Customer Service Guide

By

Southern Region Engineering Office, Taiwan Area National Freeway Bureau,

Ministry of Transportation and Communications, R.O.C.

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1. Preface

The Office oversees the southern part of the Freeway Network, through services such as road maintenance, travel services, and traffic management. Our regular and routine services provide the following items: traffic safety, smooth traffic flow, maintenance and improvement of road facilities, beautification of landscape, rest area services, suggestion handling, traffic information inquiry, etc.

2. Organizational Chart

3. Location

3.1 Location of the Office of the Southern Area Network:
The Office is situated in the east region of Tainan City, closer to west of 325k +300 on National Freeway No. 1, approximately 2 kilometers north of Rende Interchange.
3.2 Branches
- Sinying Branch is located near the National Freeway No. 1 Sinying Interchange, at No.701, Fusing Rd., Sinying City, Tainan County 730, Taiwan (R.O.C.)
- Gangshan Branch is located closer to National Freeway No. 1 Gangshan Interchange, at No.4, Jieshou E. Rd., Gangshan Township, Kaohsiung County 820, Taiwan (R.O.C.)
- Baihe Branch is located closer to east of National Freeway No. 3 Beihe Toll Station, at No.65-37, Kantou Village, Baihe Township, Tainan County 732, Taiwan (R.O.C.)
- Pingtung Branch is located closer to National Freeway No. 3 Linluo Interchange, at No.227, Yongfong Rd., Yongfong Village, Jhutian Township, Pingtung County 911, Taiwan (R.O.C.)

3.3 Service Areas and Rest Areas
- Sinying Service Area: located at the southbound and northbound of 284k+200 on National Freeway No.1.
- Rende Service Area: located at the southbound and northbound of 335k+100 on National Freeway No.1.
- Gukeng Service Area: located at the northbound of 276k+900 on National Freeway No.3.
- Dongshan Service Area: located at the northbound of 319k+900 on National Freeway No.3.
- Guanmiao Service Area: located at the southbound and northbound of 363k+800 on National Freeway No.3.
- Sinhua Rest Area: located at the southbound and northbound of 350k+600 on National Freeway No.3.

4. Jurisdiction of the Office
The territory of the Office consists of Yunlin County, Chiayi County, Tainan County, Kaohsiung County, and Pingtung County.
- National Freeway No.1 (also known as Sun Yat-sen Freeway): from 251k+100 to 372k+760, from Dalin to Kaohsiung, with total distance of 121.66 kilometers.
- National Freeway No.3 (also known as Formosa Freeway): from 270k+000 to 431k+520, from Gukeng to Dapeng Bay, with total distance of 161.52 kilometers.
- National Freeway No.8: from from Lane 124, Sec. 1, Gongsyue Rd., Annan District, Tainan City to Sinhua, with total distance of 15.51 kilometers.
- National Freeway No.10: from Wunzih Road in Kaohsiung City to Cishan, with total distance of 33.782 kilometers.
### Chart of Jurisdiction of Each Branch

<table>
<thead>
<tr>
<th>No. of National Highway</th>
<th>Sinying Branch</th>
<th>Gangshan Branch</th>
<th>Baihe Branch</th>
<th>Pingtung Branch</th>
<th>Total (km)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. 1</td>
<td>(251k+100~320k+000) 68.90</td>
<td>(320k+000~372k+760) 52.76</td>
<td></td>
<td></td>
<td>121.66</td>
</tr>
<tr>
<td>No. 3</td>
<td></td>
<td>(270k+000~358k+000) 88.00</td>
<td></td>
<td>(358k+000~431k+520) 73.52</td>
<td>161.52</td>
</tr>
<tr>
<td>No. 8</td>
<td>(0k+000~15k+510) 15.51</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. 10</td>
<td>(0k+000~18k+400) 18.40</td>
<td></td>
<td>(18k+400~33k+782) 15.382</td>
<td></td>
<td>33.782</td>
</tr>
<tr>
<td>Total (km)</td>
<td>84.41</td>
<td>71.16</td>
<td>88.00</td>
<td>88.902</td>
<td>332.472</td>
</tr>
</tbody>
</table>
5. The Southern Area Network and Facilities Layout of National Freeway

IC. = Interchange  SIC. = System Interchange  S.A. = Service Area  T.S. = Toll Station
6. Services

6.1 Maintenance of National Freeway

Each Branch is responsible for maintaining all the road facilities, bridges, tunnels, and landscape within the jurisdiction of the Office. The Office aims to provide immediate help and assistance to any emergency or hazards on the freeway to ensure a safe, swift, and comfortable travel environment.

6.2 Rest Area Services

- There are five service areas and one rest area within the territory of the Office providing one-stop relaxation for travelers. Each service area is managed by different sponsor stores, whereas the Office is responsible for supervision.
- Each service area is equipped with its unique characteristics. National Freeway No.3 is built along the mountain area. With broad space, natural scenery, and unique architecture, the rest areas have become popular tourist spots.

<table>
<thead>
<tr>
<th>Sinying Service Area</th>
<th>Rende Service Area</th>
<th>Gukeng Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dongshan Service Area</td>
<td>Guannmiao Service Area</td>
<td>Sinhua Rest Area</td>
</tr>
</tbody>
</table>

- Each service area provides customers with basic facilities, such as parking lots, restrooms, restaurants, and outdoor gardens. Gas stations are available all year long at all service areas, except for Gukeng Service Area.
Information is available at each service area from 7:00 a.m. to 22:00 p.m., including services such as, selling of toll tickets and phone cards, information inquiry, paging service, lost and found, medical emergency assistance, free cold and warm water and paper cups, traffic inquiry, coin change, copying, facsimile, postal and delivery services, distribution of all kinds of advertisement, etc.

Sinhua Rest Area on National Freeway No.3 provides facilities, including restrooms, pavilions, public phones, vending machines, recreational area, etc.
6.3 Traffic Management

- Ramp metering system is set up at each interchange along National Freeway No.1 to moderate traffic flow entering the Freeway. In addition, different traffic control policies are implemented during long holidays in complying with the orders from the high-ranking officials to ensure the quality of road service.

6.4 Traffic Information Services

The operator at the Traffic Control Center together with the help of Police Broadcasting Station conducts 6 to 7 current traffic live radio shows daily. Travelers can listen to the program at FM 93.1.

- Toll free number 0800008456 is available to provide various kinds of service, such as traffic condition inquiry, car towing, etc.
- Emergency phones are set up at every kilometer along the freeway. Travelers may use emergency phones to directly contact the Traffic Control Center for help.
- CMS (Changeable Message System) are established along the freeways to inform current traffic condition, traffic rules, and other information.

7. Customers’ Suggestions and Inquiry

- In case of any suggestion or inquiry, customers may contact relevant department of the Office via phone, fax, e-mail, mail, etc.
- “Bureau Director’s Mail Box” is available at five service areas within the territory of the Office. Customers may fill up the questionnaire to express their opinions, and these valuable comments will be taken care of by special staff. Likewise, “Office Director’s Mailbox” is also available at the Office to handle the petitions filed by the customers. The Office handles the cases in comply with the required deadlines.
8. Future Plans

8.1 Service Areas
- The service quality of service areas aims to upgrade the customer-oriented service in order to create a joyful traffic environment. For example, we plan to pay more attention to environmental management, and improve our service in landscape beautification, food safety and food hygiene, public safety, etc. In addition, “Service Regulations of Information within the territory of the Office, Taiwan Area National Freeway Bureau” will be issued for the service staff to follow in order to provide customers with quality service.

8.2 Traffic Information
- We aim to upgrade the functions of traffic management system to obtain correct on-line traffic information of highways, and to inform travelers via the most correct and the most efficient method—CMS to avoid traffic jam.

8.3 We plan to speed up the clean-up of dropped items on the freeways to prevent any traffic accidents.

8.4 Education for Staff
- We plan to upgrade our pre-job and on-job educational trainings for staff at the Office and service staff at the service areas. We plan to enhance their understanding in our service objectives, road signs, road directions, road network, and others alike so they can assist any customer’s inquiry.

8.5 Education for Travelers
- In order to create a safer, smoother, and quicker traffic environment, we plan to use Freeway Network Maps helping travelers to better understand our Freeway Network.

9. Conclusion

- Our government aims to provide the best service. Despite our continuous endeavors in providing the high quality service, more improvements remain to be completed. Your valuable suggestions will be highly appreciated. We value any chance to serve you, and also value any of your insightful suggestions.
10. Contact Us

10.1 Office
- Telephone: (06) 2363201
- Fax: (06) 2363771
- Toll Free Number: 0800008456
- E-mail address: sdo@freeway.gov.tw
- Address: No.991, Yunong Rd., East District, Tainan City 701, Taiwan (R.O.C.)

10.2 Branches
- Sinying Branch Phone: (06) 6563724 Fax: (06) 6560512
- Gangshan Branch Phone: (07) 6264119 Fax: (07) 6262928
- Baihe Branch Phone: (06) 6856126 Fax: (06) 6832582
- Pingtung Branch Phone: (08) 7786313 Fax: (08) 7785612

10.3 Service Areas
- Sinying Service Area
  Phone: Southbound (06) 6321753 Northbound (06) 6321750
  Fax: (06) 6351748
- Rende Service Area
  Phone: Southbound (06) 2662241 Northbound (06) 2782238
  Fax: (06) 2667631
- Guanmiao Service Area
  Phone: Southbound (06) 5552690 Northbound (06) 5552696
  Fax: (06) 5552698
- Dongshan Service Area
  Phone: (06) 6230176 Fax: (06) 6230185
- Gukeng Service Area
  Phone: (05) 5828717 Fax: (05) 5828718