

2012 National Freeway Annual Report



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National Freeway Bureau Annual Report Index

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1 Preface

After celebrating the 100th national birthday, we make effort persistently to promote the service of the national freeway to the higher level in 2012(year “101”), just like the skyscraper Taiwan 101. "Quality First, Safety First Efficiency First and Service First" are our ultimate goals and sacred missions that need our colleagues make more efforts.

National Freeway had been a leader of national major constructions, and played a key role in economic miracle of Taiwan. By following the brilliant tradition waged by our bureau, in 2012, we kept moving to launch a large number of operations in an attempt to the new high ground.



1 Efforts for Quality First

To perform a sound task, one must first sharpen the tools. When it comes to engineering works, quality should be the first requirement. We implement the engineering planning and design, construction and maintenance by full life cycle management system. The concepts of environmental protection and financial efficacy were also integrated into the engineering operations to assure the belief of engineering quality first.

2 Efforts for Safety First

For the lack of safety, quality-efficiency and service would not be achieved successfully. When it comes to safety in our bureau, we focus on engineering safety during construction and traffic safety during transportation. Safety is accessible and disasters are avoidable. Zero disasters and zero incidents as well as zero fines make the ultimate objective in the effort of safety first. Through 3E (Engineering, Education and Enforcement), all TANFB employees make an all-out effort.

3 Efforts for Efficiency First

Highly effective traffic management will assure the fluency of freeway. As the national highway network takes shape, we use modern communication technologies to implement the traffic management measures. The intelligent transportation system (ITS) of national freeway and highway is the one of most important mission of our bureau.

4 Efforts for Service First

The high-speed national freeways are now part of people's daily life. We have been making efforts to supply a fine traffic service which can enhance the living of the population. Through OT projects, the service areas are operated by

private enterprises, which have more energies and innovations to promote the service. Supplying more delicate services is the direction and goal of "Service First" of our bureau.

Thanks to the efforts indicated above, our bureau not only was rated in the 3rd place in the performance evaluation of Ministry of Transportation & Communications, but also had outstanding performance in other campaigns among all public agencies. Even more, the OT project for the Guanxi Service Area was rated as outstanding by the Public Construction Commission, Executive Yuan. All the achievements are the appraisals of the efforts by our colleagues. We are capable of keeping on innovating and making efforts before reaching the pinnacle.

We understand that we still have a long way to be the best, but it is not impossible. When we launched the 1968 APP, it was received 330,000 downloads in the first year and 3,120,000 users visited the site (as of January 31, 2013), which is a leading achievement among public agencies. Early 2013 in less than 1 month after the launch of the new version in the Chinese New Year holidays (January 26 through February 17, 2013), both downloads and visits exceeded the maximum of the old version in last year, setting the record high of 420,000 and 6,990,000 respectively. Over the years, abiding by the innovative perception of "caring people, localization and feedback to the community", we have set the multi-function value of business trip, fine dining, leisure, tourism, shopping and literal publicity as a new service area featuring diverse elements. The revenue and customer satisfaction grow continuously, and we are frequently visited by both local and international travelers. We do believe in the law of "forecasting trends, controlling of operations and effective innovation", we can get closer to the population, launch new thoughts and explore the ITS as frontrunner in the world.



Be a respectable public servant and honor oneself by servicing people.
Let's keep on trying together!

曾大仁

Tseng, Dar-jen, Director General