

臺灣桃園國際機場
113 年度年報

TAOYUAN INTERNATIONAL AIRPORT

2024 ANNUAL REPORT

Annual Report

2024

**TAOYUAN
INTERNATIONAL
AIRPORT**

臺灣桃園國際機場113 年度年報


Taoyuan
International Airport
桃園國際機場

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NTS 200



本年報採用FSC永續林業認證紙張，期為環保盡一分心力。

微笑引航，跨越千萬里

Guiding with a Smile, Bridging Millions of Miles

走入那扇玻璃門，
開始收集微笑——

Walk through the glass door—
and begin collecting smiles.

「這是您的登機證和護照！」

“Here are your boarding pass and passport.”

「請問背包是否有電腦？過安檢要拿出來唷！」

“Is there a laptop in your backpack? Please take it out for screening!”

「要來一杯桃園獨家的特調茶嗎？」

“Would you like to try our exclusive Taoyuan Airport specialty tea?”

「歡迎登機！」

“Welcome aboard!”

這些來自不同角落的微笑，
點起一盞盞溫暖的燈，
安撫排隊久候的煩躁，
緩解手忙腳亂的慌張，
也點亮「科技」、「智慧」和「永續」的光，
為專業加溫，
航機因此有序地進場，
行李能夠正確地送達，
飛安得以層層被守護；

These smiles from all corners of the world
lighting up the terminal with warmth—
easing the weariness of long queues,
calming the chaos of rushed departures.
They also illuminate the path of technology,
intelligence, and sustainability,
adding a human touch to professionalism,
ensuring that aircraft approach smoothly,
luggage is delivered precisely,
and every layer of aviation safety is carefully guarded.

關上艙門之後，
把臉貼近舷窗，
才發現還有一排揮著手的微笑，
連忙一併收藏，
那飛越千萬里的弧度，
是一份安心的陪伴，
無聲卻有力地低語，
下一趟，「歡迎回家！」

As the cabin door closes,
and your face presses softly against the window,
you catch one last row of smiling, waving faces—
quickly stored away in your heart.
That arc across millions of miles
becomes a quiet but powerful reassurance:
“Until next time—welcome home!”



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04

載著 8 億 6 千萬個感動，
龍躍前行
SOARING AHEAD WITH 860
MILLION JOURNEYS OF EMOTION

45，是從不惑邁向半百而知天命的年歲，也是桃園國際機場自 1979 年開航，僅以一條跑道與一座航廈的規模，逐步成長為臺灣對外的重要據點，以國家門戶的角色，在這人與人、城市與城市、文化與文化交會的空間，見證臺灣連結世界的精采。

2024，全球旅運在經歷了疫情帶來的衝擊、後疫情時代的爆發式反彈後，逐漸回到疫情前的節奏。國籍航空持續增班拓點，達美航空等多家外籍航空亦重返臺灣天空，帶動直航與轉機市場。全年度以近 4,500 萬人次的客運量、約 220 萬噸的貨運量，穩固了桃園國際機場東亞樞紐的地位，也為全球供應鏈與產業發展提供不可或缺的後勤支持。



The number 45 marks a pivotal age—one of maturity and clarity. For Taiwan Taoyuan International Airport (TTIA), it represents the journey since its inauguration in 1979, when it operated with just one terminal and a single runway. Over the decades, it has grown into Taiwan's primary international gateway—a place where people, cities, and cultures meet, and where Taiwan connects to the world.

In 2024, global travel, having rebounded rapidly after the pandemic, gradually returned to pre-COVID rhythms. Taiwan's national carriers expanded routes and flight frequencies, and international airlines—including Delta—resumed services to Taiwan. With nearly 45 million passengers and 2.2 million metric tons of cargo handled throughout the year, TTIA has reaffirmed its status as a leading hub in East Asia, playing a critical role in sustaining global supply chains and industrial logistics.

The number 43 represents our entrance into the major league of airports serving over 40 million passengers annually. TTIA ranked 43rd globally in the latest Skytrax World Airport Awards and placed in the global Top 10 across seven individual categories. Most notably, we earned the No. 1 spot for



43，是桃園國際機場以堅韌與活力，邁入年服務 4,000 萬人次的大聯盟等級機場，榮獲最新年度 Skytrax 全球機場總排名的肯定，七大單項評比更挺進全球前 10 名，並於全球最佳行李運送機場獎獲得第 1 名。這背後，是全面加速軟硬體設備更新與優化服務的成果，也是我們積極落實雙軸轉型的展現。我們將人工智慧、大數據與物聯網等技術應用融入日常作業，將數位創新落實於平臺整合、旅客體驗與機場安全，同時推動節能設備汰換，強化減碳效益，持續朝向智慧綠色機場的目標邁進。

2025，第三航廈北登機廊廳主結構、玻璃帷幕外牆與空橋安裝完成後，正緊鑼密鼓進行水電、機電與裝修等作業，未來將展開三場動線測試、兩場聯合測試及各單位內部作業測試，確保年底啓用的全新候機、登機空間，能夠成為臺灣航運邁向「創新、智慧、永續」的新里程碑，並持續推進第三航廈與第三跑道計畫，為桃園國際機場下一階段的躍升而努力。

8 億 6 千萬，是桃園國際機場自開航以來累積的服務人次。這些由一張張登機證串連的故事與感動，足以環繞地球好幾圈。我始終記得於欣賞「航向世界龍耀 45」桃園國際機場開航 45 週年特展之時，一幀幀黑白照片，傳遞了十大建設時期，從滿天風沙裡「萬丈高樓平地起」，到成功完成開站首航的感動；從中華、長榮、台虎、星宇等國籍航空開航，到第二航廈的啓用、桃園航空站公司化，以及 2019 年客運量創下 4,868 萬人次歷史高峰的關鍵時刻，這一切都不是偶然，而是背後無數人努力積累的成果。

我要藉此機會，誠摯地向過去到現在，所有曾參與、支持、守護、一起見證桃園國際機場成長與蛻變的夥伴與幕後推手，深深說一聲：「謝謝你！」。

未來，我們也將攜手續寫這份榮耀，將臺灣推向世界，也把世界帶進臺灣，為各國旅人創造更多的故事與感動。



Best Baggage Delivery. These achievements reflect our continuous investments in upgrading both infrastructure and services, and our success in executing a twin transition. We are integrating AI, big data, and IoT into our daily operations, enhancing platform integration, passenger experience, and airport security through digital innovation. Meanwhile, we are replacing aging facilities to increase energy efficiency and reduce carbon emissions as part of our ongoing commitment to becoming a smart and green airport.

In 2025, following the completion of the main structure, glass curtain walls, and boarding bridges for Terminal 3's North Concourse, work is in full swing on MEP systems and interior construction. We are preparing for three flow simulations, two joint tests, and numerous internal readiness checks to ensure a smooth opening of the new space by year's end, marking a new chapter of innovation, intelligence, and sustainability in Taiwan's aviation future. Meanwhile, development is ongoing for both Terminal 3 and the third runway, setting the stage for our next major leap.

The number 860 million represents the total number of passengers served by TTIA since its opening. Each of these stories—bound together by boarding passes—could circle the globe many times over. I vividly recall visiting “Dragon's Ascent: 45 Years as the Gateway to the World,” an exhibition celebrating TTIA's 45th anniversary, where a series of black-and-white photos told the story of Taiwan's Ten Major Construction Projects. They captured everything from the dusty days of building a new airport from scratch to the emotional triumph of the inaugural flight. The journey continued with the launch of China Airlines, EVA Air, Tigerair Taiwan, and STARLUX, the opening of Terminal 2, the corporatization of the airport, and the record-setting 48.68 million passengers in 2019. None of this happened by chance—it is the result of relentless effort by countless individuals.

I want to sincerely thank all those who have participated in, supported, protected, and contributed to the growth and transformation of TTIA over the years. Your efforts have made everything possible.

Looking ahead, we will continue to write this story of progress together—bringing Taiwan closer to the world, and the world closer to Taiwan—creating more memories and inspiration for travelers everywhere.

楊偉甫

Wei-Fuu Yang
Chairman

范志倫

Hsiao-Lun Fan
President & CEO

用專業 建構飛行軌跡

MAPPING THE SKY
WITH EXPERTISE



飛機劃過雲層的瞬間，從機坪到塔臺，有人奮力揮手、有人專注凝望，確認每一道飛機雲，都是通往夢想的橋樑。

機場，是探索一座城市的起點，也是圓滿一趟旅行的終點，起降之間，總有一群人，眼裡有光，用職人的專業築起一張綿密的網，守護旅人自在穿梭於不同國度之間，用每一段飛翔的開始與遠方的抵達，畫出專屬的飛行地圖。



As a plane cuts through the clouds, from ramp to tower, some wave with resolve, others watch with focused eyes—ensuring that every contrail drawn above becomes a bridge toward someone's dream.

The airport is where one's discovery of a city begins, and where a perfect journey comes to a close. Between every arrival and departure, a team of dedicated professionals, with eyes that shine with purpose, weave an invisible safety net that lets travelers move freely between nations. Every takeoff and every touchdown traces a unique path on the map of the skies.



008
TEL: 03-3833059

創新，編成綠色桂冠

WEAVING INNOVATION INTO A GREEN CROWN



2023

- Skytrax 年旅客 200 萬以下級距最佳機場第 5 名。
- Skytrax 亞洲區最佳機場員工第 10 名。
- Skytrax 世界最佳 100 座機場第 82 名。
- 以「桃園國際機場數位轉型之機場數位資訊整合平臺（Airport Digital Information Platform，ADIP）」為題，二度獲頒中華智慧運輸協會「智慧運輸產業」創新獎。
- 榮獲 TCSA 台灣企業永續獎「永續報告金獎」、「台灣永續企業獎」、「創新成長領袖獎」、「職場福祉領袖獎」、「性別平等領袖獎」等殊榮
- 以「最佳行動方案-智慧轉型實現綠色樞紐」，獲得亞洲永續報告獎（Asia Sustainability Reporting Awards, ASRA）與台灣永續行動獎銀獎殊榮；台灣永續行動獎則另獲得 SDG9 工業、創新基礎建設銀獎等多項肯定。
- 桃園機場餐飲深獲肯定，贏得國際機場餐飲（2023 Airport FAB）論壇「最佳在地文化代表的機場餐飲」、國際網站行李寄存與旅遊平台（Radical Storage）國際評比第三名等獎項。
- 蟬聯日本廁所協會（Japan Toilet Association）專家投票人氣賞，並以智慧管理方案獲得「未來賞」。
- 「桃園國際機場航空地面燈光系統維護」以 99% 以上的維護妥善率，為機場公司首奪行政院公共工程委員會主辦的「公共工程金質獎」特優殊榮。
- 「第一航廈自助行李託運設備暨報到櫃台複滾帶新建工程」獲得勞動部職業安全衛生署「112 年第 17 屆優良工程金安獎」佳作。
- 因協助旅客節省一半以上等候時間，以「機場大聯盟數位平台，打造全方位旅客服務」為題，於「112 年度交通部服務獎」與「第 6 屆政府服務獎」數位創新加值類出線獲選。

2024

- Skytrax 全球機場總排名 66 名。
- Skytrax 全球年旅客 3,000 萬至 4,000 萬區間最佳機場第 9 名。
- Skytrax 全球最佳證照查驗獲全球第 5 名。
- Skytrax 全球最佳安全檢查第 9 名。
- Skytrax 全球最佳行李遞送第 8 名。
- Skytrax 全球最乾淨機場廁所第 9 名。
- 第五年獲得 TCSA 臺灣企業永續獎肯定，因整體永續實踐績效優異獲得「臺灣永續企業獎」及「企業永續報告金獎」。
- 第 3 屆 APSAA 亞太永續行動獎「SDG 08 就業與經濟成長-銅級」——「最佳永續性-增加附加價值並帶動產業發展」。
- 以「透過 EAP 員工協助方案全方位照顧，成為最有力的職場後援」為主題獲得桃園市政府經濟發展局頒發之「桃金企業獎-ESG 幸福企業」。
- 第 4 屆 TSAA 臺灣永續行動獎分別以多項主題獲獎，包括「SDG 13 氣候行動-金級」——「打造永續，安全空港」、「SDG 09 工業、創新與基礎建設-銀級」——「智慧綠色機場雙軸轉型」、「SDG 11 永續城市-銀級」——「永續機場驅動國家發展」和「SDG 05 性別平等-銅級」——「性平你我齊心來做到」。
- 「第三航廈建築工程」榮獲環境部頒發工地環保管理優良行動獎銀獎。
- 「第三航站區機坪、滑行道及機坪設施工程」獲得臺灣混凝土學會「113 年混凝土工程優良獎」與行政院公共工程委員會「第 24 屆公共工程金質獎」中央機關別土木工程類第一級「品質優良獎」雙料肯定。
- 第三航站工地透過空品感測器結合 AI 影像辨識的「智慧灑水系統」獲得桃園市政府環保局「112 年度空氣品質改善」第 1 名。（註：113 年頒獎）
- 交通部「113 年度交通工程環境影響評估追蹤考核作業計畫」第 2 名。

2023

- Skytrax ranked TTIA 5th for the World's Best Airport among those serving less than 2 million passengers per annum.
- Skytrax ranked TTIA 10th for Best Airport Staff in Asia.
- Skytrax ranked TTIA 82nd among the World's Top 100 Airports.
- TIAC received the Smart Transportation Industry Innovation Award from the Intelligent Transportation Society of Taiwan for the second time for its Airport Digital Integration Platform (ADIP) project.
- TIAC received several honors at the Taiwan Corporate Sustainability Awards (TCSA), including the Corporate Sustainability Report Gold Award, the Corporate Sustainability Award, the Growth Through Innovation Leadership Award, the Workplace Well-being Leadership Award, and the Gender Equality Leadership Award.
- TIAC won the Asia Sustainability Reporting Award (ASRA) and the Silver Award in the Taiwan Sustainability Action Awards (TSAA) for its smart and green transformation program; additionally, TIAC also won silver in TSAA's SDG 9: Industry, Innovation, and Infrastructure category.
- TTIA's dining services were highly praised, winning "Airport F&B Offer Best Representing Sense of Place" at the 2023 Airport FAB Awards and ranked third by Radical Storage, a global luggage storage and travel network.
- TTIA received the Popularity Award from the Japan Toilet Association for two consecutive years and the Future Award for its smart management solutions.
- TTIA's aeronautical ground lighting system maintenance achieved an over 99% maintenance completion rate, earning the Supreme Award in the Public Construction Golden Quality Awards organized by the Public Construction Commission of the Executive Yuan, marking TIAC's first time receiving this honor.
- The construction project for self-service baggage drop equipment and new check-in counters at Terminal 1 received an Honorable Mention in the 17th Construction Golden Safety Award from the Occupational Safety and Health Administration, Ministry of Labor.
- TIAC's digital platform for the Airport Service Alliance won the 2023 MOTC Service Award and the 6th Government Service Award in the Digital Innovation and Value Creation category for reducing passenger waiting times by more than half.

2024

- Ranked 66th among the World's Top 100 Airports by Skytrax.
- Ranked 9th in Best Airports (30-40 million passengers) by Skytrax.
- Ranked 5th for Best Airport Immigration by Skytrax.
- Ranked 9th for Best Airport Security by Skytrax.
- Ranked 8th for Best Baggage Delivery by Skytrax.
- Ranked 9th in World's Best Airport Washrooms by Skytrax.
- Recognized for the 5th consecutive year at the TCSA: Corporate Sustainability Award – Gold Award for Corporate Sustainability Report.
- TIAC won the Bronze Award at the 3rd Asia-Pacific Sustainability Action Awards (APSAA) for SDG 8: Decent Work and Economic Growth.
- TIAC's Employee Assistance Program received the "Taoyuan Golden Award – ESG Happiness Enterprise" from the Department of Economic Development, Taoyuan City Government.
- TIAC received multiple honors at the 4th Taiwan Sustainability Action Awards (TSAA): Gold for SDG 13 (Climate Action): "Building a Sustainable and Safe Airport" – Silver for SDG 9 (Industry, Innovation, Infrastructure): "Green & Digital Twin Transition" – Silver for SDG 11 (Sustainable Cities): "Driving National Development through a Sustainable Airport" – Bronze for SDG 5 (Gender Equality): "Achieving Equality Together" .
- TTIA's Terminal 3 construction project won the Ministry of Environment's Silver Award for Construction Site Environmental Management.
- TTIA's Terminal 3 airfield, taxiways, and apron facilities project won: Taiwan Concrete Institute's 2024 Concrete Engineering Excellence Award – Executive Yuan's Public Construction Golden Quality Award for Civil Engineering (First Class).
- Terminal 3's AI-enabled smart sprinkler system, integrated with air quality sensors, earned 1st place in Taoyuan City's 2023 Air Quality Improvement Awards (Note: Awarded in 2024)
- Ranked 2nd in the MOTC's 2024 Environmental Impact Assessment Performance Evaluation Program for Transportation Infrastructure Projects.



飛行，始於亞洲樞紐

FLYING BEGINS AT ASIA'S LEADING HUB



機場總面積

1,171 公頃

地理位置

中華民國臺灣桃園市大園區

東經：121 度 13' 26" 北緯：25 度 4' 35"

停機位

客運停機位：共 38 個

第一航廈北側 (A)：9 個停機位

第一航廈南側 (B)：9 個停機位

第二航廈南側 (C)：10 個停機位

第二航廈北側 (D)：10 個停機位

遠端停機位：15 個

貨運停機位：25 個

修護停機位：32 個

各業者廠棚：8 座

跑道資訊

北跑道 (05L/23R)：3,660 公尺 長 60 公尺寬，CAT II

南跑道 (05R/23L)：3,800 公尺 長 60 公尺寬，CAT II

客運航廈

• 第一航廈

啟用日期：民國 68 年 2 月 26 日

年容量：1,500 萬人次

樓地板面積：186,671 平方公尺

• 第二航廈

啟用日期：民國 89 年 7 月 29 日

年容量：2,200 萬人次

樓地板面積：351,017 平方公尺

航空貨運站

數量：3 個

總面積：57.8 公頃

年容量：約 2,680,000 公噸

Total Airport Area

1,171 hectares

Location

Dayuan District, Taoyuan City, Taiwan, R.O.C.

121°13' 26" E 25°4' 35" N

Aprons

• Passenger Stands (Total: 38)

Terminal 1 North (A): 9

Terminal 1 South (B): 9

Terminal 2 South (C): 10

Terminal 2 North (D): 10

• Remote Stands: 15

• Cargo Stands: 25

• Maintenance Stands: 32

• Airline Maintenance Hangars: 8

Runways

North Runway (05L/23R): 3,660 meters long × 60 meters wide (CAT II)

South Runway (05R/23L): 3,800 meters long × 60 meters wide (CAT II)

Passenger Terminal

• Terminal 1

Operational Since February 26, 1979

Annual Capacity: 15 million passengers

Floor Area: 186,671 m²

• Terminal 2

Operational Since July 29, 2000

Annual Capacity: 22 million passengers

Floor Area: 351,017 m²

Cargo Terminals

Number of Facilities: 3

Total Area: 57.8 hectares

Annual Capacity: Approx. 2,680,000 metric tons

穿梭，天際自由來去 NAVIGATING THE SKIES WITH FREEDOM



航點 Destinations

美洲 AMERICAS

休士頓 Houston 安大略 Ontario 安克拉治 Anchorage 紐約甘迺迪 John F. Kennedy 洛杉磯 Los Angeles 舊金山 San Francisco 芝加哥 Chicago 西雅圖 Seattle 多倫多 Toronto 溫哥華 Vancouver

歐洲 EUROPE

阿姆斯特丹 Amsterdam 巴黎 Paris 法蘭克福 Frankfurt 倫敦希斯羅 London-Heathrow 維也納 Vienna 伊斯坦堡 Istanbul 慕尼黑 Munich 布拉格 Prague 米蘭 Milan 羅馬 Rome

大洋洲 OCEANIA

布理斯本 Brisbane 雪梨 Sydney 墨爾本 Melbourne 奧克蘭 Auckland 帛琉 Palau

亞洲 ASIA

大阪 Osaka 名古屋 Nagoya 東京成田 Tokyo Narita 東京羽田 Tokyo Haneda 仙台 Sendai 佐賀 Saga 函館 Hakodate 小松 Komatsu 岡山 Okayama 廣島 Hiroshima 新潟 Niigata 旭川 Asahikawa 札幌 Sapporo 松山 Matsuyama 熊本 Kumamoto 琉球 Okinawa 福岡 Fukuoka 福島 Fukushima 秋田 Akita 花卷 Hanamaki 茨城 Ibaraki 高松 Takamatsu 高知 Kochi 鹿兒島 Kagoshima 公主港 Puerto Princesa 北九州 Kitakyushu 大分 Oita 宮崎 Miyazaki 山口宇部 Yamaguchi Ube 鳥取 Tottori 大邱 Daegu 清州 Cheongju 濟州 Jeju 釜山 Busan 首爾仁川 Seoul Incheon 香港 Hong Kong 澳門 Macau 峇里島 Bali 雅加達 Jakarta 金邊 Phnom Penh 汶萊 Brunei 普吉島 Phuket 曼谷 - 廊曼 Bangkok Don Mueang 曼谷 - 蘇凡納布 Bangkok Suvarnabhumi 清邁 Chiang Mai 宿霧 Cebu 長灘島 Boracay 克拉克 Clark 馬尼拉 Manila 富國島 Phu Quoc 峴港 Da Nang 榮市 Vinh City 胡志明市 Ho Chi Minh City 河內 Hanoi 仰光 Yangon 新加坡 Singapore 吉隆坡 Kuala Lumpur 檳城 Penang 亞庇 Kota Kinabalu 德里 Delhi 孟買 Mumbai 巴庫 Baku 瑪納斯 Manas 阿什哈巴德 Ashgabat 北京 - 首都 Beijing Capital 南京 Nanjing 成都 - 天府 Chengdu Tianfu 杭州 Hangzhou 武漢 Wuhan 鄭州 Zhengzhou 青島 Qingdao 上海 - 浦東 Shanghai Pudong 寧波 Ningbo 廈門 Xiamen 深圳 Shenzhen 福州 Fuzhou 重慶 Chongqing 廣州 Guangzhou

中東 MIDDLE EAST

杜拜 Dubai 利雅德 Riyadh

選才，迎向永續挑戰 RECRUITING TALENT TO TACKLE SUSTAINABILITY CHALLENGES

桃園國際機場股份有限公司（下稱機場公司）為交通部特許經營的國營公司組織，共設有董事 15 人、監察人 3 人，並設置稽核室與採購委員會，成員包含中央、地方及機場相關單位等，負責推動機場營運管理、建設規畫、內部稽核等。

機場公司為推動機場各項建設與服務，2024 年共召開 5 次董事會，包含 4 次定期性董事會及 1 次臨時董事會，內容包括審查第三航站區建設計畫修正計畫案、重大採購議案等，並討論年度財務報告、盈虧撥補、組織制度、內控與內稽及財務（如增資及收費措施）等議題。

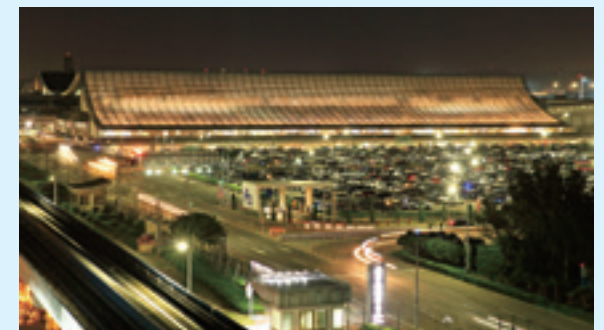
機場公司經營團隊為了加速雙軸轉型，以 ESG 理念為核心，2023 年將企業社會責任委員會更名為永續委員會，從基礎建設到營運管理，積極落實智慧化、低碳化、韌性化，並將推動《桃園機場園區永續白皮書》的制定，透過推動環境保護、社會共融及良善治理，園區內所有利害關係人與工作者，構築堅實的「機場大聯盟」。



Taoyuan International Airport Corporation (TIAC) is a state-owned enterprise chartered by the Ministry of Transportation and Communications (MOTC). In addition to a board comprising 15 directors and 3 supervisors, the corporation also maintains an audit office and a procurement committee, with members drawn from central and local government agencies as well as aviation-related units. These bodies oversee airport operations, development planning, and internal auditing.

To effectively guide infrastructure and service development, TIAC convened five board meetings in 2024, including four regular sessions and one special session. Agenda items included reviewing the revised Terminal 3 Area Development Plan and significant procurement projects, as well as discussing topics such as the annual financial report, profit and loss allocations, organizational structures, internal control and audit mechanisms, and financial matters like capital increases and fee adjustments.

In line with its commitment to twin transition, TIAC restructured its governance framework in 2023 by renaming the “Corporate Social Responsibility Committee” as the “Sustainability Committee.” With ESG as its core focus, the committee aims to promote innovative, low-carbon, and resilient operations—from infrastructure to daily management—and to lead the development of the Taoyuan Airport Sustainability White Paper. By prioritizing environmental protection, social inclusion, and good governance, TIAC is building a robust “Airport Alliance” that benefits all stakeholders within the airport ecosystem.



經營團隊 ORGANIZATION



副總經理 Senior Vice President 孫宏彬 Hung-Pin Sun
總經理 President & CEO 范孝倫 Hsiao-Lun Fan
董事長 Chairman 楊偉甫 Wei-Fuu Yang
副總經理 Senior Vice President 李俊德 Chun-Te Lee
副總經理 Vice President 余崇立 Chung-Li Yu

董事會 BOARD OF DIRECTORS

董事長 Chairman	楊偉甫 Wei-Fuu Yang		
總經理 President & CEO	范孝倫 Hsiao-Lun Fan		
董 事 Board Director	何淑萍 Shu-Ping Ho	但昭璧 Jerry Dann	溫增繁 Tseng-Fan Wan
	黃荷婷 Ho-Ting Huang	黃泰林 Tay-Lin Hwang	馮義東 Yi-Tung Fong
	張朝能 Chao-Neng Chang	熊正一 Joel-Zhengyi Shon	鄭宏祥 Hung-Hsiang Cheng
	趙台安 Tai-An Chao	劉慶豐 Ching-Fong Liu	
	吳欣修 Hsin-Hsou Wu	歐美環 Mei-Huan Ou	
監察人 Board Supervisor	楊永盛 Yung-Sheng Yang		
	鄭淑麗 Shu-Li Cheng		



善創新 再造旅運動能

REVITALIZING AIR
TRAFFIC THROUGH
INNOVATION



在機場的跑道與空橋之間，有一股蓬勃的能量悄然湧動，有來自西雅圖的老朋友，也有來自利雅德的新挑戰。

這股能量是中央大廳與候機長廊中拉著輕巧登機箱疾行的商務客，也是輕裝笑語從登機門走出來的一群旅伴，更是貨運站內、機坪上一方方準備出口到遠方的晶片、精密電子零件或鮮採水果……這些能量疊加在彩色的天空下，成為一組組跳動的數字，持續向上疊加。



Between runways and boarding bridges, a surge of dynamic energy quietly flows, coming from returning friends from Seattle to fresh challenges from Riyadh.

It's the business traveler briskly rolling a carry-on through the terminal, the cheerful group stepping off the jet bridge in flip-flops and sun hats, and the crates of semiconductors, electronic parts, and fresh fruit ready to ship out from the cargo terminal.

These layers of momentum—measured in passenger traffic and freight tonnage—surge upward beneath the ever-changing sky.

區域航線帶動成長

REGIONAL TRAVEL DEMAND FUELS PASSENGER GROWTH

2024 年，客運量達到 4,492 萬人次，恢復疫情前（2019 年）旅運高峰的 92% 水準，並於國際機場協會（Airports Council International, ACI）全球國際旅客運量排名第 13 名。

根據全球航運業載客情況分析，亞太地區無論在運力、載客率或全年國際客運量相比 2023 年都有顯著增長，成為全球成長力道最強勁的區域，桃園國際機場亦隨區域復甦腳步，距離疫情前的巔峰量能僅一步之遙，展現出極大的發展潛力與成長空間。

回應亞太區域間的旅運需求激增，低成本航空看好市場潛力，持續擴展航線布局，進駐桃園國際機場的低成本航空公司營運家數也從 2019 年的 23 家成長至 2024 年的 27 家，全年載運旅客量達 1,017 萬人次，創下歷史新高，佔總客運量的 22.6%，較 2023 年成長 32.7%，更較 2019 年成長了 2.6%，主要航點為東京、大阪、仁川、香港和新加坡，顯示短中程航線需求強勁。

In 2024, Taiwan Taoyuan International Airport (TTIA) served 44.92 million passengers, recovering to 92% of its pre-pandemic peak in 2019. According to Airports Council International (ACI), TTIA ranked 13th globally in international passenger volume.

According to global air passenger traffic analyses, the Asia-Pacific region experienced significant growth in capacity, load factors, and full-year international traffic compared to 2023, making it the world's fastest-growing aviation market. TTIA mirrored this regional recovery, closing in on its pre-pandemic peak and reaffirming its strong growth potential.

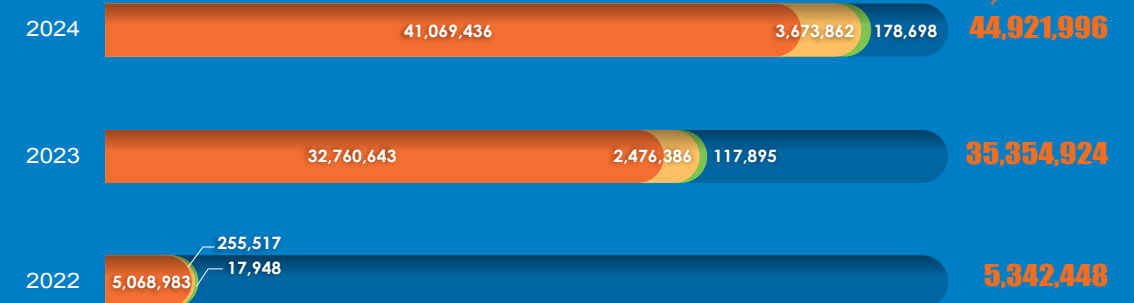
Low-cost carriers (LCCs), eyeing strong market potential, responded to rising intra-regional travel demand by expanding operations. The number of LCCs operating at Taoyuan grew from 23 in 2019 to 27 in 2024. These airlines transported a record 10.17 million passengers in 2024, marking their highest full-year total. This figure represents 22.6% of the airport's volume, reflecting an increase of 32.7% from 2023 and 2.6% from 2019. The top LCC routes were Tokyo, Osaka, Incheon, Hong Kong, and Singapore, reflecting robust demand for short- and medium-haul travel.

客運分析 Passenger Traffic Analysis

單位：人次 Unit: Number of Passengers

較上年成長率
Growth Rate

27.06%



0 5,000,000 10,000,000 15,000,000 20,000,000 25,000,000 30,000,000 35,000,000

國際航線 (含港澳) International Flights (Including Hong Kong and Macau)

兩岸航線 Cross-Strait

過境人數 Transit

※ 依據國際機場協會（ACI）之全球機場營運統計報告計算方式產生。

Calculated in accordance with the methodology adopted in reports on global airport operations published by Airports Council International (ACI).

全球需求再創新高

GLOBAL DEMAND REACHES NEW HIGHS

依據國際航空運輸協會發布之「2024 年全球航空貨運定期報告」表示，由於全球商品貿易年增長 3.6%，航空貨運需求再創歷史新高，基於俄烏戰爭及中東紛爭未停的地緣關係，亞太航空公司航空貨運需求增長 14.5%，居全球各地區增幅之冠。

桃園國際機場受惠於人工智慧、電子產品、高端製造業及跨境電商等產品帶動需求，2024 年航空總貨運量達 225.9 萬噸，蟬聯全球機場貨運量第 10 名，除較 2023 年 210 萬噸成長 7.59% 外，更較疫情前（2019 年）216.5 萬噸成長 4.35%。



According to the International Air Transport Association (IATA), global merchandise trade rose by 3.6% in 2024, pushing air cargo demand to a historic high. While the Russia-Ukraine War and conflicts in the Middle East continued to disrupt global logistics, airlines from the Asia-Pacific region recorded the highest growth, an increase of 14.5 percent, leading all other areas.

TIA benefited from strong demand in AI technology, electronics, high-end manufacturing, and cross-border e-commerce. In 2024, Total cargo volume reached 2.259 million metric tons, ranking 10th globally. This figure represents a 7.59% increase over 2023 (2.1 million tons) and a 4.35% increase over the 2019 pre-pandemic level (2.165 million tons).

貨運分析 Cargo Volume Analysis

單位：噸 Unit: Metric Tons



後市看好增班拓點

STRONG MARKET OUTLOOK SPURS ROUTE EXPANSION

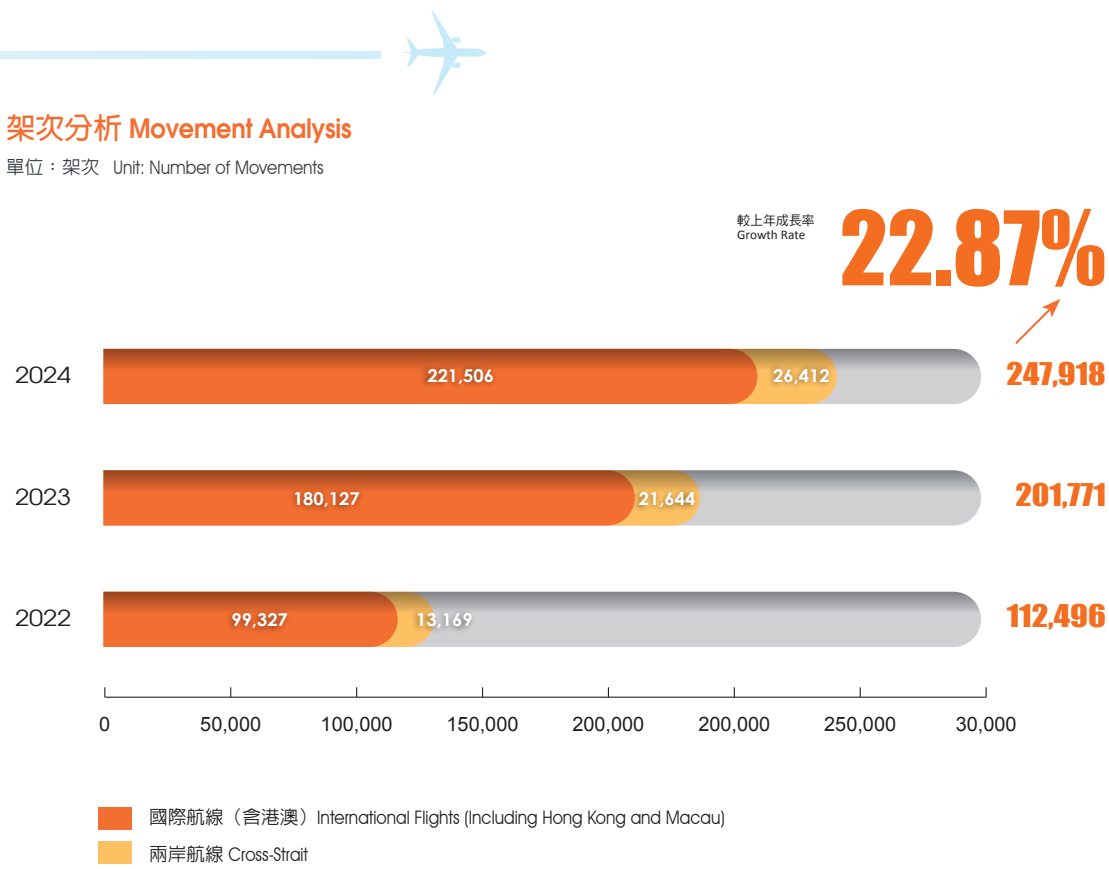
在全球旅客需求激增的刺激下，航空公司看好市場潛力，持續增班拓點，包括星宇、達美等航空公司開闢臺北 - 西雅圖航線，華航、長榮和聯合航空也陸續增班北美各大航點，每周從桃園國際機場往北美的航班，已超過 300 航次，雖兩岸航線仍未恢復，但包括北美、東南亞區域皆有高度成長，另因日韓旅遊需求持續看好，航班架次成長表現亮眼。

桃園國際機場 2024 年總計服務 24.8 萬架次，較 2023 年 20.2 萬架次成長 22.87%；已恢復疫情前 (2019 年) 之 93%。



Amid a global surge in travel demand, airlines continued to expand their routes and increase flight frequencies. Carriers like STARLUX and Delta launched Taipei–Seattle routes, while China Airlines, EVA Air, and United Airlines added more flights to North America. Weekly flights from Taoyuan to North America now exceed 300. While cross-strait services have not fully resumed, strong growth was observed in routes to North America and Southeast Asia. Additionally, continued strong demand for travel to Japan and South Korea drove notable increases in flight frequencies.

In 2024, TTIA handled 247,918 aircraft movements, marking a 22.87% increase over 2023 and recovering 93% of pre-pandemic levels in 2019.



航運復甦營收激增 AVIATION RECOVERY DRIVES REVENUE SURGE

桃園國際機場營運收入隨著整體旅運量恢復而穩定回升，各項收入及權利金同步增加，更積極提升非航空收入，提高商業服務能量，持續優化餐飲服務，亦推出美食嘉年華「桃機好 FOOD 有 五星美食探險去」活動，增加多元「食」力。

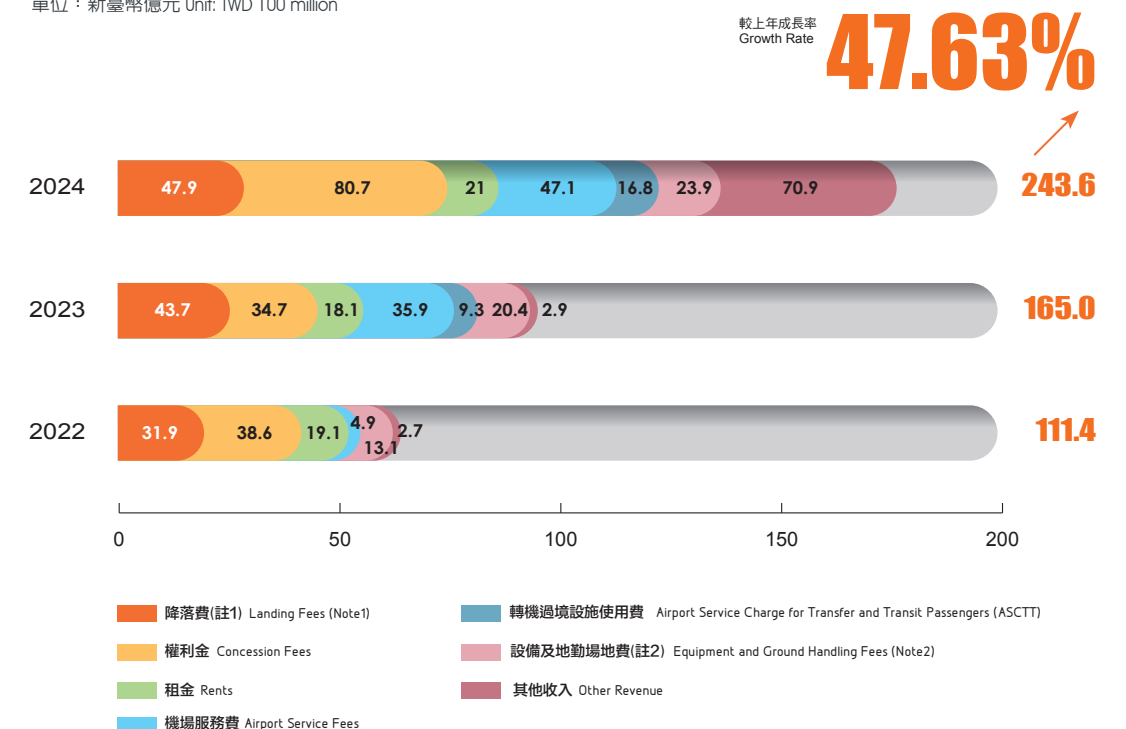
2024 年全年總營運收入達新臺幣 243.6 億元，較前一年成長 47.63%，增加 78.6 億元，淨利 84 億元，不僅已填補疫情期間之虧損，同時將盈餘提列法定公積及特別公積，提撥地方政府，分配民航事業作業基金。

As overall passenger traffic steadily recovered, TIA's operating revenue returned to a strong upward trajectory, with increases across all revenue streams and concessions. Additionally, the airport actively increased its non-aeronautical revenue by enhancing commercial service offerings and continually optimizing food and beverage operations. For instance, TIAC launched the Taoyuan International Airport Food Fair to enrich the airport's culinary diversity and passenger experience.

The 2024 operating revenue reached NT\$24.36 billion, a 47.63% increase from the previous year, representing an increase of NT\$7.86 billion. Net profit stood at NT\$8.4 billion, which not only offset pandemic-era losses but also enabled statutory allocations to legal and special reserves, as well as distributions to local governments and the Civil Aviation Industry Operation Fund.

桃園機場公司營收分析 TIAC's Revenues Analysis

單位：新臺幣億元 Unit: TWD 100 million



註 1：包括降落費收入、停留費收入、空廚業機坪使用費收入等。

註 2：包括噪音防制費收入、空橋使用費收入、行李設施使用費收入、航空站地勤業機坪使用費收入、自辦航空站地勤業務機坪使用費收入、輸油設備使用費收入、停車費收入等。

Note 1: This includes landing fees, parking charges, apron usage fees charged to airline catering services, and so forth.

Note 2: This includes environmental charges, air bridge fees, baggage handling system usage fees, airport ground handling service charges, charges to carriers that conduct their own ground handling, aircraft fueling facility fees, parking charges, and so forth.

擁前瞻 淬鍊卓越新局

FORGING A NEW ERA
THROUGH FORWARD-LOOKING
DEVELOPMENT



聳立的巨柱與前方那片海的起伏相呼應的雙曲面波浪屋頂，勾勒出第三航廈的偉岸，北登機廊廳外的玻璃帷幕隱隱映上滑過的飛機影像，很快地，他們也可以停靠在8座橘紅色的空橋，用一聲「歡迎登機」，陪伴旅人飛翔。

從一盞蘊含人工智慧技術的跑道燈到處處是細節的航站工程；從跑道鋪面材料到強調節能的設備更新，都藏著永續密碼；從大小演習到友善旅人的空間創造，隨著新航廈啟用，這座機場將會以對安全韌性和溫暖服務的堅持，寫下更多動人的故事。



BTowering structural columns and the terminal's undulating double-curved roof—echoing the rise and fall of the sea beyond—outline the grandeur of Terminal 3. Reflections of passing aircraft shimmer faintly on the glass curtain wall of the North Concourse. Before long, those planes will dock at one of eight vivid orange boarding bridges, greeting travelers on their journey with a warm “Welcome aboard.”

From a single runway light equipped with AI technology to terminal construction rich in refined details, from runway pavement materials to energy-efficient system upgrades, every element contains the code of sustainability. Through extensive safety drills and the creation of traveler-friendly spaces, the airport—guided by its unwavering commitment to safety, resilience, and warm service—will continue to write touching new stories as the new terminal opens.

重塑國門意象 REDEFINING THE NATIONAL GATEWAY

機場公司以 2040 年為階段目標，以短、中、長期規畫，持續強化軟硬體建設，桃園國際機場站穩全球航空業前段班，尤其作為「桃園航空城計畫」的核心，全年投入金額達 105 億 9,987 萬 8,000 元的第三航廈及第三跑道建設相關計畫，更是帶動國家整體產業發展的關鍵。

面積 42 公頃的「第三航站區機坪、滑行道及機坪設施工程」，從規畫開始即融入永續概念，使用卜作嵐（包括飛灰、爐石粉等）摻料，以減少水泥用量。除了完成 Q 滑行道第 3 階段剛性道面，已漸次推進 19 個機坪提前完工、使用，並隨著進度佈設電纜及安裝燈光設備，逐步完成助導航燈光系統架設。

已經可以看見未來建築雛形的辦公大樓工程，主要分為航廈主體、多功能大樓、北登機廊廳、航站北路等 4 大工區，2024 年 2 月完成航站北路改道、5 月完成鋼構吊裝、11 月完成主體航廈全部 16 根巨柱吊裝作業。隨著北登機廊廳預計於 2025 年底前啓用，其中 8 座空橋組裝和橋氣及橋電安裝作業也緊鑼密鼓地進行。

With 2040 as its phased development target, Taoyuan International Airport Corporation (TIAC) continues to enhance both its infrastructure and services through short-term, mid-term, and long-term planning, securing the airport's position among the world's leading airports. In particular, the construction projects for Terminal 3 and the third runway, central to the Taoyuan Aerotropolis Project, have become vital drivers of Taiwan's industrial development with a full-year investment of TWD 10.599 billion.

The 42-hectare Apron, Taxiway, and Airside Facilities Project for the Terminal 3 Area was designed with sustainability in mind from the outset. Pozzolanic materials—such as fly ash and slag—were used to reduce cement consumption. In addition to completing Stage 3 of the rigid pavement for Taxiway Q, work has progressed steadily on the early completion and activation of 19 apron stands. Cable routing and airfield lighting installation are underway, gradually completing the navigational lighting system.





主體航廈機電工程則配合土建進度，持續施作消防、環控、弱電等預埋管、接地系統及污排水預埋管等工項。而攸關未來營運效能的「安檢儀器設備及手提行李自動托盤回收系統」也進入細部設計作業，並展開主體航廈及道路系統植栽、行李處理系統和資訊通訊系統等相關工程施作。

與水電供應息息相關的「能源中心及西側 161kV 變電站結構體」，也進行至主要機電設備進廠及共同管道施作等工項，而為了西側污水處理廠而新建的 11 棟建築物，則持續進行相關設備安裝、配管等作業。

「第三跑道及基礎設施建設計畫」最新工程進度已完成 10.11%（截至 2025 年 5 月），包含第一階段工程地上物拆除、優先整地工程、埔心溪新河道及灌溉排水改道工程、臨時過夜機坪工程等，第二階段的東、西兩側及跑道標相關工程細部設計亦於 12 月開始作業。

The office building, whose structural outlines are now clearly visible, encompasses four major construction zones: the terminal building, the multifunctional building, the North Concourse, and Hangzhan North Road. Key milestones achieved in 2024 include the rerouting of Hangzhan North Road in February, the completion of the steel structure hoisting in May, and the installation of all 16 mega-columns for the terminal building by November. With the North Concourse scheduled to enter service by the end of 2025, the installation of the eight boarding bridges, along with associated pre-conditioned air and ground power units, is also proceeding on a tight schedule.

Mechanical and electrical (M&E) works for the terminal building are being carried out in tandem with civil construction, including embedded conduit systems for fire protection, environmental controls, low-voltage systems, grounding, and wastewater drainage. At the same time, the design for security screening equipment and the automated tray return system for carry-on baggage, both crucial to future operational efficiency, are underway. Landscaping for the terminal building and road systems, baggage handling systems, and ICT infrastructure are also progressing in parallel.

At the Energy Center and the West 161kV Substation, which are essential to the water and power supply, work has entered the phase of major M&E equipment installation and shared utility duct construction. For the West Wastewater Treatment Plant, construction is ongoing on 11 new buildings, with continued equipment installation and piping work.

As of May 2025, the Third Runway and Infrastructure Development Plan has reached 10.11% completion. Key accomplishments include the demolition of existing structures in Phase 1, priority land grading, the redirection of Puxin River and its associated irrigation and drainage systems, and the construction of a temporary overnight apron. In December, Phase 2 design began for both the east and west runway-side infrastructure and runway markings.



強化永續效能 ENHANCING SUSTAINABILITY PERFORMANCE

過去這一年，機場公司陸續完成「空側土木維護中心新建工程」、「航空地面燈光監控系統主數據機採購」、「第二航廈消防水砲系統整建案」、「桃園國際機場緊急廣播系統迴路汰換改善工程」、「第一航廈入境區域光觸媒空氣清淨設施改善工程」等計畫，強化機場安全韌性與旅客體驗。

配合第三航站工程進行，機場公司持續以「西側自來水儲水加壓站工程」、「新消防西站新建工程」、「桃機 C/S 變電站線路改接工程」、「05R 進場燈橋樑改善工程」、「西側管道管線新建工程」、「航空地面燈光維護中心新建工程」等工程計畫，因應未來第三航站各區陸續啟用增加的人潮與航運量能，同時融入節能、資源永續的精神，進行「第一及二航廈油壓電梯及電動坡道汰換工程」、「桃園機場備援水源水池整修及水井汰換」等工程計畫，以提供安全、舒適的旅運空間。

飛安，是永不妥協的堅持，因此機場公司對於與安全相關的各種設施規畫相當謹慎，因此本年啟動了「航空地面燈光跑道進場燈系統更新」、「航空地面燈光供電系統增設靜態不斷電系統工程」、「桃園國際機場第二航廈及南登機長廊監視攝影機汰換更新工程」、「機坪加油栓及緊急關斷閥汰換案」、「桃園國際機場航機自動導引停靠系統汰換工程」等計畫，提高在桃園國際機場內部同場域的安全指數。



Over the past year, TIAC completed several key projects to strengthen airport safety resilience and enhance the passenger experience. These included the construction of a new airside civil maintenance center, the procurement of a master controller for the airfield ground lighting (AGL) monitoring system, the overhaul of the fire water cannon system in Terminal 2, the replacement of the emergency broadcast system loop, and improvements to the photocatalyst air purification system in Terminal 1's arrivals area.

In coordination with the ongoing Terminal 3 construction, the airport continued to implement a series of supporting infrastructure projects to prepare for increased passenger flow and air traffic following the phased opening of various areas within the new terminal. These included the construction of a municipal water storage and booster station on the west side and the West Fire & Rescue Station, circuit re-routing at the C/S substation, improvements to the approach light bridge for Runway 05R, the installation of new utility ducts and pipelines on the west side, and the establishment of an AGL maintenance center. In line with its commitment to energy efficiency and resource sustainability, the airport also undertook projects such as the overhaul of hydraulic elevators and moving walkways in Terminals 1 and 2, as well as the rehabilitation of the backup water reservoir and replacement of groundwater wells. These efforts aim to provide a safer and more comfortable travel environment.

Aviation safety remains a non-negotiable priority. As such, TIAC has taken great care in planning and upgrading safety-related infrastructure. In 2024, several projects were launched to enhance operational safety across shared-use areas of the airport. These included the upgrade of the runway approach lighting system (ALS), the installation of static uninterruptible power systems (UPS) for the AGL power supply, the replacement of surveillance cameras in Terminal 2 and the South Concourse, the replacement of apron fuel hydrants and emergency shutoff valves, and the upgrade of the aircraft docking guidance system (ADGS).

建構災防韌性 BUILDING DISASTER RESILIENCE

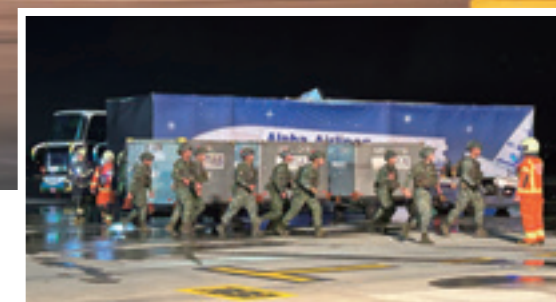
桃園國際機場作為國家門戶，對於安全無從妥協，為了持續強化整體緊急應變能力，2024 年度共辦理多項重要演練，涵蓋自然災害、航空意外、化學及生物危害等各類風險情境，包含「風災暨水災緊急應變演練」、「地震暨海嘯災害演練」、「全民防衛動員暨災害防救（民安 10 號）演習」、「毒性及關注化學物質暨輻射災害聯合演練」、「國光客運機場車站巡迴電動巴士消防演練」、「空難災害防救演習」、「風災緊急應變演練」、「國際衛生條例 (IHR) 外部專家查核演練」、「生物病原演練」等，全面檢視應變流程與橫向溝通管道，築起堅實防線。

本年度，桃園國際機場再度納入全國性「漢光演習」實兵項目，於 7 月 25 日以無劇本、實戰化的方式，進行反空機降演練，加強於非常態安全威脅下之關鍵基礎設施防衛能力。

於 10 月舉行的「空難災害防救演習」更首次於第三航廈北側新機坪進行夜間演練，模擬航機空難搶救、大量傷患處置及緊急後送流程，加強各支援單位橫向聯繫及協同合作的能力與默契。此次演習共有 22 個單位、超過 60 輛作業車輛及裝備、600 人次參與，並邀請國家運輸安全調查委員會、交通部、民航局、飛航服務總臺、航聯會及各大航空站、航空公司等代表觀摩，共同強化跨部門協作實力與應變韌性。

在空域安全管理方面，機場公司自 2023 年起分段建置無人機防制系統，運用系統座標定位與即時通報機制進行監測及查處，必要時以暫停航機起降作業的方式，有效監控非授權無人機活動。本年度已完成機場界圍內之被動偵測系統設備建置，提升應變能力並降低航機運作干擾，預計於 2025 年完成機場全區系統建置，進一步保障空域及地面作業安全。

未來，將持續精進各項安全防護與應變能力，積極面對新興風險挑戰，確保旅客安心飛行，守住第一道安全防線。



As Taiwan's national gateway, Taoyuan International Airport (TIA) makes no compromises when it comes to safety. To enhance emergency preparedness and response capabilities, the airport conducted various drills in 2024, including typhoon and flood response, earthquake and tsunami simulation, civil defense mobilization (Min An No.10), hazardous substance and radiation emergency response, electric bus fire simulation, air disaster prevention, a simulated International Health Regulations (IHR) external expert review, as well as drills for biological pathogen emergencies. Each drill served to evaluate response protocols and strengthen horizontal communication across units, building a robust line of defense.

This year, TIA was once again included in the nationwide Han Kuang military exercise as a live-fire military drill site. On July 25, the airport conducted an unscripted, combat-oriented anti-airborne assault drill to enhance the protection of critical infrastructure under non-conventional security threats.

In October, the airport held its first nighttime air disaster prevention and response exercise at the new northside apron of Terminal 3. The exercise simulated rescue efforts, mass casualty triage, and emergency medical evacuation, strengthening coordination and mutual understanding among participants. The drill involved 22 units, more than 60 vehicles and pieces of equipment, and over 200 personnel. Observers from the Taiwan Transportation Safety Board, the Ministry of Transportation and Communications, the Civil Aeronautics Administration, Air Navigation and Weather Services, the Airlines Association, major airport offices, and various airlines were also invited, fostering interdepartmental cooperation and resilience.

In terms of airspace security, TIAC has been rolling out an anti-drone defense system since 2023, which uses geolocation and real-time alert mechanisms to monitor and respond to unauthorized drone activity. In critical situations, flight operations may be suspended for safety measures. In 2024, passive detection systems were installed around the airport perimeter to reduce interference with aircraft operations. The full system is scheduled for completion in 2025, further enhancing airspace and ground safety.

Moving forward, TIA will continue to upgrade its safety infrastructure and response capabilities to meet emerging challenges, ensuring secure and reliable travel for all passengers while safeguarding the airport as the nation's first line of defense.

傾聽旅人心聲 LISTENING TO THE VOICE OF TRAVELERS

隨著國際旅運量顯著回升，桃園國際機場積極回應旅客對於美食與服務品質的期待，持續優化場內的美食與設施體驗，致力於讓每一位旅客都能擁有更舒適、便利且具在地特色的機場體驗。

繼前兩年引進多家由世界冠軍咖啡師創辦的人氣咖啡店及米其林推薦小吃之後，2024 年再度規畫全新美食區域，邀請多家深受在地喜愛的品牌進駐，從牛肉麵、魯肉飯到紅豆餅，帶來臺灣味十足的餐飲選擇。

針對深夜與清晨抵離機場的旅客，也導入全時段熱食自動販賣機，提供 24 小時熱騰騰的日式拉麵，以多元餐飲選項，確保任何時段都能滿足旅客的用餐需求。

此外，配合年底和春節假期的旅遊高峰人潮，12 月推出結合 Google Maps 的「桃機好 FOOD 有 五星美食探險去」美食嘉年華活動，透過專屬優惠回饋活動與旅客互動機制，推薦新進駐店家，搭配新建置的自助點餐機，節省民眾排隊和店家備餐時間，提升整體服務效率。

在提升硬體服務方面，機場亦從旅客實際需求出發，於第一及第二航廈旅客出入境動線上，增設多項便利貼心設施及特色空間，包含免費淋浴間、按摩椅、休憩區、親子遊憩區、綠能智慧廁所、多功能哺集乳室等，從「心」的需求思考整體服務空間配套，讓不同需求的旅客都能感受到最適切的照顧與關懷。

未來將持續以旅客為中心，優化軟硬體服務，從細節著手，讓每一段旅程的起點都值得期待。



With international passenger volumes rising significantly, TTIA has responded proactively to travelers' growing expectations for high-quality dining and services. The airport continues to enhance its food and facility offerings, striving to create a more comfortable, convenient, and locally distinctive experience for every passenger.

Following the successful introduction of popular coffee shops founded by world champion baristas and Michelin-recommended eateries in recent years, the airport launched a new dining zone in 2024 and invited several beloved local brands to open new outlets, offering an authentic taste of Taiwan—from beef noodle soup and braised pork rice to traditional red bean cakes.

To better serve travelers arriving or departing during late-night or early-morning hours, 24-hour hot meal vending machines were introduced, offering freshly prepared Japanese ramen around the clock to ensure that passengers can enjoy warm meals at any time of day.

Additionally, to accommodate the year-end and Lunar New Year travel peaks, the airport launched the Taoyuan International Airport Food Fair in partnership with Google Maps in December. The campaign featured interactive reward mechanisms and special promotions to highlight newly opened restaurants. Self-service ordering kiosks were also added to reduce waiting times and streamline service for both customers and food vendors.

In terms of physical amenities, the airport focuses on the actual needs of travelers by adding several convenient and thoughtfully designed spaces throughout the arrival and departure routes in both Terminals 1 and 2. These include: free shower facilities, massage chairs, relaxation areas, family play zones, eco-friendly smart restrooms, and multipurpose nursing rooms. By reimagining the service environment to meet the diverse needs of travelers, the airport ensures that everyone feels equally and genuinely cared for.

Moving forward, TTIA will continue to place travelers at the center of its development, refining both physical infrastructure and service details, so that every journey begins with an exciting sense of anticipation.

敢超越 追求天際共鳴

VENTURING BEYOND FOR A
FUTURE OF SHARED HORIZONS



永續，不只是理念，而是一種堅持實踐的態度，更是企業責任與承諾的具體展現。

在桃園國際機場，永續是我們面對未來的核心行動，從綠色工程到智慧科技的交會融合，讓科技成為環境保護與營運效率的推手，透過《永續報告書》的透明揭露，不僅展現機場公司責任履行的成果，也讓社會各界看見機場作為永續實踐者的堅定步伐；同時，積極參與國際對話，分享從智慧科技應用到低碳綠色轉型，塑造永續航空生態圈，在朝向淨零與智慧化並行的雙軸轉型路上，引領東亞樞紐未來。



Sustainability is not just a concept—it is an expression of consistent, actionable practice and a clear demonstration of corporate responsibility and commitment.

At Taiwan Taoyuan International Airport, sustainability lies at the heart of our future strategy. From green construction to the integration of smart technologies, innovation has become a key driver of both environmental protection and operational efficiency. Through transparent disclosures in our Sustainability Report, we not only showcase the results of our efforts but also demonstrate our unwavering resolve as a proactive force for sustainability.

Meanwhile, we actively engage in international dialogue, sharing best practices from AI applications to low-carbon transformation. In doing so, we contribute to shaping a sustainable aviation ecosystem, leading the future of East Asia's hubs on a twin transition toward net-zero emissions and intelligent airport operations.

攜手全球夥伴克服挑戰 FORMING GLOBAL PARTNERSHIPS TO OVERCOME CHALLENGES

機場公司積極參與全球航空產業國際組織，掌握業界發展趨勢，深化專業治理能力，持續強化與全球機場夥伴的連結與對話。

2024 年，除了參與亞太區營運安全、經濟、環境、航空保安及人力資源五大專業委員會，深入國際航空專業管理領域，導入國際觀點與實務之外，更積極爭取主辦國際會議，與國際組織互動，例如：國際機場協會亞太暨中東地區人力資源委員會年度會議，首度移師臺灣舉辦，於 11 月在臺北盛大舉行，共有 15 個機場會員國人資專業代表共襄盛舉，充分展現桃園國際機場在各領域的專業度，提高臺灣國際能見度。

在全球夥伴合作方面，機場公司致力與各大機場建立長期友好關係，攜手共享及面對各項營運挑戰，隨著臺積電及其供應鏈企業進駐日本熊本，桃園與熊本間之旅客量，在短短一年間成長超過 3 倍至 14.28 萬人，直航航班每周由星宇、中華航空提供 14 架次航班，再加上彼此皆位於地震帶，亦有共同防災挑戰，雙方在 11 月中旬結為姊妹機場，共享經驗。

與此同時，機場公司透過爭取外籍航空來臺開設航點、接待外賓參訪交流、並辦理國際論壇、參與區域及全球航線發展論壇會議暨展覽等活動，汲取業界新知及前瞻議題。於 11 月下旬舉辦的「2024 桃園機場論壇」，即廣邀來自國際機場協會亞太及中東區域逾 200 位國內外產、官、學、研代表，以「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」為主軸，深入探討「機場服務的變革與最新趨勢」及「航空產業的永續發展」等議題。



Taoyuan International Airport Corporation (TIAC) actively engages with international organizations in the aviation industry to stay ahead of global trends, strengthen its governance capabilities, and deepen connections with airport partners around the world.

In 2024, TIAC participated in five specialized committees under Airports Council International (ACI) Asia-Pacific and Middle East, covering operational safety, economics, environment, aviation security, and human resources. Through these engagements, TIAC continued to bring international perspectives and practices into its operations. TIAC also took a proactive role in hosting international events, including the annual meeting of the ACI Asia-Pacific & Middle East Human Resources Committee, held in Taiwan for the first time. The event, hosted in November in Taipei, brought together human resources professionals from 15 member airports, demonstrating Taiwan Taoyuan International Airport (TTIA)'s broad professional capabilities and raising Taiwan's international visibility.

TIAC also worked to build long-term cooperative relationships with major airports worldwide. In response to growing travel demand between Taiwan and Japan—spurred by Taiwan Semiconductor Manufacturing Company's expansion in Kumamoto and its supply chain—passenger traffic between Taoyuan and Kumamoto tripled within one year, reaching 142,800. STARLUX Airlines and China Airlines now operate a combined total of 14 weekly direct flights on the route. The two airports also share a common need for disaster resilience, given that both are in seismically active regions. In mid-November, Taoyuan and Kumamoto airports formally became sister airports, pledging to exchange experiences and collaborate closely.

At the same time, TIAC continued to expand its global outlook by attracting new international carriers, receiving overseas delegations, organizing and participating in regional and global route development forums and exhibitions. In particular, the 2024 Taoyuan Airport Forum, held in late November, gathered over 200 representatives from government, academia, industry, and research institutions across the Asia-Pacific and Middle East regions. Centered on the theme “Opportunities & Challenges: The Shaping of New Airport Services and Sustainable Aviation in 2024 and Beyond”, the forum explored major topics such as service transformation in airports and the future of sustainable development in the aviation industry.

數位創新引領服務升級

LEADING SERVICE UPGRADES THROUGH DIGITAL INNOVATION

科技智慧化的潮流與趨勢已然形成產業升級的關鍵，正邁向數位轉型之路的桃園國際機場，則導入以 AI 技術，輔以大數據資料分析技術建構的預測模型，再加上生物辨識、室內導航技術等智慧化應用，解決營運挑戰、提升服務效能。

以入境航班「飛機延遲時間」AI 預測模型來說，不僅可以提高空側機坪作業調度靈活度，兼可強化機場安全；而「出境通關安檢人流」AI 預測模型，可預測隔日尖峰時段出境通關人流數，讓機場大聯盟夥伴提早安排足夠人力，進而提升旅客服務體驗；「客運巴士資訊顯示與雙向翻譯智慧服務」滿足了外籍旅客在機場內的服務需求。

另外，完成智慧閘門概念性測試 (Proof of Concept, POC)：於第一及第二航廈公務門，設置生物辨識技術雙因子智慧閘門，實測人臉辨識準確率為 100%，通過閘門平均時間 3 秒內完成，協助航警人員身分辨識，強化安全性及減輕航警人員負擔；推動 Google 和 Apple 地圖圖資及地標 POI 更新，則可強化機場室內行動導航，結合各聯盟夥伴提供的購物、用餐等服務，增加旅客滿意度。

不僅如此，因應疫後旅行型態改變，機場公司也透過「第一航廈自助行李託運設備暨報到櫃台複滾帶新建工程」、「第二航廈行李暫存區及北登機廊廳行李輸送系統改善工程」和「自助行李託運設備 (SBD) 激勵方案」，與航空公司聯手推廣無人化、無紙化之多元報到和自助託運，除了協助航空公司有效調度人力外，亦可紓解航廈尖峰時間人工櫃臺排隊人潮。



As the trend toward smart technology accelerates, digital transformation has become key to industry advancement. TIA, currently undergoing digital transformation, is driving this shift through the adoption of AI-powered predictive models enhanced by big data analytics as well as innovative applications such as biometric identification and indoor navigation systems—all aimed at addressing operational challenges and improving service performance.

The AI model for forecasting outbound passenger flow at security checkpoints helps predict next-day peak flow, allowing staff to allocate sufficient staff and enhance the passenger experience. Additionally, the smart service of bus information display and bilingual translation meets the diverse needs of international travelers navigating the airport.

A proof-of-concept (PoC) test of smart gates was also completed, with dual-factor biometric authentication gates installed at staff entrances in Terminals 1 and 2. Facial recognition accuracy reached 100%, and average clearance time was under 3 seconds. This assists aviation police in identity verification, enhances security, and reduces staff workload. Meanwhile, updated Google and Apple indoor maps and POI landmarks now enable more accurate indoor navigation, helping travelers locate shopping and dining options offered by airport partners and further boosting satisfaction.

In response to evolving post-pandemic travel patterns, TIAC has also partnered with airlines to promote unmanned and paperless self-service processes through installing self-service bag drop (SBD) units and new conveyor belts at Terminal 1 check-in counters, upgrading the baggage storage area and North Concourse baggage handling system in Terminal 2, and introducing an incentive program for airlines to adopt SBDs. These initiatives not only help airlines manage their workforce more efficiently but also ease peak-time congestion at manual check-in counters.





低碳轉型中的綠色機場

A GREEN AIRPORT IN LOW-CARBON TRANSITION

永續發展已從理念走向行動，早在聯合國氣候峰會 COP26 聚焦 2050 淨零碳排議題並簽署「格拉斯哥氣候協議」之前，企業即被期許在經濟、社會與環境三大面向展現責任。COP26 會後，全球正式視 2050 淨零碳排為共同目標，企業需更加具體落實氣候行動。

機場公司以永續經營為核心，自 2019 年起成立「企業社會責任委員會」，2020 年起依據全球永續報告協會 (GRI) 準則，自願性定期發布企業社會責任報告書 (CSR)，2022 年起配合國際趨勢更名發布永續報告書 (ESG)，並於 2023 年修訂相關文件名稱由「企業社會責任」為「永續」，將「企業社會責任委員會」更名為「永續委員會」，向利害關係人（員工、旅客、航空業者與商業合作夥伴、政府機構、媒體、社區 / 非營利組織 (NPO) / 非政府組織 (NGO)）揭露關注議題與具體成果。

為了推動桃園國際機場「成為國際空運樞紐，帶動航空產業發展」之願景，機場公司持續推動溫室氣體盤查、節電策略、能源管理系統及環境管理系統建置等綠色行動方案，近年每年預估可減碳達 1 萬 7200 公噸，相當於 4.5 座大安森林公園的年碳吸附量，具體展現對氣候行動的支持。

Sustainable development has evolved from an abstract ideal into concrete action. Even before the Glasgow Climate Pact was signed at the United Nations Climate Change Conference (COP26), where the global community committed to achieving net-zero emissions by 2050, businesses were already expected to demonstrate responsibility across the three pillars of economy, society, and environment. Following COP26, net-zero by 2050 became a shared global goal, requiring companies to take more tangible steps toward climate action.

TIAC has embraced sustainability as a core business principle. In 2019, TIAC established its Corporate Social Responsibility (CSR) Committee, and starting in 2020, it began voluntarily publishing CSR reports in accordance with the Global Reporting Initiative (GRI) standards. Reflecting international trends, these were renamed Sustainability (ESG) Reports in 2022. In 2023, the committee and related documentation were officially rebranded from “CSR” to “Sustainability,” with the committee renamed as the Sustainability Committee. These reports serve to communicate TIAC's priority issues and outcomes to its stakeholders, including employees, passengers, airline and commercial partners, government agencies, media, and local communities, as well as nonprofit and nongovernmental organizations.

To support its vision of becoming an international air transport hub that drives growth in the aviation industry, TIAC continues to advance a range of green initiatives, including greenhouse gas inventories, energy-saving programs, and the implementation of energy and environmental management systems. These efforts have yielded an estimated annual carbon reduction of 17,200 metric tons, equivalent to the carbon absorption of approximately 4.5 Daan Forest Parks, underscoring TIAC's meaningful contribution to climate action.





自 2016 年起，機場公司陸續取得國際機場協會（ACI）碳認證計畫（ACA）等級 2 與 2019 年等級 3 認證，並於近年更進一步擴大碳盤查範圍，涵蓋航空公司、地勤業者與商業場域等 85 家夥伴單位，共同訂定碳管理策略、實施減排行動，榮獲等級 4 認證，肯定桃園國際機場在夥伴協作與淨零路徑上的積極作為。

除了碳管理，機場公司亦推動一系列環保設施升級與節能改善工程，確保符合法規並逐步超越基準。例如——「焚化爐耐火物及電力系統暨相關污染防治設備整建工程」及「西側污水處理廠新建工程」，強化污水與廢氣處理效率；「第一及二航廈油壓電梯及電動坡道汰換工程」、「機場航廈暨園區冰水主機及相關設備汰換工程」，以高效率設備取代舊有設施，降低能源消耗；「桃園機場供水水網改善更換智慧水表計畫」，提升水資源調度效率，落實用水管理智慧化。

此外，機場公司每年定期舉辦「循環經濟研習會」，邀請專家學者聚焦機場內的低碳轉型與資源循環策略，強化整體航空生活圈內的永續意識與低碳關懷，並於 3 月 23 日首次響應全球「世界關燈日（Earth Hour）」活動，於晚間 8 時 30 分至 9 時 30 分調降機場部分空間的照明亮度，希望透過加入全球性公益減碳行列，表達對地球和環境的關注。



Since 2016, TIAC has been certified under the Airport Carbon Accreditation (ACA) program by the Airports Council International (ACI)—receiving Level 2 in 2016 and Level 3 in 2019. In recent years, TIAC expanded its carbon inventory to include 85 partner organizations such as airlines, ground handling agents, and commercial operators. Through joint carbon management strategies and emissions reduction initiatives, the airport earned the Level 4 certification, recognizing its leadership in collaboration and commitment to the path toward net zero.

In addition to carbon management, TIAC is also upgrading environmental facilities and implementing energy efficiency improvements to meet and exceed regulatory standards. Key projects include: refurbishing the incinerator refractory, electrical systems, and related pollution control equipment and constructing the West Wastewater Treatment Plant to enhance waste gas and sewage treatment performance, replacing hydraulic elevators and moving walkways in Terminals 1 and 2 and renewing chiller units and related equipment across terminals and the surrounding areas to reduce energy consumption through the adoption of high-efficiency systems, and installing smart water meters to optimize water distribution networks, contributing to intelligent water resource management.

Furthermore, TIAC holds an annual circular economy seminar, inviting scholars and experts to explore low-carbon transformation and resource recycling strategies within the airport environment. These sessions aim to strengthen sustainability awareness and climate responsibility across the entire aviation ecosystem. On March 23, TIAC also participated in Earth Hour for the first time, dimming selected airport lighting from 8:30 p.m. to 9:30 p.m. to demonstrate solidarity with the global carbon reduction initiative and express its concern for the Earth and environment.





點亮創新智慧航空生活 LIGHTING UP SMART AND INNOVATIVE AIR TRAVEL

走過 2023 年航空旅運快速復甦期，2024 年即使全球仍壟罩在地緣政治變局與經濟的不確定性中，包括俄烏戰爭持續、中東紛爭再起、難以預期美國新政府的政策變化等因素，全球航空業仍展現強健韌性，在經濟趨穩和票價平穩的助力下，重返產業軌道，尤其是亞太地區表現亮眼，客運量成長 16.9%、運力提升 12.3%、載客率達 83.4%，預估 2025 年將回到疫情前的水準，這也是桃園國際機場展望來年的目標。

在此強勁的成長力道之下，基礎設施建設亦加速推進，桃園國際機場第三航廈北登機廊廳預計於 2025 年底前率先啓用，配合新增的 8 個登機門與全新候機空間，同步啟動關鍵軟硬體整合，將北登機廊廳登機門系統、航機導引、行李處理、資通訊等多項介面，與既有的「機場數位資訊整合平臺」進行深度整合，預計將大幅提升旅客通行效率與整體服務體驗，讓「智慧化、數位化」從構想到落地應用，全面優化營運效能。

在貨運發展方面，桃園國際機場亦不斷拓展競爭優勢，由機場公司輔導下，遠雄公司新建的冷鏈倉儲設施已完工啓用，成為全臺灣首家取得 IATA「CEIV Pharma 國際醫藥冷鏈運輸認證」的航空貨運業者，強化了冷鏈供應鏈整體效能，並透過醫藥品空運處理能量展現桃園國際機場的國際競爭力。

目前桃園國際機場航空貨運已經回升至疫情前（2019 年）水準，為了達到 2040 年貨運量 402 萬噸的目標，機場公司已規畫啓動第三跑道東側規畫的新貨運園區與第二自由貿易港區相關作業，預計於 2025 年開始進行「未來貨運用地綜合規畫採購案」，發展具備貨況狀態即時共享及未來貨運園區智慧化管理功能的「貨運資訊整合平臺功能框架」，提升未來新貨運園區營運效率。

蛻變中的桃園國際機場，正穩健邁向下一個里程碑，在全球雙軸轉型（數位＋低碳）的國際趨勢挑戰下，將秉持創新精神，以智慧科技串流人流、服務流與貨物流，厚植營運韌性與服務品質，朝亞太與北美間的關鍵東亞樞紐穩步精進，實現永續航空願景。

Following the rapid rebound of air travel in 2023, the aviation industry continues to demonstrate strong resilience in 2024 despite ongoing global uncertainties stemming from geopolitical shifts and economic instability, including the prolonged Russia-Ukraine war, renewed tensions in the Middle East, and unpredictable policy directions from the new U.S. administration. Supported by stabilizing economic conditions and airfares, the global aviation sector is regaining momentum, with particularly robust performance in the Asia-Pacific region. Passenger traffic has grown by 16.9%, capacity has increased by 12.3%, and the load factor has reached 83.4%, projected to return to pre-pandemic levels by 2025—an objective TIAA also aims to achieve in the year ahead.

Driven by this strong growth momentum, infrastructure development at the airport is also accelerating. The North Concourse of Terminal 3 is expected to open by the end of 2025, introducing eight new boarding gates and a brand-new waiting area. In parallel, TIAC is launching comprehensive integration of key systems—including gate operations, aircraft guidance, baggage handling, and ICT systems—with the existing Airport Digital Information Integration Platform. This effort will significantly enhance passenger flow and the overall service experience, translating the vision of a “smart and digital airport” into practical implementation and operational efficiency.

On the cargo front, TIAA continues to expand its competitive advantage. Under TIAC's guidance, the newly constructed cold chain warehouse by Farglory is now in operation, making it the first air cargo facility in Taiwan to receive IATA's CEIV Pharma Certification for pharmaceutical cold chain logistics. This has strengthened the airport's cold chain capabilities and further demonstrated its global competitiveness in airfreight handling.

Air cargo volume at Taoyuan International Airport has already returned to pre-pandemic levels (2019). To achieve the long-term goal of reaching 4.02 million metric tons by 2040, TIAC has begun planning the new East Cargo Terminal Area adjacent to the third runway, along with developments in the second Free Trade Zone. Preparations are underway for the “Comprehensive Planning Procurement Project for Future Cargo Areas,” scheduled to commence in 2025. This project aims to build a cargo information integration platform framework that enables real-time cargo status sharing and smart management, enhancing the operational efficiency of the future cargo district.

TIAA is transforming as it steadily progresses toward its next milestone. In the face of the global trend of twin transition—green and digital—the airport remains committed to innovation while leveraging smart technologies to streamline the movement of people, services, and goods; reinforcing operational resilience and service quality while steadily advancing its role as a critical East Asian hub linking the Asia-Pacific and North America, ultimately realizing its vision of a sustainable aviation future.



08 AUGUST

- 08 榮獲 2024 年「APSAA 亞太永續行動獎」與「TSAA 臺灣永續行動獎」1 金 2 銀 2 銅等 5 項大獎，包括「SDG 13 氣候行動 金獎」、「SDG 9 永續工業與基礎建設 銀獎」及「SDG 11 永續城鄉 銀獎」等殊榮。

TTIA received five major accolades at the 2024 Asia-Pacific and Taiwan Sustainability Action Awards (APSAA & TSAA), including one gold, two silver, and two bronze awards. Highlights included the gold award for SDG 13: Climate Action, the silver award for SDG 9: Industry, Innovation, and Infrastructure, and the silver award for SDG 11: Sustainable Cities and Communities.

10 OCTOBER

- 16 為強化桃園機場災害搶救應變能力，於第三航廈北側機坪進行「APSAA113 年度夜間空難災害防救演習」，由桃園國際機場公司范孝倫總經理擔任指揮官，協同機場各相關單位共同演練，包括國家運輸安全調查委員會、交通部、民航局、飛航服務總臺、臺北航空站、高雄國際航空站、臺中國際航空站、花蓮航空站、金門航空站、澎湖航空站、華航、長榮、星宇、虎航、航聯會、各大國際航空公司等，共計 22 個單位、60 餘輛作業車及裝備、200 人次參演。

To enhance the airport's emergency response capabilities, a nighttime air disaster prevention and rescue drill was conducted on the north apron of Terminal 3. The drill was overseen by TIAC CEO Hsiao-Lun Fan, who served as the commander. A total of 22 participating units were involved, including the Taiwan Transportation Safety Board, MOTC, Civil Aeronautics Administration, Air Navigation and Weather Services, major domestic airport offices, China Airlines, EVA Air, STARLUX Airlines, Tigerair Taiwan, the Airline Operators Committee, and various international airlines. This large-scale exercise utilized over 60 vehicles and pieces of equipment, with approximately 200 personnel working in coordination.

- 23 為讓民眾有更多機會了解國際機場實境運作，桃園國際機場 YouTube 直播鏡頭正式上線！以 24 小時全天候、南北跑道雙視角的 4K 高解析度鏡頭，直播跑道及機坪實況影像至全球。

To provide the public with better insight into real-time international airport operations, TTIA officially launched its YouTube livestream. The service features 24/7 live footage in 4K ultra-high definition, offering views of both the north and south runways and broadcasting runway and apron activities to audiences worldwide.

11 NOVEMBER

- 12 桃園國際機場公司舉辦 2024 年國際機場協會 (Airports Council International, ACI) 亞太暨中東地區人力資源委員會年度會議，會議首度於臺灣舉辦，主題為「AI 人工智慧於人力資源管理之應用」，深入探討人工智慧在機場管理領域的實際應用及未來發展潛力，包括沙烏地阿拉伯利雅德機場、新加坡樟宜機場、馬來西亞、杜拜、成田等 15 座國際機場、40 餘位人資專業代表參與。

The Airports Council International (ACI) held its 2024 annual meeting for the Asia-Pacific and Middle East Regional Human Resources Committee in Taiwan for the first time, hosted by TIAC. The meeting focused on the applications of artificial intelligence (AI) in human resources (HR) management, discussing both the practical uses and future potential of AI in airport management. Over 40 HR professionals from 15 major international airports, including Riyadh, Singapore Changi, Kuala Lumpur, Dubai, and Narita, attended the event.

- 15 桃園國際機場與日本阿蘇熊本國際機場簽署合作備忘錄，正式締結友好姊妹機場。簽約儀式由桃園國際機場公司楊偉甫董事長、熊本國際機場株式會社代表取締役山川秀明社長擔任簽約人，並由交通部航政司韓振華司長、熊本縣企劃振興部富永隼行部長擔任見證人，以及經濟部投資促進司司長張銘斌、熊本縣主事谷口巧恭等貴賓共同觀禮見證。

TTIA and Aso Kumamoto Airport officially became sister airports with the signing of a MOU by TIAC Chairman Wei-Fuu Yang and Kyushu Kumamoto International Airport Co., Ltd. (KKIAC) President Hideaki Yamakawa. The signing ceremony was witnessed by Director-General Chen-Hua Han from the MOTC's Department of Navigation and Aviation and Director Yoshiyuki Tominaga from Kumamoto Prefecture's Department of Planning and Development, along with other distinguished guests such as Director-General M. P. Chang from the MOEA's Department of Investment Promotion and Mr. Kosuke Taniguchi from Kumamoto Prefecture.

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- 20 桃園國際機場公司舉辦桃園機場論壇 – 「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」，由交通部黃荷婷主秘致詞揭開序幕，並邀請 ACI 國際機場協會亞太及中東區 (Airports Council International Asia-Pacific and Middle East) 總監 Stefano Baronci、關西機場 CEO 山谷佳之及 OAG 亞太區銷售總監 Mayur Patel 等進行深度分享，以及國立海洋大學教授顏進儒、成田機場企劃部部長本宮慎一郎、IATA 顧問張廉、阿泰利亞機場集團亞太區首席建築師 Jean-Charles Content、ACI 亞太暨中東區永續總監 Ken Lau、日本一橋大學教授篠澤義勝、Neste 亞太區商業總監 Ee Pin Lee 等共同發表主題、對談交流，共計 200 多位國內外產官學研界代表共襄盛舉。

TIAC hosted the 2024 Taoyuan Airport Forum: Opportunities & Challenges: The Shaping of New Airport Services and Sustainable Aviation in 2024 and Beyond. The event was opened by He-Ting Huang, Chief Secretary of the MOTC. Distinguished speakers included Stefano Baronci, Director General of ACI Asia-Pacific and Middle East; Yoshiyuki Yamaguchi, CEO of Kansai Airports; and Mayur Patel, Regional Director of Asia Pacific at OAG. The forum also featured insightful presentations and discussions by Professor Jin-Ru Yen of National Taiwan Ocean University; Shinichiro Motomiya, Director of Planning at Narita International Airport Corp.; Lian Chang, consultant for IATA; Jean-Charles Content, Lead Architect for Asia-Pacific at Artelia Airports; Ken Lau, Head of Sustainability at ACI Asia-Pacific & Middle East; Professor Yoshikatsu Shinozawa of Hitotsubashi University; and Ee Pin Lee, Head of Commercial for Asia-Pacific at Neste. More than 200 participants from domestic and foreign government, industry, academia, and research institutions attended the forum.

- 22 桃園國際機場舉辦「桃園機場 Flying Melody 公共鋼琴活動」，自 11 月 22 日起至 12 月 25 日止，開放民眾點播曲目，同時歡迎各方高手、音樂素人上臺演奏，透過持續流瀉的音樂，共同打造機場藝術饗宴。

TTIA launched the "Flying Melody" public piano program, running from November 22 through December 25. Travelers and visitors were invited to request songs and take the stage to perform—whether seasoned musicians or amateur enthusiasts. With music flowing freely throughout the terminal, the event transformed the airport into a space for shared artistic enjoyment.

12 DECEMBER

- 02 桃園國際機場公司致力落實身心障礙者權益保護，榮獲勞動部「第 22 屆金展獎」-「政府典範組」獎項肯定。

TIAC was awarded in the "Government Role Model" category at the 22nd Golden Wingspan Award Ceremony held by the Ministry of Labor, in recognition of its commitment to upholding the rights and protections of persons with disabilities.

- 03 「第三航站區機坪、滑行道及機坪設施工程」榮獲台灣混凝土學會「113 年混凝土工程優良獎」肯定。

TTIA's Terminal 3 airfield, taxiways, and apron facilities project won the Taiwan Concrete Institute's 2024 Concrete Engineering Excellence Award.

- 27 桃園國際機場公司以「透過 EAP 員工協助方案全方位照顧，成為最有力的職場後援」為主題，榮獲桃園市政府「桃金企業獎-ESG 幸福企業」殊榮。

TIAC's Employee Assistance Program received the "Taoyuan Golden Award – ESG Happiness Enterprise" from the Department of Economic Development, Taoyuan City Government.

- 30 「第三航站區機坪、滑行道及機坪設施工程」榮獲行政院公共工程委員會「第 24 屆公共工程金質獎」中央機關別土木工程類第一級「品質優良獎」肯定。

TTIA's Terminal 3 airfield, taxiways, and apron facilities project won the Executive Yuan's Public Construction Golden Quality Award for Civil Engineering (First Class).



桃園國際機場股份有限公司 113 年度資產負債表
TAOYUAN INTERNATIONAL AIRPORT CORPORATION 2024 BALANCE SHEETS

科目 Item	本年度決算數 Current year final account	上年度決算數 Last year final account	比較增減 Change	
			金額 Amount	%
資產 Assets	81,611,197,533	72,508,171,502	9,103,026,031	12.55
流動資產 Current assets	5,423,721,786	7,882,488,988	-2,458,767,202	-31.19
現金 Cash	967,048,129	2,728,566,590	-1,761,518,461	-64.56
銀行存款 Cash in bank	966,548,129	2,728,066,590	-1,761,518,461	-64.57
零用及週轉金 Petty cash and revolving funds	500,000	500,000		
應收款項 Receivables	3,209,028,460	3,718,911,663	-509,883,203	-13.71
應收帳款 Accounts Receivables	3,206,367,252	3,724,662,999	-518,295,747	-13.92
備抵損失－應收帳款 Allowance for Losses － accounts receivable		-8,812,800	8,812,800	-100.00
應收其他退稅款 Income tax refund receivable	1,993,004	2,355,743	-362,739	-15.40
應收利息 Interest receivables	428,504	487,610	-59,106	-12.12
其他應收款 Other receivables	239,700	218,111	21,589	9.90
存貨 Inventories	83,688,190	35,723,914	47,964,276	134.26
物料 Supplies	85,391,960	37,064,768	48,327,192	130.39
備抵存貨跌價 Allowance for reduction of inventory to market	-1,703,770	-1,340,854	-362,916	27.07
預付款項 Other prepayments	1,130,865,372	1,361,205,344	-230,339,972	-16.92
用品盤存 Office supplies	1,626,698	1,304,322	322,376	24.72
預付費用 Prepaid expenses	97,552,844	50,446,161	47,106,683	93.38
留抵稅額 Tax coedit	936,447,735	1,309,454,861	-373,007,126	-28.49
其他預付款 Other advance payments	95,238,095		95,238,095	
短期墊款 Short-term advances	33,091,635	38,081,477	-4,989,842	-13.10
短期墊款 Short-term advances	32,876,212	38,017,725	-5,141,513	-13.52
代繳保費 Premium Loans	215,423	63,752	151,671	237.91
不動產、廠房及設備 Property , Plant and Equipment	74,125,439,317	63,703,518,784	10,421,920,533	16.36
土地改良物 Land improvements	6,769,793,908	6,634,521,467	135,272,441	2.04
土地改良物 Land improvements	17,214,292,452	15,773,345,874	1,440,946,578	9.14
累計折舊－土地改良物 Accumulated depreciation － land improvements	-10,444,498,544	-9,138,824,407	-1,305,674,137	14.29
房屋及建築 Buildings	16,134,126,686	15,786,930,377	347,196,309	2.20
房屋及建築 Buildings	23,136,749,044	22,205,112,471	931,636,573	4.20
累計折舊－房屋及建築 Accumulated depreciation － buildings	-7,002,622,358	-6,418,182,094	-584,440,264	9.11
機械及設備 Machinery and equipment	2,920,548,247	2,653,629,099	266,919,148	10.06
機械及設備 Machinery and equipment	11,779,221,077	10,825,884,249	953,336,828	8.81
累計折舊－機械及設備 Accumulated depreciation － machinery and equipment	-8,858,672,830	-8,172,255,150	-686,417,680	8.40
交通及運輸設備 Transportation and communication equipment	1,318,222,320	1,262,555,355	55,666,965	4.41
交通及運輸設備 Transportation and communication equipment	3,365,481,189	3,161,079,967	204,401,222	6.47
累計折舊－交通及運輸設備 Accumulated depreciation － transportation and communication equipment	-2,047,258,869	-1,898,524,612	-148,734,257	7.83
什項設備 Miscellaneous equipment	365,991,785	431,478,127	-65,486,342	-15.18
什項設備 Miscellaneous equipment	2,000,319,563	2,019,611,557	-19,291,994	-0.96
累計折舊－什項設備 Accumulated depreciation － miscellaneous equipment	-1,634,327,778	-1,588,133,430	-46,194,348	2.91
購建中固定資產 Fixed Assets in process of purchase or construction	46,616,756,371	36,934,404,359	9,682,352,012	26.21
未完工程 Construction in progress	46,616,756,371	36,934,404,359	9,682,352,012	26.21
無形資產 Intangible assets	265,010,351	214,860,978	50,149,373	23.34
無形資產 Intangible assets	265,010,351	214,860,978	50,149,373	23.34
電腦軟體 Computer software	265,010,351	214,860,978	50,149,373	23.34

科目 Item	本年度決算數 Current year final account	上年度決算數 Last year final account	比較增減 Change	
			金額 Amount	%
其他資產 Other assets	1,797,026,079	707,302,752	1,089,723,327	154.07
遞延所得稅資產 Deferred income tax assets	107,508,432	106,629,423	879,009	0.82
遞延所得稅資產 Deferred income tax assets	107,508,432	1,188,434,805	-1,080,926,373	-90.95
備抵遞延所得稅資產評價 Allowance for Deferred income tax assets		-1,081,805,382	1,081,805,382	-100.00
什項資產 Miscellaneous assets	1,689,517,647	600,673,329	1,088,844,318	181.27
催收款項 Overdue receivables	69,641,360	52,307,119	17,334,241	33.14
備抵損失－催收款項 allowance for overdue receivables	-69,641,360	-52,307,119	-17,334,241	33.14
暫付及待結轉帳項 Temporary payments and suspense accounts	1,689,252,447	600,408,129	1,088,844,318	181.35
存出保證金 Guarantee deposits paid	265,200	265,200		
資產總計 Total assets	81,611,197,533	72,508,171,502	9,103,026,031	12.55
負債 Liabilities	11,432,213,827	20,829,004,218	-9,396,790,391	-45.11
流動負債 Current liabilities	10,419,323,797	13,697,896,818	-3,278,573,021	-23.93
短期債務 Short - term debt	3,700,000,000	5,500,000,000	-1,800,000,000	-32.73
短期借款 Short - term loan	3,700,000,000	5,500,000,000	-1,800,000,000	-32.73
應付款項 Payables	5,974,688,377	8,039,255,726	-2,064,567,349	-25.68
應付代收款 Receipts under custody payable	63,556,314	7,800,838	55,755,476	714.74
應付費用 Accrued expenses	1,957,992,596	2,663,636,674	-705,644,078	-26.49
應付其他稅款 Tax payable	7,043,526	26,083,992	-19,040,466	-73.00
應付工程款 Construction costs payable	1,865,964,382	5,246,094,387	-3,380,130,005	-64.43
應付利息 Interest payable	7,282,753	22,550,906	-15,268,153	-67.71
其他應付款 Other payable	2,072,848,806	73,088,929	1,999,759,877	2,736.06
本期所得稅負債 Current tax liabilities	741,870,607		741,870,607	
應付所得稅款 Tax payable	741,870,607		741,870,607	
預收款項 Advanced receipts	2,764,813	158,641,092	-155,876,279	-98.26
預收收入 Unearned revenue	2,764,813	158,641,092	-155,876,279	-98.26
長期負債 Long-term liabilities		6,000,000,000	-6,000,000,000	-100.00
長期債務 Long - term debt		6,000,000,000	-6,000,000,000	-100.00
長期借款 Long - term loan		6,000,000,000	-6,000,000,000	-100.00
其他負債 Other liabilities	1,012,890,030	1,131,107,400	-118,217,370	-10.45
負債準備 Provision	340,815,080	348,430,493	-7,615,413	-2.19
員工福利負債準備 Employee benefit provision	340,815,080	348,430,493	-7,615,413	-2.19
什項負債 Miscellaneous liabilities	672,074,950	782,676,907	-110,601,957	-14.13
存入保證金 Guarantee deposits receive	507,280,694	576,598,638	-69,317,944	-12.02
暫收及待結轉帳項 Temporary receipts and suspense accounts	164,794,256	206,078,269	-41,284,013	-20.03
權益 Equity	70,178,983,706	51,679,167,284	18,499,816,422	35.80
資本 Capital	51,875,741,440	39,832,463,440	12,043,278,000	30.23
資本 Capital	51,875,741,440	39,832,463,440	12,043,278,000	30.23
資本 Capital	51,875,741,440	39,832,463,440	12,043,278,000	30.23
保留盈餘（或累積虧損）Retained earnings	18,303,242,266	11,846,703,844	6,456,538,422	54.50
已指撥保留盈餘 Assigned retained earnings	18,303,242,266	17,256,742,230	1,046,500,036	6.06
法定公積 Legal reserve	5,254,990,420	4,955,990,410	299,000,010	6.03
特別公積 Special reserve	13,048,251,846	12,300,751,820	747,500,026	6.08
累積虧損 Accumulated deficits		-5,410,038,386	5,410,038,386	-100.00
累積虧損 Accumulated deficits		-5,410,038,386	5,410,038,386	-100.00
負債及權益總計 Total liabilities and equity	81,611,197,533	72,508,171,502	9,103,026,031	12.55

桃園國際機場股份有限公司 113 年度損益表

TAOYUAN INTERNATIONAL AIRPORT CORPORATION 2024 STATEMENTS OF INCOME

科目 Item	本年度決算數 Current year final account	本年度預算數 Current year estimate	比較增減 Over / Under	
			金額 Amount	%
營業收入 Operating income	23,912,091,277	18,225,956,000	5,686,135,277	31.20
勞務收入 Service income	13,573,070,365	11,522,760,000	2,050,310,365	17.79
服務收入 Service income	13,573,070,365	11,522,760,000	2,050,310,365	17.79
其他營業收入 Other operating income	10,339,020,912	6,703,196,000	3,635,824,912	54.24
租賃收入 Income from renting operating assets	10,339,020,912	6,703,196,000	3,635,824,912	54.24
營業成本 Operating costs	13,239,807,562	13,458,685,000	-218,877,438	-1.63
勞務成本 Service costs	7,772,560,342	7,694,189,000	78,371,342	1.02
服務費用 Service expenses	7,772,560,342	7,694,189,000	78,371,342	1.02
其他營業成本 Other operating costs	5,467,247,220	5,764,496,000	-297,248,780	-5.16
租賃成本 Expenses from renting operating assets	5,467,247,220	5,764,496,000	-297,248,780	-5.16
營業毛利（毛損）Gross income (loss) from operations	10,672,283,715	4,767,271,000	5,905,012,715	123.87
營業費用 Operating expenses	1,796,201,597	1,888,269,000	-92,067,403	-4.88
業務費用 General expenses	1,073,803,612	1,121,848,000	-48,044,388	-4.28
業務費用 General expenses	1,073,803,612	1,121,848,000	-48,044,388	-4.28
管理費用 Administrative expenses	722,397,985	766,421,000	-44,023,015	-5.74
管理費用 Administrative expenses	722,397,985	766,421,000	-44,023,015	-5.74
營業利益（損失）Gains (losses) from operations	8,876,082,118	2,879,002,000	5,997,080,118	208.30
營業外收入 Non-operating income	450,625,408	38,529,000	412,096,408	1,069.57
其他營業外收入 Other non-operating income	450,625,408	38,529,000	412,096,408	1,069.57
賠償收入 Compensation income	42,104,912	15,210,000	26,894,912	176.82
利息收入 Interest income	26,374,710	11,600,000	14,774,710	127.37
什項收入 Miscellaneous income	382,145,786	11,719,000	370,426,786	3,160.91
營業外費用 Non-operating expenses	178,826,107	302,342,000	-123,515,893	-40.85
財務成本 Financial costs	151,982,922	302,142,000	-150,159,078	-49.70
利息費用 Interest expense	151,982,922	302,142,000	-150,159,078	-49.70
其他營業外費用 Other non-operating expenses	26,843,185	200,000	26,643,185	13,321.59
什項費用 Miscellaneous expenses	26,843,185	200,000	26,643,185	13,321.59
營業外利益（損失）Non-operating gains	271,799,301	-263,813,000	535,612,301	-203.03
稅前淨利（淨損）Income (losses) before income tax	9,147,881,419	2,615,189,000	6,532,692,419	249.80
所得稅費用（利益）Income tax expense (benefit)	744,326,891		744,326,891	
繼續營業單位本期淨利（淨損）Continuing business unit's current net profit (losses)	8,403,554,528	2,615,189,000	5,788,365,528	221.34
本期淨利（淨損）Current period net income (losses)	8,403,554,528	2,615,189,000	5,788,365,528	221.34

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