Do You Know?

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

- **Smart Phone**
  - Download 1968 App

- **Navigator with traffic information**

- **Kiosk in Service Area**

**National Freeway Bureau, MOTC**

**Traffic Information Service**

**1968**

**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 escape 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-Roule:** 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.

Website: [http://www.freeway.gov.tw](http://www.freeway.gov.tw)
E-mail: [lanfb@freeway.gov.tw](mailto:lanfb@freeway.gov.tw)
User Hotline: [1968(Toll free service)]
Head Office: [02]2903-6141
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

1968 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.

1968 Web
http://1968services.tw/

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 main reason for NFB to provide en-route information. En-route information is 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