

Regulations Governing Megacity Pass Use

Amendments Published on August 16, 2024

I. Basis of Distribution

Pursuant to the Executive Yuan's Initiative to Promote the Use of Public Transportation, the Taipei Rapid Transit Corporation (TRTC) has been authorized by the Keelung City Government, Taipei City Government, New Taipei City Government, and Taoyuan City Government (hereafter referred to as the Taipei-Keelung-Taoyuan area governments) to distribute Megacity Passes.

II. Megacity Pass & Description

The Megacity Pass is a commuter ticket sold for NT\$1,200 that allows for unlimited trips of unlimited distance on nearly all public transportation in the Taipei-Keelung-Taoyuan metropolitan areas within a 30-day validity period. Megacity Passes are usable on the following public transportation systems:

1. Metro and light rail transit (LRT): All metro and LRT lines operated by the New Taipei Metro Corporation and TRTC (Taipei Metro), and the Taoyuan Metro Corporation-operated Taoyuan Airport MRT;
2. City buses: All city bus routes in Keelung City, New Taipei City, Taipei City, and Taoyuan City (for the most current list of applicable routes, please refer to relevant announcements made by the Taipei-Keelung-Taoyuan area governments);
3. Taiwan Railways (TRA): All train types traveling between (inclusive): Keelung Station and Xinfu Station on the Western Trunk line; Badu Station and Fulong Station on the Yilan Line; and all stations on the Shen'ao Line and Pingxi Line; with the exception of any exclusive train types that do not offer non-reserved seating (e.g. sightseeing special, private charter, Taroko Express, Puyuma Express, or EMU3000 trains).
4. Intercity buses: Applicable routes and boarding zones are detailed in Appendix 1;
5. YouBike: Passholders enjoy the first 30 minutes of any YouBike rental session within Taipei City and New Taipei City for free, whereas rentals within Taoyuan City are free for the first 60 minutes. The above terms are not applicable for YouBike 2.0E models.

III. Purchase and Extension of the Pass

A. Megacity Passes can be stored in the following devices:

1. All general physical EasyCards, including Adult EasyCards, Co-Branded EasyCards, EasyCard Debit Cards, Samsung Wallet EasyCards, SuperCard EasyCards, Telecom EasyCards, Student EasyCards, and Digital Student ID EasyCards (issued by

county/city governments or schools to students over 12 years old). If using a Co-Branded EasyCard Credit or Debit Card, the remaining validity of the card must be no less than 60 days.

2. Further announcements will be made if additional devices that can be used to store MegaCity Passes become available.
3. There is a limit to one commuter ticket type per card. In the event that you wished to purchase another type of commuter ticket, you would have to wait until your Megacity Pass had expired to do so.

B. Methods of Purchase:

EasyCards: Purchase and set up your Megacity Pass by bringing your EasyCard to any New Taipei Metro station information counters (see Appendix 2), Taipei Metro, or Taoyuan Metro station (except A20 Xingnan Station); designated TRA ticketing offices (see Appendix 3 for details); the EasyCard Customer Service Center in Taipei City Hall Bus Station; and EasyCard Sale & Add Value Machines within Kuo-Kuang's Keelung Station, Taipei Station, Nangang Station, Banqiao Station, Taoyuan Airport Station, and Zhongli Station; any FamiPort kiosks within FamilyMart; or the ticket vending machines on 1F of Keelung's E-Square Mall (Erxin Loop Station) or Keelung Transit Station. SuperCard holders may also purchase passes through the Easy Wallet app; Samsung Wallet EasyCard holders may purchase passes through the Samsung Wallet app.

C. Methods of Extension:

EasyCards: One may extend the Megacity Pass on their original card by reloading it in the 10-day period before the pass expires. SuperCard holders may also extend their passes through the Easy Wallet app; Samsung Wallet EasyCard holders may extend their passes through the Samsung Wallet app.

- D. When purchasing a Megacity Pass, fees will be automatically deducted from the balance of the EasyCard or Easy Wallet used to store the pass. In the event of an insufficient balance, one must deposit sufficient funds into their account before the transaction can be completed.

IV. Activation and Validity Period

A. Activation

1. To activate the pass, place it over the automatic payment sensor at the gates of any metro, LRT, or TRA station or on buses. For TRA and intercity bus rides, both the boarding and disembarking stations must be located within Keelung City, New Taipei City, Taipei City, or Taoyuan City for the pass to successfully activate. If either the boarding or disembarking station for a trip falls outside of these areas, the Megacity Pass cannot be activated or used for that journey, and the

original fare will be deducted instead. A Megacity Pass must be activated within the period of 30 days after the date of purchase.

2. If a Megacity Pass is still valid when one purchases an extension, the extension period will automatically begin one day after the original Megacity Pass expires. If the pass has already expired when you purchase an extension, the pass is activated on the first day of use (the pass must be activated within the period of 30 days after the date of purchase).
 3. Megacity Passes cannot be activated at YouBike kiosks. Passholders must first activate their pass at one of the aforementioned activation locations, then register as a YouBike member and link their EasyCard number to their account if they wish to rent a YouBike. Upon completing registration, one will be eligible to enjoy the first 30 minutes of any YouBike rental session within Taipei City and New Taipei City for free, and the first 60 minutes of any YouBike rental session within Taoyuan City for free.
- B. Validity Period: Lasts for a period of 30 days beginning from the date of activation (inclusive).

V. Refunds and Lost Cards

A. Refunds

1. No refunds can be issued once an activated Megacity Pass has expired. Passes which have not been activated within 30 days of purchase can be refunded.
2. EasyCards: Activated Megacity Passes can be refunded at any New Taipei Metro station information counters (see Appendix 2), Taipei Metro stations, Taoyuan Metro stations (except A20 Xingnan Station), TRA ticketing offices, the EasyCard Customer Service Center in Taipei City Hall Bus Station, or the ticket vending machines on 1F of Keelung's E-Square Mall (Erxin Loop Station) or Keelung Transit Station within their validity period.
3. Any refunded credit will be reimbursed to one's EasyCard. Refunds are calculated as follows: The original pass price minus (daily amount x number of days) minus an NT\$20 handling fee. The "daily amount" is NT\$300 per day. If the refund amount is negative, no refund will be given.
4. The above "number of days" is calculated as follows: From the day of activation (inclusive) to the day of refund (inclusive). For cards that have not been activated, the number of days is 0. If the Megacity Pass has been activated, the day of refund is included in the number of days subtracted from the amount refunded.
5. Once a refund has been completed for a Megacity Pass, the pass immediately expires and cannot be used anymore.

B. Lost Cards

1. Unregistered cards cannot be reported as lost.
2. If your card is registered by ID number and has been lost, stolen, robbed, swindled, or is otherwise held by another person, please contact the card issuer to report your card as missing and deactivate it (for co-branded cards, please contact the card issuing bank).
3. If one's Student ID Card has been lost, stolen, robbed, swindled, or is otherwise held by another person, please contact the school that issued the card to report your card as missing and deactivate it. If one's Student ID Card is registered by ID number, one may also contact the card issuer.
4. The cardholder is liable for any transactions made within the period of three hours after registering the card as missing.
5. After a card issuer is notified of a lost card, refunds are calculated as follows:
 - (1) For the first reported loss of a registered card within the current year (from January 1 to December 31), the refund amount is calculated using the original pass price minus (NT\$40 x number of days passed) plus a NT\$20 handling fee. Amounts less than NT\$1 shall be rounded off without any further conditions. The above "number of days passed" is calculated as follows: From the day of activation (inclusive) to the date of report (inclusive). The card issuer will issue your refund through their appointed refund channel, restricted to a single refund per individual per year.
 - (2) For the second and subsequent reported losses of a registered card within the current year, the refund amount will be calculated according to policy as stipulated in Article V, Section A, and the refunded amount will be issued through their appointed refund channel.

C. Viewing Transaction History:

Cardholders can view their transaction history by bringing their card containing a Megacity Pass to any 7-ELEVEN ibon kiosk; FamilyMart FamiPort kiosk; Enquiry Machine (EQM) at any metro, LRT, or TRA station; or by using their card issuer's app.

VI. Terms of Use

- A. Megacity Pass passholders are required to comply with the regulations governing the use of the metro, LRT, TRA, buses, and YouBikes. Violation of these regulations may result in the card being locked and rendered unusable on other modes of transportation. In such cases, cardholders must return to the original transaction carrier to have the card unlocked; no deductions will be made for unlocking a card. Please refer to Appendix 4 for information on how having a locked card can affect

travel on various transport providers.

- B. A Megacity Pass allows unlimited trips of unlimited distance within its 30-day validity period. One cannot apply for a refund or compensation if they no longer use the Megacity Pass due to illness, injury, or other personal reasons.
- C. If one has been affected by a service interruption during the validity period of their Megacity Pass, they may request compensation in accordance with the regulations of the affected transport operator.
- D. A Megacity Pass is only valid for one passenger at a time. If it is found there were multiple users, anyone who used the ticket other than the cardholder will be deemed as riding without a ticket, pursuant to the regulations of the relevant transport provider.
- E. Please keep your card in good condition. Protect the card from damage by dirt, water, scratching, abrasion, heat, or other deformation. If such damage makes the ticket unreadable, it may no longer be usable to ride public transportation with. You may bring your ticket to any New Taipei Metro or Taipei Metro station information counter, or the EasyCard Customer Service Center in Taipei City Hall Bus Station, for handling, or apply for a refund on the EasyCard Corp. official website. If it is discovered that the card was damaged due to the reasons listed above, the Megacity Pass balance will be refunded pursuant to Article V, Section A.
- F. If a Megacity Pass fails to read for unknown reasons, please contact the card issuer or bring the card to any New Taipei Metro or Taipei Metro station information counters, or the EasyCard Customer Service Center in Taipei City Hall Bus Station, or apply on the EasyCard Corp. official website for assistance. A pro-rata refund will be calculated using the original pass price minus (NT\$40 x number of days passed). Amounts less than NT\$1 shall be rounded off without any further conditions.

VII. Other

- A. In case of revisions, the TRTC will announce revised items, terms, and effective dates on its website.
- B. Unless otherwise stipulated in this document, all other matters will be handled according to provisions promulgated by various transport operators.
- C. EasyCard usage shall be regulated according to the EasyCard Terms and Conditions provided by the EasyCard Corp.

Appendix 1: List of Applicable Intercity Bus Routes

Route	Applicable Range	Route	Applicable Range
0968	Entire route	1813	Entire route
0968A	Entire route	1813A	Entire route
1031	Entire route	1813B	Entire route
1032	Entire route	1813C	Entire route
1061	Entire route	1813D	Entire route
1061A	Entire route	1813E	Entire route
1062	Entire route	1813F	Entire route
1068	Entire route	1813G	Entire route
1088	Entire route	1813H	Entire route
1191	Entire route	1813I	Entire route
1212	Entire route	1813J	Entire route
1356	Entire route	1813K	Entire route
1356A	Entire route	1814	Entire route
1550	Entire route	1814A	Entire route
1550A	Entire route	1815	Entire route
1550B	Entire route	1815A	Entire route
1550C	Entire route	1815B	Entire route
1551	Entire route	1815C	Entire route
1558	Entire route	1815D	Entire route
1558A	Entire route	1815E	Entire route
1558C	Entire route	1815F	Entire route
1573	Entire route	1816	Entire route
1573A	Entire route	1816A	Entire route
1579	Entire route	1816B	Entire route
1579A	Entire route	1818	Entire route
1579B	Entire route	1818A	Entire route
1579C	Entire route	1819	Entire route
1662	Entire route	1819B	Entire route
1728	Renai & Dunhua Intersection– Longtan Interchange	1820	Taipei Bus Station– Dachang Rd. & Jianxing Rd. Intersection
1800	Entire route	1820A	Taipei Bus Station– Dachang Rd. & Jianxing Rd. Intersection
1800A	Entire route	1820B	Taipei Bus Station– Dachang Rd. & Jianxing Rd. Intersection
1801	Entire route	1821	Taipei Bus Station–
1801A	Entire route		
1802	Entire route		
1802A	Entire route		
1803	Entire route		
1804	Keelung Station–Taoyuan Chang Gung Bus Terminal		

Route	Applicable Range
	Dachang Rd. & Jianxing Rd. Intersection
1840	Entire route
1841	Entire route (Must include the section within Taoyuan City or the highway to be applicable)
1841A	Entire route (Must include the section within Taoyuan City or the highway to be applicable)
1841B	Entire route (Must include the section within Taoyuan City or the highway to be applicable)
1842	Entire route
1842A	Entire route
1843	Entire route
1960	Entire route
1961	Entire route
1961A	Entire route
1962	Entire route
1968	Entire route
1968A	Entire route
2000	Entire route
2001	Entire route
2003	Entire route
2003A	Entire route
2004	Entire route
2004A	Entire route
2022	Entire route
2088	Entire route
2088A	Entire route
2088B	Entire route

Route	Applicable Range
5116	Entire route
5203A	Entire route
5250	Entire route
5250A	Entire route
5250B	Entire route
5350	Songshan Airport– Heng Gang Xia
5634	Zhongli North Station–Gaoping
5640	Longtan–Sanshui
5641	Yangmei Station–Qiding
5642	Yangmei Station–Xianzhenjie
7500	Taipei Bus Station– JingGuo Bus Station
7504	Banqiao Bus Station– Zhongli Youmin Hospital
7505	Banqiao Bus Station– Zhongli Youmin Hospital
7513	Taipei Bus Station– JingGuo Bus Station
9001	Entire route
9005	Entire route
9005A	Entire route
9006	Entire route
9009	Entire route
9023	Entire route
9023A	Entire route
9025	Entire route
9025A	Entire route
9026	Entire route
9026A	Entire route
9026B	Entire route
9026C	Entire route
9069	Entire route
9069A	Entire route

Appendix 2: Information Counter Locations for New Taipei Metro Stations

New Taipei Metro System		Station
Metro	Circular Line	All stations
LRT	Danhai LRT	V01 Hongshulin Station
		V26 Tamsui Fisherman's Wharf Station
	Ankeng LRT	K09 Shisizhang Station

Appendix 3: List of Taiwan Railways (TRA) Ticketing Offices Selling Megacity Passes

City	Station	
Keelung City (5 stations)	Keelung	Sankeng
	Badu	Qidu
	Baifu	
Taipei City (4 stations)	Nangang	Songshan
	Taipei	Wanhua
New Taipei City (20 stations)	Wudu	Xizhi
	Xike	Banqiao
	Fuzhou	Shulin
	South Shulin (08:00-17:00)	Shanjia
	Yingge	Fulong
	Gongliao	Shuangxi
	Mudan (07:30-15:30)	Sandiaoling
	Shifen (08:00-18:00)	Pingxi (08:20-15:30)
	Jingtong (08:20-15:30)	Houtong
	Ruifang	Sijiaoting
Taoyuan City (6 stations)	Taoyuan	Neili
	Zhongli	Puxin
	Yangmei	Fugang

Note: All listed stations, except for Mudan, Sandiaoling, Pingxi, and Jingtong, have ticket vending machines that can extend the Megacity Pass.

Appendix 4: Effects of Having a Locked Card

	Taipei Metro	MRT of Circular Line	Taoyuan Airport MRT	City buses in Keelung, New Taipei, & Taipei City	Danhai LRT	Ankeng LRT	Taiwan Railway (TRA)	City buses in Taoyuan City	Intercity buses (highway)	Intercity buses	YouBikes
Taipei Metro	○	○	✓	✓	✓	✓	✓	✓	✓	✓	✓
MRT of Circular Line	○	○	✓	✓	✓	✓	✓	✓	✓	✓	✓
Taoyuan Airport MRT	✓	✓	○	✓	✓	✓	✓	✓	✓	✓	✓
City buses in Keelung, New Taipei, & Taipei City	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Danhai LRT	✓	✓	✓	✓	○	✗	✗	✓	✓	✓	✓
Ankeng LRT	✓	✓	✓	✓	✗	○	✗	✓	✓	✓	✓
Taiwan Railway(TRA)	✓	✓	✓	✓	✗	✗	○	✓	✓	✓	✓
City buses in Taoyuan City	✓	✓	✓	✓	✓	✓	✓	○	✗	✗	✓
Intercity buses (highway)	✓	✓	✓	✓	✓	✓	✓	✗	○	✗	✓
Intercity buses	✓	✓	✓	✓	✓	✓	✓	✗	✗	○	✓
YouBikes	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
○ : Can help unlock ✓ : Cannot unlock, but can ride ✗ : Cannot unlock or ride											