



Customer Service Guide



1. History

The preparatory office was set up on July 16, 1973 to take charge of the plan, design and constructions of National Highway No. 1 in southern Taiwan. The Southern Region Engineering Office of Taiwan Area National Freeway Construction Bureau was officially founded on November 1, 1973.



The constructions of National Freeway No. 1 were completed and opened for public use on December 1, 1978. The missions of the Southern Region Engineering Office were shifted from construction to maintenance, therefore the Bureau was renamed as Taiwan Area National Freeway Bureau, under the instruction of the Executive Yuan (Taiwan's Cabinet). The operations of the Southern Region Engineering Office include infrastructure maintenance, travel assistance, and traffic management. Routine operations include maintaining traffic safety and traffic flow, repairing or improving infrastructure, customer service in rest areas, and responding to complaining users.

2. Organization Chart



3. Location

3.1 Office

- 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

- Xinying Branch is located near the National Freeway No. 1 Xinying Interchange, at No.701, Fuxing Rd., Xinying District, Tainan City 730, Taiwan(R.O.C.)
- Gangshan Branch is located closer to National Freeway No. 1 Gangshan Interchange, at No. 4, Jieshou E. Rd., Gangshan District, Kaohsiung City 820, Taiwan (R.O.C.)
- Baihe Branch is located closer to east of National Freeway No. 3 Baihe Toll Station, at No. 65-37, Kantou Village, Baihe District, Tainan City 732, Taiwan(R.O.C)
- Pingtung Branch is located closer to National Freeway No. 3 Linluo Interchange, at No. 227, Yongfeng Rd., Yongfeng Village, Zhutian Township, Pingtung County 911, Taiwan (R.O.C.)

3.3 Service Areas and Rest Areas

- Xinying 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.
- Xinhua 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 City, Kaohsiung City, and Pingtung County.

4.1. National Freeway No.1(also known as Sun Yat-sen Freeway):from251k+000 to 327k+730, from Dalin to Kaohsiung, with total distance of 121.63 kilometers.

4.2. 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.



4.3. National Freeway No.8: from Lane 124, Sec. 1, Gongxue Rd., Annan District, Tainan City to Xinhua, with total distance of 15.51 kilometers.

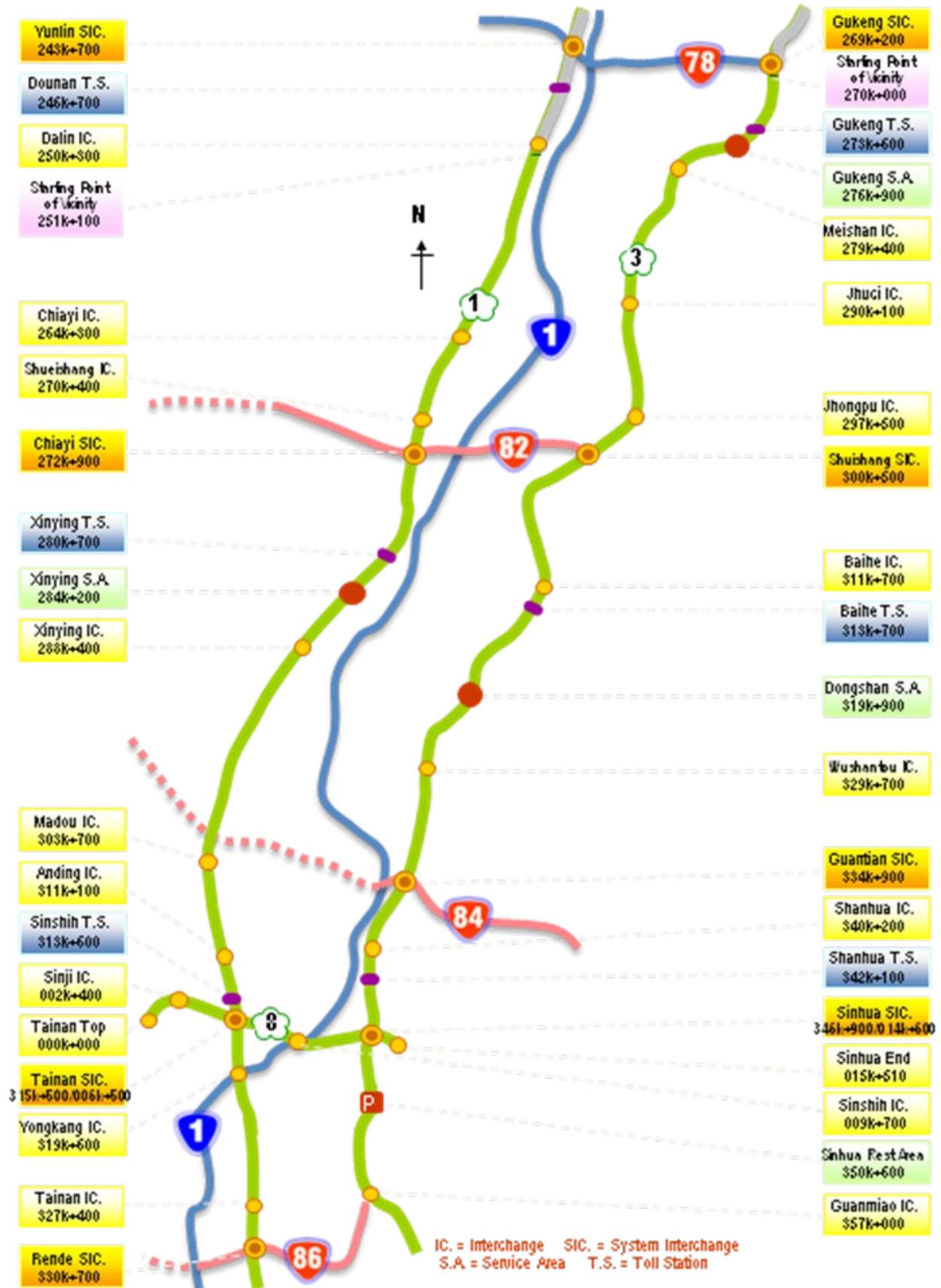
4.4. National Freeway No.10: from Wenzhi Road in Kaohsiung City to Qishan, with total distance of 33.782 kilometers.

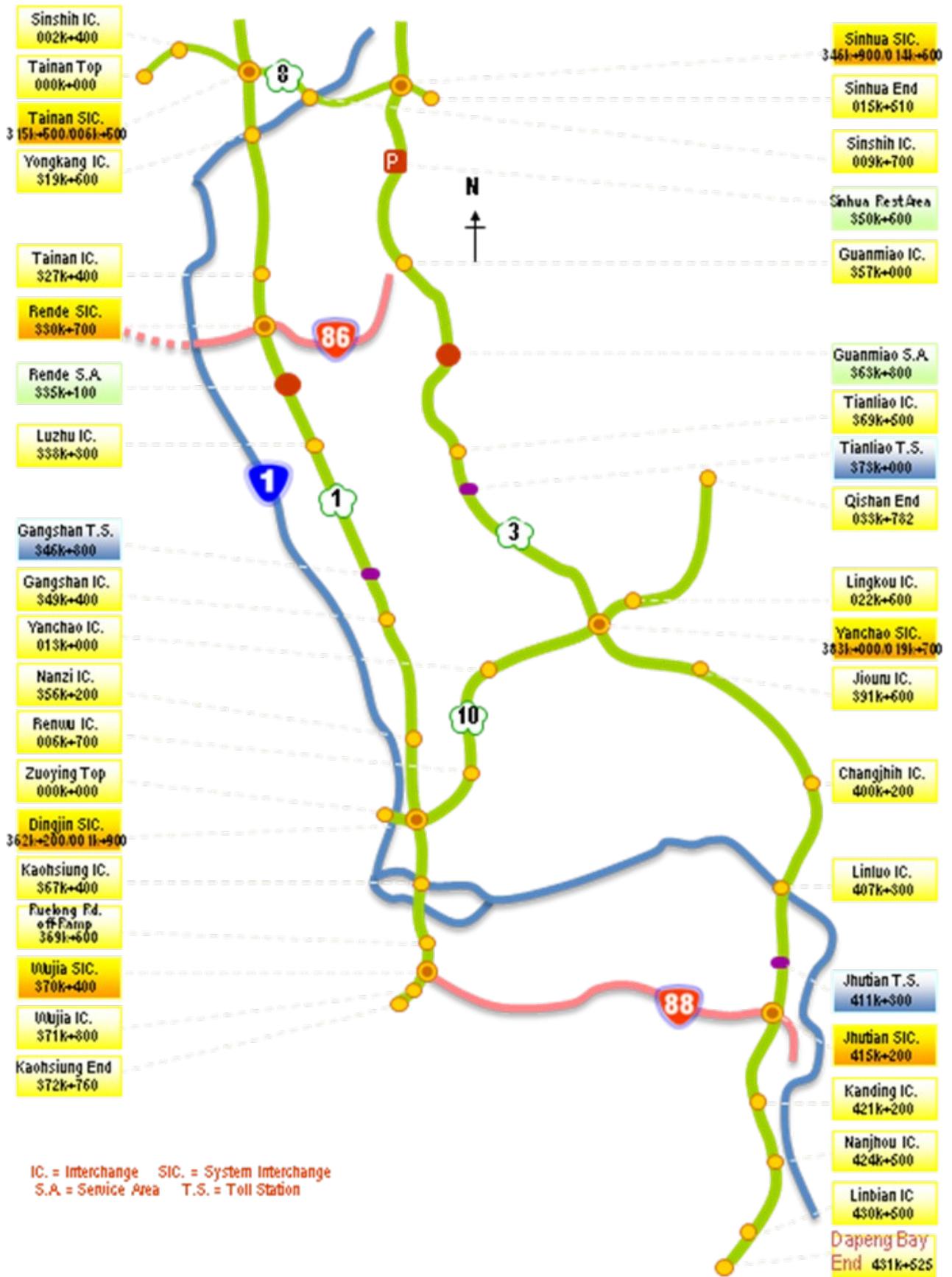
4.5. Where our authority extends

No. of National Freeway	Xinying Branch	Gangshan Branch	Baihe Branch	Pingtung Branch	Total(km)
No.1	(251k+100~320k+000) 68.90	(320k+000~372k+760) 52.76			121.66
No.3			(270+000~358k+000) 88.00	(358k+000~431k+525) 73.525	161.525
No.8	(0k+000~15k+510) 15.51				15.51
No.10		(0k+000~18k+400) 18.40		(18k+400~33k+782) 15.382	33.782
Total (km)	84.41	71.16	88.00	88.907	332.477



5. The Southern Area Network and Facilities Layout of National Freeway





6.Services

6.1 Freeway Maintenance

The Office is responsible for the maintenance of pavement, traffic signs and markings, lightning systems, and all infrastructures; protection bridge piers; cleaning; landscape design and maintenance; providing safe, comfortable and pleasant driving experiences.

6.2. Travel services

- The Southern Region Engineering Office manages 5 service areas and 1 rest area for drivers and passengers. Operate-Transfer (OT) is a form of project financing taken to manage the 6 rest areas, wherein a private entity receives a concession from the National Freeway Bureau to finance, design, construct, and operate a facility stated in the concession contract. This enables the project proponent to recover its investment, operating and maintenance expenses in the project. Since the managing companies have liberty for operation, they have been very innovative in designing and maintaining public restrooms, information desk, restaurants, stores, and the outdoor areas. The Southern Region Engineering Office supervises the managing companies.
- Each of the five service areas is special, especially those on National Freeway No.3. The spacious rest areas with relaxing view have become popular attractions.



Xinying Service Areas

Rende Service Areas



Guanmiao Service Areas

- Basic needs can be fulfilled in the service areas, for example, parking spaces, public restrooms, food court, nursery rooms, ETC service booths, playground for children, gas stations, and outdoor space. (Note: The gas station in Gukeng Service Area is under construction.)
- Information desk can be found in every Service and Rest Area, and information services are available every day from 7AM to 10PM. The services include selling toll tickets (passes), travel information, broadcasting, lost and found, fist aid, offering free cold and hot tap water, traffic information, change, copying service, fax service, delivery service, and flyer distribution.
- Xinhua Rest Area on National Freeway No.3 is smaller than others. To give drivers



and passengers a short break, public lavatory, public phones, and vending machines are provided in the Rest Area. The Southern Region Office takes charge of the maintenance of the Rest Area.

6.3 Traffic Information Services

- Real-time traffic information available at the website of National Freeway Bureau at <http://www.freeway.gov.tw>
- Traffic Control Center operators update Kaohsiung and Tainan branches of the Police Radio Station with traffic information 6-7 times a day. Tune in to FM93.1 or FM104.9 for real-time information.
- Real-time traffic information and support for towing services are available at toll free service line 0800-008-456.
- Inform the Traffic Control Center of traffic information updates by using the emergency phone booths set up by the roadside. The phone booths are set up at an interval of 1kilometer.
- Traffic and construction information is displayed on the changeable message signs (CMS)

7. Customer Feedback

If you have any question or suggestion, please contact us via phone calls, fax, email or letters.

In the five service and rest Areas, you will find "Director's Mailbox", beside which are opinion survey forms. The Southern Region Engineering Office will respond to your comments upon receiving.

8. FAQ

1. My car was hit and turned upside down on National Freeway No. 10. The accident took place near Qishan. Why was I charged NT 5,800 for the towing service?

The basic charge for towing passenger-carrying vehicles is 1,500 dollars, this includes a flat rate for the first 10km. Your car was towed for 60km, so you need to pay for the 50km at the rate of 50 dollars per kilometer, which adds up to 2,500 dollars. Another 1,800-dollar fee is charged because your car was upside down and required special equipment. In sum, the total amount is 5,800 dollars.

2. My car was caught in a chain collision accident on National Freeway No. 1. Why could I not wait for my free towing service provided according to my insurance policy?

According to Article 25.3 of the Freeway and Expressway Traffic Control Regulations, vehicles damaged in an accident must be towed away immediately to stop obstructing the traffic. The expenses associated with the towing, suspension, relocation,



safekeeping and processing of the aforesaid vehicle shall be borne by the driver or owner of the vehicle.

3. What can I do when I find malfunctioned Freeway facilities, fallen cargo or traffic accidents on the highways?

Use the phone booths by the highways or dial 0800008456 to inform the Traffic Control Center.

4. Where can I find real-time traffic information?

1. Go to the Freeway Bureau Website (<http://www.freeway.gov.tw>)
2. Tune in to Police Radio Station (FM93.1 ; FM104.9)
3. Call 1968
4. Call Traffic Control Centers at 0800008456

5. How can I ask for help when my car breaks down on the Freeways?

Use the phone booths by the highways or dial 0800008456 to inform the Traffic Control Center.

6. I live by the Freeway. What should I do when the noise pollution is too disturbing?

You can send noise level testing applications to competent authorities (i.e. Environmental Protection Bureaus). When the result shows noise level is higher than standard, the National Freeway Bureau will take measures to solve the noise problem.

7. Why I find lights turned off or malfunctioned sometimes?

The lightning system cables are often stolen and the lights lose their power supply. The Southern Region Engineering Office patrols take contingency response measures upon finding such problems to maintain traffic safety.

8. How can I request state compensation when my car or its tires are damaged because of pits on the Freeways?

Evidence, and receipt for the repair are required. It would be better if the applicant remembers where the pit is located.

9. Can the Police Radio Station provide traffic information more specifically?

The Police Radio Station is not subordinate to the National Freeway Bureau, so the bureau cannot demand the radio station, but your suggestion has been transferred to the radio station.

10. Why are drivers required to turn on head lights in tunnels?

Though lighting is provided in tunnels, drivers need to turn on headlights in case of

power failure. This is a safety measure to prevent traffic accidents.

11. Why is lane changing prohibited in tunnels?

Tunnels are not like other parts of the highway in that it is more difficult to remove damaged cars. To prevent traffic accidents, changing lanes in tunnels is prohibited.

12. When I pass toll stations during toll collection suspending period, why does my ETC equipment beep?

You are not tolled though the ETC equipment beeps. Rest assured. You can check your balance on your ETC equipment.

13. I am penalized for passing ETC lanes without paying tolls. How can I file complaint if that is not true?

Follow the steps printed on the top right corner of your ticket to file a complaint. (If you are penalized for breaking regulations at more than one toll station, one complaint will do.)

14. How can I change the billing address of my ETC bills?

Far Eastern Electronic Toll Collection Co. (FETC) sends bills to users according to their information registered at Motor and Vehicle Office. To change the billing address, go to Motor and Vehicle Offices to change your registered address.

9. Future Development

9.1 Service and Rest Areas: The Build-Operate-Transfer (BOT) form of financing and management is taken, and the Southern Region Engineering Office will continue to supervise managing companies to ensure food safety, public safety, and keep the environment clean. The managing companies should put equal emphasis on business interests and the demands of drivers and passengers.

9.2 Traffic Information: Real-time Highway Information is very important to drivers. The Southern Region Engineer Office is building the southern part of "Integrated Traffic Control System Program for Highway and Expressway Network". After the system is launched, drivers can plan the best route before setting off, and can change the route based on the information shown on CMS and guiding signs, to reach their destination more safely and quickly.

9.3 The Office will shorten the time needed to remove fallen cargo and traffic accidents, to maintain traffic safety and traffic flow.

9.4 Landscape Design: The Southern Region Engineering Office designs landscapes in different parts of the highways according to local features, to provide comfortable driving experiences.

9.5 Environment Protection: Sustainable development and management are prioritized, so the Southern Region Engineering Office launched many environment protection measures. The Office will continue to promote and implement the measures, expecting staff members to educate and influence their families and, in the long run, every one in Taiwan.

10. Conclusion

The Southern Region Engineering Office has spared no effort to serve the public. As there is always room for improvement, we welcome your criticism. Yet, it would be more encouraging to turn your criticism into suggestions!

11. Contact Us

11.1 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.)

11.2 Branches

- Xinying 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

11.3 Service Areas

Service Area	Office Phone	Managing Company	Information Desk
Xinying	Southbound(06)6321753 Northbound(06)6321750 Fax(06)6351748	Apple Sidra Corporation	Southbound (06)6379171 #210 Northbound (06)6379306#200
Rende	Southbound(06)2662241	President Chain Store Corporation	Southbound(06)3663885

	Northbound(06)2782238 Fax(06)2667631		Northbound(06) 2780615
Guanmiao	Southbound(06)5552690 Northbound(06)5552696 Fax(06)5552698	Apple Sidra Corporation	Southbound(06) 5552860 Northbound(06) 5551953
Dongshan	(06)6230176 Fax(06) 6230185	President Chain Store Corporation	(06)6234481
Gukeng	Fax (05)5828718	Hi-Scene World Enterprise CO,LTD	(05)5820092

