

桃園國際機場

飛·行季刊

TAOYUAN Airport Review

機場論壇

聚焦創新服務與永續發展

Airport Forum

Innovative Services and Sustainable
Development Take Center Stage



Taoyuan Airport
Forum 2024

Opportunities & Challenges

The Shaping of New Airport Services
and Sustainable Aviation in 2024 and Beyond

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接軌國際 創新智慧挑戰

Connecting Globally: Embracing the Challenges of Smart Innovation

「創新」是企業不斷成長的動能，近年來，機場公司與服務大聯盟夥伴們，為了迎接後疫情時代全新航空旅運型態挑戰，同時面對 2050 淨零排放對航空產業帶來的衝擊，鼓勵員工創新發想，全方位為桃園國際機場注入智慧化的基因。

不論是一年一度的「機場論壇」，或首度在臺灣舉辦的國際機場協會亞太暨中東地區人力資源委員會年度會議，也環繞著「創新」主題，討論機場、航空相關產業在永續與人工智慧的發展趨勢之下，如何以全新的營運策略迎向挑戰；這也反應到各大機場未來的合作將更加緊密，例如桃園機場與台積電上下游廠商陸續進駐的熊本機場，近期締結成姊妹機場，未來將更深入交流各項經驗。

面對永續浪潮來襲，桃園機場也積極地為提供永續燃油預做準備，並擴大更新節能設施、升級人工智慧客服設備、開啓附帶即時航班訊息的機場停機坪及跑道直播頻道等，為旅客帶來最有效率、契合需求的各項服務。

今年接連開通的新航點及新進駐的航空，為桃園機場帶來更多人潮與活力，也替未來的榮景開啓更多可能性，我們將一起努力迎接新局面，打造智慧與友善的機場。✈

Innovation is the driving force for continuous enterprise development. In recent years, Taoyuan International Airport Corporation (TIAC), together with partners in the Airport Service Alliance, has encouraged staff to develop innovative ideas to address the new challenges of post-pandemic air travel while responding to the impact of net-zero emissions by 2050 on the aviation industry, incorporating the "DNA" of smart innovation into every facet of Taiwan Taoyuan International Airport (TPE).

Our focus on innovation is also reflected in key events such as the annual Airport Forum and the ACI Asia-Pacific and Middle East Human Resources Committee's annual meeting, held in Taiwan for the first time. These gatherings centered on the theme of innovation, exploring how airports and related industries respond to trends in sustainability and artificial intelligence by adopting new operational strategies to tackle emerging challenges. This spirit of collaboration is further evident in the strengthened ties between TPE and Kumamoto Airport (KMJ) in Japan—an alliance bolstered by TSMC and its supply chain partners' recent expansion into the region. As sister airports, we look forward to exchanging expertise and deepening cooperation.

In response to the wave of sustainability, TPE is proactively preparing to support sustainable aviation fuel (SAF) while expanding and upgrading energy-efficient facilities, enhancing AI-powered customer service systems, and launching real-time apron and runway live-streaming channels with live flight updates. These efforts aim to deliver the most efficient and passenger-focused services possible.

The successive launch of new routes and the arrival of new airlines this year have brought increased activity and vibrancy to TPE, opening up even more possibilities for future prosperity. Together, we will work to embrace this new chapter, creating a smarter and more welcoming airport for all. ✈

董事長

楊偉甫

Yang Wei-Fuu
Chairman

機場論壇 聚焦創新服務與永續發展

Airport Forum

Innovative Services and Sustainable Development Take Center Stage



在科技快速進步的趨勢下，航空產業如何兼顧創新服務與永續發展，是現代機場經營的一大課題，一年一度的「2024 桃園機場論壇」也以此為題，於 11 月下旬邀請 200 多位國內外專業人士共同對話，交流彼此的經驗與想法。

As technology evolves rapidly, balancing airport innovation and sustainability remains a pressing challenge for the aviation industry. Addressing this critical issue, this year's Airport Forum convened in late November, bringing together over 200 industry experts from Taiwan and abroad to exchange experiences and ideas.



出席「機會與挑戰：2024 展望未來新機場服務與永續航空產業的樣貌」桃園機場論壇活動的交通部主任秘書黃荷婷提到，機場公司與機場大聯盟所有成員共同努力，加速推動基礎工程和系統建置，持續為 2025 年即將啓用的第三航廈北登機廊廳做好準備；機場公司副總經理李俊德提到，近年來轉機旅客大幅成長，尤其是占比達 8 成的北美與東南亞航線，更確認了桃園國際機場的樞紐地位，如何透過用心服務、連結世界，更是至關重要的議題。

創新成為減碳的必要手段

包括桃園國際機場在內，至少有 50 個亞洲地區機場，已經將 2050 年淨零排放列入目標，而全球也有 89 個國家、600 多個機場參與了 ACI 機場碳認證計劃。ACI 國際機場協會亞太及中東區總監 Stefano Baronci 率先以 22 年的航空產業資歷，帶來第一手觀察，強調「創新是減碳管理的重要關鍵」，透過智慧化科技以實現更有效率的能源管理。

至於如何將永續發展落實在機場經營上，在起建之初即秉持與大自然和諧共生的關西機場，在過去 30 年來，持續推動環境綠化、噪音防制、循環經濟、再生綠能、生態維護與減少碳排等相

關建設，關西機場執行長山谷佳之表示，2025 年世界博覽會即將在大阪舉辦，關西機場也將迎來大量旅客，因此正積極更新各項軟硬體設施，希望透過精緻舒適的創新服務，為旅客留下最佳的第一印象。

OAG 亞太區銷售總監 Mayur Patel 也透過調查數據，表示全球前三大繁忙航線皆在亞太地區，特別頒發證書給機場公司，認證香港 - 桃園（HKG-TPE）為全球最繁忙的國際航線，並且分析地緣政治、永續發展、AI 科技與年輕世代旅遊消費偏好改變等因素，為 2025 亞太區域航空產業發展趨勢帶來挑戰與機會。

論壇對話，跨界交流

至於精采的論壇對話，則分別以「機場服務的變革與最新趨勢」及「航空產業的永續發展」為題，由成田機場、IATA、阿泰利亞機場集團、ACI 亞太及中東區、日本一橋大學及芬蘭 Neste 石油公司等代表和與會人士共同交流，機場公司總經理范孝倫也希望透過每位航空專業人士跨界及跨領域的知識與經驗交流，促進所有人對於機場創新與永續的積極參與，為航空產業帶來全新的啓發。



During the event titled "Opportunities & Challenges: The Shaping of New Airport Services and Sustainable Aviation in 2024 and Beyond," Huang He-ting, Chief Secretary of the Ministry of Transportation and Communications (MOTC), praised the collaborative efforts of Taoyuan International Airport Corporation (TIAC) and the Airport Service Alliance in accelerating infrastructure upgrades and system development for the north concourse of Terminal 3, which is scheduled to open in 2025. In his address, TIAC Vice President Lee Chun-te emphasized the rapid increase in transit passenger numbers. He noted that routes in North America and Southeast Asia now make up 80% of the airport's transit traffic, reinforcing Taiwan Taoyuan International Airport (TPE)'s role as a regional hub. Furthermore, he highlighted the importance of maintaining global connectivity through outstanding services.

Innovation: A Key to Carbon Reduction



22 years of experience in the aviation industry, Stefano Baronci, ACI's director general for Asia-Pacific and the Middle East, emphasized that innovation is essential for

Sustainable development was a key focus, with over 50 airports in Asia, including TPE, committed to achieving net-zero emissions by 2050 and more than 600 airports in 89 countries worldwide participating in ACI's Airport Carbon Accreditation program. Drawing on his

carbon reduction, with smart technologies driving more efficient management.

Kansai International Airport, renowned for its eco-friendly design, offered a model for sustainable airport operations. Over the past three decades, the airport has implemented initiatives in green landscaping, noise control, circular economy, renewable energy, and carbon reduction. CEO Yoshiyuki Yamaguchi shared how Kansai is upgrading its facilities ahead of the 2025 Osaka World Expo, aiming to make a great first impression on the influx of visitors with innovative and comfortable services.

Mayur Patel, Asia Pacific regional director at OAG Aviation, presented data confirming that the world's three busiest flight routes are all within Asia-Pacific. He presented TIAC with an award recognizing the Hong Kong-Taoyuan route (HKG-TPE) as the world's busiest international route. Patel also analyzed the challenges and opportunities shaping the Asia-Pacific aviation landscape in 2025, including geopolitical shifts, sustainable development, AI technologies, and the evolving travel preferences of younger generations.

Dynamic Dialogues and Cross-Sector Collaboration

The forums featured engaging panel discussions on the latest trends and changes in airport services and the sustainable development of the aviation industry, with representatives from Narita International Airport, IATA, Arteria Group, ACI Asia-Pacific & Middle East, Hitotsubashi University from Japan, and Neste Oil from Finland sharing their expertise. Through these cross-disciplinary exchanges, participants explored innovative approaches to airport operations and sustainable aviation, sparking new ideas and inspiring active participation in driving the industry forward.



首度登臺 ACI人力資源會議談人工智慧

The First Time in Taiwan

ACI Human Resources Committee Explores AI Applications

- 2024 年 11 月中旬，國際機場協會亞太暨中東地區人力資源委員會年度會議首次在臺灣舉辦，以「AI 人工智慧於人力資源管理之應用」為題，共計 15 個機場與會進行深度交流。
- In mid-November 2024, the Airports Council International (ACI)'s Asia-Pacific & Middle East Regional Human Resources Committee convened its first annual meeting in Taiwan. The gathering, focused on artificial intelligence applications in human resources management, united representatives from 15 airports for in-depth exchanges.

掌握趨勢，深化國際交流

為掌握國際航空業發展趨勢，機場公司積極參與 ACI 經濟、環境、安全、保安及人力資源等五大常設專業委員會會務運作，首度主辦的機場公司，規劃會議以小組討論及個案分享方式，探討運用人工智慧的困難與挑戰，並試圖找出解方。

經驗分享，化解挑戰

在小組討論時間，每位代表寫下目前運用人工智慧面臨的三大挑戰，大致可分為技術整合、數據隱私、安全性及人員抵抗變革等，各代表也分享實戰經驗，現場討論氣氛熱絡，對於機場人力資源管理導入 AI 技術的發展更具像化，並看到更多應用潛能。

機場公司積極參與國際交流，確保接軌全球航空產業趨勢，同時展現主辦國際會議的實力，以專業形象提升臺灣國際能見度。

Monitoring Trends and Enhancing International Collaboration

To stay on top of global aviation developments and trends, Taoyuan International Airport Corporation (TIAC) has actively participated in ACI's five standing committees: Economics, Environment, Safety, Security, and Human Resources.

As a first-time host, TIAC facilitated group discussions and case-sharing activities that focused on the difficulties and challenges of applying AI in management and explored their potential solutions.

Sharing Insights to Overcome Challenges

During group discussions, participants identified the three main challenges in implementing AI: technical integration, data privacy and security, and employee resistance to change. Representatives shared hands-on experiences, fostering lively discussions that provided actionable insights for integrating AI into HR management and uncovered the broader potential of its application.

Through active engagement in international exchanges, TIAC ensures its alignment with industry trends and demonstrates its capability to host international conferences, thereby enhancing Taiwan's visibility on the global stage with professional expertise. ✈

服務再升級 虛擬客服、候機室 辦演唱會正夯

Elevated Airport Services
Discover the Trending Virtual Assistant and
Concerts at the Gate

- 從環亞貴賓室即將引進的虛擬客服 Yumi，到第二航廈「C7 島流聲音樂候機室」以聽覺和視覺與旅客互動，桃園機場持續帶來更多有感服務。
- From the soon-to-be-launched virtual customer assistant "Yumi" in the Plaza Premium Lounge to the interactive sensory journey of the C7 Echoic Memory of Taiwan Waiting Room in Terminal 2, Taiwan Taoyuan International Airport continues to deliver services that enhance the travel experience.

「Yumi！Yumi！請問我要怎麼前往 D3 登機門？」在不久的未來，環亞貴賓室與數字王國利用人工智慧技術打造的虛擬客服 Yumi，即將登場。

無論是流程指引、路線導覽等日常服務，未來都可以交給都 Yumi，人機互動彷彿真人對話一般自然，出席發表會的機場公司董事長楊偉甫也表示，在智慧機場的浪潮之下，將導入愈來愈多智慧服務，以促進旅客服務效能。

向世界傳遞臺灣流行音樂文化

昇恆昌免稅店打造的「C7 島流聲音樂候機室」，則是全球首創以華語流行音樂文化打造的候機室，讓旅客擁有聽覺、視覺雙重享受，一邊聽著臺北流行音樂中心精選的華語金曲、一邊欣賞金曲獎的精采片段。另外，不定期還會邀請歌手、DJ 或樂手舉辦小型音樂會，透過五感服務，讓桃園機場成為臺灣文化與世界連結的窗口。✈

"Hi, Yumi. How do I get to Gate D3?" — "Yumi," a virtual assistant, will soon be introduced by the Plaza Premium Lounge in collaboration with Digital Domain.

Whether for navigating the airport or providing route guidance, Yumi can easily handle everyday tasks, offering interactions as natural as talking to a real person. Yang Wei-fuu, Chairman of Taoyuan International Airport Corporation, mentioned at the launch event that with the rise of smart airport technology, more AI-driven services will be introduced to facilitate efficient passenger services.

Bringing Taiwan's Pop Music Culture to the World

The C7 Echoic Memory of Taiwan Waiting Room, created by Ever Rich Duty-Free Shop, is the world's first Mandarin pop music-themed airport gate. It indulges travelers visually and sonically, allowing them to enjoy a curated playlist of Mandarin hits from Taipei Music Center while watching highlights of the Golden Melody Awards. Additionally, the waiting room will host live performances by singers, DJs, or musicians on occasion, turning the airport into a gateway that connects Taiwanese culture with the world through a multi-sensory experience. ✈



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共迎航空嶄新篇章・感謝您為桃機競投

全球最佳機場

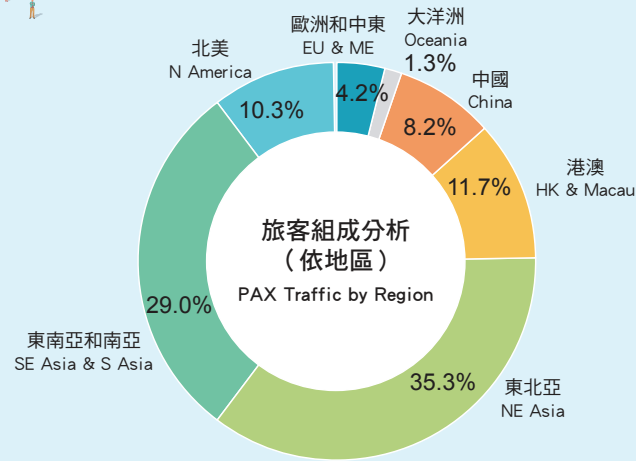
Together, let's usher in a new era of aviation.
Thank you for voting TPE as the World's Best Airport



營運線上 Operational Statistics

桃園國際機場 2024 年 Q1-Q3
Taiwan Taoyuan International Airport 2024 Q1-Q3

	2024.1- 2024.9	去年同期 Same Period Last Year	成長率 Growth Rate
客運量 (人) Passenger Volume (person)	33,468,567	24,933,750	34.2%
貨運量 (公噸) Air Cargo Volume (metric ton)	1,662,982	1,570,577	5.9%



台日友好 桃園熊本機場牽手當姊妹

Friendly Ties Between Taiwan and Japan
Taoyuan and Aso Kumamoto Form Sister Airport Partnership



台積電攜手上下游廠商陸續進駐日本熊本之後，兩地之間的客貨航運需求激增，臺灣桃園國際機場與日本阿蘇熊本國際機場在 2024 年 11 月 15 日正式簽署合作備忘錄，締結為友好姊妹機場。

Following the establishment of plants by Taiwan Semiconductor Manufacturing Company (TSMC) and its supply chain partners in Kumamoto, Japan, passenger and cargo transportation demand between the two regions has surged. In response, Taiwan Taoyuan International Airport (TPE) and Aso Kumamoto Airport (KMU) officially signed a memorandum of understanding (MOU) on November 15, 2024, to become sister airports.

在眾人的掌聲之中，桃園國際機場股份有限公司董事長楊偉甫及熊本國際機場株式會社代表取締役社長山川秀明互贈禮品，並且在合作備忘錄上簽名，熊本機場正式成為桃園機場第 15 個友好姊妹機場。

Amid applause from attendees, Chairman Yang Wei-fu of Taoyuan International Airport Corporation (TIAC) and President Hideaki Yamakawa of Kyushu Kumamoto International Airport Co., Ltd. (KKIAC) exchanged gifts and signed the MOU. With this agreement, KMJ has become TPE's 15th sister airport.

Similar Geographies Fuel Synergy Between Sister Airports

地理環境相似，姊妹機場展開全方位交流

攤開這兩年的航運數據，桃園 - 熊本在 2023 年的往來旅客約為 4.5 萬人次，短短不到一年之間即成長 3 倍，至 2024 年 9 月底達 14.28 萬人次，隨著熊本當地所實施的造鎮計畫發展，往後的商業與觀光航運發展不可小覷。

Aviation data from the past two years shows passenger numbers between TPE and KMJ surged from 45,000 in 2023 to 142,800 by September 2024—a threefold increase in under a year. This growth, fueled by local urban development initiatives, signals a strong potential for business and tourism air travel.

位於日本九州中央的熊本機場，鄰近阿蘇火山，與臺灣同樣位於環太平洋地震帶上，於 2023 年 3 月開始營運的新航廈耐震度高，遇到緊急事件也能確保電力、水和通訊等基礎建設安全，未來兩座姊妹機場將更緊密合作，分享各種營運經驗，提升彼此國際能見度。

Located in central Kyushu, Japan, near Mount Aso, Aso Kumamoto Airport shares geographic similarities with Taiwan, as both are situated along the seismically active Pacific Ring of Fire. The airport's new terminal, which has been in operation since March 2023, features advanced earthquake-resistant infrastructure to ensure the safety of essential services such as power, water, and communications during emergencies. Moving forward, the two sister airports plan to strengthen their collaboration, exchanging operational experiences and enhancing their international profiles.



就要看飛機！觀景臺直播上線

Plane Spotting Made Easy!

Airport's Observation Deck Live Stream Now Online

- 桃園國際機場的南、北觀景臺向來是航迷追飛機的好地點，機場公司於 2024 年 10 月更貼心地架設了 4K 攝影機，透過 24 小時 YouTube 直播頻道，讓航迷們可以隨時隨地欣賞南北跑道、滑行道及機坪即時作業實況。
- The north and south observation decks of the Taiwan Taoyuan International Airport (TPE) have always been top spots for aviation enthusiasts to watch planes. In October 2024, the airport made things even more exciting by installing 4K cameras there. With a 24/7 live stream on YouTube, plane spotters can now enjoy real-time views of the north and south runways, taxiways, and aprons from anywhere in the world.

在強烈颱風康芮來襲前後，桃園國際機場空側地勤作業比平時更加忙碌。有人忙著進行空橋遮雨罩、固定空橋等防颱準備工作，另一批人則是冒著風雨，執行進場航班的空橋接駁、地勤機坪作業，這些過去難以捕捉的畫面，現在都能靠著導入 AI 智慧追蹤技術的 4K 高解析度鏡頭，零時差放送至全球。

全年無休，零時差提供航班資訊

「地勤人員辛苦了，向你們致敬！」

「好想知道鏡頭是哪個型號，下雨天還是很清楚！」

桃園機場直播頻道開放的聊天室功能，常常可見航迷之間有趣的互動對話，可以交換訊息的聊天室連同頻道設置的航班資訊、即時天氣、機場能見度等，也讓民眾或航迷在遇到颱風等緊急事件、特殊機種來臺或重大活動時，可透過直播鏡頭即時掌握。

During the lead-up to and aftermath of Typhoon Kong-rey, the airport's airside ground crew were busier than usual: some were busy securing jet bridges and installing rain covers for typhoon preparations, while others braved the elements to handle incoming flights and conduct ground operations. These previously hard-to-capture moments are now broadcast live globally thanks to the 4K high-resolution cameras with AI tracking technology.

Available 24/7: Real-Time Flight Updates Without Delay

"Shout out to the hardworking ground staff—much respect!"

"Which camera model is this? It's so clear, even in the rain!"

These are a few examples of the lively interactions among aviation enthusiasts in the live chat on TPE's streaming channel. In addition to the chat, the channel provides essential information, including flight updates, real-time weather conditions, and visibility at the airport.

During emergencies like typhoons or special occasions such as rare aircraft arrivals or airport events, the platform is also a go-to source for staying informed about the latest happenings.



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擴大綠色投資 五度榮獲永續大獎肯定

Expanding Green Investments

Recognized by Sustainability Awards for the Fifth Time

新型節能設備汰換 — 第二航廈全新安裝的冰水主機。
New energy-efficient equipment upgrade: newly installed chiller units at Terminal 2.

- 永續議題發燒，各大企業均視其為最新關鍵挑戰，桃園國際機場持續透過節能設備汰換及發展永續燃油等綠色投資，建構永續空港。
- As sustainability becomes a critical focus for global corporations, Taiwan Taoyuan International Airport (TPE) is building a sustainable airport through continuous green investments such as upgrading energy-saving equipment and advancing sustainable aviation fuel.

桃園機場將聯合國 SDGs 永續發展指標納入經營思維，以永續環境、社會共融及公司治理（ESG）等面向，率先實踐低碳永續航空產業環境，共同為旅客提供優質服務，獲得 2024 年「APSAA 亞太永續行動獎」與「TSAA 台灣永續行動獎」1 金 2 銀 2 銅等 5 項大獎肯定。

拼減碳！添加永續燃油再起飛

為了進一步達到「2050 淨零碳排」的目標，機場公司在過去幾年與機場服務大聯盟的夥伴們攜手，藉由能源管理策略、新型節能設備投資與汰換、購置電動車或油電車、與自建再生能源等方式，從 2021 年至 2023 年累計節電量約達 1,160 萬度，相當於減碳 5,740 公噸 CO₂e。

國際民航組織順應減碳趨勢，推動國際航空業「碳抵換」和「減量計畫」，在永續燃油進口機制、設備建置完備之後，桃園國際機場亦將於 2025 年與民用航空局合作推動試辦計畫，協助航空業者達成 2030 年使用 5% 永續燃油的目標。

桃園機場最新更換之節能設備 — 電動坡道。
Taoyuan Airport's latest energy-saving addition: electric ramps.

Incorporating the United Nations' Sustainable Development Goals (SDGs) into its business strategy, Taoyuan International Airport Corporation (TIAC) has taken the initiative to promote a low-carbon and sustainable aviation industry, focusing on environmental, social, and governance (ESG) aspects while continuing to deliver high-quality services to its passengers. This year, TIAC has been honored for the fifth time with prestigious awards, receiving five accolades: one gold, two silver, and two bronze at the Asia-Pacific Sustainability Action Awards (APSAA) and the Taiwan Sustainability Action Awards (TSAA).

Driving Carbon Reduction with Sustainable Fuel

To meet its net zero goal by 2050, TIAC has been working with members of the Airport Services Alliance to reduce the airport's carbon emissions. Through energy management strategies, investment in and replacement of energy-efficient equipment, the purchase of electric and hybrid vehicles, and the development of renewable energy, TPE saved approximately 11.6 million kWh of electricity between 2021 and 2023, reducing carbon emissions by 5,740 metric tons of CO₂e.

In line with the trend toward carbon reduction, the International Civil Aviation Organization (ICAO) is promoting the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA). Once the mechanisms for importing sustainable fuel are in place and infrastructure fully developed, TPE, in collaboration with the Civil Aeronautics Administration, will also initiate a pilot program in the first half of 2025 to assist airlines in achieving their target of 5% sustainable fuel use by 2030.



機場超好玩



友善親子 寵愛小旅客

Airport Adventureland

Creating Family-Friendly Spaces for Little Travelers



桃園國際機場裡頭各項獨具巧思的親子友善服務及空間設計，讓提前抵達機場的親子旅客們充滿驚喜。

- Taiwan Taoyuan International Airport offers various thoughtfully designed family-friendly services and spaces, bringing delightful surprises to families who arrive early at the airport.

為了避開人潮，提早在網路完成報到的祐祐一家人，在託運行李完成之後，來到第二航廈觀景臺看飛機、玩樂高，孩子們互相比賽，誰能拼出最可愛的飛機。

從使用者體驗出發的親子友善設施

看看時間差不多，一家四口從容地通過安檢之後，從「親子友善通關櫃檯」通關。桃園機場從細節著手，以爸媽的角色出發，規劃體貼親子旅客的各項服務設施，只要同行者有 12 歲以下的小朋友，一家大小都可以一起透過人工查驗、快速通關，大幅降低孩子們因為不耐久候而吵鬧的可能性，讓爸媽大讚「真的好貼心！」

而機場內隨處可見的飲水機，讓爸媽隨時可以取得溫熱水沖泡奶粉，十分便利；就連還在親餵的祐祐媽媽也無須煩惱，到了妹妹喝奶的時間，機場內有 16 間專人清潔、消毒的哺（集）乳室，其中 10 間為 24 小時全年開放，連他們半夜返臺時都不用擔心。



WOW

寓教於樂的放電天堂

還沒進入候機室，先經過 C5、C6 登機門中間的「森林樂園」。

這座全新打造的兒童遊戲區，配色清爽舒適，爸爸媽媽陪玩的同時還發現，每種遊具都帶有水循環、天氣循環等環保議題，就連書架上的中英文繪本都是以「聯合國永續發展目標 SDGs」為題，具有環保概念，爸爸說：「最貼心的就是入口處有行李鎖，這樣陪小朋友在裡頭玩的時候不用擔心行李絆倒孩子或寄放的問題。」

媽媽則對於裡頭準備好的洗手臺、濕紙巾及各式尺寸尿布表示很貼心，「有時候孩子玩到忘我，尿布已經一大包了」這時剛好可以派上用場，深獲各國旅客肯定。

玩得差不多，爸爸媽媽牽著孩子們往登機門走去，沒想到又有驚喜，「爸爸你看，有臺灣獼猴和松鼠耶！」用滿滿的綠意和臺灣原木打造的第二航廈 C1 木育森林，是祐祐的森林遊樂場；隔壁 C2 的 HELLO KITTY 候機室，光是牆面上的互動體感遊戲，就讓妹妹玩得好過癮。

聽到登機廣播之後，孩子們才牽著爸媽的手，興奮地蹦蹦跳跳前往登機門，忍不住問爸媽：「我們下次來機場玩什麼？」原來，這趟暑假開心之旅，在登機之前就已經展開。✈



To avoid the crowds, YuYu's family had checked in online in advance. After checking their luggage, they went to the observation deck at Terminal 2, where they watched airplanes take off and land and had a great time competing to build the cutest airplane with Legos.

User-Oriented Family-Friendly Facilities

As their departure time neared, the family of four cleared security with ease and proceeded to the family-friendly immigration counter. Paying close attention to every detail, the airport offers services and amenities tailored to traveling families and addresses the needs of parents. Families with kids under 12 can use manual inspection for fast clearance, reducing the chance of kids becoming restless due to long waits. This service has earned much praise from parents for its thoughtfulness.

Additionally, water dispensers are available throughout the airport, providing hot water for parents to prepare powdered milk. Even YuYu's mother, who was still breastfeeding, didn't have to worry. The airport has 16 breastfeeding rooms, regularly cleaned and sanitized. Ten are open 24 hours, ensuring a worry-free travel experience, even during late-night returns.



Fun & Educational Play Zones to Let off Steam

Before entering the departure lounge, the family passed through the area between gates C5 and C6, where a newly built children's play area with a refreshing color scheme is located. The parents played with their kids and noticed that each piece of equipment incorporated environmental themes, such as water and weather cycles. Even the bilingual books on the shelves are about the United Nations Sustainable Development Goals (SDGs), echoing the concept of sustainability. YuYu's dad remarked, "The most thoughtful feature is the luggage lock provided at the entrance. This way, we don't have to worry about luggage tripping kids up or finding a place to store it."

YuYu's mom appreciated the well-equipped washbasin, wet wipes, and diapers of various sizes. "Sometimes the kids get so caught up in playing, and their diapers get full," she said, noting how useful these amenities were. This attention to detail has garnered positive feedback from international travelers.

After that, they made their way to the boarding gate. At Gate C1 in Terminal 2, they stumbled upon another delightful surprise. "Dad, look! Monkeys and squirrels!" The Wonderful Land, decorated with lush greenery and local logs, became YuYu's forest playground. The Hello Kitty lounge at Gate C2 stands adjacent, featuring interactive wall games that captivated his little sister.

When the boarding announcement echoed through the terminal, the kids eagerly grabbed their parents' hands, bubbling with excitement as they headed to the gate. They asked, "What fun things will we discover at the airport next time?" The joyous summer adventure had already begun long before boarding the plane. ✈





飛安無死角

三航機坪首次空難災害演習

Leaving No Blind Spots for Aviation Safety
First Emergency Drill at Terminal 3's Apron



- 機場公司於 2024 年 10 月中旬舉行「113 年度空難災害防救演習」，共計出動了 22 個單位、60 餘輛作業車及裝備、200 人次，首次於第三航廈北側機坪進行夜間演習，以強化桃園國際機場各單位的災害搶救應變能力。
- In mid-October 2024, Taiwan Taoyuan International Airport held its annual air disaster prevention and rescue drill. The drill involved 22 units, over 60 vehicles and pieces of equipment, and around 200 personnel. This marked the first time a night drill was conducted on the north apron of Terminal 3, aiming at strengthening the airport's disaster response capabilities across various departments.

夜晚時分，正是航班起降頻繁時刻，桃園國際機場消防隊接獲塔臺通報，一架客機於 05L 跑道降落時衝出跑道、起火燃燒，冒出大量濃煙，消防隊立刻出動，第一時間前往現場救援，機場公司也隨即成立緊急應變小組，指揮各項搶救事宜。

幸而這僅是桃園機場夜間實兵演習，但是逼真的程度，已經足以考驗各單位在照明條件有限及新場域開放的挑戰之下，如何有序、迅速完成空難搶救、大量傷患應變、傷患緊急後送作業等程序。

演習強化跨單位協同作業

如同機場公司董事長楊偉甫指出，飛航安全是每位機場工作者最為重視的工作前提，因此本次演習由機場公司總經理范孝倫擔任指揮官，光籌備前期就進行了幹部推演與兩次預演，希望透過演習檢視跨單位協調機制，強化橫向聯繫及救災效率。✈

During the busy evening hours, when air traffic is at its peak, the airport's fire brigade received a report from the control tower: a passenger aircraft had veered off Runway 05L during landing and caught fire, producing thick black smoke. The fire brigade immediately dispatched teams to the scene for rescue operations, while the airport's emergency response unit was promptly assembled to coordinate all rescue efforts.

Fortunately, this was only a nighttime live drill. The highly realistic simulation, however, thoroughly tested how each unit would efficiently carry out procedures such as aviation disaster rescue, mass casualty management, and the urgent evacuation and transport of injured passengers under the challenges of limited visibility and unfamiliar terrain.

Strengthening Cross-Functional Coordination Through Drills

Yang Wei-fuu, the Chairman of Taoyuan International Airport Corporation (TIAC), emphasized that aviation safety is the top priority for all airport staff. Hence, under the leadership of TIAC CEO Fan Hsiao-lun, who served as the drill's commander, extensive preparation was carried out, including scenario planning and two preliminary exercises. The goal was to evaluate and enhance cross-functional coordination mechanisms, improve lateral communication, and boost the overall efficiency of emergency responses. ✈



航空培力

實習生「桃點子」競賽大秀創意

Capacity Building for Aviation Talents
Interns Showcase Creativity in "Tao Ideas" Competition

- 20 名來自 8 所大專院校的學生，暑假加入機場公司學習互動，並以創意競賽作品進行延伸，作為本次實習的成果發表。
- Twenty students from eight universities were invited to Taoyuan International Airport Corporation during the summer break for hands-on learning. Their internship culminated in a creative competition, where they showcased their innovative projects.

透過實習計畫，學生們提早體驗職場生活，並以「桃點子」創意競賽提案為基礎製作實驗專題，例如整合數個提案所提出的「機場護衛隊體驗營」，認為可由猛男消防員、帥氣維修工程師擔任體驗營講師，規劃體驗工作日常的營隊，搭配宣傳與再行銷，增加大眾互動、創造親民形象與提升企業認同。

另外，「打造最強營運大腦」提案則藉由事先預約安檢、在聯外交通要道上設置安檢預估等候時間，事先建立旅客預期心理，以減少排隊情緒的正面效益。

精采提案展現實習成果

這些精采提案呈現了同學們在實習過程中的成果，也為機場管理注入創新思考。在公共事務暨行銷處的葉思妤分享，實際參與業務運作後，體認到溝通能力是行銷人必備的軟實力，也開始從全新視角看待機場，過去習以為常的一切，都是各單位協力合作的日常，許多同學也表示，希望自己未來也有機會成為航空界的生力軍。✈



The internship program gave students an early taste of professional life by developing experimental projects based on their innovative proposals. For instance, the "Airport Guardian Experience Camp," combining multiple proposals, suggested creating a camp led by firefighters and maintenance engineers that provides hands-on experience in their daily duties while enhancing public engagement, fostering a friendly image, and boosting corporate identity through effective marketing and re-targeting.



Another proposal, "Building the Ultimate Brain for Operations," recommended establishing a system that allows passengers to reserve a security check time slot and displays estimated wait times for screening procedures along major access routes, aiming to manage passenger expectations, reduce the frustration of long lines, and deliver positive outcomes.

Impressive Proposals Showcase Internship Achievements

These impressive proposals showcase the students' achievements during their internships, injecting fresh, innovative ideas into airport management. Ye Szu-yu from the Public Affairs and Marketing Department shared that after participating in day-to-day operations, she realized how essential communication skills are as a marketer's soft power. She also gained a new appreciation for the airport, recognizing that what she once took for granted is actually the result of coordinated teamwork across departments. Many students also expressed their hopes of becoming the future force of the aviation industry. ✈

躺跑道追飛機

機場體驗營好 Chill

Up-close Plane Spotting on the Runway!

Chill-Out at the Ultimate Airport Experience Camp

- 三個梯次的「2024 夜宿桃機 CHILL 一夏」圓滿落幕！這些從近 2,000 人中被抽中的幸運航空迷，最難忘的體驗有哪些呢？

The three-session "2024 Summer Chill Out Overnight Experience Camp" at Taoyuan Airport has wrapped up with great success! Here's a look at the most unforgettable moments from the lucky aviation fans who won their spots in a draw from nearly 2,000 applicants.

因為職業背景關係，目前任職於台大雲林分院的緊急救護技術員楊勳翔，在登上機場消防隊搜救專用的雲梯車和消防車，聽取機場消防員解說那一刻，產生最強大的共鳴。

楊勳翔有感而發地表示，機場消防大隊如果需要出動，可能就是大量傷患事件，「包括訓練過程、醫療器材、個人裝備和我們都不一樣，更重要的是他們的抗壓性也必須比一般同業大得多，令人佩服。」

新奇體驗打開新視野

而在國小擔任老師的陳虹儀，則希望能將活動經驗融入教學中，無論是躺跑道、賞飛機的新奇體驗、飛機逃生梯使用方法，或是第三航廈的工程與設計等故事。

活動中，學員也體驗了一架飛機從降落到起飛之間，包括行李裝卸、餐食及備品運補、機務整備與檢修等完整的作業流程，讓每個人都大呼過癮，直呼兩天一夜的行程完全值回票價。✈



Yang Hsun-hsiang, an emergency medical technician at National Taiwan University Hospital Yunlin Branch, felt a deep sense of connection during the experience when he climbed aboard the airport's specialized fire rescue vehicles, including the aerial ladder truck and fire engine, and listened to the firefighters' explanations.

Reflecting on his time there, Yang shared that if the airport fire brigade is called out, it is likely due to a mass-casualty event. "Their training, medical equipment, and personal gear differ from ours. But most importantly, their ability to handle stress must be much greater than the average emergency responder, which is truly impressive," he said.

A Fresh Perspective Through Unique Experiences

Chen Hung-yi, an elementary school teacher, hopes to incorporate the activities into her lessons—whether it's the exciting experience of lying on the runway watching planes, learning about airplane escape slides, or sharing stories about the construction and design of Terminal 3.

During the camp, participants also got a behind-the-scenes look at the entire process between a plane's landing and takeoff. This included baggage handling, food and supply restocking, and aircraft maintenance and inspections. Everyone was thrilled, saying the two-day, one-night event was well worth it. ✈

舞上世界的窗櫺

文藝季豐富旅人感官

Dancing at the Gateway to the World

Arts Festival Enriches Travelers' Senses

- 桃園國際機場將航廈打造成藝術舞臺，從 2024 年 7 月底開始推出「2024 桃園機場文藝季」系列活動，邀請旅客從藝術表演中，體驗臺灣的熱情與活力。
- Taiwan Taoyuan International Airport has transformed its terminals into art stages for the 2024 Taoyuan Airport Arts Festival starting at the end of July, inviting travelers to experience the passion and vitality of Taiwan through artistic performances.

盛夏，以輕盈的舞姿詮釋隨風飄揚的「七夕・蒲公英的夢」；中秋，優雅的弦樂四重奏以樂音傳遞客庄中的楓紅葉黃；聖誕，原創馬戲音樂劇演繹出冬日繽紛的想像，一場場聽覺與視覺的藝術饗宴，驚艷了往來桃園國際機場的旅客。

從 7 月 27 日起跑的「2024 桃園機場文藝季」輪番登場，陸續邀請臺灣各地頗富盛名的表演團體輪番上陣，包括 FOCA 福爾摩沙馬戲團、妙璇舞蹈團、愛舞民族舞團、龍潭愛樂管弦樂團、天馬戲創作劇團、洪興龍獅戰鼓團及小事製作共計七組人馬，帶來馬戲、戲劇、舞蹈和交響樂等 30 場表演。

以機場為窗，傳遞臺灣藝術創新魅力

無論是以柔美的現代舞姿呈現具有民俗特色的藝陣及民族舞蹈，或是西洋小丑結合扯鈴等傳統雜耍及特技表演，每當有精采或高難度演出的時刻，旅客們無不拍手叫好，同時也感受到臺灣多元、豐富的文藝創新魅力。✈



In the summer, "Qixi: Dreams of Dandelions" captured the season's essence with graceful dance that fluttered in the breeze. In mid-autumn, an elegant string quartet expressed the vibrant fall foliage of Taiwan's Hakka villages through music. As Christmas approaches, an original circus musical will bring to life the colorful imagination of winter, offering a feast for the senses that dazzles travelers passing through the airport.

The 2024 Taoyuan Airport Arts Festival, which began on July 27 and runs through the end of the year, features 30 performances by seven acclaimed local groups. Among them are Formosa Circus Art (FOCA), Miao Hsuan Dance, Lovedancing Group, Long Tan Philharmonic Orchestra, Tien Circus Theatre, Hung Xing Dragon and Lion Dance & Drum Troupe, and Les Petites Choses Production, presenting a wide range of acts from circus and theater to dance and symphonic music.

The Airport as a Window: Showcasing Taiwan's Artistic Innovation

Whether it be folk parades brought to life through the graceful movements of modern dance or the Western tradition of clowning combined with diabolo juggling and folk acrobatics, each captivating and skillful performance has left travelers applauding in awe. Through these performances, they've experienced the rich diversity and creative spirit of Taiwan's artistic innovation. ✈



掃描獲取更多表演資訊
Scan for more information

達人解惑

桃機小學堂,開課啦!

Expert Q&A:

Taoyuan Airport 101 is in Session!



達人：
機場公司航務處管理師 鄭羽哲

Expert：
Cheng Yu-che, Operations Management Specialist,
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飛機泊位調度的操作原理為何？—台北 張仙女

What are the principles behind aircraft parking assignments? — Chang Fairy

達人解答：

「飛機是否能安全地在停機位裡面作業」是機場停機位安排的優先考量，以桃園機場來說，原則上劃分為 A380、雙走道、單走道等三大類機型可用的機位尺寸，供飛機執行地面作業。

再來則會依據客運航班的航廈位置，盡量將旅客在機場內的移動距離控制在 800 至 1,000 公尺、步行時間約 20 分鐘內，進行停機位調度作業。因此，第二航廈的航班也有可能被安排在相連的第一航廈空橋停機位唷！此外，我們也會考慮到、離班機之間的合理銜接，避免航機拖曳移動影響地面準備作業。

大家最關心的就是當停機坪需求爆滿時，機位又該如何調度、安排呢？原則上仍會以空橋停機位為優先，若仍不足才會將旅客量相對較少、或是轉機旅客量較少之航班，安排至遠端接駁停機位。✈

Expert's Answer:

Our top priority when assigning parking stands is to ensure that aircraft can operate safely within their designated space. At TPE, we categorize stands into three types by size—primarily for A380s, twin-aisle, and single-aisle planes—to accommodate ground operations smoothly.

We examine the terminal locations for each passenger flight to ensure that the walking distance for passengers remains between 800 and 1,000 meters, roughly a 20-minute walk within the airport. As a result, flights from Terminal 2 may sometimes be assigned to connected gates in Terminal 1. Additionally, we coordinate arrival and departure schedules to facilitate smooth transitions, avoiding unnecessary aircraft movements that could affect ground preparation activities.

And when stand demand peaks? We prioritize stands with jet bridges whenever possible, but if capacity is maxed out, we may assign flights with fewer passengers or transit connections to remote stands with shuttle access. ✈

桃園國際機場停機位數量

Number of Parking Stands at Taiwan Taoyuan International Airport

空橋停機位 38 座

38 stands with jet bridges

遠端客運停機位 15 座

15 remote stands for passenger flights

貨機停機位 25 座

25 stands for cargo flights

時空迴廊 Corridor of History

2016

12月13

晉升標竿機場

旅客人次首度突破 4,000 萬

Becoming a Benchmark Airport

Passenger Traffic Exceeds 40 Million for the First Time



桃園機場持續迎

接新航空公司進駐，僅僅這一年即有真航空、易斯達航空、德威航空、馬印航空、菲亞洲航空和捷星太平洋航空等

6 家低成本航空進駐，全年旅運量達

到 4,230 萬人次，在國際機場協會服務品質評

比 (ASQ) 中，與新加坡樟宜、香港、韓國仁川等

運量相近的標竿機場同台較勁，機場公司也舉辦

「桃園機場邁入 4,000 萬人次特展活動」，邀請

民眾共同見證這歷史性的一刻。✈



On December 13, 2016, passenger volume of Taiwan Taoyuan International Airport (TPE) exceeded 40 million for the first time, advancing into a new category in the Airports Council International's Airport Service Quality Awards (ASQ) and joining the ranks of major international airports such as

Singapore Changi, Hong Kong, and Seoul Incheon. This achievement followed a year in which TPE welcomed six low-cost carriers—Jin Air, Eastar Jet, T'way Air, Malindo Air, Philippines AirAsia, and Jetstar Pacific—and saw its annual passenger traffic reach 42.3 million. Taoyuan International Airport Corporation (TIAC) hosted a special exhibition and invited the public to mark this historic occasion together. ✈

迎接新家人

星宇航空飛入臺灣天空

Welcoming a New Member

STARLUX Airlines Touches Down in Taiwan



從德國漢堡空中巴士組裝廠起飛之後，歷經近 50

個小時的飛行，由星宇航空董事長張國煒親自駕駛的

A321neo，降落在桃園國際機場，機場公司也特別安排

「水門禮」洗塵接風。首架班機抵臺後，陸續完成試航

驗證作業，取得營運許可證，臺灣航空界再度新增一家

國籍航空公司，搭載更多旅客立足臺灣飛向世界。✈

On October 28, 2019, the STARLUX Airlines A321neo, piloted by Chairman Chang Kuo-wei, was welcomed by a "water salute" on touchdown at TPE after departing from the Airbus assembly plant in Hamburg, Germany, and completing nearly 50 hours of flight. Following the arrival of its inaugural flight, STARLUX successfully obtained its airworthiness certificate and operating license, officially becoming Taiwan's newest flag carrier, ready to transport more passengers from Taiwan to destinations worldwide. ✈



Rise and Thrive