

## Source of Traffic Information

To ensure the correctness of real time traffic information, NFB installs different type of facilities to gather traffic information on freeway and expressway continuously. All the data gathered by facilities are transmitted to every control center for further processing and operation. Vehicle detector, automatic vehicle identification and CCTV camera are the most general facilities on freeway and expressway.

CCTV



Automatic Vehicle Identification



Vehicle Detector



Except different type of detectors, the patrol of the freeway police and the informing of road users are also very important!



## Do You Know?

Except changeable message signs and travel time signs, you can acquire traffic information via various approaches on your journey.

Smart Phone



Navigator with traffic information



Kiosk in Service Area



1968 User Hotline

Police Broadcasting Station

**Website :** <http://www.freeway.gov.tw>  
**E-mail :** [tanfb@freeway.gov.tw](mailto:tanfb@freeway.gov.tw)  
**User Hotline :** 1968(Toll free service)  
**Head Office :** (02)2909-6141

 National Freeway Bureau, MOTC

1968

## Traffic Information Service

## Importance of Freeway Information

Real-time freeway information is very important for road users to understand. If road users inquire real-time traffic condition before departure, road users will avoid traffic jam road section. If road users acquire real-time traffic condition and travel time information en-route, they will understand current traffic condition and alternative routes information to keep away from congestion section at peak hour.

If road users acquire traffic jam road section before departure or on trip, they may keep away from this road section



## Traffic Information Classification

Freeway and expressway traffic information can be classified into following types by road users' acquiring time:

- **Pre-Trip :** Road users can understand current freeway and expressway traffic information and travel time arriving destination which will help road users to choose better path before departure.
- **En-Route :** Road users can understand freeway and expressway traffic information, such as travel time, incidents, traffic jams, road works, etc. Besides, knowing traffic management measure including road shoulder using and alternative route suggestion information before departure will also help road users to arrive destinations safer and faster.



## Pre-Trip Information

NFB provides various freeway guidance information for road users to inquire freeway and expressway traffic condition, plan journey and avoid traffic jam road section.

The pre-trip information is provided with the following type:

- Traffic jam road section and average speed
- Origin-destination travel time
- Traffic restrictions and road work information
- Live traffic video



Receiving real time traffic condition via 1968 App and customer service anytime and anywhere!



1968 Web  
<http://1968services.tw/>

## 1968 Customer Service

NFB now provides 1968 customer service, which providing a more real time, more kindness and more comprehensive information service. This service has been provided since January, 2012 and road users can directly talk with on-line service agent to acquire real time traffic information and road service.

1968 customer service provides following service:

### 1. Voice call enquiry

- Traffic condition enquiring
- Roadside assistance processing progress

### 2. Inform traffic incident or request roadside assistance

- Traffic jam, facility breakdown, incidents
- Requesting roadside assistance

### 3. Customer Service



Smart Road Smart GO- Introducing the 1968 App  
Four key features

Providing road network message & incident information at congestion time



#### Service phone

One touch and easily acquire 1968 customer service.



#### Real time road

Well-designed and comprehensive UI for users.



#### Trip Plan

Shortest trip length & shortest travel time options are provided for users.



#### Real-time video

Seeing is believing! Over 1,000 cctv cameras video can be accessed for all users.

iOS- QRcode



Android QRcode



## En-Route Information

What is the time remaining to destination? Is there any traffic jam or incidents ahead? Answering above questions to all road users is the mainly reason for NFB to provide en-route information. En-route information are provided via various types of signs.

Currently, en-route information is provided with the following type:

- Route guidance information
- Off-ramp traffic condition in urban area
- Traffic jam, incidents, abnormal weather, road work information
- Travel time
- Regulation information



Route guidance sign provides various information including detour information.

Providing traffic condition and incident information under congestion condition



Displaying estimated travel time under general traffic condition

