

# Regulations for Use of the Taipei Metro System

Amendments published on June 13, 2024

## § General §

1. To provide passengers with safe, reliable, convenient, and comfortable service, the Taipei Rapid Transit Corporation (hereinafter the TRTC) has, in accordance with the Management Ordinance Governing Transport of Passengers on Mass Rapid Transit Systems in Taipei City, formulated these stipulations and promulgated them in all Taipei Metro stations. Any alterations or changes made will be made public as well.
2. The definition of terms used in these regulations are as below:
  - (1) Taipei Metro premises: All routes, depots, stations, or trains in the metro system managed by the TRTC;
  - (2) Passengers: Persons traveling on the trains or present at station concourses and holding valid tickets;
  - (3) Paid areas: Areas which require the use of a ticket to enter by passing through ticket gates;
  - (4) Tickets: A pass that allows passengers to travel on the trains;
  - (5) Without ticket: Passengers entering the paid area or traveling on the trains with invalid tickets or counterfeit tickets;
  - (6) Invalid ticket: Tickets that have expired;
  - (7) Imposter: Passengers traveling on the trains or entering paid areas with fraudulent tickets that fail to correspond to their identity (e.g. for discounts);
  - (8) Ticket gates: The gates installed between the paid and unpaid areas to control passenger movement by means of automatic ticket scanning.

3. Vehicles or personnel, unless authorized by the TRTC, are not allowed to enter TRTC routes, bridges, tunnels, or areas not for public access. Passengers may not cross any metro routes except via overpass or underground passage.
4. Unless otherwise authorized by the TRTC, passengers must use the tickets issued or authorized by the TRTC to access paid areas through ticket-reading gates.
5. In the interest of passenger rights, the TRTC may take the following actions as necessary in the event of natural disasters, strikes, accidents, or maintenance works caused by external influences, overcrowding, traffic controls, and other incidents not attributable to the TRTC:
  - (1) Suspend parts or all of its system operation;
  - (2) Limit or close station facilities to the public;
  - (3) Limit or stop passengers from boarding/alighting the trains;
  - (4) Expel passengers from trains or stations.

Announcements should be made at relevant stations when executing the above measures to inform passengers at the first possible time.

6. Passengers shall follow the regulations or instructions to use equipment and facilities within Taipei Metro premises and must not forcibly possess, destroy, interfere, or remove them.
7. The TRTC may refuse to provide transportation services under any of the following circumstances, and TRTC personnel may escort offending passengers off the Taipei Metro premises with police enforcement:
  - (1) Breach of the law, disruption of public order or good social practice, or violation of TRTC transportation regulations;

- (2) Acting in a manner that obviously appears to be harmful to others or themselves, or engaging in harassment or behavior that significantly affects others;
  - (3) Wearing strong-smelling clothes or carry soiled objects, or engaging in behavior that affects public hygiene;
  - (4) Seniors, children, or severely ill passengers who need accompaniment but are traveling alone;
  - (5) Carrying objects incurring inconvenience to others;
  - (6) Campaign activities, political affairs, protest rally or demonstrations, or other political events;
  - (7) Other behaviors prohibited by the TRTC.
8. The following conduct are prohibited within Taipei Metro premises:
- (1) The use of roller blades, roller skates, skateboards, foldable push scooters, or other similar items;
  - (2) Pushing or engaging in behavior that compromises others' safety;
  - (3) Sitting or lying on station or train floors, equipment, or facilities;
  - (4) Smoking;
  - (5) Any other behavior that could damage property, disrupt operations, or pose a safety hazard.
9. Only when passengers file an application and get permission from the TRTC can they exhibit the following behaviors:
- (1) Make speeches to the public, play audio, play musical instruments, or other behaviors that may disturb other passengers;
  - (2) Paste, paint, or carve any characters, drawings, or the like on facilities or buildings;

- (3) Passengers who take photos or shoot pictures in stations or trains in a manner that appears to interfere with other passengers or system safety;
  - (4) Loiter in stations or trains outside service times;
  - (5) Preach to other passengers, conduct market surveys, or other similar behaviors;
  - (6) Distribute newspapers, leaflets, advertisement items, or propaganda materials;
  - (7) Using power sockets in stations or trains which are not for public use.
10. Within the premises of the Taipei Metro, the regulations and precautions for taking the escalators are as follows:
- (1) Elderly and passengers with reduced mobility are advised to take the elevators instead.
  - (2) Passengers should step onto escalators in the direction the escalator is moving, hold onto the handrail, stand firm, and refrain from leaning against the sides.
  - (3) Dangerous behaviors such as engaging in running, horseplay, or jumping on escalators or climbing over escalator sides are prohibited.
  - (4) No large carry-ons are allowed on escalators.

#### § Regulations on Ticket Usage §

##### 11. Ticket types and usage:

- (1) Single-journey tickets: For single use only;

- (2) Group tickets: For groups of two or more passengers departing from the same station, and traveling together for the entirety of the journey to the same destination;
- (3) Periodic tickets: Valid for certain time periods;
- (4) Multi-ride tickets: Tickets that allow passengers to travel a specified number of times either within a certain zone or across the entire system;
- (5) Stored value cards: Tickets issued by institutions in accordance with the law and used with the consent of the TRTC;
- (6) Other ticket types.

12. Except for group tickets, a ticket is valid for one person only. Validity periods are as follows:

- (1) Single-journey tickets: Valid on the date of issue only;
- (2) Group tickets: Valid on the date of issue only;
- (3) Periodic tickets: Valid through to the expiration date on the ticket or the designated date;
- (4) Multi-ride tickets: Valid within the period specified on the ticket or as announced;
- (5) Stored value cards: Valid within the period announced by the respective issuing institution;
- (6) Other ticket types: Valid through to the expiration date on the ticket or the designated date.

For changes in ticket validity periods, please refer to TRTC notices.

13. Unless due to a cause attributable to the TRTC, the regulations limit the duration of stays of ticket-holding passengers between entering and leaving a paid area to:

- (1) No longer than two hours for entering and leaving different stations;
- (2) No longer than 15 minutes for entering and leaving the same station.

In addition to the original fare, persons in violation of the above regulations are subject to a fine equivalent to the minimum single-journey fare promulgated; which shall be paid at the Information Counter or will be automatically deducted when exiting the station.

14. The fare for riding the metro is based on the fare chart displayed at all stations. All fares must be paid in full. Passengers who enter and exit from the same station shall pay the minimum single-journey fare promulgated. However, passengers may seek assistance from station staff under the following circumstances:

- (1) Special circumstances: This includes instances such as needing to use restrooms inside the station.
- (2) Ticket exchange: Passengers holding several tickets who wish to exchange tickets before exiting the station.

Children under the age of 6 (valid ID required if the child is taller than 115cm) or under 115cm may travel free on the Taipei Metro if they are accompanied by a ticket-bearing passenger.

Each ticket-bearing passenger may accompany no more than four children and is responsible for their safety and behavior.

15. Passengers without tickets, holding invalid tickets, or imposters (e.g. for discounts) must pay the difference plus a penalty of 50 times the original fare.

Should the above violators be unable to prove their departure station, their fine will be calculated based on the maximum single fare promulgated.

16. Passengers using counterfeit tickets will be fined pursuant to the above regulations and brought to the police.
17. Passengers who lose their tickets during the journey and fail to settle the fare voluntarily at the Information Counter will be fined pursuant to Stipulation 15. However, no penalty will be imposed if the abovementioned passengers settles the outstanding fare voluntarily.
18. Unless due to a cause attributable to the TRTC, passengers who override must pay the fare difference at the Information Counter in the station.
19. Unless due to causes non-attributable to the user, passengers failing to comply with the operating regulations of the ticket gates must settle the fare for their trip due in full using the Enquiry Machines or at the Information Counter. Passengers unable to prove their origin and destination stations will be fined the maximum single fare.  
If the fare paid does not match the actual fare for the trip taken, TRTC shall reserve the right to take legal action.
20. When stations are evacuated due to emergency situations, irregularities or train operation suspension, passengers holding single-journey tickets or group tickets may demand a fare refund within seven days of the incident. For those holding periodic, stored value cards, or other types of tickets, the ticket gates will automatically adjust the data on the tickets the next time it is used on the Taipei Metro. Tickets can also be brought to any station information counter for free data revision.

21. Passengers unable to pay the outstanding fare or penalty immediately must fill out a fare settlement form and make the payment in the prescribed manner within the deadline specified by the TRTC. The TRTC may proceed to recover the funds with legal action if the passenger fails to complete the payment before the deadline.

22. Passengers holding TRTC issued tickets that cannot be read by the ticket gates may ask for replacement tickets. Single-journey tickets that fail to read at exit gates will be retained by the TRTC without refund.

The above replacement tickets should be requested as soon as tickets fail to read at the gates.

23. TRTC issued tickets are not refundable after usage unless there is fault attributable to the TRTC or otherwise publicly announced by the TRTC.

Unused single-journey tickets are refundable on the date of issue only.

Other types of tickets are refundable before the expiration date.

When passengers apply for refunds of TRTC issued tickets, the TRTC may deduct concessions or discounts contained in the tickets and charge a handling fee. No refund can be made if the ticket balance is less than the handling fee after concessions or discounts are deducted.

The above handling fee is charged at the minimum single fare.

24. Passengers should apply for refunds of TRTC issued tickets at station information counters. Refund payment is made via post or at a designated station, after on-site verification.

25. Sales and refunds of stored value cards should observe issuer regulations.



## § Carry-on Objects §

26. Unless otherwise announced by the TRTC, luggage and carry-ons should comply with the following regulations:

- (1) Passengers must not obstruct other passengers with their carry-on luggage, and must stay by its side at all times;
- (2) The size of any carry-on object may not exceed 165cm on its longest side, and the sum of its length, width, and height may not exceed 220cm. However, this regulation does not apply to wheelchairs, electric wheelchairs, motorized vehicles, strollers, bicycles, surfboards, pet strollers, double basses, and other carry-on objects approved by the TRTC;
- (3) The maximum number of balloons allowed onto the trains is 5 per person. The longest side of any balloon may not exceed 50cm;
- (4) Vehicles, electric wheelchairs, motorized vehicles, electric scooters, or other similar motorized tools are not allowed within Taipei Metro premises. However, passengers possessing a valid disability permit or who have obtained prior permission from the TRTC may use mobility aids such as wheelchairs or personal mobility devices to travel at low speeds within stations;
- (5) Passengers with bicycles may only walk their bicycles. Riding and gliding are prohibited. Cyclists shall abide by the “Notice to Passengers Traveling with Bicycles.” Foldable bicycles that are fully collapsed and securely packaged may be carried onto trains and into stations;
- (6) Non-metro personnel are not permitted to carry or use carts or other similar tools in stations or trains. However, this restriction

shall not apply to those who have obtained permission from the TRTC and comply with the general regulations on the dimensions of carry-on luggage and objects carried by passengers.

- (7) Carry-on surfboards may not exceed 180cm on the longest side. Tail rudders, foot ropes, and other protruding items must be removed and stowed away during the journey. Surfboards between 165 and 180cm long are only admitted on the Taipei Metro during public holidays. Passengers with surfboards should travel on the first and last carriages only, and should not use the escalators.
- (8) Passengers with double basses should have them packed properly and must abide by the “Notice for Passengers Traveling with Double Basses.”

27. Unless otherwise announced by the TRTC, animals brought into stations or trains should be kept in pet carriers (bags or cages) which should be assembled properly to ensure no leakage of urine or feces. The head, tail, and limbs of the animals may not be exposed outside of the confines of the container. Each ticket-bearing passenger may only bring one container and must comply with the “Notice for Passengers Traveling with Pet Strollers.” However, this regulation does not apply to police canines, certificated guide dogs accompanying disabled passengers, and young guide dogs being trained by certified professionals.

TRTC may announce adjustments to the animals allowed in the preceding paragraph based on operational needs.

28. The following dangerous or inflammable objects are not allowed into Taipei Metro premises unless permission is granted:

- (1) Knives, scissors and other sharp objects. However, properly packaged items which do not violate the law nor represent any threat to the safety of others are not bound by this regulation;
- (2) Firearms or ammunition. However, on-duty police or military personnel carrying firearms or ammunition are not bound by this regulation;
- (3) Flammable liquids with an ignition point below 60 degrees centigrade, such as mineral oil, petroleum, kerosene, benzene, toluene (rosin), methyl alcohol, ethanol (alcohol), acetone, ether, paint (oil-base plastic paint and soluble concrete paint), carbon disulfide, and other flammable liquids;
- (4) Explosive materials, such as explosives, ammunition, gunpowder, fireworks, firecrackers, carbide, high-pressured gas (hydrogen, oxygen, propane, liquefied petroleum gas, acetylene), nitrocellulose, dinitrobenzene, dinitrotoluene, trinitrotoluene, dinitrophenol, trinitrophenol (picric acid), nitroglycol, nitroglycerine, nitric anhydride, organic peroxide compounds, dry ice (solid carbon dioxide), and other explosive substances;
- (5) Flammable objects, such as matches, explosives, metal sodium, potassium amalgam, magnesium powder, aluminum powder, yellow phosphorus, phosphorus sulfides, calcium phosphide, fireworks, firecrackers, isopropyl alcohol, and other flammable solids. However, safety matches and cigarette lighters for personal use are excluded;

(6) Substances that may cause harm to other people, such as sulfuric acid, hydrochloric acid, nitric acid, lead-acid batteries, chlorate (potassium, sodium and barium), perchlorate (ammonium, potassium and sodium), phosphorus chloride, sodium peroxide, barium peroxide, ammonium nitrate, bleach, pesticides, insecticides, herbicides, arsenic, arsenic, cyanide, uranium, plutonium, radium, medical waste, and other corrosive, toxic, radioactive, infectious substances and substances otherwise harmful to the human body.

The names of other items that may affect operational safety as mentioned in the preceding paragraph will be announced by the TRTC.

29. When carry-on luggage is suspected of containing hazardous or combustible materials, the TRTC may demand clarification from the owner and perform an inspection. Persons refusing inspection will be regarded as carrying hazardous objects. The TRTC may refuse to provide transportation and bring them before the police.

#### § Lost Objects §

30. Lost objects found within the Taipei Metro premises should be handed over to the station information counter. The TRTC will send a text message or issue a receipt to the finder.

Lost objects found outside the preceding area shall be handed to the police by the finder for settlement according to the law.

31. If passengers lose any items, they can use the AI Smart Customer Service for assistance. They may also contact the station information

counter, 24hr Customer Service hotline, or the Metro Lost-and-Found Center for help in locating their lost items.

32. In order to claim a lost object, passengers must prove that they are the owner of the object. If you are claiming on behalf of someone else, you must present both your own and the owner's identification documents, along with a letter of authorization from the owner before the lost object can be returned.
33. The TRTC handles found objects according to the law and relevant regulations and is not liable for any damages or compensation.

#### § Penal Provisions §

34. Persons in breach of Articles 50 and 50-1 of the Mass Rapid Transit Act shall be penalized by law.
35. The TRTC may refuse to provide transport services to persons in breach of the above regulations. Passengers in violation of the penal provisions of the Mass Rapid Transit Act or Taipei Rapid Transit System Directions for Passenger Transportation Services are punishable by law, and the TRTC or police may demand them to leave Taipei Metro premises. No refund will be made on fares for uncovered journeys.

#### § Others §

36. Passengers who fall ill en-route may request TRTC personnel to seek medical attention on their behalf.  
Disabled passengers may ask TRTC personnel for assistance, or take the accessible path.

37. For any questions or suggestions, please fill in an online feedback form on our official website (<https://www.metro.taipei>) or the Go! Taipei Metro app.

For questions regarding stored value cards, please contact the issuers directly.

38. In accordance with Article 50 of the Mass Rapid Transit Act, the offender or driver will be subject to a fine over NT\$1,500 and below NT\$7,500 in any of the following situations.

- (1) Climbing onto, jumping off, or scrambling onto a moving train;
- (2) Obstructing train doors or platform doors from closing, or opening them without permission;
- (3) Non-metro personnel or vehicles in breach of Paragraph 2 of Article 44 by trespassing onto metro tracks, bridges, tunnels, or Taipei Metro areas not open to public access;
- (4) Using improper methods to enter/exit stations or getting on/off trains;
- (5) Refusing ticket checks by TRTC personnel or hindering them in the performance of their duty;
- (6) Remaining in the carriage when the train is not in service and disregarding requests to leave;
- (7) Raising funds, distributing or posting advertisements, peddling goods, or conducting other commercial activities within Taipei Metro premises without permission;
- (8) Bringing animals onto Taipei Metro premises or trains without permission;
- (9) Drinking, eating, or chewing gum or betel nuts within the paid area of Taipei Metro premises; spitting phlegm or betel nut

waste; littering paper scraps, cigarette butts, gum, food waste, or other rubbish;

- (10) Hindering other passengers from passing through or using station entrances/exits, ticket-reading gates, ticket vending machines, escalators, or other passages, and disregarding requests to leave;
- (11) Loitering in station concourses or on platform areas with no intention of taking a train, obstructing other passengers and ignoring eviction;
- (12) Lying down on train or platform seats and disregarding requests to behave properly;
- (13) Operating stalls, putting up canopies, or organizing banquets within Taipei Metro premises without permission;
- (14) Playing on platforms, crossing the yellow lines, walking or running on escalators in the opposite direction, or other behaviors that affect operation order and traffic safety, while ignoring warnings.

The person who commits the preceding violations shall be forced to leave Taipei Metro premises by the TRTC personnel and police. No refund will be made on fares for uncovered journeys.

39. In accordance with Article 50-1 of the Mass Rapid Transit Act, the offender will be subject to a fine over NT\$10,000 and below NT\$1,000,000 in any of the following situations:

- (1) Bringing hazardous or combustible objects onto Taipei Metro routes, depots, stations, or trains without permission;
- (2) Tampering with station or train facilities, or hindering normal operation of trains and power or security systems;

(3) Violating Paragraph 3 of Article 44, crossing Taipei Metro routes without using overpasses or underground passages.

Persons in breach of any of the above are punishable by Paragraph 2 of Article 50.

In the event of violations of Paragraph 1 of Article 50 by persons under the age of 14 due to lack of parental or legal guardian supervision, their parents or legal guardians will be punished in their stead.

40. These Stipulations come into effect on the day of promulgation or amendment promulgation.