



8 Travel Service

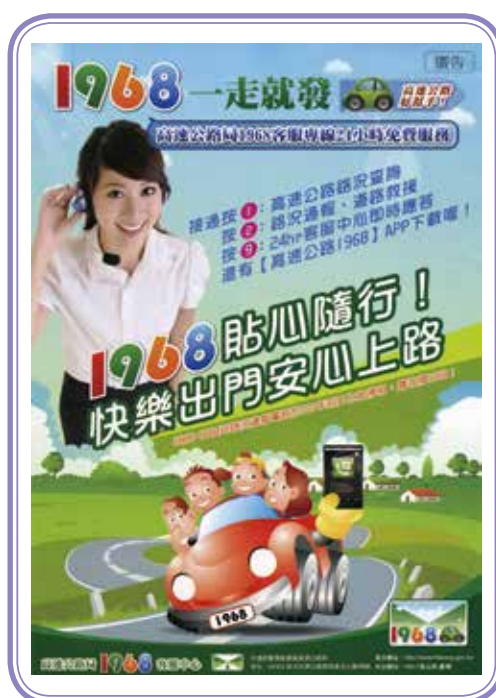
1 1968 Customer Service Hotline

On January 1st 2012, the 1968 Customer Service Hotline was launched by our bureau and on April 1st, the service was designated free of charge offering speech inquiries on road traffic updates, road rescue and other traffic inquiries as an integrated service by telephone. As of late December, 540,000 road users had been served, establishing a 90% satisfaction rate, a much appraised performance.

In order to upgrade the practice of mutual assistance on freeways based on the total service rendered by the 1968 Customer Service Hotline, we like to ask for your help by dialing the 1968 Customer Service Hotline for pits, fallen objects or vehicles on roadside in need of urgent rescue, making 1968 a good help to all drivers.



“1968 Customer Service Hotline” Advocacy folding



“1968 Customer Service Hotline” Advocacy poster

2 Management Concept for Freeway Service Areas

Freeway Service Areas have been installed mainly to allow drivers traveling on freeways to take rest after long hours driving as required. The service areas are available with refueling and vehicle service facilities assuring safe travel on freeways.

As closed pay-road systems, all freeway service areas which are offering direct services to travelers provide quality and diverse facilities free of charge to travelers. All the commodities provided for sale in the areas must be of like quality and price of neighboring cities. As TANFB has come highlighting its

service-oriented strategy, freeway travelers are increasingly demanding new services as time goes by. When it comes to updating the management strategy for service areas at this time, customer perspective is must, otherwise, no service provided would meet the demand of the customers. Accordingly, a sound management concept for freeway service areas in the future needs to rest on offering satisfactory public services. When we reruite new operators in the future. We well lower the royalty to provide more quality products at affordable prices. We will als ask operators introduce the ecological and environmental concept. Eventually, a freeway service area is not only a place to allow travelers to rest, but also a tourist destination as a really exclusive service area.

In the future, the crucial point of recruiting new service area will be management concepts and highlights proposed by the contenders. Doing so will assure that quality and all-purpose are available in service areas, where more business opportunities can be created. The government, the private sector and freeway travelers are all beneficiaries.

3 Tender Operations Opened for 5 Service Areas in 2012

All 14 service areas governed by our bureau was tendered by OT, following the Act for Promotion of Private Participation in Infrastructure Projects. 4 tenders launched for new contracts in 2012. They covered 5 areas, namely Xiluo, Xinying, Dongshan/Guanmiao and Gukeng. The tender regulations are set by complying with the revised mechanism of accessible prices. By automated lowering of royalty rate, operators can alleviate their operation cost and cut the price of products. On the other hand, the renewal of contract offered to operators of sound performance is for upgraded service quality.



4 Basic Information on Service Areas

(1) Themes and Characteristics

National Freeway	Service Area	Operator	Operating Period	Themes and Characteristics
National Freeway No. 1	Zhongli	Hi-Scene World Enterprise Co., Ltd.	2012.05.16 ~ 2017.05.31	Based on the theme of Impressive Taiwan for Travelers, theme service areas are built on the concept of a living museum. Next to the Taoyuan International Airport, the Zhongli Service Area is actually the main entrance to Taiwan for international visitors. It is built on the theme of Window to the World, Where Dreams Take Off—Amazing Taiwan GO GO GO.
	Hukou	Hi-Scene World Enterprise Co., Ltd.	2011.05.16 ~ 2017.05.31	Based on the theme of old streets, the island paradise - back to 1974 the Service Area are chawn as the theme park of Twiwan culture by well-planned design skills and decoration art.
	Taian	Nan Ren Lake Leisure Amusement Co., Ltd.	2011.03.01 ~ 2017.02.28	The area is arranged to highlight the theme of “the Wonderful Wizard of Oz Painting of Music”. The theme park in the North Station is a fairytale-like outdoor space featuring amusement facilities for children and a park that serves as habitat for “bugs”, “butterflies” and “squirrels”. The South Station: The European-style fountain park features streets and wooden artworks for the theme and the plantation is arranged to reinforce aestheticism. The chairs and evening lighting have been improved.
	Xiluo	Hsin Tung Yang Co., Ltd.	2007.03.01 ~ 2013.02.28	The whole site is made as a “3D forest-like” totem. The pagoda and the corridor in front of the veranda are transformed into a “Puppet Opera Stage” for visitors coming with family.
	Xinying	Oceanic Beverages Co., Inc.	2007.03.01 ~ 2013.02.28	Available in the form of a “Japanese Lodge”, the entire landscape features greens, light, wind, sound and water among other elements provided by Mother Nature.
	Rende	President Chain Store Corp.	2011.05.26 ~ 2017.05.31	Based on the concept of “Ongoing and Endless Cycle”, local natural and cultural landscapes with comibing the traditional elements and “Charming Nan Ying” was used in design. “Nan Ying New Age” is presented as “Old is New”, thanks to the different designs of the North Station and the South Station.
National Freeway No. 3	Guanxi	Hsin Tung Yang Co., Ltd.	2011.06.01 ~ 2017.05.31	The “Lohas Lodge and Charming Guanxi” make the theme of the park based on the charming Guanxi and the attitude of the Hakka people.
	Xihu	I-Mei Foods Co., Ltd.	2008.10.16 ~ 2014.12.06	Both the North and South halls feature a crystal chandelier and LED lights on top of the pyramid.
	Qingshui	Hsin Tung Yang Co., Ltd.	2008.09.01 ~ 2014.08.31	The steam ship represents the theme of ocean.
	Nantou	Hsin Tung Yang Co., Ltd.	2008.04.16 ~ 2014.04.15	Based on the aboriginal culture, the aboriginal totem is used to highlight the aboriginal folklore.

National Freeway	Service Area	Operator	Operating Period	Theme and Characteristics
National Freeway No. 3	Gukeng	Hi-Scene World Enterprise Co., Ltd.	2007.07.02 ~ 2013.07.01	The romantic Gukeng Service Area is highlighted with "flora, rainbow and coffee". The outdoor parks with the outdoor café and water dancing plaza come in European style. And people may enjoy local cuisine in Yunlin and Chiayi area in the food court.
	Dongshan	President Chain Store Corp.	2007.04.16 ~ 2013.04.15	The 200-year-old banyan tree makes the renowned landmark as this is known as the largest highway service area in Southeast Asia. The Dongshan Service Area is known for its LOHAS green concept as it features outdoor fountain plaza, banyan stage and veranda as well as lakeside pagodas.
	Guanmiao	Oceanic Beverages Co., Inc.	2008.11.23 ~ 2014.11.22	The Phoenix Canopy Bamboo Shade Hall and the Guanmiao Noodle Workshop and the siding of the public restrooms feature a pineapple canopy as public art contributed by the local Guanmiao population.
National Freeway No. 5	Shiding	Oceanic Beverages Co., Inc.	2011.06.16 ~ 2017.08.31	Based on the theme of "Sunshine Market", the Shiding Service Area undergoes remodeling by highlighting the concept of "market". By taking advantage of solar energy, the service area is brought nearer to Mother Nature. The lighting and the design itself also make travelers feel relaxed.

(2) Primary Free-of-Charge Service Facilities

Facility	Service
Public Restrooms	Clean, carefree, bright, greenified and caring quality restrooms.
Information Desk	Sale of toll coupons, wheel chairs and toddler carriages for borrowing, broad casting, lost and found, change into coins, fax, photocopying, traffic updates and other tourist information.
Breastfeeding Room	Offering diapers, hot water and cradles.
ATM	Offering the convenient service that the passenger withdrawal, transfers accounts and balance check.
Wireless Internet	Free-of-charge wireless internet in the halls.
Parking	Free parking for all vehicles and trailers.
Landscaping Rest Area	Featuring attractive landscapes of plantation for road users.
Pet baskets	Open to road users with pets.
Driver' s Lounge	Open to road users for rest.



(3) Highlighted Landscapes in the Service Areas

1. Zhongli Service Area



Area for business travelers



Private garden view points

2. Hukou Service Area



Restored glamour of legendary streets



Sector of gifts

3. Taian Service Area



The Wonderful Wizard of Oz



European-style landscaping backyard garden

4. Xiluo Service Area



Traditional puppet performances



Night view of the rest area

5. Xinying Service Area



Southeast Asian-style outdoor view



Bright and ample service hall

6. Rende Service Area



Eye-catching commodities on display



Diversified facilities in public service area



7. Shiding Service Area



Facilities of diversified service



Bright and ample hall

8. Guanxi Service Area



Entrance featuring Hakka-style assorted fabric



Comfortable and relaxing dining area

9. Xihu Service Area



Public Art - Concentric Beast



Dining area on 2nd floor

10. Qingshui Service Area



Image built by dedicated services



Solar-energy facilities

11. Nantou Service Area



Tang style dining area



Sun Moon Eco Pond

12. Gukeng Service Area



Green Tunnel



Image of the entrance to the station of happiness



13. Dongshan Service Area



Lively and agile 3D model



Unique shape and appearance

14. Guanmiao Service Area



Bright space of sound elevation

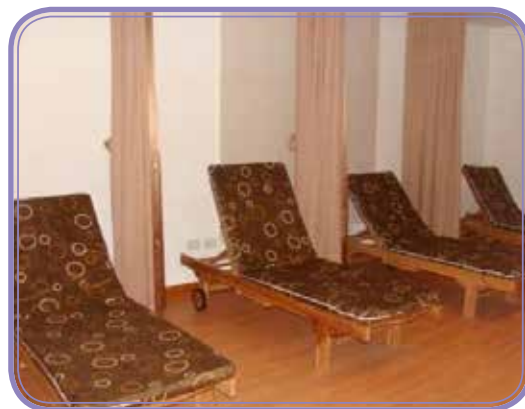
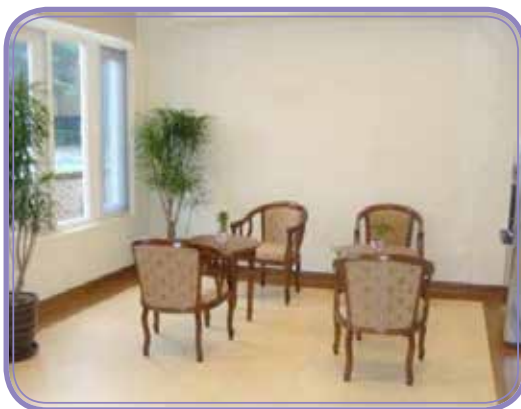


A full top view

5 Drivers' Lounge

In order to keep the drivers from developing fatigue, from January 2012, the Taiwan Area National Freeway Bureau (TANFB) offered free driver's lounges with shower in 3 rest areas located at Hukou (south bound), Taian (south bound), Xinying (north bound) in the north, central and south sectors of the National Freeway 1. The registration is required. A campaign is launched by all means to encourage the road users to use the facilities. Highway Police Station also offers its efforts in preventing driving under the influence of fatigue. Through these measures, accidents caused by drivers developing fatigue was further minimized.

TANFB Offering considerate and quality service is an ongoing effort of our bureau. When the contract for the rest areas expires, tenders will be called on new systems for sales of commodities on accessible prices, on the other hand, rest quarters will be opened to drivers. At this time, a driver's lounge is available on the 2nd floor at the Guanxi Service Area; besides, the same service will be opened at Xiluo, Xinying (south bound), Dongshan and Guanmiao Rest Areas after entering into new contracts in 2013. The new service aims to keep drivers from developing fatigue while traveling for the sake of enhanced safety.



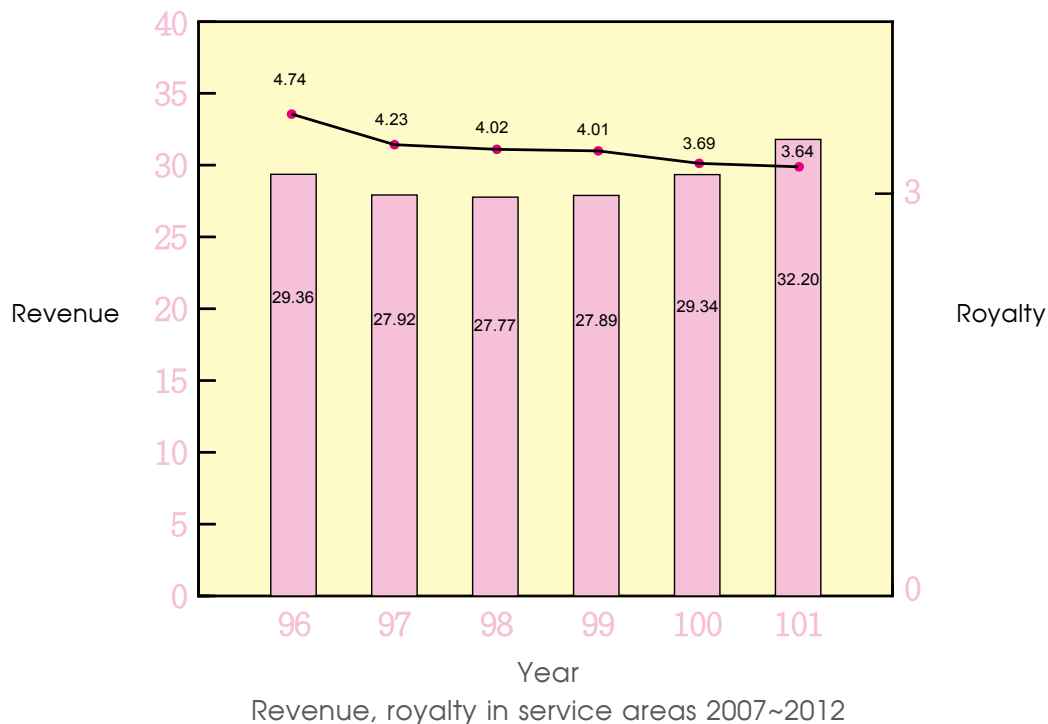


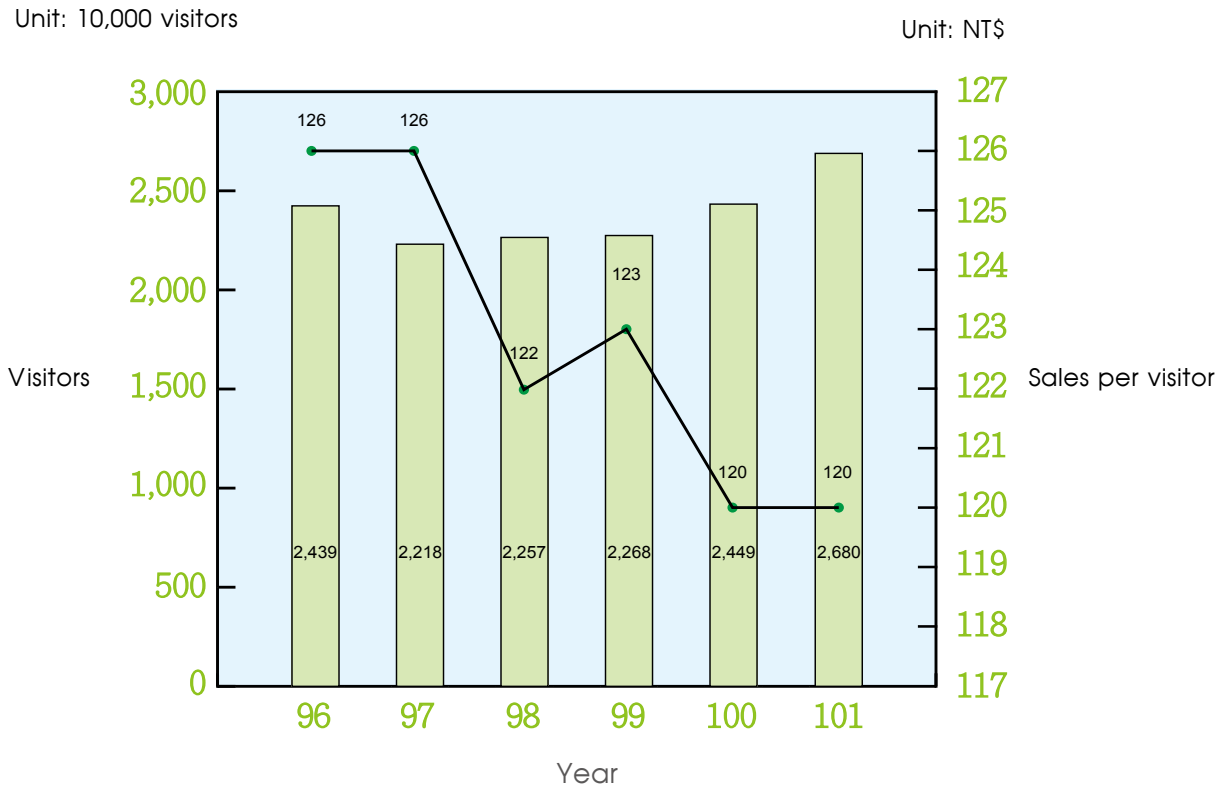
6 Refueling Services

- (1) As part of the service rendered to road users, a total of 22 service stations are available in the service areas and exists along National Freeway No. 1; on National Freeway No. 3, the service is available at Guanxi, Qingshui, Nantou, Gukeng, Dongshan and Guanmiao both in southbound and northbound, where drivers are allowed with accessible refueling service.
- (2) The service stations are open 24 hours a day offering refueling, carwash, fast maintenance, tire-inflating and toll-free tickets among others.

7 Service Area Business Performance Statistical Table

Unit: NT\$100,000,000





Visitors, sales per visitor in service areas 2007~2012



Service area customer satisfaction survey 2007~2012



8 Tow-away Service on National Freeways

The 42 tow-away operators involved in the freeway service offered by our bureau for 2011 (January 1 2011 through December 31 2012) have 1,395 tow trucks, 453 large tow vehicles and 942 small tow vehicles. The service in question is open to large & small passenger vehicles and trucks, excluding service, repair, refueling and water adding.

Effective 2011, the highway rescue service will be conducted by charging the scene operating fees instead of accident scene operating fees, which is now in operation as required by actual operation needs and the rest, that is to say, other charges and operation, shall remain the same. Further, to make the public learn more about the tow-away operation and the remarks, details are available now on the website of our bureau at [www.freeway.gov.tw/Driving Safety Advocacy/Road Rescue Information](http://www.freeway.gov.tw/Driving%20Safety%20Advocacy/Road%20Rescue%20Information) for inquiries.