

# 臺灣高鐵新竹站乘客轉乘系統改善排序之研究

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## 摘要

The business model of Taiwan High Speed Rail Corp. (THSRC) have become mature, but so far many passengers still think that transfer services of each station are under satisfaction level. This article took the HsinChu station as an example to conduct a performance survey for passengers using different transfer mode, and navigated Grey Relational Analysis (GRA) to find the priorities of transfer system improvements. The results show that free feeder bus services and their relative information on downtown, guiding system in station hall are the most urgent things to be enhanced.

關鍵字：Taiwan high speed rail, Transfer service, Grey relational analysis