

# Magong Airport Public Service White Paper (100.1.1)

1、The location, total occupied area, runway length, visitors over the past three years, freight tonnage, number of takeoffs and landings, and the data on the space management agreement with the military are as follows:

(1) Located at Huxi Township in Penghu County, Magong Airport is used for both civil aviation and military purposes. Its total occupied area is 214 hectares and features a 3000-meter runway that is 45 meters wide and has five taxiways.

(2) Traffic volume over the past three years (2007, 2008, 2009)

Year Item	96	97	98
Visitor person-time	1,692,045	1,687,571	1,702,805
Number of flights	33,484	32,427	31,821
Cargo capacity	7,254.8	6,819.7	6,897.8

(3) Space management agreement with the military: “Agreement on the Usage of the Air Force Base by Magong Airport of Civil Aeronautics Administration” and “Civil and Military Aircraft Rescue Support Agreement” signed by and between Magong Airport of Civil Aeronautics Administration and the duty services team of Magong Air Force Base.

2、The fire safety, medical services, dynamic flight information announcement system, bilingual signs, route arrangement, accessible facilities, environment cleaning, dining and shopping, public transit, financial and postal services, e-commerce and online services, parking, recreation facilities, and public art space in Magong Airport are described as follows:

(1) Fire safety: :

(1-1) Automatic water sprinkler system, automatic hydrant water supply system, and 208 portable 10-pound fire extinguishers are installed.

(1-2) Three 3000-gallon and one 1500-gallon foam fire trucks are available; a firefighting squad is always on duty.

(2) Medical services :

(1-1) A first aid room was established within the airport terminal. It provides medical services and assists in further treatment in hospitals.

(1-2) A support agreement was signed with Penghu Hospital and the Penghu Branch of the Tri-Service General Hospital to provide immediate medical services in the event of aircraft crash or other major disasters.

3. Dynamic flight information announcement:

(1-1) A dynamic flight information announcement system has been installed. It includes a LED display and six TV screens that relay information about flight arrivals and departures.

(1-2) A LED display for real-time weather information.

(1-3) Six LED displays have been installed at each boarding gate to relay flight information.

4. Bilingual signs and route arrangement:

(1-1) Currently, beside the bilingual signs (Chinese & English) within the terminal, part of the signs have symbols on them for easier identification.

(1-2) The route arrangement was designed with the principles of convenience, safety, and comfort.

5. Disabled facilities:

12 parking spaces, guiding tiles, 3 wheelchair ramps, 5 accessible restrooms, 18 accessible toilets, 5 elevators, 8 escalators, 3 air bridges, and 9 public telephones for the disabled. In addition, an accessible desk was installed at the information counter along with a fax machine for the hearing-impaired.

6. Environment cleaning:

The cleaning work for the terminal is outsourced to professional cleaning service companies. Areas for visitors are cleaned under the supervision of cleaning professionals so as to enhance service quality.

7. Dining and shopping:

Seven stores are available to provide visitors with a convenient and hygienic dining environment, agricultural and fishery products and take-home gifts, car rental, life insurance, and light box advertising, etc.

8. Public transit

(1-1) The airport connector road is a one-way four-lane road that connects to Peng 204 Highway in order to provide a smooth traffic experience for visitors.

(1-2) Public Transportation Service, Penghu County, cooperates with the airport to provide four routes with 23 bus runs a day. A bus stand was established at the right hand side of the airport exit where seats and bus timetables are available.

(1-3) A convenient, three-space taxi waiting area is at the airport exit.

## 9. Financial and postal services

(1-1) A post office and a Penghu Second Credit Cooperative Bank ATM have been installed.

(1-2) A postal mailbox was set up at the bus stand.

## 10. E-commerce and online services

(1-1) The airport website is [www.mkport.gov.tw](http://www.mkport.gov.tw), with the email [guest@mail.mkport.gov.tw](mailto:guest@mail.mkport.gov.tw).

(1-2) Free Wi-Fi service is provided on the first and second floors of the terminal.

## 11. Parking

(1-1) A car parking tower is available at ground level and level B1. The visitor parking area can accommodate 492 cars. It provides one-day and 30-min free parking for the physically and mentally challenged and the general public, respectively.

(1-2) A free parking lot that can accommodate 400 scooters is also available.

## 12. Recreation facilities

(1-1) An information counter can be found at the passenger exit (with an attendant assigned by the Penghu National Scenic Area Administration who can provide visitors with information regarding sightseeing and tourist attractions in Penghu).

(1-2) A car rental counter is available.

(1-3) A children's play area has been established at the departure lounge.

(1-4) Visitors can access free Wi-Fi at the visitor recreation area and have free access to eight computers with wireless internet on the first and second floors of the terminal.

## 13. Public art space

(1-1) The artwork, "Banyan Tree", was installed at the passenger exit.

(1-2) An art gallery was established on the second floor of the terminal, and an exhibition area was located besides the passage, displaying all kinds of art in keeping with exhibition activities.

(1-3) The artwork, "The Wind's Talking", was installed at the entrance of the car parking tower, "Ocean Melody" at the terminal lobby, and "36 Scenes of Penghu" at the lobby for international arrivals.

(1-4) The artwork, "The Wind's Talking", installed at the entrance of the car parking tower earned the Most Popular Award in the First Public Art Award held by the Council of Cultural Affairs.

## 14. International air charter service

(1-1) The second plan of the Makong Airport included international airline routes, thereby enabling international air charter services and C.I.Q.S work. A total of 46 flights with 5,293 person-times were organized from 2004 to 2009 (including flights from and to mainland China).

(1-2) Direct chartered flights from and to mainland China:

A. Six Magong-Xiamen flights with 882 person-times were organized from July 4 to July 7, 2008 (including 524 person-times from China).

B. Four Magong-Nanjing flights with 410 person-times were organized from July 13 to July 16, 2009 (including 204 person-times from China).

15. Oil and power supply

Magong Airport is powered by Taipower and has two 1000kw power generators for emergency power supply.

16. According to the Offshore Islands Development Act and the Regulations on the Establishment of Duty-free Shops in Offshore Islands, Peng Fang Co., Ltd. won the bid in the business solicitation of the Penghu County Government. Duty-free shops and product pickup service will be established in the departure lounge on the second floor of the terminal.

17. In light of the increasing costs of high-priced oil and the need for chartered flights to and from mainland China, it is necessary for Magong Airport to serve as an oil refilling station as predicted by the airlines. With the coordination between the Civil Aeronautics Administration and the Ministry of Economic Affairs, and the approval of the Ministry of National Defense, the CPC Corporation will establish a station at the airport to provide oil refilling services.

18. Other services:

(1-1) Information counter: at the check-in lobby, it provides all kinds of information.

(1-2) Nursing room: there are two nursing rooms respectively established at the lobbies for international and domestic arrivals.

(1-3) Locker: 12 lockers for visitors' luggage

(1-4) Services for cyclists: bike service can be found at the passenger exit; tire pumping and bike repair are available.

(1-5) Luggage wrapping machine: installed beside the information counter at the check-in lobby for visitors to pack their luggage if necessary

(1-6) Reading lounge: two reading areas are established at both the waiting area and the departure lounge where books and magazines are available for visitors.

(1-7) To respond to the carbon reduction policy of the government and to facilitate tourists' sightseeing in Penghu's scenic spots, thereby improving its tourism industry, a free bike rental service has been organized since January 15, 2010. Visitors can obtain a bike at the information counter.

(1-8) An observatory was planned to be installed at the departure lounge in the lobby for international arrivals on the second floor of the terminal, in which chairs, green designs, airplane models, and magazines would be provided. The observatory was completed on December 1, 2009, and has been used for the visits of organizations which came for

the future international air charter service.

3. Magong Airport's facility improvement and future planning in recent years

1. Improvement in recent years

- (1) The new terminal for domestic flights was dedicated on September 27, 2002, and the one for international flights was dedicated on August 10, 2004, thereby providing modern air transportation and marking a new stage for Penghu's air transportation industry.

2. Future planning:

- (1) Strengthen pre-flight security checks and airport security management, establish a self-inspection mechanism, proactively find problems and corresponding measures, and remove possible risks, so as to achieve the target of zero accidents.
- (2) Airside operation documents and airport manual were compiled according to the Aerodrome Certification System stipulated by the Civil Aeronautics Administration.
- (3) In keeping with the accessible Web page program, a more convenient, fast Web page was established to enable remote tourists to get information as needed.
- (4) To respond to project of the bilingual environment in organizations, as promulgated by the Research, Development and Evaluation Commission, Executive Yuan, and the Ministry of Transportation and Communications, bilingual facilities have been being installed and updated to make the airport an internationalized traveling environment.
- (5) Quality lavatory and related accessible equipment were improved in accordance with the policy of the Ministry of Transportation and Communications.
- (6) The current passenger and cargo capacity can meet demand. Unused capacity can be arranged for future development. Accordingly, the current functions of the landside facilities will be maintained while enhancing overall service quality.
- (7) The Civil Aeronautics Administration is now proactively working on the reconstruction and runway and taxiways, which is scheduled to be begin in 2010 with the construction duration being four years, so as to provide better infrastructure.