

# 團隊服務

## Teamwork Effort for Service

汐止系統交流道  
Xizhi System Interchange

### 用心經營

#### Managing with All Heart

高速公路歷經40多年的發展，從無到有，從早期的一條國道，延伸到遍布東西部的高速公路路網，我們的任務也由公路建設轉為更貼心細緻的營運管理，為用路人提供良好的行車環境。

Over the past 40-odd years, Taiwan's freeway network has expanded from only one freeway to a nationwide network. The National Freeway Bureau's major missions have thus transformed from freeway construction into operation and management for offering speedy and convenient journey to freeway users.

# 服務緣起

## Development History



民國59年6月8日，高速公路工程局正式成立，第一個任務即是負責辦理十大建設之首——興建一條縱貫南北的交通大動脈，以促進城鄉交流、便利物資運輸，並帶動民生與經濟的發展。

民國67年10月31日，我國第一條高速公路全線通車，命名為國道1號（中山高速公路），全長373公里，北起基隆，南至高雄，並有支線連接到桃園國際機場，為臺灣的陸上交通開創了新的里程碑。

中山高速公路通車之後，開始有了營運管理的需求，故於民國67年12月1日將「高速公路工程局」改制為「國道高速公路局」，並將營運管理納入工作主軸。

如今，我們的管理範圍已不只是國道1號，還陸續增加了國道2號、3號、4號、5號、6號、8號及10號等，營運總長度也從373公里延伸為1,000多公里。四通八達的國道路網，不僅拉近了城市與鄉村、東西與南北的距離，更提供民眾多元性的用路選擇。

雖然肩負的責任愈來愈重大，但持續提高服務品質，讓國道路網為民眾帶來舒適便捷的行旅經驗，始終是我們不變的信念。

當年的行政院長蔣經國先生前往施工處視察。  
Mr. Chiang Ching-kuo, the Premier of Excution Yuan at that time, inspected construction work.



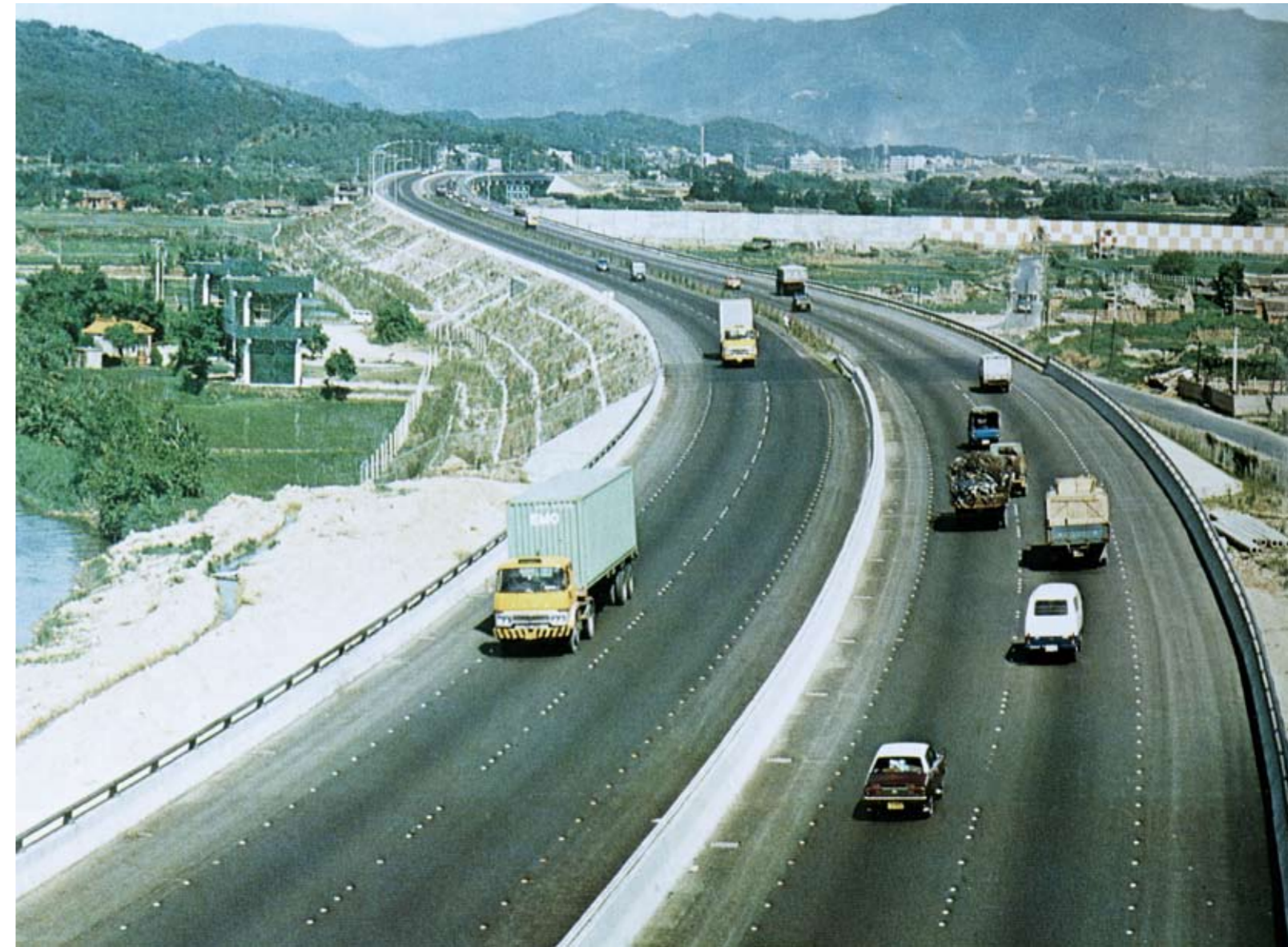
In 1970, the Freeway Construction Bureau formally came into being. Its first mission was to build a north-south transportation artery on western Taiwan, thus promoting closer urban-rural links, facilitating material transport, and boosting social and economic growth.

On October 31, 1978, Taiwan's first-ever freeway was opened to traffic, and was named National Freeway No. 1 or Sun Yat-sen Freeway. It is 373-km long from Keelung in the north to Kaohsiung in the south, with a branch line connecting to Taoyuan International Airport. This freeway marked a new milestone in Taiwan's land transportation history.

Increasing need of operation and management followed its completion. Hence, on December 1, 1978, the Freeway Construction Bureau was reorganized into National Freeway Bureau which puts operation and management as its major mission to best serve freeway users.

To date, our transportation management covers National Freeways No. 1, No. 2, No. 3, No. 4, No. 5, No. 6, No. 8, and No. 10, with the total length of over 1,000 kilometers. This convenient freeway network not only narrows the gap between urban and rural development but also shortens travel time between north and south, and east and west. And it provides people with more route choices in travel.

This Bureau now shoulders even greater responsibilities and will continue to commit to upgrading service quality and offering comfortable and convenient freeways.



中山高速公路全線通車之後，成為縱貫臺灣南北的交通大動脈。  
After being opened to traffic, the Sun Yat-sen Freeway became Taiwan's north-south transportation artery.

# 服務範圍

## Service Routes

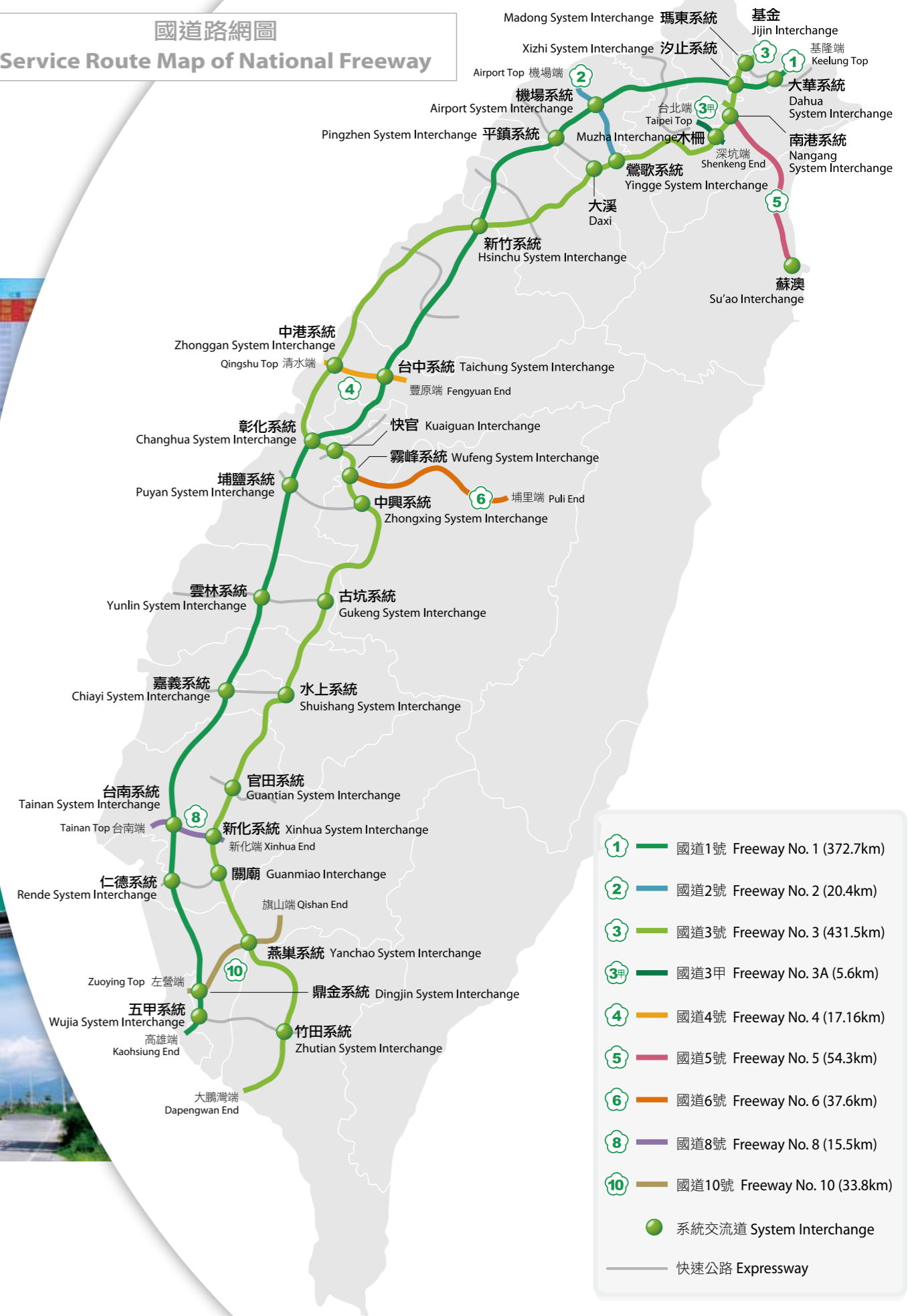


國道1號起點——基隆端。  
The starting place of National Freeway No. 1 at Keelung.



國道3號南端起點——大鵬灣端。  
The southern starting place of National Freeway No. 3 at Dapengwan.

### 國道路網圖 Service Route Map of National Freeway



# 服務理念

## Our Commitments



推動智慧型e化公路的同時，我們也努力推行綠色生活。  
In carrying out the intelligent e-highway policy, we are also promoting "green life".

對我們而言，最重要的理念就是服務用路人。

為讓用路人舒適行駛在高速公路上，安全順利地抵達目的地，因此，提昇行旅服務品質、加強運輸效能及維護行車安全，是我們一貫的目標；推動智慧型e化公路，達到人、車、路科技化管理，亦是現階段努力的重點。

此外，我們也關心並保育沿線生態與環境，在不破壞、不過分擾動、取材自然的原則之下，達到保存或增加生物多樣性的永續經營，並在工程設計與施工時，將環境保護和節能減碳列為最優先考量，推行綠色生活。因為我們相信，每一個保育和保護的小作為，都會為環境帶來正向的改變。

不凡的成就建立在平凡踏實的執行。所以，秉持著一貫的服務理念，一步步朝著目標邁進，是對於永續經營的具體實踐。希望這樣的服務信念，可以造福所有用路人；也希望這樣的用心努力，能讓國道管理務實而且有成效。

國道1號／高科交流道。

Gaoko Interchange on National Freeway No. 1.



We devote ourselves to serving all freeway users. For the past decades, it has done utmost to ensure safe and comfortable freeways, upgrade service quality, and enhance transport efficiency. In addition, we are now building "intelligent e-highways" to implement high-tech management on people, vehicles and roads within freeway network.

Moreover, we care about and act on ecological preservation and environmental protection. To avoid destroying or over-disturbing original fauna and flora while using natural materials, we are willing to achieve sustainable development and biological diversity. In design and construction, we consider the CO<sub>2</sub>-reducing and energy-saving measures as first priority in pursuit of "green life". It is our firm belief that each nature-friendly step, no matter how small it may seem, can bring positive effect on our environment.

Extraordinary achievements begin by ordinary steps, and we do carry out our ideals step by step. To ensure sustainable management of freeways, we have made strenuous efforts to benefit all freeway users and upgrade Taiwan's freeway management.



國道1號／桃園段  
Taoyuan section of National Freeway No. 1

# 服務項目

## Service Items

我們主要任務為國道之公路養護、交通管理、收費業務、行旅服務、拓建改善與研究發展等。

主要掌理工作如下：

- ◎ 養護及拓建工程。
- ◎ 交通管理及行車安全維護。
- ◎ 通行車輛工程受益費之徵收。
- ◎ 路邊設施之營運管理。
- ◎ 沿線環境之整理與維護。
- ◎ 用地、房屋與其他財物之備置、保管、運用及財務處理。
- ◎ 研究發展及其他有關事項。

Our major works include: freeway maintenance, traffic management, tolling operation, travels service, new construction projects, and research & development. Highlights are as follows:

- ◎ Maintenance and expansion of freeway.
- ◎ Traffic management and safety maintenance of freeway.
- ◎ Levying of beneficiary charges on vehicles using freeway.
- ◎ Roadside facilities operation and management along freeway.
- ◎ Environment cleaning and maintenance along freeway.
- ◎ Preparation, keeping and utilization of land, housing, and properties for freeway.
- ◎ Research and development regarding freeway and other related affairs.

國道5號／坪林段  
Pinglin section of National Freeway No. 5



# 服務團隊

## Service Team



高速公路局  
The National Freeway Bureau

為了讓國道經營管理的工作更有效率地執行，局內共設有5組4室，局外則設有北區、中區、南區和拓建等4個工程處，以及23個收費站，從各個不同領域，經營管理高速公路，提供用路人全方位的服務。

To more efficiently carry out its various duties, the National Freeway Bureau has 5 departments and 4 offices. Moreover, outside the bureau compound there are 4 engineering offices—Northern Region, Central Region, Southern Region and Widening Construction engineering offices, as well as 23 toll stations. All our units work together to offer all-time, all-out services to freeway users.

### 組織架構圖 Organizational Chart

