

The Taipei Metro System Operation Service Stipulations

A m e n d e d o n N o v . 2 8 , 2 0 1 9

I. Service Hours: 06:00 to midnight

II. Service Content:

1. Average Headway:

(1) Main lines:

· Peak hours:

A. Tamsui Station-Xiangshan Station, Songshan

Station-Xindian Station, Taipei Nangang Exhibition

Center Station-Dingpu Station, Luzhou

Station-Nanshijiao Station, Huilong Station-Nanshijiao

Station, New Taipei Industrial Park Station-Dapinglin

Station: Less than 6 minutes on average

B. Taipei Nangang Exhibition Center Station-Taipei Zoo

Station, Beitou Station-Daan Station, Songshan

Station-Taipower Building Station, Taipei Nangang

Exhibition Center Station-Far Eastern Hospital Station,

Daqiaotou Station-Nanshijiao Station: Less than 3

minutes on average

· Late-night period (23:00 until end of the service): Less than 15 minutes on average

· Other time periods (extra trains can be dispatched depending on the actual situation):

A. Tamsui Station-Xiangshan Station, Songshan

Station-Xindian Station, Taipei Nangang Exhibition

Center Station-Dingpu Station, Luzhou

Station-Nanshijiao Station, Huilong Station-Nanshijiao

Station, New Taipei Industrial Park Station-Dapinglin

Station: Less than 10 minutes on average

B. Beitou Station-Daan Station, Songshan Station-Taipower

Building Station, Taipei Nangang Exhibition Center Station-Far Eastern Hospital Station, Daqiaotou Station-Nanshijiao Station: Less than 5 minutes on average

C. Taipei Nangang Exhibition Center Station-Taipei Zoo Station: Less than 7 minutes on average

(2) Branch lines:

- Xinbeitou Branch Line: Xinbeitou Station-Beitou Station
 - A. Peak hours: Less than 8 minutes on average
 - B. Off peak hours: Less than 15 minutes on average
- Xiaobitan Branch Line: Xiaobitan Station-Qizhang Station
Less than 20 minutes on average

2. Travel time between stations:

(1) Ordinary time period:

Taipei Nangang Exhibition Center Station-Taipei Zoo Station:
Less than 51 minutes

Tamsui Station-Xiangshan Station: Less than 56 minutes

Songshan Station-Xindian Station: Less than 39 minutes

Taipei Nangang Exhibition Center Station-Dingpu Station: Less than 51 minutes

Luzhou Station-Nanshijiao Station: Less than 38 minutes

Huilong Station-Nanshijiao Station: Less than 49 minutes

New Taipei Industrial Park Station-Dapinglin Station: Less than 35 minutes

Xinbeitou Station-Beitou Station: Less than 5 minutes

Xiaobitan Station-Qizhang Station: Less than 6 minutes

(2) Late-night period (23:00 until end of the service):

Travel time between Tamsui Station and Xiangshan Station,
between Taipei Nangang Exhibition Center Station and Taipei

Zoo Station, between New Taipei Industrial Park Station and Dapinglin Station is respectively 6 minutes, 12 minutes and 7 minutes longer than during the ordinary time period.

3. Compensation for passengers trapped in trains due to service interruptions:

Passengers trapped in trains due to service interruptions for more than 10 minutes may apply for compensation according to the following guidelines, in addition to a fare refund:

- (1) Passengers trapped for over 10 minutes but under 20 minutes receive credit for one free journey.
- (2) Passengers trapped for over 20 minutes but under 40 minutes receive credit for 2 free journeys.
- (3) Passengers trapped over 40 minutes but under 1 hour receive credit for 5 free journeys.
- (4) An additional 3 free journeys will be given for every 15-minute period beyond the first 60 minutes.

4. Lost and found services:

Passengers who have lost personal belongings or children within the Taipei Metro system can request assistance at any station information counter or 24hr Customer Service.

5. Medical services:

Passengers injured in any accidents within the Taipei Metro premises will be covered by the Liability Insurance Coverage designated by the Ministry of Communications under Article 47 of the Mass Rapid Transit Act.

Passengers injured on the Taipei Metro premises may contact the information counter for assistance.

6. Services for the disabled:

Free wheelchairs, guides for visually-impaired passengers.

III. Regulations on Ticket Usage

1. Ticket types and usage:

- (1) Single-journey tickets: Issued by the TRTC. For single use only, available at automatic ticketing machines and information counters at stations;
- (2) Group tickets: Issued by the TRTC. For 2 or more passengers travelling together from the same departure station to the same destination. Available at all station information counters;
- (3) Periodic tickets: Issued by the TRTC. Valid within a certain time period. Available at all station information counters;
- (4) Electronic tickets: Tickets legally issued by issuing organizations authorized by the TRTC, sold according to public announcements made by the issuers.
- (5) Other ticket types: Issued by the TRTC. Sold at all station information counters, kiosks, commissioned stores and ticketing machines at stations.

2. Unless due to causes attributable to the TRTC, the duration of stay of ticket-holding passengers is limited to the following from entering to exiting a paid area:

- (1) No longer than two hours when entering and exiting at different stations;
- (2) No longer than 15 minutes when entering and exiting at 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.

3. 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, electronic or other types of tickets, the ticket gates will adjust the data on the tickets automatically the next time it is used on the Taipei Metro. Tickets can also be brought to any station information counter for free data revision.

IV. The most up-to-date regulations will rule in all cases. If the situation is not dealt with within the regulations, the TRTC may follow related laws or proclamations posted at stations. Contact the information counter for any enquiries.

V. For complaints and suggestions, call our service hotline on +886-2-218-12345, or write to us at email@metro.taipei You can also contact our staff at the information counters for assistance, or use the suggestion boxes provided.