

桃園國際機場

飛·行季刊

TAOYUAN Airport Review

奧運熱潮

機場大聯盟力挺
臺灣英雄創佳績

Olympics Fever

Rallying for Taiwan's Heroes!



ALLWIN

第33屆巴黎奧運
中華台北代表團

一起成為中華隊!

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中華奧林匹克委員會



E-Book

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用心，伴你飛行

Caring for You, Every Step of the Way

盛夏臺灣天氣炎熱，正如暑假旅遊熱潮從六月底展開，桃園國際機場常可見到一家大小穿著家庭裝快樂通關；或是外國旅客在接機大廳金福氣抽獎試手氣。因此機場旅運 7 月 26 日以 14.8 萬人次突破疫後單日新高。在歐洲，2024 年巴黎奧運也在 7 月底登場，臺灣國門洋溢著活力與團結的氛圍，從行前的應援祝福，到以水門禮迎接光榮返臺的代表隊英雄們，桃園機場服務大聯盟團結力挺，與國人一同為臺灣選手的精采表現感動與喝采。

2024 年公布的 Skytrax 機場服務評比，桃園機場獲得全球第 66 名，在證照查驗、最佳行李遞送、最佳安全檢查及最乾淨機場等項目，獲得前十名肯定，桃園機場仍將持續提升服務品質，包括移民署啓用新世代自動查驗通關系統（e-Gate），加速通關效能；本年度選出的服務楷模們，也分享服務心得，希望在所有機場大聯盟夥伴的努力下，明年度排名能再次大幅成長。

在今年最受矚目的航點拓展部分，當屬三家航空公司陸續開航的美國西雅圖，除了滿足美國西岸北部旅客的亞太旅運需求，兩地機場的區域樞紐地位，延伸的轉機服務成為另一重要利基；也因為全天候營運樞紐位置，地利之便更讓桃園機場成為 2023 全球貨運排名第十的機場。

時序進入下半年，桃園國際機場與其他機場的交流機會也愈來愈多，各國機場專家在「智慧物流國際論壇」的分享、機場公司同仁從 ACI 年會帶回來的世界機場運營趨勢，都是驅使我們用心服務，持續創新前進的動力。✈

As the sweltering heat set in and the summer travel rush began at the end of June, families in matching outfits were often seen happily navigating Taiwan Taoyuan International Airport (TPE). On July 26, the airport's passenger traffic hit a post-pandemic single-day record with 148,000 travelers. With the 2024 Paris Olympics also starting in late July, the airport was filled with a vibrant and united atmosphere. From pre-departure cheerleading and well-wishes to the "water salute" welcoming the triumphant athletes back to Taiwan, the Airport Service Alliance provided unwavering support, celebrating and cheering alongside the Taiwanese people for our athletes' outstanding performances.

In the 2024 Skytrax World Airport Awards, TPE was ranked 66th globally and received top ten recognitions in several categories, including Best Airport Immigration, Best Baggage Delivery, Best Airport Security, and Cleanest Airports. With the introduction of the new-generation e-Gate system by the National Immigration Agency to expedite the clearance process, TPE continues its commitment to enhancing service quality. Additionally, our Service Models of the Year shared their insights, aiming to further improve the airport's ranking next year through the collaborative efforts of all partners in the Airport Service Alliance.

One of the major route expansions this year is the Taipei-Seattle route launched by three airlines. This development not only meets the travel demands of passengers from the Northwest Coast of the United States to the Asia-Pacific region but also strengthens the hub status of both airports, with transit services being a key advantage. Moreover, TPE's strategic location contributed to its ranking as the 10th busiest cargo airport globally in 2023.

As the second half of the year unfolds, TPE is expanding its exchanges with other airports. Drawing on valuable insights from international experts at the Smart Logistics International Forum and trends identified at the ACI Annual Assembly, we are inspired to work diligently and innovate continuously. ✈

董事長



楊偉甫

Yang Wei-Fuu
Chairman

西雅圖航線夯

航空公司搶進北美轉機市場

Taipei-Seattle Route in High Demand

Airlines Compete for the North American Transit Market



看準北美航空客運龐大需求及桃園國際機場轉機成長趨勢，達美航空、中華航空及星宇航空，相繼重啟及開闢臺北 - 西雅圖航線，搶占後疫情時代的復甦商機。



Recognizing the high demand for air travel to North America and the growing potential of Taiwan Taoyuan International Airport (TPE) as a transit airport, Delta Air Lines, China Airlines, and Starlux Airlines have reopened or launched their Taipei-Seattle routes, seizing the post-pandemic recovery opportunities.

達美航空睽違 7 年重返臺灣，天天直飛，首航班機在 6 月 7 日飛抵，桃園機場也再次迎來兩家美籍業者（達美、聯合）直飛美國本土的時代；中華航空自 7 月 14 日起，以 A350-900 每週五班直飛，強化美洲航網布局；繼洛杉磯及舊金山，星宇航空開航北美第三個航點西雅圖，8 月 16 日首航班由董事長張國煒執飛，每週三班飛航，並計劃於明年再增班。

亞太旅運需求勁揚

根據美國旅遊推展協會統計，2023 年臺灣赴美旅遊復甦力道強勁，桃園機場轉機運量也持續成長，尤其北美及東南亞航線占轉機旅客 75% 強，各業者在增班之餘，也將目光轉向新航點。

2023 年旅客總量超過 5,000 萬人次的西雅圖塔科馬國際機場，是美國西北轉機內陸的最大樞紐機場，可前往全美超過 40 個城市，過去美國西岸航點集中在南邊的加州，隨著各家業者積極布建，旅客從桃園機場前往西雅圖，或再銜接內陸航段，就有長榮、中華、星宇、達美豐富及便利的選擇。✈

After a seven-year hiatus, Delta Air Lines has returned to Taiwan, launching daily direct flights to Seattle. The inaugural flight arrived on June 7, 2024. With this development, TPE once again has two American airlines (Delta and United) offering direct service to the U.S. mainland. Meanwhile, China Airlines has expanded its North American network, operating five direct flights weekly to Seattle starting July 14 with the A350-900 aircraft. Starlux Airlines, following its Los Angeles and San Francisco routes, launched its third North American destination, Seattle, on August 16, with Chairman Chang Kuo-wei piloting the first flight. The airline offers three flights weekly and plans to increase the frequency next year.

Soaring Demand for Asia-Pacific Travel

According to the U.S. Travel Association, 2023 saw a robust recovery in travel from Taiwan to the United States, with TPE's transit traffic continuing to grow, particularly on the North American and Southeast Asian routes, which account for over 75% of the airport's transit passengers. Hence, airlines are now exploring new destinations besides increasing flight frequencies.

Seattle-Tacoma International Airport (SEA), which handled over 50 million passengers in 2023, is the largest hub in the U.S. Northwest for connecting to inland cities. While previously, California was the primary destination for the U.S. West Coast routes, the growing presence of airlines like EVA Air, China Airlines, Starlux, and Delta offers passengers from TPE more diverse and convenient options for traveling to Seattle or connecting to other North American destinations. ✈



刷臉秒通關 新世代 e-Gate 登場

Facial Recognition for Instant Clearance

Introducing the New Generation e-Gate



桃園國際機場從 2023 年起，為了增加通關便利性，分兩階段建置 43 座新世代



e-Gate，陸續完工啟用，只要約 10 秒即可完成證照查驗。
Since 2023, Taiwan Taoyuan International Airport has been improving immigration clearance efficiency by installing 43 new-generation e-Gates in two phases. With these e-Gates gradually completed and activated, travelers can complete passport verification in approximately 10 seconds.

自從汰換工程啟動之後，新世代 e-Gate 陸續上線，使用過的旅客紛紛按讚，其中最讓人有感的就是通關效能大幅提升，節省了大約 1/3 的時間。原來是新世代 e-Gate 增加了「行進間辨識」功能，旅客只要在進入閘道前，先摘下眼鏡或遮蔽物，就能增加通關速度。

With the gradual introduction of the new e-Gates, travelers have noticed a significant increase in the efficiency of the clearance process. The new dynamic facial recognition technology reduces processing time by approximately one-third, provided that travelers remove their glasses or any obstructions before entering the gate.

支援多語引導、註冊及通關二合一

另一項新世代 e-Gate 讓人大呼「揪感心」的設計，就是只要一本晶片護照在手，年滿 14 歲以上的外來人口出境，皆可使用 e-Gate，還可依據國籍、提供多國語言引導，完成證照查驗，讓不懂中、英文的外國旅客，也能享受快速通關的便利。✈

Integrated Multi-Language Enrollment and Clearance Solution

The new e-Gate is designed to be user-friendly. With an e-passport, foreign nationals aged 14 or above can use e-Gate to exit Taiwan. The system provides multilingual guidance based on travelers' nationalities, ensuring that everyone, regardless of their language, can enjoy the benefits of fast-track immigration clearance. ✈

e-Gate 適用對象 e-Gate Eligibility

身分 Category	註冊通關二合一 Simultaneous Enrollment and Clearance	入境可使用 Entry	出境可使用 Exit	使用條件 Enrollment Criteria
國人 (持居留證之外來人口) R.O.C. citizens (including foreign residents with a resident certificate)	✓	✓	✓	年滿 12 歲且身高 140 公分以上，持有中華民國晶片護照之國民或居留證。 Citizens or foreign residents with a resident certificate aged 12 or above and at least 140cm height, with a R.O.C. e-passport
外國人及陸港澳人士 Foreign nationals and Mainland China, Hong Kong, and Macau residents	×	×	✓	年滿 14 歲，持晶片護照且於入境已錄存生物特徵者。 Aged 14 or above, hold an e-passport, and have registered biometric data upon arrival.
互惠使用自動通關 6 國之人民：美國 (限 Global Entry 會員)、韓國、澳洲、義大利、德國、新加坡 Aged 14 or above, hold an e-passport, and have registered biometric data upon arrival.	×	✓	✓	該六國可互惠使用自動通關，申請規定及方式略有不同，請掃描 QR Code。 Reciprocal use of e-Gate with different application procedures. For details, scan the QR Code.





奧運熱潮 機場大聯盟力挺 臺灣英雄創佳績

Olympics Fever Rallying for Taiwan's Heroes!

2024 巴黎奧運落幕，臺灣代表團表現亮眼，抱回 2 金、5 銅，共計 7 面獎牌光榮歸國，排名躍升至全球 35 名佳績。行政院院長卓榮泰親自到機場送行打氣；桃園國際機場的夥伴也以精心的奧運佈置、熱情歡呼，共同迎接這群臺灣之光返國。

As the 2024 Paris Olympics concluded, Taiwan's national team delivered a stellar performance, securing a total of seven medals—two golds and five bronzes. This impressive achievement elevated Taiwan's global ranking to 35th. Premier Cho Jung-tai personally bid farewell to the athletes at Taiwan Taoyuan International Airport (TPE), where they were welcomed back with Olympic-themed decorations and enthusiastic applause from the airport staff.

前進奧運五環殿堂，與各國競技好手切磋、爭取最高榮譽，是運動員畢生的夢想。行政院長卓榮泰與教育部次長張廖萬堅、體育署長鄭世忠也特地在巴黎奧運代表團出發的深夜，到桃園機場送機，為選手們加油打氣。卓榮泰為每位選手送上祝福，希望他們將艱辛的訓練過程及自我挑戰，轉化成為最佳的成績，全國民眾也化身選手們最堅強後盾，為大家搖旗吶喊。

桃機化身奧運應援團

這四年一度的國際體育盛事，桃園機場當然不會置身事外，七月下旬直飛巴黎的長榮航空提供選手舒適旅程，更滿載國人期待。機場公司設置專屬報到櫃檯及禮遇通道，航廈內也有濃濃的奧運應援佈置，包括「臺灣蝶王」王冠閔、「小林同學」林昀儒、「桌球一姊」鄭怡靜和「柔道男神」楊勇緯等選手出發前，就在出境區內驚喜地發現，昇恆昌與中華奧委會合作，所設置的「一起為中華隊加油 FIGHT TOGETHER」互動應援牆，短短一週內即吸引了上萬旅客為選手們加油，選手們也深受感動。



另外，在 B6 候機室前、B7 至 B9 候機室前、C1 及 C6 候機室附近，則分別設計了舉重、田徑、羽球及游泳等四種超級「卡哇依」的比賽情境區，往來的旅客們紛紛入鏡擺拍、打卡。連臺灣「羽球一姐」戴資穎、奧運羽球男雙金牌「麟洋配」王齊麟、李洋、「羽球王子」王子維等選手，在登機前也來朝聖，留下逗趣畫面。

采盟免稅店則是邀請國立體育大學競技啦啦隊到第二航廈出境中央區快閃演出，以實際行動「TEAM TAIWAN 挺台灣」。由於這次在巴黎參賽的選手中，有 21 名選手及 11 名教練來自於國立體育大學，所以啦啦隊成員也希望以力與美兼具的精彩表演，與旅客一起為在奧運奮戰的運動員們應援。



Competing on the grand stage of the Olympics, where athletes from around the world vie for the highest honors, is a lifelong dream for many sports professionals. Premier Cho, Deputy Minister of Education Chang Liao Wan-chien, and Director-General of the Sports Administration Cheng Shih-chung visited the airport late at night to see off Taiwan's Paris Olympic delegation. Premier Cho extended his best wishes to each athlete, encouraging them to transform their rigorous training and personal challenges into exceptional performances. The Taiwanese people stood firmly behind them, cheering them on as their strongest supporters.

TPE Transforms into Olympic Cheer Squad

The airport played an active role as the world gathered for the international sports event that takes place once every four years. In late July, EVA Air's direct flights to Paris provided athletes with a comfortable journey, carrying the nation's hopes. Taoyuan International Airport Corporation set up dedicated check-in counters and lanes for the athletes, along with Olympic-themed decorations throughout the terminals. Before departure, athletes like

"Taiwan's Butterfly King" Wang Kuan-hung, table tennis stars Lin Yun-ju and Cheng I-ching, and judo champion Yang Yung-wei were delighted to discover the interactive wall "Fight Together for Team Taiwan" put up by Ever Rich and the Chinese Taipei Olympic Committee. Within a week, thousands of travelers sent messages to cheer on the athletes, moving them deeply.

Additionally, four themed areas near the B6, B7-B9, C1, and C6 boarding gates, featuring weightlifting, track and field, badminton, and swimming, drew travelers in for photos and social media check-ins. Even Taiwan's "Badminton Queen" Tai Tzu-ying, Olympic men's badminton doubles gold medalists Lee Yang and Wang Chi-lin, and "Badminton Prince" Wang Tzu-wei stopped by before boarding to create some fun memories.

Meanwhile, Tasa Meng Duty Free invited the cheerleading team of National Taiwan Sport University (NTSU) for a surprise performance in Terminal 2, rallying behind "TEAM TAIWAN Supports Taiwan." With 21 athletes and 11 coaches from NTSU competing in Paris, the cheerleaders hoped to join forces with travelers with their powerful and graceful performance to support the athletes battling it out at the Olympics.





從天際到地表的暖心支持

當奧運代表團分批從巴黎返國時，負責搭載任務的長榮航空，由機長以中英文向全機旅客進行機上廣播，除了謝謝每一位選手的努力之外，也希望能夠將大家的暖心支持，傳達給他們。正好搭乘同一班機的戴資穎粉絲，第一時間錄製了機上廣播，並且上傳社群網站，不到幾個小時就突破了 200 萬點閱，聽哭許多陪伴小戴十多年的球迷；而介紹到拳擊金牌得主「臺灣女兒林郁婷」時，全機也爆出熱烈的掌聲與歡呼，在在都鼓舞了選手們的心。

8月13日，搭載選手的班機進入臺灣領空時，出現三架 F-16 戰機在左右兩側伴飛並施放熱焰彈，代表總統賴清德歡迎臺灣英雄凱旋，引發選手和代表團成員、旅客驚呼與感動，紛紛拿起手機，拍下這難得的畫面。

而在桃園機場，大批親友與航迷駐足在提早開放的南觀景臺上，翹首盼望等著見證班機降落及桃園機場「水門禮」迎接這群在場上及幕後共同付出的優秀團隊。



每一面熠熠發光的獎牌、每一場扣人心弦的比賽，背後除了有選手的血淚付出外，更包含了教練、醫護、物理治療師、運動防護員、運動心理諮詢師、競賽管理團隊、運科支援團及行政人員組成的後勤團隊背後強力支援，才得以成就，桃園機場要致上最高敬意，謝謝你們，讓臺灣被世界看到。✈



Heartwarming Support from Sky to Ground

As the Olympic delegation returned from Paris in groups, EVA Air, which handled their flights, had the captain make a heartfelt bilingual announcement to all passengers. The captain thanked each athlete for their hard work and conveyed everyone's warm support. A fan of Tai on the same flight recorded the announcement and posted it on social media, where it quickly racked up over 2 million views, bringing tears to many long-time supporters. When the captain introduced boxing gold medalist Lin Yuting as "the Daughter of Taiwan," the entire cabin burst into applause and cheers, uplifting the athletes' spirits.

On August 13, as the flight carrying the athletes entered Taiwan's airspace, three F-16 fighter jets flew alongside, releasing flares to mark President Lai Ching-te's warm welcome to our heroes. The stunning display amazed

the athletes, delegation members, and passengers, with many eagerly capturing the rare moment on their phones.

At the airport, a large crowd of friends, family, and aviation enthusiasts gathered early at the South Observation Deck, eagerly awaiting the plane's landing and the "water salute" ceremony honoring this remarkable team of athletes and support staff.

Each shining medal and every thrilling competition were not just the result of the athletes' dedication and hard work, but also the strong support from coaches, medical staff, physiotherapists, athletic trainers, sports psychologists, competition management teams, and administrative personnel. Taiwan Taoyuan International Airport extends its deepest respect and gratitude to everyone who helped make Taiwan shine on the world stage. ✈

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暖心故事多

圓滿旅人的每一趟飛行

Heartwarming Airport Stories

Anecdotes That Complete Each Journey

- 在「112 年度服務楷模頒獎典禮」中，大家忍不住為鷹眼航警幫助外籍旅客尋獲錢包、熱血地勤找回旅客遺失行李的故事拍手叫好。然而，還有更多暖心故事，持續不停地在每個角落上演，感動著每一位路過桃園機場的旅人。

- At the 2023 Service Models Awards Ceremony, attendees enthusiastically applauded the eagle-eyed airport police who reunited foreign travelers with their lost wallets and the dedicated ground staff who retrieved misplaced luggage for passengers. Numerous other heartwarming and inspiring stories continue to happen at Taiwan Taoyuan International Airport, leaving a lasting impact on all who pass through its gates.

「你認得出來這是誰嗎？」可愛的小小 Q 版楷模行李吊牌，讓人愛不釋手，卻也是榮譽的象徵，因為這可是服務楷模專屬的禮物。

對應到獲獎的 26 位機場優秀工作人員，就可以發現服務楷模共有 12 個類別，分別從 240 個駐場單位，包括航空、商業服務業者及海關、移民署、檢疫、安檢（CIQS）等 3 萬多名桃園國際機場大聯盟夥伴中選出。

主動關懷，服務不打烊

在 24 小時不打烊的機場中，每位夥伴都各司其職，以自身的專業，為了提供旅客最舒適的機場體驗或旅程而努力；然而，許多夥伴更將服務精神融入工作日常，無論是否與專業相關，只要旅客需要協助，就會主動幫忙，因此，桃園機場公司總經理范孝倫特別感謝他們站在國門前線，為臺灣塑造了友善熱情的形象。



"Can you tell who this is?" The luggage tag in question, featuring a mini caricature of the model employee, is both charming and honorable. It is given exclusively to employees who have earned the Service Model Awards.

The 26 outstanding awardees come from 12 categories and were chosen from over 240 units of airlines, commercial service providers, customs, immigration, quarantine, and security (CIQS), selected from over 30,000 members of the Taoyuan International Airport Service Alliance.

Proactive Service Around the Clock

At the airport, which operates 24/7, every team member diligently performs their duties with professionalism, aiming to provide travelers with the best airport experience possible. Some staff members go above and beyond, embodying the spirit of service in their daily work and offering assistance to travelers in need outside of their professional responsibilities. At the awards ceremony, Taoyuan International Airport Corporation CEO Fan Hsiao-lun expressed his sincere gratitude to these dedicated individuals for representing Taiwan with passion and hospitality.



陳佩妤 Chen Pei-yu



聯新國際醫院桃園國際機場醫療中心 護理師
Registered Nurse, Landseed Medical Clinic at Taiwan
Taoyuan Int'l Airport

「我們是護理界的阿信，但是每一句來自病患的肯定，都讓我們更加堅定守護飛行安全的決心。」

我到職不久，新冠肺炎疫情即在全球爆發，我們不僅要執行國際醫療後送救援、機場緊急救護，更要站上防疫第一線。無論是協助旅客拿到 PCR 報告、順利登機；急救失去意識的病患；對久候不耐的病患除了醫療的協助，心理的安撫與關懷，都是日常的工作即景，然而，在機場擔任醫療服務的我們，只有一個信念，讓每一位旅客平安抵達目的地或回家，就是機場醫療服務的真諦。

"We are the unsung heroes of the nursing profession, but every word of appreciation from our patients strengthens our resolve to safeguard flight safety."

Shortly after I started my job, the COVID-19 pandemic hit. Suddenly, we were on the frontline of epidemic prevention. On top of our regular tasks of international medical evacuations and airport emergency medical services, we had to assist passengers in obtaining PCR reports, treat unconscious patients, and provide emotional support to those who were stressed out due to the long wait. It was all part of our daily routine. However, our mission as airport medical staff remains one and the same: ensuring every traveler arrives at their destination safely.

艾維士租車 禮賓櫃檯人員
Concierge, Avis Car Rental

「用心服務，真情滿載！」

服務不僅是站在櫃檯內的應對進退，更是一種融入日常的工作態度，例如：我曾經看到一位日本長輩，有點不安地東張西望，一問之下得知他正遍尋不著捷運入口，正好我的休息時間到了，就帶著他前往機捷，並且協助購票與確認月臺位置，看到他一臉如釋重負地不斷感謝，表示下次要帶著家人和朋友一起再來臺灣遊玩時，我體認到，我是真心喜歡看到這樣的笑臉，因而來到機場工作。

"Serving from my heart with true passion!"

Service isn't just about interacting at the counter; it's an attitude embedded in everyday work. For instance, I once noticed an elderly Japanese gentleman looking somewhat anxious as he glanced around. When I inquired, I found out he was having trouble finding the entrance to the MRT. I was on my break, so I escorted him to the Airport MRT, helped him purchase a ticket, and ensured he knew the platform location. Seeing his immense relief and receiving his heartfelt thanks and promise to revisit Taiwan with his family and friends made me realize how much I genuinely enjoy seeing people happy, and that's why I chose to work at the airport.

洪敬雅 Hong Ching-ya



吳思宏 Wu Sih-hong



農業部動植物防疫檢疫署桃園分署 站長
Director of Taoyuan Branch, Animal and Plant
Health Inspection Agency, Ministry of Agriculture

「以同理心真誠溝通！」

在機場服務八年半以來，違規攜帶豬肉製品入境的最低罰金，已經從最初的 3,000 元提高至 20 萬元，從旅客行李攜帶內容物的態樣觀察，發現的確達到了嚇阻作用，然而，每一次的開罰，就是一次財產權的剝奪，在執行公權力的同時，必需要帶入「服務」思維，同理受罰旅客，耐心與他們溝通違規事項、安撫當下不滿的情緒，讓旅客了解違規可能帶來的負面影響，為守護臺灣農業一起努力。

"COMMUNICATING SINCERELY WITH EMPATHY!"

In my eight and a half years of service at the airport, the minimum fine for bringing pork products into the country has increased from NT\$3,000 to NT\$200,000. Judging by the types of content in passengers' luggage, it's clear that this increase has had a deterrent effect. However, each fine imposed represents a loss of property rights. While exercising authority, it is crucial to incorporate a service mindset. This means empathizing with penalized passengers, patiently explaining the violations, and soothing their immediate frustrations. It helps them understand the negative impacts of their infractions and contributes to the collective effort to protect Taiwan's agriculture.

張詠寒 Chang Yu-han



兆豐國際商業銀行桃園國際機場 辦事員
Clerk, Mega International Commercial Bank,
Taoyuan Int'l Airport Branch

「我們沒有辦法選擇客戶，但是服務態度會決定我們遇到的人。」

以真誠的微笑，協助解決客戶的問題，就能為他們的旅行增加更多美好感受。就像我，曾經因為前一份工作需要而苦練韓語，來到機場之後，正好可以即時、正確回應客戶的需求。例如：我曾經幫同事和一名韓國長輩擔任翻譯，原來是長輩需要支付行李超重費，但是不想要多換錢，於是提出精準匯兌的需求，當他知道有人可以理解他想表達的意思時，終於開心地笑著返國，為整趟旅程畫下完美句點。

"WE CAN'T SELECT OUR CLIENTS, BUT OUR ATTITUDE TO SERVICE WILL DETERMINE WHO WE INTERACT WITH."

By assisting our clients with their issues with a sincere smile, we can make their travel experience better. My proficiency in Korean, developed during my previous job, has proven extremely useful at the airport, allowing me to quickly and accurately address the needs of Korean-speaking clients. On one occasion, I acted as an interpreter between a colleague and an elderly Korean traveler who needed to pay for excess luggage but wanted to exchange as little money as possible. When he realized that someone understood his needs, he was able to return home with a smile, ending his trip on a perfect note.

林宗慶 Lin Tsung-ching



環宇商務股份有限公司東方宇逸貴賓室 專員
Receptionist, Oriental Club Lounge, Huan Yu VIP
Terminal Corporation

「感動來自於用心，用心來自於對每個人的尊重和關愛！」

不久前，我巡場時察覺到一位轉機旅客常跑洗手間，且表情看起來極度不舒服，幫他尋求機場醫療協助之後，才發現是急性腸胃炎，也因此必須延後返家行程。看到他情緒有點低落，我除了購買吐司讓他在休息過後能夠填填肚子，也試著告訴他，在桃園機場有完善醫療服務、而他的朋友也願意陪他多留一天，讓他能夠在最好的情況下搭機，這又何嘗不是一種幸運呢？這名旅客因為感受到溫暖而轉念，決定下次要到臺灣一遊，體驗更多臺灣人文風情。

"HEARTFELT SERVICE COMES FROM SINCERITY, AND SINCERITY STEMS FROM RESPECT AND CARE FOR EVERYONE!"

Not long ago, while patrolling the lounge, I noticed a transit passenger frequently rushing to the restroom and looking extremely unwell. I sought medical assistance for him and discovered he was suffering from acute gastroenteritis, which necessitated delaying his return trip. Sensing his low spirits, I bought some bread for him to eat after resting and reassured him that with our airport's excellent medical services and his friend's company, he could fly home in the best possible condition. I suggested that this, too, could be seen as a stroke of luck. Feeling the warmth and care, the passenger said he wanted to visit Taiwan next time to experience our renowned hospitality.

張書睿 Chang Shu-jung



長榮航空桃園機場辦事處 運務員 (組長)
Ground Staff (Supervisor), EVA Air Taoyuan
Airport Office

「主動協助，用心、真心、全心服務。」

無論是與友航的夥伴合作或站在第一線，協助同事處理旅客報到面臨的種種問題，如果能夠做到「將心比心」，大部分的問題都能圓滿的解決；即使是未持有效簽證而無法出境，都能在事緩則圓的情況之下，找到解方，就像我曾經一方面安撫旅客、一方面致電香港旅遊局詢問，最後幫助旅客獲得入境許可，趕在關櫃之前，協助其重新劃位、登機，順利將原本在劃位櫃檯前可能發生的衝突，轉化成旅客的感謝。✈

"SERVING PROACTIVELY AND WHOLEHEARTEDLY."

Whether collaborating with partner airlines or helping colleagues handle check-in issues at the forefront of service, empathy is crucial to problem-solving. Even when passengers cannot depart due to the lack of a valid visa, a calm approach often leads to solutions. For instance, there was a time when a passenger couldn't depart due to a visa issue. While consoling the passenger, I contacted the Hong Kong Tourism Board to help them obtain the entry permit. Eventually, they managed to rebook and board their flight in time. What could have been a conflict at the check-in counter turned into a moment of gratitude from the passenger. ✈

國際交流

ACI 區域人力資源委員會將在臺舉辦

International Exchange

ACI Asia-Pacific & Middle East HR Committee to be Held in Taiwan

- 為了解決疫情之後航空業復甦快速，機場營運面臨的眾多挑戰，來自 47 國的 133 個會員機場，於 2024 年 5 月 21 日至 23 日齊聚沙烏地阿拉伯利雅德，參與「2024 年 ACI 世界年會暨亞太及中東區年會與專業委員會」。
- To address the various challenges airports face during the rapid recovery of the aviation industry post-pandemic, 133 member airports from 47 countries gathered in Riyadh, Saudi Arabia, from May 21 to 23, 2024, for the 2024 ACI Asia-Pacific & Middle East/World Annual General Assembly, Conference and Exhibition (WAGA).

桃園國際機場公司代表團此次陣容整齊，除年會外並依業務屬性派員參加「營運安全委員會」及「人力資源委員會」，其中機場公司人力資源處處長丁源宏被推舉為人力資源專業委員會的第一副主席，並預計於 2024 年下半年移師臺灣，由桃園機場擔任東道主，舉辦「ACI 亞太及中東地區人力資源委員會」，邀請各機場代表赴臺與會，爭取國際能見度及友好度。



亞太旅運需求勁揚

大疫過後，各國機場皆面臨了氣候變遷、淨零排放、人力短缺及新興科技應用等不一而足的挑戰，因此，本次年會邀請了包括香港、基督城、樟宜、關西、利雅德、雅典、利馬等機場經營管理者，分享當前面臨的問題與解方。

場外展區也相當熱鬧，參展廠商提出的機場數據模擬分析、智慧化設備及視覺化解決方案等內容，都可作為機場發展趨勢參考。未來，持續受到關注的再生能源發展、永續航空燃油及生物辨識技術等新興技術，也將在確保符合法規及國際組織的要求之下逐步導入，讓航空業整體營運效率及安全更為提升。

Taoyuan International Airport Corporation (TIAC) participated with a strong delegation. In addition to attending the general assembly, TIAC sent delegates to the Operational Safety Committee and the Human Resources Committee based on their areas of expertise. Notably, Ting Yuan-hung, Director of the Human Resources Department, was elected First Vice Chair of the Human Resources Committee. Furthermore, Taiwan Taoyuan International Airport will host the ACI Asia-Pacific & Middle East HR Committee in the second half of 2024, inviting representatives from international airports to Taiwan, thereby building visibility and goodwill.

The Rising Demand for Asia-Pacific Travel

After the pandemic, airports worldwide have been grappling with challenges such as climate change, net-zero emissions, labor shortages, and the application of emerging technologies. Thus, this year's assembly invited airport managers from HKG, CHC, SIN, KIX, RUH, ATH, LIM, and more to discuss the issues they are facing and the solutions they have implemented.

The exhibition area outside the conference was also bustling, with exhibitors showcasing airport data simulation analysis, intelligent equipment, and visualization solutions for future airport development trends. Emerging technologies such as renewable energy development, sustainable aviation fuel, and biometric technology will continue to be closely monitored and gradually implemented, ensuring compliance with international regulations and standards while enhancing operational efficiency and safety in the aviation industry.



全球前十名

智慧物流論壇擘劃新願景

Taoyuan Airport Ranked The World's Top Ten Smart Logistics Forum Charts a New Vision

- 交通部於 2024 年 4 月下旬舉辦「2024 智慧物流國際論壇」，討論變化迅速的海空物流科技創新趨勢，會中也提及桃園國際機場 2023 年總貨運量持續維持全球前 10 名的強勁國際競爭力。
- In late April 2024, the Ministry of Transportation and Communications hosted the 2024 Smart Logistics International Forum, which discussed the rapidly evolving technological innovations and trends in sea and air logistics. The forum highlighted Taiwan Taoyuan International Airport (TPE)'s international competitiveness as it maintained its position among the top 10 global cargo airports in 2023.

有鑑於臺灣在世界銀行的全球物流績效指數評比中，與日、法兩國並列第 13 位，證明了優異的跨境物流運輸能力，為了更深入了解產業趨勢，特地邀請海內外專家專題分享，聚焦桃園機場智慧物流發展規劃與海港綠色智慧運輸建設發展，獲得熱烈迴響。

物流發展前景佳

COVID-19 疫情減緩後國際空運全面復甦，雖然面臨烏俄戰爭及以哈衝突影響整體國際經濟成長，然桃園機場受惠於電子物流產業蓬勃發展，以 2023 年全年總貨運量 211 萬噸，位列全球貨運繁忙機場第 10 名、亞太區域第 4 名的佳績。

從晶片大廠輝達 (Nvidia)、超微 (AMD) 落腳桃園航空自由貿易港區，設立亞太成品倉儲中心；美商聯邦快遞 (FedEx) 也於其後加碼投資進駐，擴建快遞轉運中心，看中的不只是桃園機場物流處理效能及樞紐位置，更是放眼未來桃園機場新貨運園區與第二自由貿易港區完工後的發展藍圖。

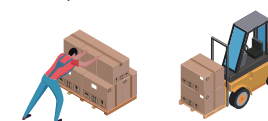


Taiwan's exceptional cross-border logistics capabilities are evidenced by its ranking of 13th in the World Bank's Global Logistics Performance Index, tied with Japan and France. To gain deeper insights into industry trends, the forum invited experts worldwide to share their knowledge, focusing on TPE's smart logistics development plans and the progress toward sustainable, smart port transportation, which received enthusiastic responses.

Promising Prospects for Logistics development

As the COVID-19 pandemic slows down, international air freight has fully recovered. Despite the challenges posed by the Russia-Ukraine war and the Israel-Hamas conflict, which affect overall global economic growth, TPE has benefited from the booming electronics logistics industry. In 2023, TPE handled a total cargo volume of 2.11 million tons, securing its rank as the 10th busiest cargo airport globally and 4th in the Asia-Pacific region.

Major companies like Nvidia and AMD have established Asia-Pacific finished goods warehouses in the Taoyuan Aviation Free Trade Zone. Following their lead, FedEx has increased its investment and expanded its FedEx Station. These investments are driven not only by the airport's logistics efficiency and strategic hub location but also by the promising future development of its new cargo park and second free trade port zone.





Skytrax 排名

桃園機場 5 項評比全球前 10 名

Improvement in Skytrax Rankings

TPE Ranks in Top 10 Globally in Five Categories

桃園國際機場在 2024 年 Skytrax 排名第 66 名，相較 2023 年進步 16 名；在年旅客 3,000 萬至 4,000 萬區間最佳機場，則獲得全球第 9 名。各單項評比中，共有 4 項進入全球前 10 名，包括最佳證照查驗第 5 名、最佳行李遞送第 8 名、最佳安全檢查及最乾淨機場皆為全球第 9 名。機場公司謝謝服務大聯盟夥伴的共同努力，及旅客過去一年來的支持，將持續虛心檢討、傾聽旅客心聲，讓所有人感受到桃園機場的持續改變。✈

Taiwan Taoyuan International Airport achieved significant progress in the 2024 Skytrax World Airport Awards, jumping to 66th place from 82nd in 2023, an improvement of 16 spots. In the "Best Airports 2024: 30 to 40 million passengers" category, TPE secured 9th place worldwide. Additionally, TPE ranked in the top 10 globally in four specific categories: 5th for Best Airport Immigration, 8th for Best Baggage Delivery, and 9th for both Best Airport Security and World's Cleanest Airports. Extending its gratitude to the Airport Service Alliance partners for their collaborative efforts and to the passengers for their support over the past year, Taoyuan International Airport Corporation remains committed to continuous improvement, listening to passenger feedback, and ensuring everyone experiences the airport's ongoing transformation. ✈

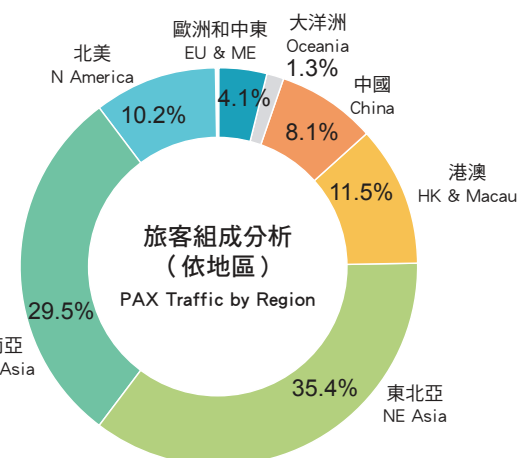
營運線上

Operational Statistics

桃園國際機場 2024 年上半年

Taiwan Taoyuan International Airport 2024 Q1-Q2

	2024.1-2024.6	去年同期 Same Period Last Year	成長率 Growth Rate
客運量 (人) Passenger Volume (person)	22,184,212	15,167,319	46.3%
貨運量 (公噸) Air Cargo Volume (metric ton)	1,081,651	1,023,078	5.7%



豐饒福爾摩沙 國旗蘭花牆迎賓

Prosperous Formosa A Stunning Orchid Wall to Greet Our Guests

- 「豐饒福爾摩沙」國旗蘭花牆展出後，成為桃園國際機場的熱門打卡點，繽紛多彩的國旗蘭除了展現臺灣農業科技實力之外，也象徵了臺灣的熱情與友善。
- The "Prosperous Formosa" national flag orchid wall had become a popular photo spot during its exhibition at Taiwan Taoyuan International Airport. These vibrant, colorful orchids not only showcase Taiwan's advanced agricultural technology but also symbolize Taiwan's hospitality and friendliness.



五月下旬的初夏時節，一群剛抵達桃園機場第二航廈接機大廳的外國旅客，馬上就被那一面繽紛的國旗蘭花牆所吸引，紛紛開始尋找自己的國旗代表色，興奮地拿起手機合影、發限時動態。

In late May, as early summer approached, a group of foreign travelers arriving at Terminal 2's arrival hall were immediately captivated by the vibrant orchid wall. Excitedly, they searched for the colors representing their national flags, taking photos and sharing them on social media.

奈米噴染展現農業科技實力

為了讓各國旅客在到訪臺灣的第一站，就能感受到福爾摩沙專屬的友善與熱情，桃園機場以參與第 16 任總統副總統就職典禮的 30 國友好國家國旗為主軸，布置了這一面蘭花牆迎賓，讓國際友人讚嘆蘭花之美的同時，也驚艷於臺灣高超的農業科技實力。

要獲得一株渾然天成的國旗蘭，約需一個半月的作業期，首先必須挑選出花徑大、花序長，品種名為 V3 的大白花蝴蝶蘭，再經過 7 道工序，完成設計、噴染及定型作業，成就這次國旗蘭花的推手是位於臺南的世茂農業生技股份有限公司，此項技術除了讓各色國旗可以蘭花為畫布展現於上，更可延長花期至 40 天，讓更多旅客欣賞蘭花之美。✈



The process of creating a perfect "national flag orchid" plant takes about one and a half months. First, the orchid known as Phalaenopsis Sogo Yukidian "V3" is selected for its large flowers and long inflorescences. The orchids then undergo a seven-step process of design, spraying, and setting, masterminded by Symon Agricultural Biotech. Co., Ltd. in Tainan. This process allows the flowers to display various national flags like canvases and extends their blooming period to 40 days, enabling more people to enjoy their beauty. ✈

照片由世茂農業生技股份有限公司提供
Photo courtesy of Symon Agricultural Biotech. Co., Ltd.

好蔬福！元氣滿滿的健康密碼

Getting Comfortable with Vegetable! A Healthy Secret to Boost Energy

隨著愈來愈多人追求低碳、養生的輕食主義，彈性蔬食的風潮也吹來臺灣，桃園國際機場也引入蔬食和果昔專賣店，滿足無負擔飲食愛好者的胃。

The trend of flexitarian diet has reached Taiwan as more people embrace a low-carb, health-conscious lifestyle. Catering to those who prefer lighter, healthier meals, Taiwan Taoyuan International Airport has introduced vegetarian and smoothie specialty stores to satisfy their appetite.

記憶中的滷味香

從清晨 5:30 開始，就用一碗熱呼呼的湯迎賓，素食熱滷味「蔬河」有著讓粉絲說：「出國一定要先來吃一碗！」的獨特魅力。

黃金組合的招牌綜合 / 麻辣經典滷味套餐、麻辣鈴鈴捲套餐、低卡鮮蔬套餐，浸在香氣十足的滷汁中，鹹淡適中的口味，是許多人在上飛機前，一定要記住的臺灣味。



Braised Flavors that Bring Back Memories

Opening at 5:30 AM, VEGE CREEK offers a warm, steamy bowl of soup to start the day. The restaurant's vegetarian hot braised dish has a captivating quality that draws travelers in before they head off on their trips.

Their signature sets include VEGE CREEK's Signature Meal, the Clas-sical Spicy Luwei Meal, the Spicy Fried Beancurd Roll Meal, and the Healthy Vegetable Meal. All of these are boiled in a perfectly seasoned aromatic broth. For many, it's a taste of Taiwan to remember before boarding their flights.



蔬河 VEGE CREEK

第二航廈 3 樓 街口食趣
Taiwanese Food Court, 3F,
Terminal 2
05:30 - 22:00

來自美國加州果昔第一品牌

知名全球果昔品牌「Jamba Juice」起源於美國加州，在全球各國有超過 850 家分店。品牌提倡「健康飲食」融入生活，以水果、蔬菜、果汁獨特比例，現打製成豐富口感的果昔，更可以在果昔中添加優格、乳清蛋白、奇亞籽等機能性營養補充。

特別是盛行歐美流行的「果昔碗」，成為了時尚飲食界的新寵兒，以水果和果汁打成濃密的果昔為基底，再撒上綜合燕麥、水果，每一口富含膳食纖維、是輕盈無負擔的輕食選擇。

California's Leading Smoothie Brand

Jamba Juice, a globally renowned smoothie brand from California, boasts over 850 locations worldwide. The brand incorporates healthy eating into daily life, offering smoothies made from a special blend of fruits, vegetables, and juices. Customers are also offered the option to enrich their smoothies with functional nutritional supplements, including yogurt, whey protein, and chia seeds.

In particular, the trendy "smoothie bowls" are all the rage in Europe and America. These bowls feature thick smoothies made from blended fruits and juices, topped with mixed oats and fruits. Each delightful bite is packed with dietary fiber, making it a light, guilt-free meal choice.



Jamba Juice

第二航廈 C 區 4 樓
Zone C, 4F, Terminal 2
06:00 - 23:00

時空迴廊 Corridor of History

輕鬆飛行

臺首家低成本航空桃機開航

Effortless Travel

Taiwan's First Low-Cost Carrier Launches at TPE

2014
9月26

由中華航空與欣丰虎航合資的台灣虎航正式開航，以「單程 888 元」體驗價切入市場，上午 10 時 20 分首航新加坡的 IT511 航班，全機 180 個座位搭載 177 位旅客。這是繼華航 1966 年、長榮 1991 年開航，經過 23 年才再次有經營國際客運航線的本土航空公司首航，同時更是臺灣首家低成本航空公司，不僅在航空發展史上具有重要的意義，也象徵著臺灣進入低成本航空市場的戰國時代。

On September 26, 2014, Tigerair Taiwan, a joint venture between China Airlines and Tiger Airways Singapore Pte Ltd, officially launched its service, debuting the market with tickets priced at NT\$888 for a one-way trip. The inaugural flight, IT511 to Singapore, departed at 10:20 a.m., carrying 177 passengers out of 180 available seats, marking the first time in 23 years that a new domestic airline has launched international passenger services, following China Airlines in 1966 and EVA Air in 1991. As Taiwan's first low-cost carrier, Tigerair Taiwan holds significant importance in the history of aviation and symbolizes the beginning of a competitive market for low-cost airlines in Taiwan.



機場更名

臺灣桃園國際機場掛牌

The Airport Renamed Introducing Taiwan Taoyuan International Airport

2006
9月6

依據行政院《臺（六十）交字第九二七〇號令》，桃園國際機場在籌建初期，即以「桃園國際機場」稱之。然而，在 1979 年啓用前夕，因時空背景因素，臨時於行政院會通過交通部提案，將其更名為「中正國際機場」，從此沿用至 2006 年。期間經歷了兩岸開放探親、直航、政黨輪替等重要變革，整體社會氛圍改變，於是在 2006 年二度易名為「臺灣桃園國際機場」。

On September 6, 2006, Taoyuan International Airport was renamed for the second time. Originally referred to as Taoyuan International Airport during its planning stages under Letter Tai (60) Jiao-Zi-Di No. 9270 issued by the Executive Yuan, the airport was renamed Chiang Kai-shek International Airport before its opening in 1979 due to socio-political circumstances, following Executive Yuan's approval of a proposal from the Ministry of Transportation and Communications. This name remained in use until 2006. Significant societal changes occurred during this period, including the opening of cross-strait family visits, direct flights, and party alternation, resulting in its second renaming as Taoyuan International Airport in 2006.





圓之交會 係緣，繫緣

Intersecting Circles: Binding Ties, Tying Bonds

大圓弧線，是飛行的軌跡，
微笑曲線，是旅程的記憶；

旅人匆匆的腳步，
在機場放緩，
行李箱在地上滑出一條無形的輪痕，
係與一方陌生之土的初見如故，
繫是見到久違老友의 默契不變；

弧線、曲線，
不斷地在機場交會，
形成密密麻麻的節點，
一點一故事，
都是緣。✈

The grand arc is the trajectory of flights,
The gentle curve, memories of journeys;

The hurried steps of travelers
Slow down at an airport,
Their luggage leaves invisible traces,
Binding an unknown land that feels like home,
Bonding long-lost friends like the years melt away;

Arcs and curves,
With their constant intersection at the airport,
Form densely connected nodes,
Each one a story
Written in the stars. ✈

