000張。



六、持續推動寒暑期青年自助旅遊專案

本局與中華民國國際青年之家再度攜手合作，於98年寒、暑假期間舉辦青年自助旅行專案活動，供國內外青年學子選擇，旨在鼓勵國內外青年利用寒、暑假期間環島壯遊臺灣，並藉由自助旅行的方式深度探索臺灣魅力，只要年齡在15至35歲的國內外青年朋友皆可報名參加，總計98年寒、暑假期間即吸引約3,800人次參加。

七、推出各種優惠活動

- (1) 西線推出「超級自強號、超值優惠、增值活動」，自98年10月5日起週一至週五開行之1009次及1026次自強號，松山、臺北到臺中、彰化，除提供超值299元票價優惠外，另有幸運兒特搜贈禮活動。
- (2) 自98年10月27日起再加碼舉辦「四人同行一人免費」活動，而為加強服務，擴大範圍嘉惠旅客，又自98年12月1日起搭乘開行苗栗至高雄間1001次及1046次自強號旅客亦享有「四人同行一人免費」之特惠。
- (3) 東線則開行「100元優惠半直達區間快車」，自98年7月4日起除逢週六、日開行臺北至宜蘭地區之100元優惠區間快車，並於98年10月3日起再加碼辦理「四人同行一人免費」活動。

IV. Round- island tour trains

The round-the-island tour trains links the east and west coast lines and allows travel around Taiwan from the urban areas in the eastern, western, southern and northern regions of Taiwan. In cooperation with travel agents from January to April 2009 round-the-island tour trains were operated. Tour packages were available or passengers could create their own itineraries. After the contract expired in May 2009 the TRA continued to provide the round- island tour train service and carried around 300,000 passengers.

V. Issue of the TR-PASS

To encourage the people of Taiwan to travel by train and provide a healthy leisure activity for the young, in summer/winter vacation 2009 in addition to the five, seven and ten day passes available to foreign students, the TRA brought out the five and seven day TR-PASS for domestic students. During the period of validity limitless train journeys over any distance can be taken on trains up to (and including) Juguang express local grade. In 2009 19,000 passes were issued.

VI. Continued promotion of Summer/Winter Vacation Youth Independent Travel Packages

The TRA cooperated with Taiwan Youth Hostel Association once again, bringing out travel packages for young people from Taiwan and overseas in summer and winter vacations, the aim being to encourage these young people to travel around Taiwan by train and discover the charm of Taiwan. Anyone aged 15 to 35 qualified for the packages and in 2009 3,800 people took advantage of the opportunity.

VII. Various Discounts

- (1) "Super Ziqiang, super value, extra value" special offer was introduced for number 1009 and 1026 Ziqiang expresses from Songshan and Taipei to Taichung and Changhua from Monday to Friday on October 5, 2009. The ticket was a bargain NT\$299 and passengers also had the chance to receive a gift.
- (2) From October 27, 2009 an extra "four travel one goes free" special offer was expanded and from December 1 "four travel one goes free" was introduced to the number 1001 and 1046 from Miaoli to Kaohsiung.
- (3) On the east line from July 4, 2009, a NT\$100 discount was offered on fast local trains between Taipei and Yilan and the "four travel one goes free" special offer was introduced on October 3, 2009.

重大工程及 投資建設

Major Engineering projects and
investment

改善工程計畫・臺鐵 永 續 經 營

Engineering plans for improvement,
TRA sustainable operation.





重大工程及投資建設

為了實現永續經營的願景，臺鐵局精益求精，除針對各項重要工程進行投資建設外，改善硬體設施亦是臺鐵的重點工程之一。

一、重大專案計畫

■ 臺鐵烏日新站興建工程計畫

計畫期程自91年4月至97年12月，總經費11億8,571萬元，執行成果如下：

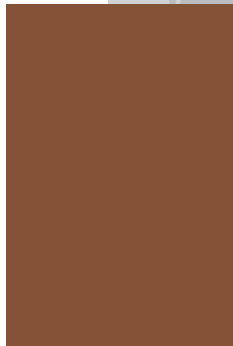
- (1) 95年7月28日站場工程完工。
- (2) 96年10月24日銜接高鐵車站通廊完工，96年12月1日開放啟用，完成高鐵／臺鐵接駁運轉。
- (3) 98年2月27日主站體完工。



● 計畫名稱：臺鐵烏日新站興建工程計畫
Plan name: New Wuri Station construction plan



● 工程名稱：站房部分後續一期工程
Project name: Phase I of follow-up work on the station



Major Engineering projects and investment

To achieve the vision of sustainable operations the TRA is always seeking to improve. As well as investing in various major construction projects, great importance is also attached to hardware improvement.

I. Major Projects

■ New Wuri Station construction plan

The plan began in April 2002 and was scheduled for completion at the end of December 2008 at a cost of NT\$1,185,710,000. The process is described below :

- (1) New station construction was completed on July 28th, 2006.
- (2) Construction of the corridor to the High Speed Railway Station was completed on October 24, 2007. Open for use on Dec. 1, 2007, linking the Taiwan high speed rail and the TRA.
- (3) The Main station is completed on February 27, 2009.



■ 臺灣鐵路更新軌道結構計畫

本計畫自87年7月至97年12月完成，總經費81億8,910萬元，執行成果如下：

- (1) 98年5月20日完成大山～後龍間雙線通車。
- (2) 98年6月30日後龍高架車站啟用。
- (3) 96年3月29日玉里～東里間切換雙線通車。
- (4) 道床改善83.323公里。
- (5) 50公斤長焊鋼軌抽換261.374公里。
- (6) 60公斤鋼軌抽換189.397公里。
- (7) 改善軌道電路83.323公里。
- (8) 改善老舊橋樑36座。



- 計畫名稱：臺灣鐵路更新軌道結構計畫
Plan name: TRA Track Structure Renovation Project

- 工程名稱：縱貫線下新港溪橋及引道第二期工程
Project name: West main line Xiaxiang Stream Bridge and approach phase 2

■ 臺鐵都會區捷運化暨區域鐵路後續建設計畫(基隆-苗栗)

計畫期程由94年1月1日至102年12月31日，總經費為122.2億元，執行成果如下：

- (1) 於基隆至苗栗間增設5座捷運化通勤車站。
- (2) 改善基隆至苗栗間3座既有場站。
- (3) 汐止-南港間擴建為三軌正線。
- (4) 改善基隆至苗栗間約140公里鐵路沿線景觀及安全。
- (5) 新建電聯車維修基地1座。
- (6) 購置176輛通勤電聯車。
- (7) 浮洲捷運化通勤車站於98年2月18日開工。

■ TRA track structure renewal plan

The plan was carried out between July 1998 and December 2008 at a cost of NT\$8.1891 billion. Major projects included:

- (1) Opening of double tracks between Dashan and Houlong on May 20 2009.
- (2) Houlong elevated station opened on June 30, 2009.
- (3) Switch double track opened between Yuli and Dongli on March 29, 2007.
- (4) 83.323km track bed improvement was completed.
- (5) Replacement of 261.374km of 50kg of continuous welded rail.
- (6) Replacement of 189.397 km of 60kg of steel rail.
- (7) 83.323km track circuit improvement was completed.
- (8) 36 Old bridges improvement was completed.

■ TRA Rapid Transit Systematize in Metropolitan Area and Regional Railway Follow-up Construction Project (Keelung-Miaoli section)

will be implemented between January 1st, 2005 and December 31st, 2013 and has a total budget of NT\$12.22 billion. The main elements :

- (1) Adding of five commuter train stations to the Keelung-Miaoli section.
- (2) Improve existing Keelung-Miaoli section stations.
- (3) Change Xizhi – Nangang section railway to a three track main line.
- (4) Improve landscape and safety of around 140km of track between Keelung-Miaoli.
- (5) Build one new EMU Repair and Maintenance base.
- (6) Purchase 176 cars for inter-city and inter-regional transportation.
- (7) Construction of Fuzhou Commuter Station began on February 18, 2009.



- 計畫名稱：臺鐵都會區捷運化暨區域鐵路後續建設計畫(基隆-苗栗)
Plan name: TRA Rapid Transit Systematize in Metropolitan Area and Regional Railway Follow-up Construction

- 工程名稱：汐止高架路工程汐止段第三軌高架工程
Project name: Project to elevate the third track on the Xizhi section of Xizhi elevated track

■ 臺北機廠遷建設計畫

計畫期程由94年6月1日至104年12月31日，總經費為170.14億元，執行重點如下：

- (1) 蘇新基地：七堵檢車段併宜蘭機務段遷至蘇新基地。
- (2) 七堵基地：七堵檢車段遷至蘇新基地，原騰空之用地辦理線形改善工程。
- (3) 富岡基地：於桃園縣楊梅鎮富岡里新建電聯車維修廠、柴電機車及電力機車維修廠、機務段、北區供應廠、北湖口進廠線及車站。
- (4) 潮州基地：併臺鐵高雄機廠遷建計畫設置推拉式客車維修廠。



● 計畫名稱：臺北機廠遷建設計畫
Plan name: Taipei Railway Workshop relocation

● 工程名稱：整地工程-8號箱涵頂版混凝土澆置
Project name: land preparation: pouring of the concrete top of No. 8 box culvert

二、工務工程

■ 軌道養護工程

■ 臺鐵都會區捷運化暨區域鐵路改建計畫

- (1) 重點車站站場路線改善工程：已竣工有中壢站、湖口站、新豐站、斗六站、大林站。
- (2) 旅運設施及轉乘設施改善工程：已完工有鶯歌站、中壢站、富岡站、新竹站、斗六站、大林站。
- (3) 增設通勤車站8處：已完工有三坑站、百福站、汐科站、太原站、大村站、嘉北站、大橋站。
- (4) 土地增購：南科站已辦理完成。



● 竹南站西站大廳設有電扶梯
An escalator was installed in Zhunan west station

■ Taipei Railway Workshop relocation

The plan to relocate the Taipei Railway Workshop will be carried out from June 1st, 2005 to December 31st, 2015 at a cost of NT\$17.14 billion; the following are the major components of the plan:

- (1) Suxin Base: The Yilan Rolling Stock Branch will merge with Qidu Maintenance Branch and be relocated to Suxin Base.
- (2) Qidu Base: The Qidu Maintenance Branch will be moved to the Suxin Base with the vacated site used for linear improvement construction.
- (3) Fugang Base: An EMU, diesel and electric locomotive repair and maintenance base for northern Taiwan will be established in Fugang District, Yangmei Township, Taoyuan County.
- (4) Chaozhou Base: The TRA Kaohsiung Railway Workshop will merge with this base to provide maintenance for push-pull and passenger trains.



● 計畫名稱：臺北機廠遷建設計畫
Plan name: relocation of Taipei Railway Workshop

● 工程名稱：整地工程1號箱涵開挖
Project name: land preparation: digging of No.1 box type culvert

II. Construction Engineering

■ Track maintenance

■ Remodeling the Taiwan Railway Administration and transforming it into a short-haul metropolitan mass rapid transit system

- (1) Improvement of flow lines in main stations: work completed in Zhongli, Hukou, Xinfeng, Douliu and Dalin stations.
- (2) Improvement of transportation and transfer facilities: work completed in Yingge, Zhongli, Fugang, Hsinchu, Douliu and Dalin stations.
- (3) Addition of eight commuter stations: Sankeng, Baifu, Xike, Taiyuan, Dacun, Jiabei and Daqiao stations have already been completed.
- (4) Increase of land procurement: additional land purchase for Southern Science Park station has been completed.

■ 環島鐵路整體系統安全提昇計畫

為期4年（98－101），總經費149.49億元。

- (1) 車站建築及服務設施更新。
- (2) 橋隧基礎結構物改良。
- (3) 站場及路線可靠度提升。
- (4) 機電設施可靠度提升。

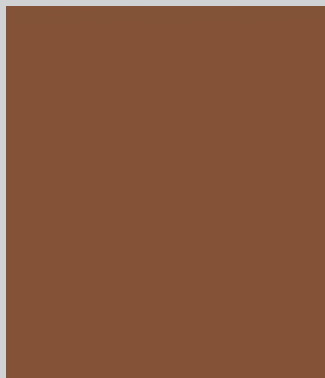
三、機務工程

■ 車輛增購

為解決東部鐵路一票難求之問題及提高區間客車服務品質，預計購置新穎城際客車184輛及區間客車456輛，合計640輛。其中已交車者為城際客車－即太魯閣號48輛及區間客車－即EMU700型通勤電聯車160輛，餘各車輛正陸續辦理招標、採購作業。

■ 車輛改善

各型柴聯車(DR2800-3100型)及EMU300型電聯車192輛設備更新工程已完工60輛，預定101年8月可全部完工。



■ Round-island Railway System Safety Upgrading Plan

The plan will be carried out 2009-2012 and has a budget of NT\$14.94 billion.

- (1) Renovation of station buildings and service facilities.
- (2) Improvement of bridge and tunnel structure.
- (3) Increasing reliability of depots and tracks.
- (4) Increasing the reliability of electrical facilities.

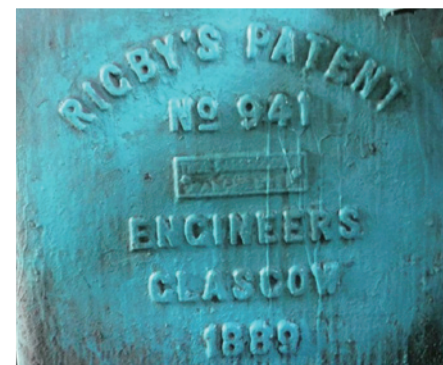
III. Mechanical engineering

■ Rolling stock procurement

To solve the problem of tickets being hard to buy on the eastern line and raise service quality it is planned to buy 184 intercity cars and 456 local cars, 640 in all. 48 Taroko Express cars and 160 EMU700 commuter train cars have been delivered. The contracts to supply the remaining cars have put out to tender and procurement work is ongoing.

■ Work to renew

Work to renew 192 DMU (DR2800-3100 type) and EMU300 cars has been completed on 60 cars and it is projected that work on all the cars will be completed by August 2012.



● 蒸汽錘銘牌
Steam hammer plate



四、電務工程

■ 號誌：

- (1) 積極建置全線平交道錄影監視設備，以有效嚇阻用路人闖越平交道。
- (2) 全線號誌機由傳統燈泡更換為LED燈，其視距達1,000公尺，免調整焦距，並可大幅提高號誌機的可靠度。

■ 電力：

- (1) 配合臺鐵都會區捷運化工程，完成山佳站第一月台電車線設備新建工程，以提高供電品質，並維行車安全。
- (2) 配合臺鐵都會區捷運化列車密度增加，完成岡山變電站第一階段容量擴建工程。
- (3) 完成鐵彰線69kv高架輸電線路變更為地下化高壓電纜第一階段工程。

■ 電訊：

- (1) 完成本局電腦售票系統、自動閘門系統通訊傳輸路由光纖化，縮短售票時間，提升服務品質。
- (2) 完成行車調度無線電話系統臺中港及花蓮港支線訊號不良區段優化工程，增設中繼器，提高通訊品質，以維行車安全。
- (3) 完成臺鐵都會區捷運化民雄站及竹南站等機電工程。



● 鐵路平交道監視系統
Level crossing monitoring system



● 69KV輸電線
69KV power transmission lines



● 變壓器容量擴充(左15MVA，右25MVA)
Expansion of transformer capacity to (left 15MVA, right 25MVA)



● 行車調度無線電話系統中央調度設備
Central dispatch equipment for train dispatch wireless telephone system

IV. Electrical engineering

■ Signals

- (1) Monitoring systems are actively being installed on all level crossings to discourage road using from forcing their way across.
- (2) All signal light machine lights have been changed from traditional bulbs to LED lights. The sight distance is one kilometer, the focus does not need to be adjusted and the reliability of signal machines has been increased greatly.

■ Power

- (1) In coordination with the TRA's urban mass rapid transport systemization new power line equipment for Shanjia station's platform one was laid to improve power supply quality and maintain train safety.
- (2) In coordination with the increased frequency of trains as a result of TRA's urban mass rapid transport systemization, the first phase of capacity expansion at Gangshan transformer substation has been completed.
- (3) Phase one of work to change the Changhua line's elevated 69kv power line into an underground high voltage power cable has been completed.

■ Communications

- (1) Conversion of transmission of computerized ticketing system and automatic gate system communications to optical fiber, shortening ticket sales time and improving service quality.
- (2) Work to improve signal quality of the train dispatch wireless system on the sections of Taichung Harbor and Hualien Harbor branch lines where reception was poor was completed. Repeaters were installed, increasing communication quality to maintain train operation safety.
- (3) Minxiong station and Zhunan station mechanical and electrical engineering work completed as part of TRA's urban mass rapid transport systemization plan.

五、莫拉克災後重建工程

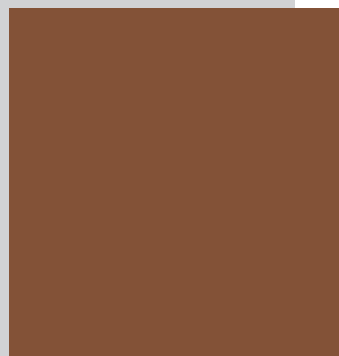
98年8月8日莫拉克颱風侵襲南臺灣，造成本局全線多處災損。本局災後投入多項工程人力搶修復建，全線在98年12月30日修復完成，並獲總統與部長分別於98年10月3日及99年3月25日頒獎表揚有功人員。

風災災損

- (1) 南迴線太麻里至金崙間嘉蘭第3、4、5號橋沖毀，路基流失1000公尺，導致南迴線臺東至枋寮間行車中斷。
- (2) 颱風期間豐沛雨量且適逢滿潮，造成林邊溪北側堤防多處潰堤，位處林邊溪下游之林邊溪橋北側堤防潰堤長達30~40公尺，導致現有林邊溪橋鐵路配合閘門（左、右各3公尺）及橋樑遭沖毀2墩3孔，北邊路基亦流失120公尺，造成鐵路交通中斷。

搶修工程

- (1) 南迴線中斷部分，動員人力3,400人次、重機具20輛/日、卡車1,600輛次/日，經費計約1億2,310萬元。全力投入相關搶修復建工程，並在98年9月15日全數完成，恢復通車。
- (2) 林邊溪側修復工程包含路基回填、橋墩修復並提高2公尺、軌道工程及電務工程。修復期間雖遭居民不斷阻撓施工，但仍克服困難持續趕工進，投入吊車、怪手等各式重型施工機械逾300車次、施工人員每日近百人次，經費約3億310萬元。在98年12月30日恢復通車（並通過聯合安全檢查、機車試運轉及ATP測試）。



● 交通部毛部長於10月9日到和仁站頒獎
Minister of transport and communications Mao visited Renhe Station to present awards on October 9



● 總統中秋節太麻里致贈中秋禮品
President Ma giving out gifts in Taimali during Mid Autumn Festival

V. Typhoon Morakot recovery engineering

Typhoon Morakot that struck south Taiwan on August 8, 2009 caused damage across the TRA network. In response the TRA threw a large number of personnel into post-typhoon recovery engineering work. The whole network was opened by December 30. The heroic efforts of TRA staff were recognized when awards were presented by President Ma and the Minister for transport and Communications on October 3, 2009 and March 25, 210 respectively.

Typhoon damage

- (1) Jialan bridges No. 3,4 and 5 on the Taimali-Jinlun section of the south link line were washed away and over 1000 meters of foundation lost, cutting services between Tadong and Fangliao.
- (2) The heavy rain of the typhoon in combination with high tides caused the north bank of Linbian River to break in a number of places and the bank at the side of Linbian River Bridge abutment suffered a break 30-40 meters wide, damaging the bridge. A 120 meters long section of the track foundation on the north side as also washed away, cutting the line.

Rescue engineering

- (1) 3400 person/times were mobilized to repair the South link line, work involving 20 heavy machinery unit/days, 1600 truck times/day and NT\$123 million. Repairs were completed on September 15 and the line was reopened.
- (2) Linbian River bank repair engineering included roadbed refilling, repairing the bridge supports and raising them by two metres, track engineering and electrical engineering. Despite facing obstruction from local residents through the work the difficulties were overcome and the rush to finish the work continued at full speed, with over 300 vehicles/day cranes and diggers brought in and almost 100 workers/day involved. The cost was around NT\$300 million. The line was reopened on December 30, 2009 (and passed joint safety inspection, trial locomotive runs and ATP tests).

年度大事紀要

Major Events of the Year

回首過往・整裝大步 向前行

Looking back over the past,

Preparing to make big strides forward.



年度大事紀要

回首過往，每個年度皆有不同的事件及記憶，留存紀錄，是為了站立在過往的基礎上，並面對下一階段嶄新的挑戰。讓我們一起隨著這些記憶，整裝大步向前行。



1/1日

為疏解尖峰假日一票難求現象，本日起實施下列票務措施：1.訂票開放時間延長至22時。2.付款取票期限縮短為2日。3.付款取票截止時間延長至23時。4.車站窗口預售天數延長為12天。

1日

任務編組產管處正式與企劃處合併為「企劃處」。

1日

線上簽核差勤管理系統於本日正式上線啟用；第1階段實施單位為局本部內各單位、員工訓練中心及各分支機構（行政處公務車司機及機務段機班人員等除外），其餘單位規劃為第2階段實施。

2日

97年交通事業鐵路人員升資考試於本日放榜，共計錄取人數為1,259人。

9日

臺鐵南科車站站體新建工程動土典禮，由臺南縣政府蘇縣長煥智與本局范局長植谷共同主持。

11日

新菸害防治法本日正式施行，各站已列重點查核場所，函請各段確實督飭並轉知轄屬站、車單位務必遵守新法規定，以維路譽及免違法受罰。

18日

為配合98年春節，自本日起推出具有實用、祈福、紀念或收藏價值之各類鐵路商品，包括：2009(己丑)年春節紀念便當盒、臺鐵郵輪式列車紀念排汗帽、太魯閣號模型組、懷舊列車長驗票鉗、EMU100自強號車輛組、臺鐵紀念限量公仔(觀光號列車長及服務員)、車站里程指示牌文具組、臺灣鐵路地圖等 30餘種鐵路商品，在松山、臺北、臺中、高雄等站餐旅販賣臺以特惠價方式提供「商品組合」或特製「消費券養生便當」、「高雄郵輪式列車海洋便當」發售，以應民眾選購並接受使用「消費券」購買。

20日

辦理「臺鐵東部幹線春節疏運旅客意見調查」實地訪查作業，抽取東部自強號列車計20車次於車上進行調查工作。

22日

98年春節疏運期間自1月22~2月3日，加開609列、加掛1715輛次，每日平均旅客44萬7,356人次，單日最高運量（1月30日）為53萬1,432人。每日平均收入5,093萬1,042元，最高營收日（1月28日）為6,671萬2,279元。並實施下列創新票務措施：1.每日公告剩餘座位2.加強取票驗證3.提供車票黃牛檢舉獎金4.網路付款單程95折5.車站預售延長為12天6.取票天數縮短為2天，以有效消除一票難求之現象。

23日

行政院劉院長兆玄及交通部毛部長治國蒞臨本局臺北站聽取范局長植谷「春節疏運簡報」。

Major events of 2009

Looking back over each year there are always different events and memories. We make a record to provide a foundation on which we can meet the challenges of the next stage. Let's look back over 2009 and prepare to take big strides into the future.

Jan.
01

To solve the problem of shortage of tickets at holiday times the following ticketing measures were introduced today 1. ticket booking system was extended to 10pm 2.the payment and ticket pick up deadline was reduced to two days 3. the ticket payment and pick-up time was extended to 11pm 4. The number of days stations sold tickets in advance was extended to 12 days before a journey

01

Mission organization the Property Management Group was formally merged with the Planning Department, becoming the "Planning Department".

01

The online attendance management system was formally activated on this day. The first stage saw the TRA's internal units, the Training Center and various subsidiary organizations (except for drivers of official cars and roling stock branch machinery team staff) begin to use the system. The other units will begin to use the system in the second stage.

02

The results of the 2008 railway personnel promotion exam were posted and 1259 people were accepted.

09

A groundbreaking ceremony for the TRA's new Southern science park (Nanke) station was held, jointly hosted by Tainan County commissioner Su Huan-zhi and TRA director Frank Fan.

11

The new non smoking law was implemented. Inspections were carried out at various stations and each section was ordered to conscientiously implement the new law and notify subsidiary stations and other units that the new law must be implemented, to protect the reputation of the TRA and avoid fines being imposed.

18

On this day more than 30 railway products for practical use, good luck charms souvenirs or items for collection including a Chinese new year lunch box, a TRA cruise-style train hat, model of a Taroko Express train, old style station master ticket punch pliers, and a TRA limited edition doll, station mileage sigh stationery set and a TRA network map began to be sold at a discount price in shops in Songshan, Taipei, Taizhong and Kaohsiung stations. Consumer vouchers" were accepted as payment.

20

A "TRA east main line Chinese New Year passenger dispersal passenger opinion survey" was carried out on 20 Ziqiang express trains operating on the east main line selected at random.

22

During the passenger dispersal period of Chinese New Year 2009 from Jan. 1-Feb. 3, 603 extra trains were operated and 1715 cars were added. On average, every day 447,356 person/times were carried, with the highest figure, 531,432, recorded on Jan 30. The d average daily revenue during the period was NT\$50.9 million. The highest day's revenue was NT\$66.7 million on Jan 28. The following new ticketing measures were introduced: 1. Remaining seats were announced every day 2. Ticket pick up ID checking was strengthened 3. A reward was awarded for reporting ticket scalpers 4. 5% discount was offered for online payment for tickets 5. Tickets were sold more days in advance (12 days) 6. Ticket pick up time was reduced to two days to resolve the tickets being hard to buy situation.

23

Premier Liu and Minister Mao visit the TRA's Taipei station hall to hear TRA director Frank Fan's "Chinese New Year Passenger Dispersal Report.



2/4日

范局長植谷奉派率機務處等同仁，赴日本日立製作所協商48輛太魯閣號傾斜式列車後續擴充相關事宜。

4日

浮洲捷運化通勤站開工典禮。

3/10日

與鴻磐開發股份有限公司簽訂「萬華(東、西)車站大樓民間參與興建營運案」契約。

27~28日

辦理「臺鐵東線旅客松山轉乘意向調查」實地訪查作業，抽取自強號、莒光號及區間車共計14車次於車上進行調查工作。

31日

范局長植谷主持臺北機廠遷建設計畫－富岡基地動土典禮。

31日

板橋站ROT案簽約。

4/22日

98年五一勞動節慶祝大會在演藝廳舉行，會中表揚模範勞工計66名，交通部張次長邱春代表部長蒞臨指導。

5/16~
31日

辦理98年度「臺鐵車站站勢調查」填表作業，以本局全線三等以上車站及捷運化通勤車站為調查對象。

6/9日

122屆鐵路節，於臺北站舉行慶祝大會，由本局范局長植谷主持，交通部毛部長治國蒞臨指導。

9日

2010臺北國際花卉博覽會將於明年舉行，臺北市政府與本局特別於6月9日鐵路節當天舉行「啟動臺鐵 花博起飛」啟動儀式，宣布臺北花博會與臺鐵進行跨界合作。

9日

臺北檢車段配合鐵路節展出三輛花車及彰化機務段扇形車庫開放參觀。

9日

慶祝臺灣鐵路122週年暨鐵路節活動，勞工教育推行委員會舉辦員工藝文展，由員工提供藝文等作品，參展期間自98年6月9日至13日共計5天。

9日

為慶祝臺灣鐵路122週年暨鐵路節，於6月9日~6月14日，每日上午9：30至下午6：30，在松山、臺北、臺中、高雄及花蓮等站舉行鐵路紀念商品特賣會。本局首次授權之「臺鐵小摺」自行車於6月9日鐵路節當日起，配合本局鐵路節慶祝活動，在松山、臺北、臺中、高雄及花蓮等站及全省統一超商公司(7-11)上市銷售。

16日

本日起98年度列車改點上線運轉。



Feb.

04

TRA director Frank Fan leads a delegation to Hitachi in Japan to discuss further orders of Taroko tilting trains after the initial order is met.

04

Construction start ceremony for Fuzhou mass rapid transport systemized commuter station.

Mar.

10

A contract signed with 鴻磐開發股份有限公司 for the “Wanhua (east and west) station buildings private participation in investment case.

27~28

TRA east line Songshan transfer preference survey held, with interviewing passengers randomly selected on 14 Ziqiang express, Jugang express and local trains.

31

TRA director Frank Fan hosted the groundbreaking ceremony for the Fugang base, to where the Taipei Railway Workshop is being relocated.

31

March Banqiao station ROT signed.

Apr.

22

2009 labor day party held in the TRA headquarters' performance hall. During the event 66 model workers were commended. Vice minister Qiu Chun was in attendance, representing the Minister for Transport and Communications..

May

16~31

The 2009 TRA station state questionnaires were filled in. The subject stations were stations over Grade 3 and mass rapid transport systemized commuter stations on the whole TRA network.

Jun.

9日

An assembly to celebrate the 122nd Railway day was held in Taipei Station, hosted by TRA director Frank Fan and attended by Minister for Transport and Communications Mao.

9日

The Taipei International Flora Expo will be held in 2010. A special ceremony— "Activate the TRA, the flora expo takes off" was held by the TRA and Taipei City Government, signaling the cross boundary cooperation between the two.

9日

Taipei Maintenance Branch put three salon cars on display for Railway Day and Changhua fan shaped depot was opened to the public.

9日

To celebrate the 122nd anniversary of railways in Taiwan and Railway Day, the TRA's Employee Education Committee held an employee art and cultural exhibition, displaying works done by employees. The exhibition ran for five days from June 9 to 13.

9日

To celebrate the 122nd anniversary of railways in Taiwan and Railway Day from 9.30am to 6.30 pm June 9 to June 14 a special railway souvenir sales activity as held in Songshan, Taipei, Taichung, Kaohsiung and Hualien stations. 7-11 stores in Songshan, Taipei, Taichong, Kaohsiung and Hualien and 7-11 stores all over TRA's began selling the TRA's first licensed folding bicycle.

16日

June 16 New timetable comes into effect.



6/16日

配合調整時刻，6月16日~6月30日計有7個指定車次之直達及半直達自強號實施優惠票價行銷。

27日

98年特種考試交通事業鐵路人員考試訂於6月27日至29日舉行，原暫定需用名額445人，增列112人，合計557人。

30日

後龍站舉辦高架新站啟用典禮，本局范局長植谷與苗栗縣劉縣長政鴻及貴賓一同蒞臨剪綵，另現場發售紀念月台票，並有一系列表演節目及慶祝活動。

7/1日

發行國內學生使用之TR-PASS，於暑假期間發售(7/1~9/15)分為5日票／599元、7日票／799元、另有10日票/1098元〔僅限外籍學生購買〕，於票面有效期限內，得不限區間及次數搭乘莒光號（含）以下車種，惟搭乘復興號及莒光號時不予劃位。

4日

為紓解雪山隧道假期壅塞，自7月4日起逢週六、日加開樹林、蘇澳間直達區間快車，3371、3372、3373、3374、3375、3376次共6列次及優惠票價100元。

14日

仁德站新建工程開工。

16日

為提升西幹線快捷化運輸服務功能及回饋旅客，自7月16日~9月15日止，逢週一至週五開行臺北—彰化間1009次與1026次半直達自強號優惠票價服務。

28日

范局長植谷主持沙鹿站跨站式站房新建工程開工典禮。

8/1日

配合本局里程重測，部分區間營業里程變更，各級列車票價微幅調整。

1日

范局長植谷奉准應英國貿易文化代表處邀請，赴英國參訪其軌道工業協會所屬會員，瞭解英國軌道工業發展狀況，至8月6日提前返國。

8日

莫拉克颱風來襲，豪雨成災，南太麻里溪橋附近路堤遭沖毀，範圍內之南太麻里溪北橋台翼牆與嘉蘭3、4、5號橋亦均流失；另林邊溪橋遭沖毀2座橋墩及3座鋼樑，南迴線中斷。

11日

臺北車站特定專用區附近E1、E2街廓用地為優先都市更新單元，因屬「清代機器局」遺址，基地開發前應先進行歷史遺址探勘，本日本局與國立成功大學團隊簽訂委託遺址探勘契約。

12日

本局與高墾線聯管中心策略聯盟，試辦代售「高雄-墾丁客運來回車票特惠專案」。

15日

竹南跨站式車站舉辦新站啟用典禮，由范局長植谷主持，並與苗栗縣劉縣長政鴻、徐立法委員耀昌及貴賓一同蒞臨剪綵。

28日

98年鐵路特考放榜，全程到考人數17,835人，計錄取560名（其中高員三級101名、員級106名、佐級353名），錄取率為3.14%（其中高員三級6.23%、員級2.64%、佐級2.89%）。

Jun.
16

In coordination with the timetable adjustments June 16 to June 30 seven designated direct or semi-direct Ziqiang train services offered ticket discounts.

27

The 2009 special civil service examinations for railway personnel were held June 27-29. 112 people were added to the provisional number of people to be recruited, 445, for a total of 552 people.

30

An opening ceremony was held for the new elevated Houlong station. TRA director general Frank Fan, Miaoli county commissioner and other guests cut the ribbon together. To mark the occasion commemorative platform ticket were sold and there were a series of performances and celebratory activities.

Jul.
01

A TR-PASS for domestic students was issued, with five day/NT\$599, seven day/799 and also 10 day/1098 tickets (for foreign students only) sold during summer vacation (July 1-September 15) offering unlimited travel on trains up to Juguang express grade, however tickets were not allocated for Juguang and Fuxing express trains.

01

To ease weekend traffic in Xueshan Tunnel. From July 4 on Saturday and Sunday extra fast local train services-train numbers 3371、3372、3373、3374、3375、3376--were laid on between Shulin and Su-ao and tickets discounts offered.

14

Work begins on Rende new station.

16

To improve mass rapid transport system like services on the west line July 16 to September 15 from Monday to Friday tickets discount were offered on train numbers 1009 and 1026, semi direct Ziqiang express trains operating between Taipei and Changhua.

28

TRA director Frank Fan attended the start of work ceremony for Shalu cross-track station.

Aug.
01

In coordination with remeasuring of mileage the operating mileage of some railway sections changed and ticket prices for various trains slightly adjusted.

01

Invited by the British Trade and Cultural Office TRA director Frank Fan went to the UK to visit members of the British Railway Industry Association to acquire an understanding of the state of the railway industry in the UK, returning to Taiwan on August 6, ahead of schedule.

08

Typhoon Morakot struck, its heavy rains causing serious damage and loss of life. The ban near South Taimali Bridge was washed away. Nearby South Taimali Steam north bridge had the wing wall of the bridge abutment washed away and Jianan Bridges 3,4 and 5 were washed away. Also, Linbian Stream Bridge also lost two pillars and three steel beams, cutting off the South Link line.

11

E1 and E2 street use land, slated for priority development as part of urban renewal plans, near Taipei Station special zone is the site of the old Qing Dynasty Railway Bureau. Before the site is developed excavation work needs to be carried out.The TRA signed an agreement with national Cheng Kung University, entrusting excavation work to the university.

12

The TRA entered into a strategic alliance with the Kaohsiung-Kending joint management center, offering discounted return tickets between Kaohsiung and Kending on a trial basis.

15

Zhunan cross-track station was open. Frank Fan, TRA director hosted the ceremony, which was attended by Liu Chang-hong, Miaoli County commissioner and legislator Xu Yao-chang.

28

The results of the special civil service exam for railway personnel were released. 17,835 people sat the exam. 560 were accepted, giving an acceptance rate of 3.14%.



9/15日

受莫拉克颱風影響中斷之南迴鐵路，提早一個月恢復臺東-枋寮間列車行駛，每日開行自強號16列次、莒光號4列次、普快4列次；並於9月15日~17日共推出免費乘車措施。

21~29日

辦理98年度民眾對臺鐵需求狀況及意向調查電話訪查作業。

24日

彰化站獲頒交通部98年度「清靜家園全民運動計畫」部屬機關環境清潔維護現場訪查第三名獎牌。



10/5日

本局提報黃副局長民仁、臺東工務段正工程司兼段長陳仲俊2人「辦理八八水災救災及重建工作有功人員-莫拉克颱風肇生鐵路路基、橋樑等流失之巨災後督導同仁充分發揮團隊合作精神，統籌規畫搶修工程得宜並嚴格掌控及趨趕工進，遂使南迴線搶通工程提早一個月完成，促成臺東-枋寮間提早通車，並協調公路客運業於枋寮-高雄間各站辦理轉乘接駁，績效卓著。」榮獲交通部核頒三等交通專業人員獎章。



16日

本局參與莫拉克颱風南迴線八處受創路線及橋隧之救災工作有功人員計有范局長植谷、黃副局長民仁、花蓮運務段臺東站高站長銘光、工務處陳正工程司仕其、臺東工務段段長仲俊、臺東工務段李副工程司宜隆、臺東工務段宋幫工程司建龍、臺東工務段張幫工程司統明、花蓮電務段陳副工程司燕彬、花蓮電務段臺東電務分駐所林助理工務員俊誠等10人代表至總統府晉見總統並接受表揚。

26日

98年鐵路特考計錄取560人，於10月20日辦理職缺分發，計538人參加分發（分發率96.07%）；10月26日辦理報到，報到人數計（含申請保留受訓人數14人）474人（報到率84.64%）。

27日

為提升西幹線快捷化運輸服務功能及回饋旅客，推出超級自強號，超值再加碼「四人同行一人免費」行銷活動，凡自本日起至98年12月31日止，週一至週五搭乘開行臺北、彰化間之1009次、1026次自強號旅客，可享有299元成行超值優惠價與抽獎贈禮活動。

30日

本局花蓮運務段和仁站站長林志興、花蓮機務段機車長黃禮富及謝光銘等3人，「面對芭瑪颱風豪雨造成土石流阻斷路線，採取緊急應變措施得宜，不僅防止重大事故發生，且有效維護旅客生命安全，彰顯路譽，貢獻卓著」榮獲交通部核頒三等交通專業人員獎章。

31日

慶祝光華號開行43週年，本日開行紀念專列，行駛海線鐵路往返松山、彰化間及為營造懷舊氛圍，將該專列車輛進行原色彩塗裝，以完整呈現當年樣貌，除使用復古名片式車票，更於松山、臺北、白沙屯、大甲及彰化等站提供「軋日機」讓旅客親自體驗軋日期的樂趣。

31日

餐旅服務總所配合辦理「光華再現-懷舊式郵輪列車光華號專列」開行活動，除供應「懷舊菜飯餐盒」及「郵輪式列車礦泉水」外，並客製化製作「光華再現不銹鋼紀念便當空盒」、「四方絲巾」、「光華號椅套」、「臺鐵專屬鑰匙圈」等鐵路商品銷售，頗受參加者喜好與讚賞。

Sep. 15

After being closed due to damage caused by Typhoon Morakot, services between Taitung and Fangliao resumed one month early, with 16 Ziqiang express, four Juguang express and four ordinary express trains running daily. Trains could be taken free of charge September 15-17.

21~29

Sept 21-29 the 2009 telephone survey of public requirements and opinions was carried out.

24

Changhua Station won third place in the MOTC's 2009 "Clean home national movement" for the environmental cleanliness of its subsidiary agencies.

Oct. 05

TRA deputy director general Huang and chief of Taitung Engineering Section Chen Zhong-jun were awarded the MOTC grade 3 transport professional medal for their sterling work overseeing post Typhoon Morakot to repair damaged track foundations and bridges and finishing ahead of schedule, allowing the south link line to be reopened one month early and Taitung-Fangliao services to be resumed and coordinating with bus companies so that a shuttle bus service was provided for each station between Fangliao and Kaohsiung.

16

10 TRA staff members were received by the ROC President and praised for their efforts in repairing eight places on the south link line, bridges and tunnels damaged by Typhoon Morakot. They were: director Frank Fan, deputy director Huang Min-ren, Hualien Transportation branch Taitung station master Gao Ming-guang, Chen Shi-qi, Civil Engineering Department, Chen Zhong-jun, chief, Taitung Construction branch, Li Yi-long, Taitung Construction branch, Song Jian-long, Taitung Construction branch, Zhang Tong-ming, Taitung Construction branch Chen Yan-bin, Hualien electrical engineering branch and Lin Jie-cheng, Hualien electrical engineering branch.

26

560 people passed the special railway examination. Allocation of vacant posts was carried out on October 20, with 538 people allocated posts (an allocation rate of 96.07%). 474 (including those who had asked that posts be saved while they underwent training) new staff registered for duty on October 26 (a reporting rate of 84.64%).

27

To improve the Western line's mass rapid transport systemized transportation service and reward passengers a promotional "four people traveling together one goes free" activity was introduced.

30

Sept 30 Renhe station master Lin Zhi-xing, and machinery masters Huang Li-fu and Xie Gang-ming were awarded the Grade Three Transport Professional Medal for "When Typhoon Parma caused landslides and blocked the tracks taking appropriate emergency measures, not only avoiding a major accident but also protecting passengers."

31

A commemorative special train was operated on the mountain line between Songshan and Changhua to celebrate the 43rd anniversary of the first Guanghua express. This train was painted in the Guanghua original colors to recreate how it looked in its heyday. Name card like tickets were used as at Songshan, Taipei, Baishatun, Dajia and Changhua stations a dating machine was provided so passengers could have fun.

31

In coordination with the holding of the "Glory revisited-a nostalgic ride on a cruise-type Guanghua express special train", old style lunch boxes and cruise-style train type mineral water was provided and stainless steel lunch boxes, square handkerchiefs, Guanghua express seat covers and TRA exclusive key rings" railway merchandise was sold and the items were warmly received by passengers.



11/10日

發行「郵輪專刊」創刊號：詳細介紹5大行程景點，以火車結合國內景點，並運用步行及自行車、公車、客運或觀光巴士等綠色運具，推出多元化鐵道旅遊新服務，開創「計畫性旅遊」及「綠色無縫運輸」的新境界。

23日

臺北鐵路餐廳通過臺北市政府衛生局辦理之「中央廚房衛生優良自主管理OK標章認證」評核，於本日上午10:00在臺北市政府1樓中庭沈葆楨廳授證嘉勉。

30日

自本日起增加素食便當之供應量，並在各級對號列車上銷售，為吸引買氣，特別研發推出「臺鐵養生素食燉飯」，強調養生又不會增加身體負擔。

30日

為拓展便當市場占有率，降低便當外送門檻，只要訂購金額滿1,000元以上，範圍在七堵、臺北、臺中、高雄、花蓮等5站周圍3公里內，均提供免費的外送服務。

12/4日

本局將花東線已廢站之舊安通站改造為第一個自行車補給站，提供淋浴、盥洗及簡易維修等設備，並於上午8時，由交通部毛部長治國主持安通鐵馬站啟用典禮。

21日

行政院經建會審議通過「本局十年整體購置及汰換車輛計畫」，主要內容包括購置296輛EMU800型通勤電聯車及136輛傾斜式列車。

29日

南州-林邊-佳冬站間路線及林邊溪橋受損部分，本日啟用通車，環島鐵路全線復駛。

30日

配合屏東線林邊溪橋提前搶通，本局於上午5時35分於臺東站辦理「環島鐵路全線復駛首航活動」，恭請毛部長治國擔任一日站長，按鈴開行復駛首航列車。本局並提供2061次、2052次、93次及94次4班列車，招待民眾免費搭乘，並宣告環島鐵路恢復全線暢通。

30日

配合基隆站都市更新案施工需要，基隆站部分行車業務遷移至七堵站啟用。

Nov. 10

The first "Cruise ship special issue published: the first issue introduced the scenic spots of five main itineraries. Combining trains and domestic scenic spots and utilizing green methods of moving around including walking, cycling, public buses, diverse new railway travel services were introduced, opening a new era of "panned tourism" and green seamless transportation."

23

Taipei Railway Restaurant gained the Taipei City Government Department of Health's "Central Kitchen Hygiene Excellent independent Management OK label" certification, receiving the certificate in the city government building on this day at 10am.

30

The number of vegetarian lunch boxes was increased and they were sold on various grades of train. To attract buyers the "TRA healthy vegetarian risotto" was specially developed.

30

To increase the market occupancy rate of lunch boxes the requirements for outside delivery were lowered. For lunchbox orders of NT\$1000 and over delivery is free within a three kilometer radius of Qidu, Taipei, Taizhong, Kaohsiung and Hualien stations.

Dec. 04

The disused Antong station on the Huadong line opens after being converted into the first cycle supply station, providing showers, washing facilities and simple repair equipment. Minister Mao opened the new bicycle station.

21

The CEPD, Executive Yuan passed the "TRA 10 year rolling stock purchase and replacement plan," the main elements of which are the purchase of 296 EME800 commuter trains and 136 tilting trains.

29

The Nanzhou-Linbian-Jiadong line and Linbian River bridge are reopened and the TRA's round-island services resume.

30

In coordination with the early reopening of Linbian River Bridge, at 5.35am the TRA held the "First train after the reopening of the round-island railway's full line" activity for which Minister Mao was invited to be a station master and press the bell that signaled the departure of the first train. Members of the public were allowed to take trains 2061, 2052, 93 and 94 free of charge and the reopening of the round-island railway's full line was announced.

30

In coordination with construction as part of the Keelung Station urban renewal project some of the station's train operations are transferred to Qidu.



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