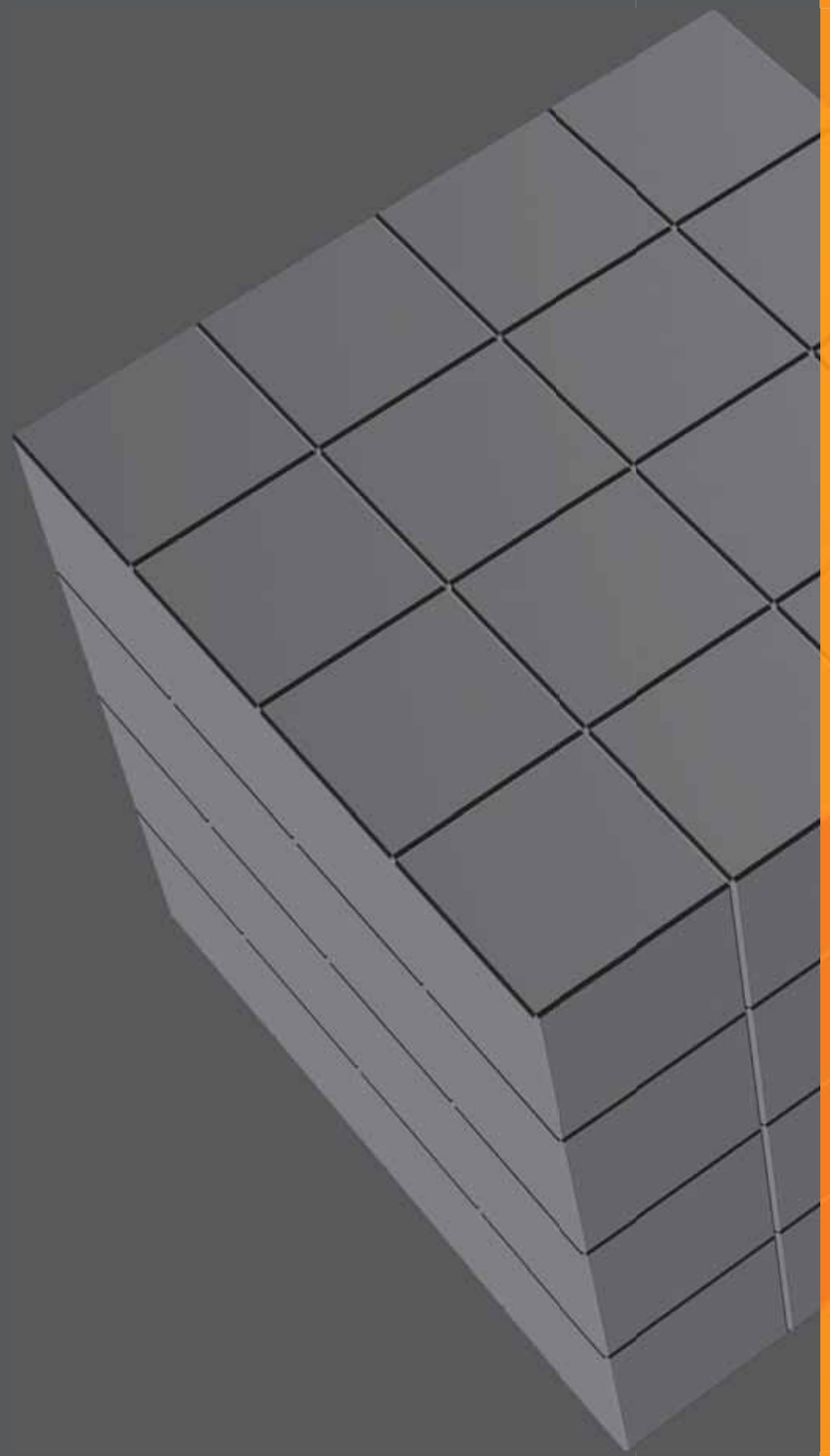
當我們
停在一起

1999~2006
8 YEARS 停車管理施政典藏
Treasury of Parking Management Policy Initiatives

臺北市停車管理處
Taipei Parking Management Office

出版日期：2006年12月
Publication date: Dec. 2006

ISBN 986-00-7759-2
00000
9 789860 077599



Contents 目錄

1 當我們停在一起__編輯手札
When We're All Parked Together __ A Letter from the Editor 02

2 施政大聲公__施政絮語
Proudly Proclaiming Policy Initiatives __ Policy Implementation 04

3 I swear－臺北行，大容易！__停車政策白皮書
I Swear - Navigating Taipei Is Easy!__ Government Parking Management Policy White Paper 08

4 絕佳團隊默契，為民眾謀福利__專題報導
Superb Team Work, Part of Public Welfare Planning__ A Special Report 14

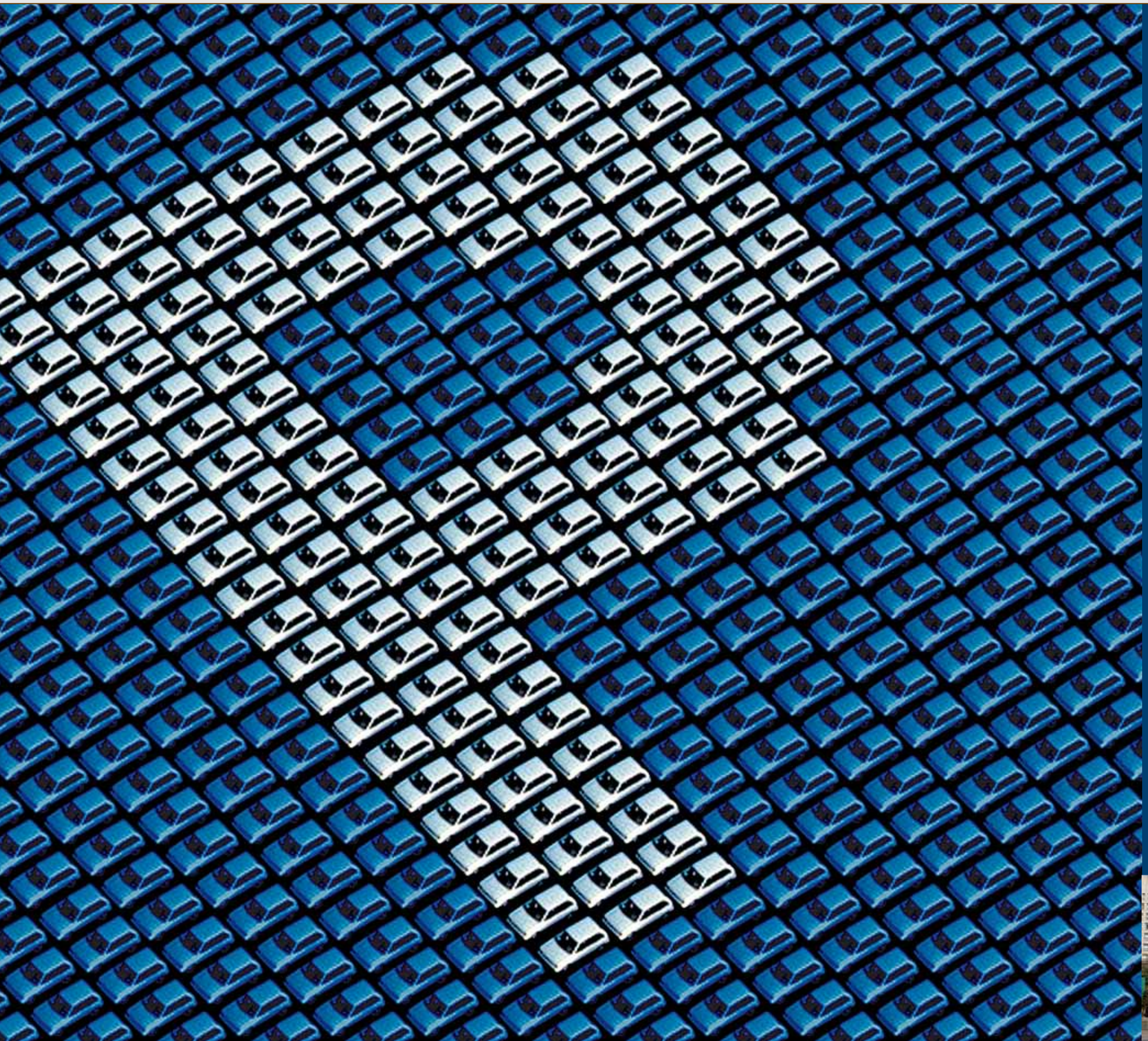
5 每一個今天都比昨天更努力__重要施政成果
Each Today Working Even Harder than Yesterday__ Results of Key Policy Initiatives 32

6 數字會說話－取之於民，用之於民__統計要覽
Let the Numbers Talk-What's Taken from the People Is Used for the People
__A Glance at Key Statistics 48

7 凡走過必留下足跡__大事紀要
Imprints Are Found Wherever One Treads__ Chronology of Major Events 56

8 過去、現在、未來__施政展望
The Past, the Present, the Future__ Looking Ahead at Policy Implementation 62

9 您可以再靠近一點__服務專區
Come In a Little Closer__ Special Service Zones 68



臺北是個多采多姿的城市，您可以享受林蔭大道的靜謐時光，亦可以體驗熱力四射酒吧風光，當然，夜裡璀璨的101大樓，更是不容錯過城市意象。我們每天都在這個城市裡移動，趕上班、跑聚會、衝娛樂，停車之於您，是何等熟悉的生活動作。我們持續努力讓交通環境進步，過去您或許不曾明顯意識到，但相信我，其實您早在體驗中。我們一直致力於發展更合理、更效率、更精緻、更貼心的措施，不論是便利的停車、繳費或查詢系統，抑或優質無障礙人行空間，我們都敢自信地向您展現與介紹。而且，今天永遠比昨天努力，明天永遠比今天優越。我們誠心邀請您重新認識您每天所在的空間，了解這些年來我們為您做了什麼，更歡迎您與我們共同檢視過去，擘劃未來，攜手邁向美好的交通及停車未來。

Taipei is a city of endless variety, endless color. Here you can choose a quiet walk along wooded pathways or heated exploration of pulsating bars and pubs. And of course the nighttime spectacle of light that is the iconic Taipei 101 is something even more to be savored. Each day we rush about this city, to work, to get-togethers, to entertainments—and the related search for parking is also an activity with which you are only too familiar. We are relentlessly working to advance our transportation environment; perhaps you haven't been conscious of this, but trust me, you've long felt the effects. We have been devoting our energies to developing ever more rational, effective, sophisticated, and personalized measures. Whether more convenient parking, payment, or inquiries, or high-grade pedestrian spaces free of obstacles, we are confident in rolling each achievement out for display and introducing them to you. Our attitude is to always work harder today than yesterday, to forever make tomorrow better than today. We earnestly invite you to look afresh at the space you inhabit every day, to discover the many things we've done on your behalf in recent years. Let's together look at the past, leaf through the pages of the future, and stride together arm in arm into a better transportation and parking tomorrow.

打造臺北國際新風貌

臺北市為首善之都，這個進步、迅捷、多元、豐富又多采多姿的城市，可說是臺灣與世界接軌之窗口。身為這座美麗城市的首長，我一直引以為豪，然而，亦是戰戰兢兢的。因為市民的積極參與，熱心提供寶貴意見，讓我更有信心做好的領航者的角色。

臺北市人民經濟水準高，幾乎每一戶都擁有小汽車或機車，機動車輛持有快速增加，停車問題是我們不得不正視的問題。停車政策為交通政策的一環，然以往以車行為主的交通環境，因而導致私人運具大幅成長，壓縮了都市整體可利用空間，衍生空氣污染、環境髒亂、行人通行受阻……等問題。

為邁向國際化都市，我們必須以更創新、更多元、更符合世界潮流的手段來解決都市問題，以符合「創造一座美麗健康城市」的政策目標。於是我們將「永續」的概念帶入交通及停車政策，提倡人本運輸理念及推廣大眾運輸使用，並推行各項e化措施，以提升服務績效，期以建立合理優質停車環境。

8年前我提出適量停車供給、建立停車資訊等承諾，8年後各項成果一一呈現，本人很榮幸能帶領全體市民一起為上述政策目標而努力，各項施政成果顯著，我也於有榮焉，然難免有未臻完美之處，期許未來的日子裡能愈做愈好，一同接受21世紀的挑戰！

馬英九

臺北市市長

A Word from the Mayor

Taipei is this island's leading city. Its progressiveness, agility, diversity, abundance, and color make it the window through which the rest of the world views Taiwan. As the head of this metropolitan oasis of beauty, I am at all times filled with a sense of immense pride—yet also with a sense of studious caution. It is the zealous participation of this city's people and the enthusiastic upwelling of their views that show me new perspectives and lend me even greater confidence in my role as navigator.

The economic standards of Taipei's residents are quite high. It seems each household has at least one motorcycle or even a small automobile, and the rate of vehicle ownership continues to surge, making parking difficult for us all. Parking policy and traffic policy are intimately intertwined; in the traffic environment of the past the motor vehicle was king and policies were shaped around it, with disastrous effects--severe traffic congestion devoured land, generated air pollution, dirtied and disordered the environment, blocked the free flow of pedestrians, and spawned myriad other soul-corroding banes.

For our city to internationalize and take its proper place on the global stage, we must harness measures that are ever more innovative, more multidimensional, and more synchronous with global trends. Only thus can we overcome our big-city problems, and realize our goal of creating a beautiful, healthy city. The notion of sustainability is thus built right into our traffic and parking policies; they are geared now to more humanistic transportation concepts than before, to popularize use of public transit, and to implement "e-transformation" measures in every area conceivable, as well as in ones now inconceivable. The result has been dramatic improvement in effectiveness of service and a sophisticated, high-grade parking environment whose rationality is unimpeachable.

Eight years ago, I made a series of promises to Taipei's residents: I guaranteed an adequate supply of parking space and swore to build an all-seeing, all-knowing system of parking information. Eight years on these promises have been systematically fulfilled one after the other. Despite our clear success, however, we must continue together to strive to harmonize real with ideal, continue together to strive for perfection in the days before us, and continue together to face unflinchingly the grand challenges of this 21st century!

Mayor of Taipei City

停車暫且問，交通更美好

交通是高度開發的都市不可能逃避之大問題，停車問題更是人口稠密的臺北市所必須面對的重大挑戰。又因為交通及停車課題與人民的生活關係密切，這個環境的好與壞，屢屢成為民眾關切焦點。儘管交通環境萬變、人民期待多元，身為專業的交通從業人員，我們秉持親力親為、不畏艱難之精神，為理念及目標而努力。

人家說在臺北停車大不易，這8年來，在市長的領導及全體同仁的努力之下，說我們擁有豐碩的成果並不為過。我們成功推動機車退出騎樓、機車停車收費，建置停車資訊導引系統、悠遊卡計時器，推廣停車費委託超商及銀行代收、路邊停車費語音及網路查詢，更致力於停車場建設以提供合理停車空間，在人本、e化及績效方面都大有斬獲。我們不敢居功，這是全民努力的結果，未來我們亦將持續以行動實現我們的願景與目標，讓臺北市的交通從優質邁向卓越。

臺北市交通局局長 林志盈

A Word from the Commissioner

The ensurance of a high-grade traffic environment is a responsibility that cannot be evaded by a city, with problems concerning parking in a densely populated metropolis such as Taipei another major challenge that must be faced. Traffic and parking issues are intimately intertwined with quality-of-life concerns for the citizenry, who have shown time and again these living-environment keys are among their deepest concerns. Whatever the ever-changing traffic-environment realities, citizens expect multifaceted and professional traffic management, and we have thrown ourselves heart and soul to the task, working in accordance with clear concepts and targets.

It is commonly said that parking in Taipei is a headache. Over the past eight years, to say that the dedicated efforts of our team under the leadership of Mayor Ma have led to an abundance of positive achievements is not idle boasting. We have successfully initiated the removal of motorcycles from building arcades, paid motorcycle parking, a parking information-inquiry system, the EasyCard smart-card payment system, commissioning of food-retail chains and banks as payment-processing agencies, and voice-recognition and online roadside-parking inquiry services. We have also poured our energies and resources into building car parks and providing a rational, equitable parking environment. In heightening our humanism, technological sophistication, and effectiveness we've waged grand campaigns. These victories are in no way our exclusive accomplishments, having arisen from the labors of the entire populace. We pledge to continue moving forward boldly to make our dreams and objectives reality, to make Taipei's traffic framework a model all the world looks to.

Tse-ying Lin
Comissioner of Department of Transportation

安全、智慧及友善的優質停車環境

臺北市的停車問題由來已久，在舊有的都計、建管、交通的多重因素下，停車問題的確棘手不易處理。面對停車供需失衡的窘境，廣設停車場只是一種間接的舒緩手段，降低停車需求才是治本之道，因此我們不得不以定價手段，如收取停車費，適量抑制私人運具的使用與成長。費率訂定和調整與民眾的荷包息息相關，所以我們期望能夠做到合理、透明及反映供需情形。而服務品質的提升是貫徹重視民意精神的必要作法，所以我們引進新觀念、新技術，並強化e化作為，以提供即時充分的停車資訊及方便迅捷的停車服務。此外，安全是本處最重視的課題，不只是指民眾行或停的安全，尚包括服務人員及同仁的安全，因此強化及維護停車場之土建、機電、消防、通風及監控等設備，以建構一個安全停車環境一直是我們努力的目標。

我們常說「回顧過去，展望未來」，這本刊物除幫助我們回顧過去8年施政的成果，並以這珍貴的成果為基礎擘劃未來，未來我們將秉持服務至上的理念繼續努力，以營造一個安全、智慧及友善的優質停車環境。

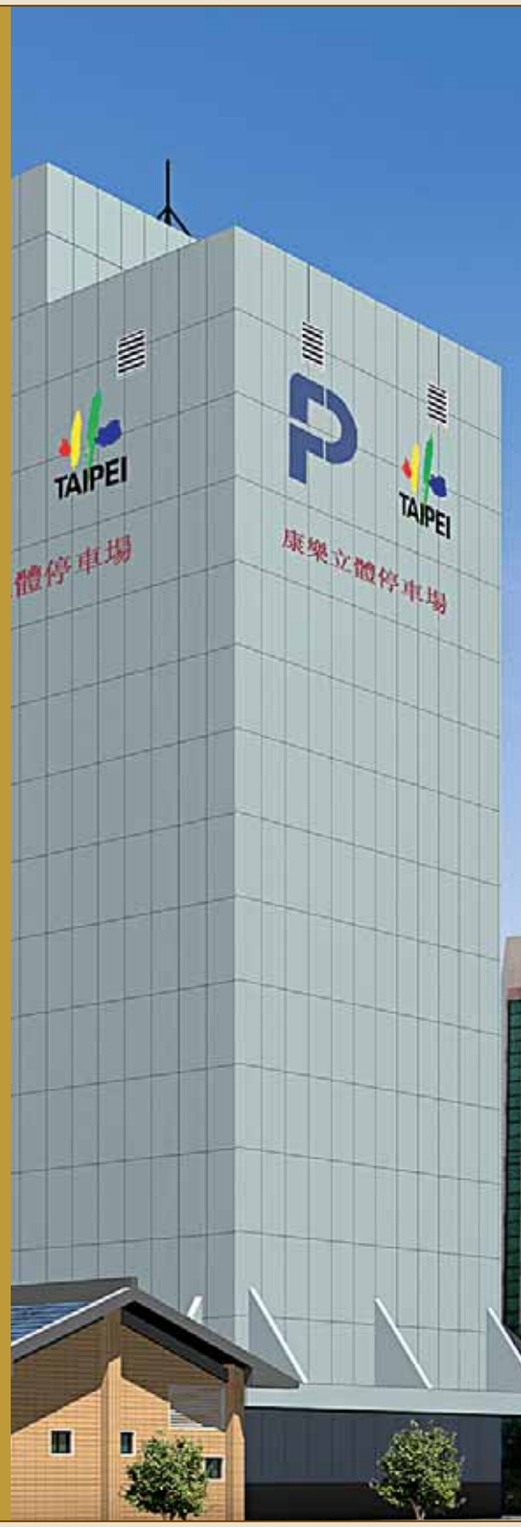
臺北市停車管理處處長 鄭俊明

A Word from the Director

Taipei's parking travails are of long standing. In the complicated realities of yesteryear's city planning, the myriad concerns pertaining to building and traffic left little space for dealing with troublesome parking problems. In facing the severely imbalanced parking demand-and-supply predicament, expansion of car parks was merely an expedient. Reduction of parking demand is the true road to a permanent cure. Thus we are obliged to implement pricing measures, such as paid parking, to restrain both growth in numbers and facility usage of private vehicles. Progressive fee rates directly impact people's pocketbooks, so our intent is to set up a framework that is equitable, transparent, and reflects supply and demand. And to meet public calls for heightened service quality we have introduced new perspectives, new technology, and strengthened digitalization, bringing timely, abundant parking information and convenient, agile parking services. Beyond this, safety is our department's primary concern; this not only means safety in the public's movement and parking, but also that of service personnel and our team members. This means strengthening and maintaining car-park earthworks as well as mechanical/electrical, fire-control, ventilation, monitoring, and other facilities. Constructing a safe parking environment is at all times the objective behind our labors.

We often say one must "look at the past to look into the future." This publication helps us look back at the successful policy initiatives of the past eight years, which form the foundation of our blueprint for the future. In working toward that future service will remain our paramount guiding principle in the creation of a safe, smart, and user-friendly high-grade parking environment.

Cheng Chun-Ming
Director of Parking Management Office



停車政策白皮書 Government Parking Management Policy White Paper

I swear－臺北行，大容易！

過去人類為追求更好的生活品質而一再地從地球獲取資源、吸取能量，一味地開發與建設，只為當下的舒適與便利，而忽視下一代的生存權益。當所有車輛駕駛者高分貝要求增加停車空間，但您有沒有想過這個因為劃設停車格而壓縮人行空間？因為蓋了停車場而使開車或騎車的人愈來愈多，臺北空氣愈來愈差？然而，不論您開車或騎車，您最終還是要回歸行人的角色，因此，我們的交通政策應該以「人」為出發點，以永續發展的角度來思考，鼓勵民眾多走路、多使用大眾運輸及低污染的交通工具，適量適時地使用私人運具，以有限的資源創造優質的停車環境，不用煩惱停車問題，期許未來我們可以驕傲說出：「臺北行，大容易！」

近年來的經濟發展，帶動國民所得提升，機動車輛的持有成倍數成長，都市化交通型態，儼然形成一人民群居於市中心外圍，上班尖峰時刻同時湧入城內。除臺北市居民外，鄰近的臺北縣、基隆市、甚至桃園縣市的車輛也都會為從事工作、洽公或購物等經濟行為進入臺北市。根據統計，每天都有百餘萬的汽機車在臺北市境內活動，塞車及找不到停車位是駕駛者揮之不去的夢魘。早期都計及建管法令對於建築物附設停車空間的規範寬鬆，大規模的基地開發，以及公司行號進駐衍生的停車需求無法由建築物自行吸收，然有限的都市土地讓停車供給日益艱難，停車空間的提供趕不上機動車輛成長的速度，使得停車供需嚴重失衡、停車亂象叢生。再加上過往大眾運輸系統未臻完備，私人運具使用成本偏低與可及性高，造成民眾仍以私人運具為優先考量，對於私人運具的使用頻繁，更加重都市交通及停車的負荷。

「冰凍三尺，非一日之寒」，這沉重的窠臼，非一日形成，卻也不是一日就有辦法改善。我們都不可否認，交通環境是都市意象中非常重要的一環，在臺北市將邁向國際化都市之際，明確的施政方針才能引領我們走向美好的未來。而停車政策當然不只是停車管理的施政方向，很多時候更是以改善交通為前提，落實交通管理之目標。8年前本市揭示「提高大眾運輸使用率，減少私人運具使用」之交通施政理念，我們更在91年出版「臺北市停車白皮書」，正式提出「適度滿足停車需求，提供合理停車環境」的目標，並朝向提供「公平的停車環境」、「使用者付費」、「停車路外化」、「抑制停車需求」、「增加停車供給」、「停車e化管理」等六大原則之理念努力邁進。多年後的今天，儘管施政方針因應時空背景不同而逐步修正，但創造便捷交通環境及優質停車空間仍是我們不變的承諾。政策不是口號，讓我們再次重申並檢視我們施政方針，並得以讓您驗證我們這8年來努力的成果。

公平的停車環境

「公平」是各面向在理性的社會規範下都取得平衡的合理狀態，在現實社會中並不容易達成，但這卻是政府部門所追求最根本的目標。由於機車停車通常不須付費、機動性高、停車容易，故機車停車管理議題過去一直被大家忽視，僅考慮到汽車停車需要造成合法機車停車空間嚴重不足、路霸佔據道路損害停車權益、機車占據騎樓人行道影響行人通行等，為最讓人詬病的不公平現象。為了消弭停車環境中不公平因素，我們有責任制定合理的停車規範，以維持各種交通工具使用者權益之平衡。

使用者付費原則

創造優質停車環境是我們一貫的目標與承諾，提升服務品質需要成本，付出些許代價來享用停車服務十分合理。過去我們只收取汽車停車費用，導致機車族群使用成本偏低，有變相鼓勵機車使用之嫌。近年來我們推動路邊機車停車收費措施，改善長期以來只向汽車使用者收取停車費之不公平現象，並向民眾宣導使用者付費原則，讓民眾了解繳交停車費適時反映合理停車成本，更是我們維持高品質的服務所必須依賴的經濟支持。而增加車輛使用成本，亦有助於減少車輛的使用進而降低停車需求，間接提升民眾搭乘大眾運輸之意願。

停車路外化

道路的主要功能係供人、車通行而非供車輛停放，但是長久以來，因為建築物附設停車空間不足且停車需求迫切，我們只好在不影響消防救災及道路功能之前提下，在路邊劃設停車格位，紓解停車需求。惟交通量的急速成長逐漸增加道路之交通負荷。路邊車輛進出格位也多多少少影響行車順暢及安全，而巷道內停車更影響鄰里消防救災，為了回歸道路的基本功能，我們主張「路供車行，車停路外」的理念，隨著持續增加路外停車空間供給及向民眾宣導買車自備停車位之觀念，逐步檢討取消路邊停車位，以達「路外停車供給為主，路邊停車供給為輔」之目標。

I Swear —Navigating Taipei Is Easy!

In the modern-day quest for ever higher living standards the human race has systematically plundered the earth's resources, sucking out energy, intent only on the comfort and convenience of the moment with no concern for the rights and interests of the generations to come. Vehicle drivers clamor for ever more parking space, but has it occurred to you that this squeezes out space for pedestrians? Taipei's air steadily becomes even less human-friendly. Nevertheless, whether you travel by car or motorcycle, in the end you still must revert to pedestrian status. Because of this our traffic policy must have "people" as its point of departure. The limited resources available must be used to create a high-grade parking environment. One with no parking headaches. We expect in future to be able to proudly exclaim: "Moving About Taipei, It's that Easy!"

The economic development seen in recent times has raised the nation's incomes and resulted in multifold expansion of vehicle ownership. Statistics show that each day more than one million cars and motorcycles crowd the city's stressed road grid. Traffic jams and unsuccessful searches for parking spots are operators' recurring nightmares. Earlier urban planning and building codes were lax in terms of standards regarding provision of parking as part of any architectural undertaking. The surging parking-space demands resulting from large-scale land development and heady expansion of business-enterprise facilities/operations have not been absorbed within the new structures themselves, and the capital's limited public-land resources have made provision of the needed space increasingly difficult. The fact that the MRT system is not yet complete adds to the traffic and parking burden.

Eight years ago the city announced its "Raising Usage of Mass Transport, Reducing Usage of Private Transport" policy initiative. Then in 2002 we published the "Taipei City Parking White Paper," announcing the goal of "Appropriate Satisfaction of Parking Needs, Provision of a Rational Parking Environment." Six stated principles have been strictly adhered to: "An Equitable Parking Environment," "The User Pays," "Emphasis on Off-Road Parking," "Control of Parking Demand," "Increase of Parking Provision," and "Digitalization of Parking-Facility Management." The proclaiming of these policies is not mere sloganeering; let us hereby once more reassert and reexamine our commitment to these guiding principles. And we invite you to verify the results of our past eight years of dedication to these tasks.

An Equitable Parking Environment

Because there is rarely payment required for motorcycle parking, such vehicles are highly mobile, and parking is easy, the public often overlooks the serious lack of legal motorcycle-parking space. Aggressiveness that infringes on the parking rights and interests of others, motorcycle riders occupying pedestrian space in arcades, and many other examples of selfish behavior give rise to complaints of an unjust pubic order. To eliminate all such instances of injustice, we have the responsibility of establishing a system of rational and equitable parking standards, designed to balance the rights and interests of the users of all types of transportation tools.

The User Pays

In the past we only collected parking fees for automobiles. This gave rise to much lower operating costs for motorcycles/scooters, and suspicions of a hidden policy supporting motorized two-wheeler use. In recent years we have implemented roadside motorcycle paid-parking measures, in an attempt to demonstrate to the public that payment at time of use best reflects parking-facility/provision costs. This helps reduce motor-vehicle usage and concomitant parking demand, in turn promoting use of the public-transit system.

Emphasis on Off-Road Parking

The primary function of roadways is to facilitate people and vehicle flow, not to serve as parking space. However, for some time there has been a lack of on-site parking space provided with new building structures, matched with surging demand for parking, and we have attempted to provide more roadside-parking spaces to relieve pressure in locations that do not negatively influence firefighting and emergency-response teams or impede traffic flow. Following the concept "Roads for Traffic Flow, Parking Off the Roads," we have systematically increased off-road parking space and made known to vehicle owners they must purchase their own parking spaces. We have gradually reduced roadside-parking spaces where judicious, following the goal, "Off-Road Parking to Be Primary, Roadside Parking to Be Secondary."

抑制停車需求

停車供需失衡之解決之道，不外乎為增加供給或降低需求，然都市土地有限，我們不可能無限制地增加停車空間，因此我們除了不斷地提升大眾運輸服務品質以增加民眾搭乘誘因外，尚須適度地限制停車方便性與停車成本合理化，以引導民眾減少使用私人運具，轉而搭乘大眾運輸。減少私人運具的使用更有助於降低交通衝擊、環境污染及能源消耗，達成本市追求永續發展及美麗健康城市的理想。

增加停車供給

過去，因為建管及都市法令對於建築物附設停車空間未受到重視，造成車輛持有人習慣將車輛停放路邊或依賴公共停車資源，使得公共停車場淪為私人車庫，但過去法令無要求自設停車空間之情形下，民眾對於停車需求之亦不能被漠視，令我們在停車供給方面受到很大的限制與挑戰。因道路主要供人車通行，又因應「停車路外化」的政策，以及配合道路通行救災的需要，我們不得不減少路邊停車格位供給，導引車輛停放至路外停車場，因此我們必須積極尋求可行方法增加路外停車供給，才不使供需失衡情形更形惡化。除停車場用地興建外，公共設施用地多目標使用是其中一個可行方法，我們於公共設施如學校、公園、市場等新建或改建時，以土地多目標使用之方式闢建停車場，除可維持原有用地之功能外，亦達到增加停車供給之目的。另外，我們也鼓勵民間參與投資興建停車場及利用空地興建停車場，短期充分利用閒置未開發土地，並藉用民間經營效率及資源靈活特性，除達到增加停車供給之目標外，也讓政府財政窘困情形稍獲舒緩。

然而，公共停車空間係為滿足因洽公、購物等經濟活動所衍生之臨時性停車需求，因此我們主張依據行政院核頒之「改善停車問題方案」，公共停車空間之供給應僅在車輛持有數之15%至20%，至於車輛持有之停車需求，則應由建築物附設停車空間來滿足。因此透過提高建築物附設停車空間之標準，逐步增加建築物附設停車位數量，而隨著路外停車空間供給的增加，更能把道路空間有效地回歸於行人及車輛。

停車e化管理

在這個幾乎家家戶戶都有車的年代，停車議題與民眾的生活息息相關，以往停車措施多倚賴人工作業，民眾大排長龍等繳費的狀況常常發生且處理開單資料耗費龐大人力更不符合效益。進入資訊爆炸的時代，我們為了實踐民意導向及顧客至上理念，不斷地創新與研發，引進先進技術以提供資訊化、即時化、自動化及智慧化的停車管理服務，以減少尋找停車位的時間、增加繳費便利性及簡化開單作業，希望藉由e化管理以追求行政效率同時提升服務品質。

總體而言，停車政策不應僅侷限於工程面及管理面，更須融合都市計畫、交通政策及環境景觀等面向作整合性規劃，並打破以往以「車」為需求導向之傳統，代之以滿足「人」及「整體都市環境及發展」之規劃理念。因應本市都市發展特性，未來我們將利用運輸系統管理及運輸需求管理的觀念，朝彈性停車策略方向發展，亦即不同時間、空間背景下，採不同規劃方式，因時及因地制宜，解決停車問題。

另外，除了「停車路外化」管理策略外，為了改善政府財政短缺窘境及善用民間資源力量，興建停車場將試著以「民間為主、政府為輔」方式推動。至於整體規劃上，如何整合大眾運輸系統、減少私人運具使用、降低停車需求、推動持有車輛設置自足停車空間，以及整合利用本市閒置空間以增加停車供給，將是落實本市停車政策的關鍵所在。

Control of Parking Demand

To handle the imbalance of parking supply and demand in this metropolis, naturally either supply must be increased and/or demand decreased. This city has limited land resources, so in addition to systematic improvement of public-transport service quality and inducements to encourage the public to use the system, we must where appropriate limit parking convenience and institute more rational parking costs. The use of private vehicles must be cut, in favor of the public-transit system.

Increase of Parking Provision

In the past, vehicle owners have been accustomed to parking by roadsides or relying on public-parking resources, virtually turning public car parks into private-use garages. In keeping with the "Emphasis on Off-Road Parking" policy, and to ensure unimpeded movement for emergency-response teams, we are obliged to reduce the number of roadside parking spaces. Because of this, when public facilities such as schools, parks, or marketplaces are being built or rebuilt, we abide by multifunction land-usage concepts to develop car parks. The original function of the land is preserved while the goal of additional parking provision is achieved. Beyond this, we also encourage the private sector to participate in investing in/building car parks and using vacant land to build parking facilities, to bring in the private sector's operational efficiencies and more agile resources. This increases parking-space provision and eases pressure on the govt.'s limited financial resources.

Beyond this, public parking space must satisfy demand arising from use of government services, shopping, and other economic activities, satisfying temporary-parking demand. Thus, in synchronicity with the Executive Yuan's "Improvement of Parking Problems Program," public parking spaces provided should only amount to 15~20% of the number of vehicles owned. For matters related to office/residential buildings, vehicle owners must look to provision of parking at the sites themselves.

Digitalization of Parking-Facility Management

In the past parking-related operations were handled manually, with the public forced to endure long lineups to pay, with exasperating waits for invoices to be processed, and with mistakes common. To put into practice the expressed desires of public and customers, advanced technology is being introduced to parking-management operations to enhance info-transfer quality, processing speed, automation, and "smart-ness." Whether decreasing time needed in parking-space searches, increasing payment convenience, or simplifying invoice-processing, the goal behind these e-management measures is to seek greater administrative efficiency while simultaneously augmenting service quality.

In the end, parking policy should not be solely confined to construction and operation matters. It should be harmonized with overall urban/city planning, traffic policy, and urban-landscape concerns as part of an integrated, holistic package. The "car as king" tradition of the past must be abandoned in favor of planning that has the "person" and "integrated city environment and development" as core values. Solutions in accordance with time and place are crucial in resolving our parking problems.

In addition, beyond the "Emphasis on Off-Road Parking" strategy, in order to ameliorate the govt.'s severe financial constraints and take advantage of the power of private/civil-sector resources, the "Civil Sector in the Foreground, Government in the Background" approach is being given impetus. In terms of holistic planning, emphasis is being placed on synthesizing key measures integrating the public-transport system, reducing private-vehicle use, lowering parking-space demand, making vehicle owners responsible for satisfying their private parking-space demand, and utilizing unused city-owned land to increase parking provision.

我騎機車，但人不機車

撰文/黃志偉

綠燈亮起，臺北市的街頭宛若賽車場，成群機車呼嘯而過，臺灣經濟的起飛就是在這群如同工蟻般的勞工，為臺灣打下穩固的基礎，也造就臺灣有機車王國的稱號。然而，你是否對機車有著既喜愛卻也小小矛盾情感呢？總希望走在騎樓人行道能不被機車勾到弄髒心愛的衣服；在雪白的肌膚上不留下燙傷的疤痕；更希望不要時時提心吊膽，從四面八方流竄在人行道上的機車。心想自己也是騎機車的人，為何不尊重路權的機車人如此多呢？我們正常人感受如此不方便，更遑論身心障礙者，可想見其莫大的困擾。讓我們期待臺北市從「人本」開始，一起拒當「機車人」！

地狹人稠的環境，讓臺灣的機車數量高居不下，不過也是因為機車的便利，停車也就更隨便，大家都認為停放一輛機車不會造成多大影響，但通常只要有一輛機車停放，就會有第二輛、第三輛，最後變成一整排的機車停放，不僅破壞市容美觀，更造成行人通行的不便，尤其對於殘障人士來說，行走在臺北市街頭上更是艱難險阻。

臺北市的機車登記數量已超過100萬輛，有效管理機車停車問題成為臺北市重要的停車管理課題，而且每天在臺北市來來往往的機車數量不僅於此，整個大臺北地區包括臺北縣市，甚至鄰近的基隆市和桃園縣市的機車都會進入臺北市區，讓臺北市每天來往的機動車輛數量超出道路負荷，尖峰時刻塞車早已非新聞，更嚴重的是機車任意停放違害到行人通行權，甚至影響公共安全。要如何規範機車的停放，才不會造成其他用路人的不便？這成為停管處最腦筋的問題之一。

為減少臺北市境內流動車輛，鼓勵民眾多多利用大眾運輸工具以減少私人運具之使用，同時也落實使用者付費的原則，停管處雙管齊下，於88年底首先規劃機車退出騎樓、人行道，並且以加強取締的方式來還給行人一個無障礙的行路空間，如今臺北市的騎樓，呈現的是乾淨舒爽的景觀，行人行走於騎樓間，不需要再閃閃躲躲地避開停放雜亂的機車陣，更可揮別機車縱火等公安事件的夢魘，國際都市的規格儼然成型，這也是落實當初馬市長提出交通政策白皮書之「清爽舒適的人行空間」政策。

配合機車退出騎樓、人行道政策，原本停管處於路邊規劃機車停車位，不過卻壓縮到原本汽車停放的空間，原則以寬度超過3.5公尺的人行道為主，此可留設足夠的行人通行空間。同時又考慮到機車停放於人行道時，會有機車騎乘在人行道上影響行人路權的問題，所以又設計出「機車彎」，讓機車直接可從路邊停放，完全與行人分隔開來，如此設計已獲七成以上的民眾滿意度。

Humanistic Traffic Environment

With each green light Taipei's roads hear a roar like a racetrack. Great packs of motorcycles and scooters roar off. The flight of Taiwan's economy is tied intimately to the mad dashes of what seems like great swarming colonies of worker ants. These are the people who have tirelessly built Taiwan's foundation, and these are the people who've given birth to Taiwan's nickname "Kingdom of Motorcycles."

Taiwan is a small land of many people, and "enjoys" ever higher concentrations of two-wheeled vehicles. But their popularity is also due to their convenience. Motorbikes are casually parked just about anywhere, for owners thinks their small size means little headache for others. But where one is parked, soon there's a second, then a third. Then a long row. Not only is an ugly visual stain in the urban landscape created, but pedestrians are severely, perhaps dangerously, inconvenienced. Walking along the city's streets causes mental stress and perhaps real physical danger, especially for physically and mentally challenged persons.

The city's number of registered motorcycles/scooters has already shot past 1 million. Yet each day far more than this incredible number struggle for space on Taipei's streets, for riders from the greater Taipei area also join the frenetic fray—from surrounding Taipei County and even from as far as Keelung and from Taoyuan city and county. Numbers each day thus exceed the road network's designed capacity. The misery is magnified with wanton parking, impeding pedestrians' right of way and even endangering the public safety.

In order to reduce the numbers of motorcycles within city limits, the Parking Management Office （PMO） is engaged on two fronts: encouraging the populace to use the extensive public-transit system and forego private vehicles, and incorporating a user-pay traffic system. The first step being taken is forcing motorcycles out of building arcades and off sidewalks, in part by strengthening clampdowns, to ensure pedestrians an obstacle-free environment. In today's Taipei, building arcades present a clean and comfortable ambiance for pedestrians, who no longer need to dodge and dart among battle-arrays of carelessly parked motorbikes. The nightmare of motorcycle arson in crowded residential areas, along with other public-security threats, has also been dispersed. International-caliber standards are being made the rule, standards made formal policy in the White Paper initiated by Mayor Ma Ying-jeou, "Bright and Neat Parking Spaces and Kindly Parking Services."

In keeping with the policy of getting motorbikes off sidewalks and out of arcades, the Parking Management Office has marked off dedicated parking spaces at roadsides. One unfortunate side effect of this, however, has been shrinkage of parking space for automobiles. Where sidewalk space is ample, therefore, motorbike parking has been moved to sidewalks themselves. In such instances, to preserve pedestrian safety and right-of-way "motorcycle bays" or road indentations have been created, allowing direct access from street to parking spot. Pedestrians and bikes are completely separated. This design concept enjoys a 70% approval rate among the citizenry.

停管處除持續檢討推動機車退出騎樓人行道外，為擴大實施成效，停管處特別在信義商圈、南陽特區、內湖科技園區及臺北車站周邊等交通流量較大地區，以大範圍專案方式推動實施機車退出騎樓、人行道政策，並以路邊機車格停車收費方式，落實使用者付費原則，此政策大幅改善這些區域的機車停車秩序。透過提供有限的機車停車位，搭配加強管理和收費機制，不僅讓市容更加美觀，同時也讓機車族不再給人「機車」的感覺，更進一步地，藉由改變民眾心中機車易停、使用低廉的印象，來鼓勵民眾改當公車族或捷運族。

在推動機車退出騎樓、人行道的政策下，受影響的除了廣大的機車族之外，最不方便的還是屬於身心障礙者，他們騎著經過改裝的四輪機車，在縮減停車位之後，讓他們多有不便。

停管處關懷身心障礙者，並針對他們的停車問題，特別在重新規劃停車位時，為身心殘障者保留2%的專屬停車位，並在他們經常出現的地方如車站、學校、公園等地方一再檢討設計規劃，使他們不便能降到最低。

現在汽車停車場完全依照一定比例規劃身心障礙者的專屬停車格，至於機車方面，則在較多使用的地區特別規劃專屬停車位。此外，停管處還給予身心障礙者停車優惠，包括路外立體、地下及24小時收費的平面停車場，提供前4小時免費、第5小時起半價的優惠；同時亦於路邊規劃身心障礙專用停車位供身心障礙者使用，並加強取締一般車輛違規佔用情形，以保障身心障礙者停車權益。

當前全球都在倡導永續環境、保衛地球，環保意志大行其道，停管處也以同樣的精神，鼓勵民眾盡量不要自己開車、多使用大眾運輸工具，以達永續交通環境的目標。許多民眾自從住家附近有捷運之後，也喜歡利用腳踏車來接駁搭乘捷運，這一點也是值得鼓勵的，因為使用腳踏車無空氣和噪音的污染，且節省很多道路的使用空間，騎腳踏車上班在歐洲是頗為盛行的活動。臺北市配合捷運路網的成型，目前捷運公司在其路權之內，也就是捷運車站周邊的用地，規劃出停放腳踏車的位置或設置腳踏車停放車架，而捷運站之外的地點由停管處針對民眾需求規劃設置。

停管處關懷行人，過去都以身心障礙者為主要考量，如今則擴大至一般的大眾用路人，停管處以規劃出讓行人感到舒服、不受影響的無障礙行人空間為目標，用心的停管處更貼近民眾的心。

To maximize its implementation effectiveness, the Parking Management Office has targeted high-traffic-flow areas for special large-scale task-force efforts. These include the Xinyi commercial district, Nangang Software Park, Neihu Science and Technology Park, and Taipei Main Station areas. The arcade/sidewalk motorcycle-elimination policy is being forcefully put in effect, as is a system of roadside paid-parking squares. Not only are the city's features much beautified, but the bike-riding crowd now suffers less the "jiche" or "motorcycle" epithet--local slang for "social losers/enemies." Changing impressions about ease of parking and cheapness of operation for motorcycles is encouraging citizens to make greater use of the synchronized public-bus and MRT systems.

The PMO takes to heart the needs of the physically and mentally challenged. It ensures that at least two percent of all parking spaces are reserved for their use. In locations most frequented by the mentally/physically challenged, such as train stations, schools, and parks, the Office constantly reviews design plans to minimize any inconveniences. The mentally/physically challenged are also given preferential treatment; at parking towers, underground parking garages, and 24-hour parking lots they can park free of charge, and only pay half-price starting the fifth hour. Special dedicated roadside spaces are also provided. Another approach taken to protect the rights and interests of this group is heightened monitoring of illegal parking in handicapped-reserved spaces.

The trend toward environmental consciousness, to protect our natural mother, the planet Earth, is today building ever stronger. Many people who now enjoy the close proximity of an MRT station to their home have taken to using bicycles to move to and fro. This type of selfless practice is highly worthy of praise and encouragement. Bicycles create no noise, no pollution. They use little room, opening up much road space. Incorporating this eco-friendly practice into MRT road-system planning, the MRT authorities now set up dedicated parking spaces for bikes or set up bike racks outside stations. Land surrounding stations comes under the authority of the Parking Management Office, which is committed to satisfying the public's needs and demands.

The Parking Management Office has always been concerned with the welfare of the physically/mentally challenged, and has now expanded its focus to the entire general public. All planning is conducted with an eye to expansion of pedestrian usage space, elimination of obstructions, and a sense of comfort. The team's desire is that the public see their goals and those of the team as one and the same.

從日出到月亮升起

撰文/黃志偉

華燈初上，停管處辦公室內依舊燈火通明，尤其是負責停車場興建的工程人員，總是熄滅大樓裡最後一盞燈的人。

為了提供臺北市民更多、更便利的停車空間，臺北市這8年來積極興建包括路邊、平面和立體停車場，為臺北市民提供了二萬多個汽機車停車位，臺北市民找不到停車位的夢魘已舒緩許多。

對寸土寸金的臺北市而言，要能找到可興建停車場的土地已經很不容易了，更困難的是，還要面對停車場興建過程中的各種阻力。興建工程中經常遭遇到許多難以預料的事件，因而使工程延宕。停管處負責工程興建的第二科，在有限的人力資源下，每位工程師都得同時負責好幾個經費2億元以上、施工工期2年以上的停車場興建工程。由於公有停車場收費普遍較為低廉、停車位也較多，所以民眾總是希望政府盡可能提供更多的公有停車場，興建工程逐年增加，難怪第二科辦公室的電燈永遠是停管處裡最晚熄滅的。

停車場興建除了工程上必須克服的難題之外，最難的還是在於民意的處理，包括選定停車場設置的地點、車行、人行出入口施工安全鄰損及通、排風口位置與考量汽車照明燈是否影響附近住戶生活品質等，都是民眾最為關心的課題，尤其停車場周邊的居民，更常成為反對者或抗議者。有的家庭沒有停車需求，或住宅已有停車位覺得停車場在住家旁邊，徒增汽車往來的噪音交通干擾及空氣污染；又因風水上的大忌，有些居民不喜歡停車場出入口正對自家門口。為了順應這些民意，停管處通常都是在建築師規劃設計階段就把能避免的問題處理掉，難以處理的部分，則須透過舉辦地方說明會來讓民眾了解，在兩方意見都僵持不下時，還須透過民意調查，了解民眾意見並爭取多數人同意，才能得到圓滿結果。此外，由於現今停車場多為地下停車場，其工程均須進行地下闢挖，居民常擔心鄰損問題而反對停車場建設，因此停管處更必須加強宣導，並向居民詳細說明將採用的施工方法，以化解居民疑慮。

然而，每座停車場都希望能規劃成對周邊交通環境衝擊最小、最多的停車格位及最佳的出入口的位置及動線等，但有時候各影響因素會相互衝突且規劃設計並不能說改就改，因此讓不少停車場建設都花費很冗長的時間在協商，這是工程建設中難以避免且須努力克服的。

此外，停車場建設還遭遇到工程發包不易的問題，主要原因是建築材料漲勢波動大，其成本不易掌控。近年來受到大陸房地產熱的影響，營建物價不斷飆升，而之前也因為大陸砂石進口問題、全球油價上漲及廠商預期建材上漲心理等因素，讓早先已估算好的工程預算，到了發包階段失去承包誘因。承包廠商評估此工程無法於工程預算內執行完成，寧可棄標。有些建案到施工階段因為地質不確定因素，需配合工程辦理變更設計，致工程因此停滯或延宕。這時停管處須深入了解工程執行變更設計情形及環境因素，並依規定辦理變更設計或追加物料預算，來讓工程繼續進行。

說起興建停車場的種種困難過程，不禁讓大家都皺起眉頭，但當然也有值得讓停管處驕傲的工程，世貿三館的兩層樓立體停車場，就是這樣的例子。該停車場位於信義商圈，同時具滿足展覽與商圈停車需求之功能，其工程可說是相當迫切。在市府上下通力合作，透過特案方式，達到縮短公文程序時間之下，從工程開工到完工，花費不到半年的時間，此成功案例，至今仍令人津津樂道。此外，在這波全求營建物價大幅上漲趨勢下，因為第二科所有同仁之努力，儘管為合乎政府嚴謹之採購法令而須面臨種種嚴峻考驗，今年以來，停管處仍陸續順利完成數十項巨額或特殊採購發包案件，為臺北市停車場建設寫下精采的一頁。

From Sun-Up Past Moonrise

In order to provide greater parking space and convenience for the city's denizens, over the past eight years the city government has energetically engaged in the building of roadside parking spaces, parking lots, and parking towers. Over this period more than 20,000 new spaces have been provided for motorcycles and cars. The nightmare of parking-spot hunting has been eased tremendously.

In this crowded metropolis, where land is like gold, the search for space on which to build additional parking facilities is difficult. Obstacles faced increase manifold once construction begins. The Second Division of the Parking Management Office, which oversees such problems, faces limitations of manpower and other resources. Each civil engineer will at the same time be handling multiple building projects, with budgets surpassing NT$200 million each and deadlines of two and more years. Because fees for public parking are comparatively low, public demand for ever more public-parking facilities is high. Related public-engineering projects increase in number by the year; it is little wonder the lights in the Second Division burn later into the night than at any other in its department.

Beyond the overcoming of any and all obstacles that rear their head, in parking-facility building projects, the most challenging task is satisfying the public's myriad demands, including choice of location, determination of entrances, exits, and both vehicle and pedestrian lanes, placement of vents, ensuring illumination from vehicles doesn't interfere with surrounding quality of residential life, and other matters. All are issues of deep concern to the citizenry. Many residents feel any parking facilities near their homes guarantees increased noise pollution. Fengshui concerns mean many do not want entrances/exits facing their homes. Such concerns are accommodated as much as is feasible by architects in drawing up blueprints, and public forums are held to ensure transparency. In cases where conflicting ideas cannot be reconciled, polls are conducted to ensure understanding of the public's desires and reach the most satisfactory course of action.

Beyond this, the most difficult problems arising in relation to parking-facility construction projects include contracting. The main reason is fluctuating materials costs, which create deep budget-control headaches. Contractors may find it difficult to estimate costs and prefer not to make bids. Some will begin construction and then delay or halt work upon discovering they have underestimated costs. The Parking Management Office must at all these times have full understanding whether surging costs are unavoidable, to properly decide on budget reallocations in accordance with regulations so as to get a project moving again.

The many and varied obstacles that arise during engineering projects of course cause stress and headaches for all parties concerned, but also give rise to grand achievements of which the Parking Management Office team is very proud. The two-level parking tower at the Taipei World Trade Center, Hall 3 is one. Situated in the heart of the Xinyi commercial district, satisfying demand from both the exhibition complex and surrounding commercial enterprises, the building of this facility was imperative. This urgency led to unparalleled cooperation in the form of a special task force across city-government departments, and all construction work, launch to completion, was achieved in less than six short months.

公部門囿於有限的人力及日益拮据的財政窘境，因而開始引進民間力量興建停車場，由民間廠商興建、營運至年期屆滿再移轉政府之BOT就是其中一種方式。儘管在臺灣BOT尚未發展成熟，相關法令制度不健全、各界疑慮仍深，其推動並不容易，但在停管處的努力下，仍有不少成功推動的案例。大葉高島屋停車場、美至一停車場、金山停車場及士林一號廣場地下停車場共4座由民間投資興建之停車場皆已開場營運，其中金山停車場及大葉高島屋停車場，更於88年及94年合約期滿並與本府辦理續約。而在重慶北路靠近圓環附近的全國停車場，也歷經數年的艱辛推動，終於在93年正式簽約興建、94年動工興建，這些都是臺北市政府與民間廠商通力合作創造政府、民間廠商及人民三贏局面的典範。

停車場興建當然不只是建築物主體工程，停車場內的硬體設施，如門禁設備、收費器、緊急求救系統、照明系統、指示標誌等，都是停管處負責。近幾年來社會對人性化設計的需求日益提高，停管處還會在停車場設置嬰兒哺乳室，廁所設置也合於建管法令男女廁數量比例。

停車場的硬體設施須隨著時代的進步及文化水準的提升，愈來愈重視藝術及美化的課題。尤其高聳的停車塔，以往總設計得太過死板、破壞周遭景觀而為居民所詬病。而最近規劃在內湖興建的停車塔，將首度設計室外的夜間投射燈，未來停車塔在夜裡顯得格外璀璨的美麗景致，值得期待。此外，近年來市民也會發現許多停車場變得和以往不一樣了，整體環境更為明亮且竟有許多彩繪圖案，讓停車場更為活潑。這是停管處針對老舊停車場所規劃美化工程，例如建國南北路高架橋下停車場，原來的停車場雙層鋼骨結構已有部分斑駁生鏽，呈現陰暗無生氣的氛圍，而在彩繪師的巧手之下，建國北路段每段以各種不同顏色搭配各種花卉及交通安全宣導等彩繪，建國南路段每段分別以不同顏色搭配各類昆蟲動物等彩繪，讓該停車場各段展現出不同特色，扭轉了大眾對停車場的刻板印象。

同樣擁有大面積停車格的大安森林公園也因老舊而被重新規劃美化工程，為展現臺灣為水果王國形象，在地下1層分別規劃為：西瓜區、葡萄區、草莓區及香蕉區；在地下2層則分別規劃為甘蔗區、鳳梨區、橘子區及蕃茄區，在樑柱均有畫上水果圖案並標記注音與英文，讓外國人士或小朋友都可以明顯識別。更特別的是，這些美化彩繪還可以作為停車位的辨別喔，讓停車的民眾，更容易記住停車的位置，而不會尋尋覓覓找不到自己的愛車！

見證臺北市一座座停車場的完工誕生，負責興建工程的停管處第二科人員，只要自己有機會到自己所蓋的停車場停車，都會忍不住對身旁的朋友驕傲地說：「這是我蓋的！」就算回想起興建時，白天頂著艷陽、帶著悶熱的安全帽在工地裡穿梭，回到辦公室已經很晚還是得加班把事情處理完才能回家之辛苦記憶，只要看到市民們能方便地找到停車位停車，就會覺得一切的辛苦都是值得的！

Government units are obliged to function with limited manpower and increasingly stringent financial restrictions. Greater private-sector participation in construction undertakings is thus being sought, the BOT method being one approach utilized. The BOT framework is still being developed in Taiwan, not yet mature, with the requisite legal framework still taking shape. Despite this, the Parking Management Office has worked with determination to ensure numerous BOT successes. Operation rights for the Jinshan and Dayeh Takashimaya parking facilities, contractually due to expire in 1999 and 2005, respectively, were renewed in both instances by the city government. These projects serve as models for creative city govt./private-sector cooperation, creating a three-way win-win achievement for government, private enterprise, and the people.

The making of a parking facility entails much more than just the construction of an outer shell. Also involved are internal installations such as computerized hardware for entrance/exit control and payment, emergency-management, lighting, and signage systems. All are the responsibility of the Parking Management Office. In recent times societal demands for a more humanistic living environment have steadily increased; and the team is doing its part by outfitting parking facilities with nursing stations and increasing the ratio of women's to men's washrooms in the ladies' favor.

All hardware facilities must of course be state-of-the-art and up to the highest cultural/societal standards. Aesthetic beauty, not mere functionality, is given ever greater weight. This is especially true regarding parking towers. In the past, chief designers too often incorporated stiff and lifeless visuals, destroying surrounding scenery and bringing increased dirt and filth into residents' lives. The design studio for the new parking tower now going up in Neihu has incorporated night-lighting in its blueprints, which will create a resplendent nighttime ambiance that is indeed a sight to look forward to. In the years to come citizens will find many parking facilities will be taking on a look never before seen, embracing the surrounding environment with brilliant illumination and even artistic colored patterns. In the parking garage under Daan Forest Park displays showing off Taiwan as a "Kingdom of Fruit" are being rolled out; pictures of each fruit are being placed on pillars, even accompanied by their phonetic pronunciation and English to help foreign adults and children distinguish each. These even help as markers to help you remember where you've parked your car!

With the "birth" of each new parking facility in Taipei City the team at Second Division feels the pride of a new parent. Thoughts of obstacles overcome and hurdles leapt fade quickly as the team members see the once-more increased convenience with which their fellow citizens seek out parking spots. Any headaches have been more than worthwhile!

停車進化，e起來！

撰文/黃志偉

依舊是車水馬龍的信義商圈，老王開車載著剛進公司的小黃來到信義商圈拜訪客戶，眼看著時間一點一滴的過去，看看手錶，跟客戶約定的時間就快要到了，老王焦急地東張西望，找尋還有停車位的停車場，看著像無頭蒼蠅般的老王，小黃拿出手機連上臺北市停車管理處網站，立即取得信義商圈周邊停車場的動態資訊，指引老王順利停好車子，在最後一刻及時趕上與客戶的會議。

老王瞪大眼睛看著小黃如同魔術般的指引，深深羨慕現在的年輕人真是厲害，其實這只不過是停管處在網站（www.tpis.nat.gov.tw）線上提供各公有停車場動態資訊，民眾可透過WAP、PHS手機或可上網的PDA查詢，同時也可以撥打語音查詢電話（2346-5990）查詢得到。

讓老王訝異的還不僅於此，進入停車場時小黃拿出隨身攜帶的悠遊卡，只要接觸一下機器聽到「滴」一聲，即可快速進出停車場。小黃還跟老王說，不僅停車場可使用悠遊卡，現在許多路段的路邊停車格都陸續裝置悠遊卡計時收費器，今年已在民生東路正式啟用營運，至今已裝置完成3,000多具，無論到哪停放愛車都不需擔心身上有無零錢了。

聽小黃說到繳停車費的問題，老王忽然想到車上還有幾張停車單尚未繳交，其中還有今天就要到期的，先前還曾有忘記在期限內繳費而被罰款，讓老王心痛不已，小黃連忙說，這個簡單，繳費單在連鎖便利超商、中油加油站等這些號稱最方便的鄰居都可以繳交，而且現在只要上網登錄車輛及車主的資料，繳費要到期前兩天尚未繳交時，停管處就會透過簡訊發送提醒車主，車主再也不會因為忙碌而忘記繳費被罰款了。

停管處還提供更加便利的網路和手機繳費方式，只要民眾選擇一家參與合作的銀行，在其網路銀行登記申請，即可利用現有存款帳戶、虛擬帳戶、信用卡來與銀行簽訂授權直接扣繳停車費，業者同時也會在扣繳之後，以e-mail、簡訊告知；手機部分則與中華電信合作，只要是該電信公司的用戶即可申請，民眾停車費則會記在每月電話繳費單上，更加便利。

老王聽完小黃講述現在臺北市停車有這麼多便利的措施，心想，七年級生也不全都是草莓族，e化絕對可以讓大家更進步、更方便，看來自己也得好好加強在e化方面，以免被草莓族給追趕上囉！

Evolution of Parking with e-Transformation

As always in the Xinyi commercial district, long lines of cars snake through the streets. Old Wang sits in his car, young Huang beside him, soon to be late for a business appointment. Eyes darting left and right, Wang desperately looks for a car park with open spots. Huang whips out his cellphone and connects with the city's Parking Management Office website, immediately confirming availability at an edge-of-district facility. After guiding Wang to the right place, they make their meeting just in time.

In fact there are other avenues beyond the Parking Management Office site （www.tpis.nat.gov.tw） for obtaining info on public parking-facility conditions. Folks can use WAP or PHS cellphones or Internet-capable PDAs for their inquiries. There is also a telephone voice-recognition service（2346-5990）.

For Old Wang, there were more surprises this day than the ease of finding a parking space. Upon entering the car park Young Huang whipped out his EasyCard smart card, which he never travels without. With a quick swipe of card near sensor machine entry was immediately granted. And it's not just at car parks the EasyCard comes in handy-more and more EasyCard meters are being set up at roadside parking meters. Payment is a breeze at the 3,000 meters already set up, meaning wherever you take your beloved wheels you never need worry about carrying change.

Wang suddenly remembers he has some parking invoices in his car for which he hasn't yet made payment. Some are due today, and he remarks that in the past he's sometimes forgotten and been fined. Huang reminds him that payment can be made at numerous convenient neighborhood locations-notably convenience-store and gas-station chain outlets. He also lets Wang know car owners can register themselves and their vehicles online for two-day advance notices from the Parking Management Office when still-unsettled parking payments are due. Made via SMS, these reminders mean car owners need never again face fines because they are busy or forgetful.

The Parking Management Office has also set up an even more convenient online parking-payment system that lets you pay via Internet or cellphone. For online transactions, simply select a participating bank, apply for an online account authorizing direct payment deductions, and make payments using your existing bank account, an on-line account, or a credit-card account. After the Parking Management Office has received payment the bank is notified, and then confirms with the payer via e-mail or SMS. For cellphone payment, the service provider is Chunghwa Telecom; company-service subscribers apply for the payment service and thereafter receive a record of parking payments with their regular phone bill. It couldn't be more convenient.

e化確實相當重要，過去停管處全為手工作業，收費管理員不僅出外開單用手寫還要蓋章，回到辦公室又得一筆筆將資料輸入歸檔，光是花費在前置作業和後續處理，便浪費相當多時間。停管處引進效率最高的數位化PDA開單設備，大幅簡化路邊停車場開單與後檯資料建檔作業流程，現在收費管理員只要輸入汽機車車牌資料於PDA內，停車繳費單便可自動列印出來，上面還有電腦條碼，便利於車主繳費資料的讀取；回到辦公室之後，連接上電腦也可直接將PDA上的資料傳輸進入電腦，再也不會有前置作業和後續處理的不必要時間，縮短收費管理員巡場開單流程。

e化作業還有許多好處，可以降低收費管理員開單的錯誤率，便可減少民怨申訴的件數。過去以手開單的方式，常會有寫錯或key in錯的情形，甚至老王還曾經質疑一位收費管理員填寫時間有問題而跟他爭吵過，透過e化設施的建置，過去這些不必要的誤會都可以化解。

停管處e化的建置不僅於此，未來還將陸續推動其他更先進的e化措施，比如目前路邊的悠遊卡計時收費器，民眾使用悠遊卡停車的紀錄都得派收費管理員一一去讀取每一台機器的資料，未來如技術成熟則將建置具有無線傳輸功能的設備，可以把資料直接傳送回辦公室，達到無人管理的便捷方式；另外，現在民眾開車到停車場，在入場之前僅能看到現在尚有停車格的數量，至於這些空位置在哪裡，就得開著車去繞繞，未來將會在每個停車格上建置車位偵測器，並以無線傳輸方式把汽車的資料傳送給收費管理員，不僅可提供民眾尋找停車格的便利，同時若該停車格上的車輛沒有刷卡或超過時間，便可立即通知收費管理員前去處理，如此收費管理員也可節省下巡場的時間，精準地做好收費管理員的工作。

在提供停車場資訊部分，目前停管處已與裕隆汽車的TOBE和神達電腦的Mio合作，裝有這兩款系統的車輛，進入停車場即可接收到該停車場的各項資訊，如停車空位、停車費用、聯絡電話等。而可上網的手機和PDA亦可下載接收，不過由於手機和PDA的畫面有限，因此停管處也建置了語音查詢，提供駕駛人更多便利。

停管處希望透過e化的建置，將各項停車業務朝更精緻化、科技化、人性化的方向推動，讓停車服務得到更多市民的讚許與認同。

In days now gone the Parking Management Office handled all tasks manually. Payment-processing personnel had to hit the streets, filling in each invoice by hand and stamping, then had to return to base to transfer all details to file, again by hand. The time wasted in these various procedures was tremendous. The Office has now introduced the most advanced PDAs for digital processing, vastly simplifying roadside-parking invoice-generating procedures along with database-filing. On-street personnel now only need to input a vehicle's license number into the PDA and an invoice is printed automatically by the handheld-device itself. At the top is a barcode, making it easy to access car-owner payment info. After returning to base all info is transferred directly from PDA to computerized database. The new approach markedly cuts the time needed for both ends of the administrative process, greatly lessening patrolling and invoice-generation time for personnel.

The e-transformation of tasks also cuts down of the rate of mistakes by payment-processing personnel, and reduces cases of complaint from the public. In the past, the manual filling in of invoices and keying in of data resulted in frequent error. In addition, parking invoices were sometimes stolen or insecurely placed and blown away, with frequent disputes resulting. The e-transformation of facilities makes such misunderstandings more easily reconciled.

The Office will continue to systematically implement the most advanced e-transformation measures in future. For example, wireless capability will be brought to roadside-space EasyCard meters, making for the instantaneous transmission of data to the central base. Another example—currently, before car-park entry drivers can only see postings on how many parking spaces are available. In future wireless sensors will be outfitted for each space, giving personnel instantaneous updates on all spaces. This will greatly enhance convenience for drivers in their search for parking, enabling personnel to know of and handle situations without delay, such as if a space user has forgotten to swipe his card or has surpassed allotted usage time. This will eliminate the need for personnel to patrol by foot, saving much time, allowing concentration on other key tasks.

In the area of car-park information provision, the Office is engaged in a special cooperative project using Yue Loong's TOBE and Mio Technology Corporation's Mio systems. When vehicles outfitted with these two systems enter a car park they will be immediately provided with a full range of practical data on that facility, such as spaces available, parking fees, contact numbers, and so on. This info can be downloaded on Internet-capable cellphones and PDAs. However, because of the screen limitations of these devices, the Office has also set up a voice-recognition phone-inquiry system, maximizing options and convenience for drivers.

In introducing e-transformation the Office hopes that all car-park operations will become more sophisticated, scientific, and humanistic, earning praise and recognition for services from the public.

少了銅板更悠遊！

撰文/黃志偉

沒有科技協助的年代，路邊停車收費這樣看起來是件小小的事情，可是卻也是個頗為龐大的工作，收銀員必須沿著路邊前進，針對計時收費器一個個取出裡面的零錢，然後負荷著沉重的零錢袋，挨著一路收過去，那時候的收銀員可不是個輕鬆的工作唷！

科技的進步讓收費管理員的工作越來越有效率，其中的關鍵就在於路邊計時收費器的不斷改革與演進，你可別小看這一具小小的機器，停管處為了讓管理更具效率，多年來持續引進越來越便利的機器，讓管理員提高效率，降低民怨的產生。

早期路邊停車收費以人工開單的方式，再讓民眾持著收費單到各個營業單位繳交，而收費管理員也得負擔民眾繳費的工作，無疑地他們的工作相當繁瑣，一不小心在作業上有個疏忽，就會造成民眾的抱怨與爭執，相當不具效率。

基於使用者付費的原則，停車場收費管理的需求應運而生，而路邊停車格由於範圍較廣，人工管理上的不便，才引進計時收費器來輔助管理，臺北市早期停車管理由警察局負責，在民國66年引進全自動英製、美製及德製的投幣式計時收費器，這是臺北市計時收費器的始祖。

民國77年成立停車管理處之後，所有停車業務交由停管處，而且隨著台灣經濟的起飛，國人生活水平不斷地提升，購買汽機車的能力大幅提升，讓臺北市的汽機車數量不斷攀升，停管處也不斷地引進更新穎的計時收費器，以因應龐大的停車業務量需求。

汽機車數量增加，臺北市增闢更多停車位置給市民便利，相對地計時收費器設備也隨之增加，在民國80年代可說是計時收費器的最高峰，當時臺北市裝置計時收費器已經超過2萬具以上，而收銀人員每日到計時收費器中取出零錢，也創高峰的有1日200萬元的收入，收銀組人員編制達到32人，當時每天得動用9台收銀車，每輛車收回來都相當沉重，甚至為了便利作業，收銀車還特別改裝加上升降機，便於將集幣筒拉上車。

傳統的計時收費器除了收銀上的不便之外，作業上也有許多爭議，通常國外設置計時收費器的停車位，若民眾停車卻未主動投幣，無論是故意或是超過時間，都以開單告發的方式，但因台灣的民情不同而採開立補繳單提供車主補繳，由於不大容易辨別未投幣的時間有多長，過去曾一律以開立300元罰單方式，後來才逐漸改為現在的開立1個時段1個小時的補繳單。

Retiring Your Coins, Relaxing your Life.

In the days when high-tech support didn't exist, collection personnel had to travel the roadsides collecting coins from parking meters one by one, lugging their heavy loads about. Not exactly pleasant work!

Advances in technology have made the work of parking-payment collection personnel ever more efficient. The key has been unrelenting transformation and innovation in parking meters. Until recently roadside parking invoices have been prepared and issued by hand, on-site, with drivers obliged to take the invoices to a processing center to make payment. If not perfect in handling all processing, personnel caused complaint and dispute with the public. Not the most efficient way to go about things.

Based on the "user pays" principle, the need for paid-parking facilities took shape. Because roadside parking spaces are so spread out, making on-site by-hand processing by personnel inconvenient, parking meters were introduced. Early on, supervision in Taipei was handled by the police department; in 1977 coin meters were brought in, of English, American, and German make, Taipei City's "forefathers," as it were, in time-measure meters.

In 1988 all parking-related tasks were handed over to the newly established Parking Management Office. With Taiwan's renowned "economic miracle" the disposable income of the island's people had exploded, and in Taipei ownership of autos and motorcycles was climbing rapidly. The Office began continually introducing ever more advanced meters to address the colossal increases in parking-operations demand.

One might say that the 1990s were the "high time" for time-count meters in Taipei. By the end of the period over 20,000 units had been installed. It was also "high tide" for collection personnel, with NT$2 million in coins taken from the meters each day and the corps reaching 32 people. Each day nine collection vehicles did their rounds, with each load returning to base literally groaning under the weight. To ease the workload vehicles were specially outfitted with hoists to handle all the heavy lifting.

Beyond collection of coins, operational problems arising during the period of use of traditional meters were myriad. Overseas it is common to impose a fine if payment has not been made at coin meters, whether intentional or not. Because of different public attitudes in Taiwan make-up payments for initial non-payment, with invoices posted on vehicles, is the preferred method. However, since it is difficult to ascertain how long a vehicle has been in a space without payment, in the past a standard make-up payment of NT$300 was imposed. This has been gradually replaced with imposition of a 2-hour make-up payment for each single time period.

除了容易產生民怨問題之外，路邊計時收費器還遭遇到民眾惡意破壞，有的是破壞機器以竊取零錢，有的則是刻意不繳交停車費，無論哪種情形，都造成停管處對計時收費器管理的困難，所以之後才漸漸取消計時收費器的設立，改以走回頭路的開立收費單方式來處理，最後到民國95年3月之後，臺北市僅餘858具計時收費器，收銀人員亦縮編剩下7人，每天處理約不到20萬元的零錢，業務量大幅降低10倍有餘。

為了改善投幣式計時收費器的問題，停管處積極規劃使用悠遊卡付費方式，讓民眾以捷運悠遊卡一卡通用，避免停車找不到零錢的困擾，同時也讓停管處對於人工作業收幣的不便與計時收費器遭到惡意破壞有了妥善的解決方案。

人工開單作業的效率低，早已無法負荷數量越來越大的停車收費管理，光是先前作業的蓋章工作就花去不少時間，有些人則把蓋章拿回家做的方式來提升效率，而開完單回到辦公室之後，還得整理票本，把開單資料建檔，以便後續作業。改善手開單的問題，停管處則是以先進的PDA，停管處表示，現在管理人員拿著一台PDA，根本不需要有任何的先前作業，PDA拿了就立即出門工作，一直到下班前回到辦公室，把PDA內的資料連線傳輸到電腦裡即可。

路邊悠遊卡計時器首批216具，已於民國95年2月6日在民生東路啟用，第二批的884具於民國95年4月3日啟用，以及第三批的900具於民國95年8月18日啟用，第四批的1,000具於民國95年9月20日啟用，共3,000具上線營運。停管處改善計時收費器還不僅於此，未來將希望能在計時收費器中安裝無線傳輸設備，只要民眾刷悠遊卡，即可傳輸回到公司處理，不需要有人工讀取資料的方式。另外，無論是路邊停車格或路外的停車場，目前停車場僅能提供現有車位數量給入場停車的民眾，如在每個車位安裝車位偵測器，則可自動提供民眾空的停車位的正確位置，而且也可以把該車位的現況通知管理人員，如路邊停車格有超時未刷卡時，管理人員則可前去開單，省下管理人員巡場的時間。

最後在便民方面，現在僅提供悠遊卡付費機制，停管處希望未來還能提供普及率更廣的信用卡，以免接觸式信用卡來付費，將有機會先在停車使用量較大的停車場，如大安森林公園地下停車場試辦實施。

Beyond the general complaints and discontent so easily arising from the roadside coin meters, other types of problems cropped up, notably damage to meters and coin theft and the widespread avoidance of fee payments. As a result, the slow elimination of the meters and return to manually handled issue of parking invoices was decided on. As of March 2006 only 858 meters remained, with a skeleton collection crew of seven taking in less than NT$200,000 in coins per day—less than 10% of former highs.

To overcome the problems arising from use of coin meters, the Parking Management Office has energetically mapped out plans for payment via the EasyCard smart card, greatly expanding its usage beyond the MRT system. This will, in rational manner, eliminate the problem of users being short of needed coinage, inconvenience to personnel in manual collection of coinage, and vandalism to meters.

Manual invoice operations are extremely inefficient. Responsible personnel found early on they could not handle the ever-heavier workload. The on-site generation process took so much time that in an attempt to heighten efficiency some personnel took chops home to first stamp all invoices, afterwards returning to office to laboriously file all data in the central registry. Today personnel carry a PDA, invoice generation is a snap, and they need return to base only near the end of the workday to handle the instantaneous transmission of the PDA's digital info to the central database.

In addition to the generation and printing of parking invoices, the PDAs can also read/interface with the roadside EasyCard parking meters, reading the payment-account data of parking-space users and relaying data to Taipei Smart Card Corp. (TSCC). This enables the firm to transfer the appropriate parking-fee funds to the Parking Management Office. No personnel need ever manually handle money, dramatically simplifying processing procedures and raising work efficiency.

The first batch of EasyCard meters, totaling 216 units, went into operation along Minsheng East Road on 6 Feb. 2006. The second (884) and third (900) batches went online at end-March and end-May of the same year, respectively. It is the intent of the Parking Management Office to install wireless-transmission capacity on these meters in future, meaning immediate transmission of data to TSCC after an EasyCard is swiped, and foregoing of the need for manual transmission by patrol personnel. Whether roadside spaces or in car parks, there will be automatic and accurate supply to the public of available parking spaces. There will also be immediate and continuous status notifications on such spaces to managerial personnel, such as when metered time has run out and cards have not been swiped, enabling staff to proceed directly to the spaces in question to prepare an invoice and avoiding the time wasted in patrolling.

Finally, for greatest public convenience the Office is now focusing solely on installation of EasyCard meters. However, the Office hopes in future to inaugurate contactless credit-card capability for payments, since credit cards enjoy much more widespread use. Trials will first be conducted at larger, busier facilities, such as the underground car park below Daan Forest Park.

5 重要施政成果 Results of Key Policy Initiatives

每一個今天都比昨天更努力

因為您對我們的期許及我們對您的承諾，這8年來我們兢兢業業、不敢懈怠。不論是創造以人為本的交通環境，推動e化以提升服務品質，或是追求績效以與新時代同步，我們的汗水與淚水堆砌成一張亮麗的成績單——一個更友善、更智慧及更便利的停車環境。每一個步履都是心血，每一個進步都有見證，我們從不曾缺席這改變時代的盛宴，當然，您也一直都在這裡，給予我們莫大的鼓勵，是我們不斷前進的動力。我們不為非凡的成果而自滿，只願與您共享這美麗的果實，因為我們知道——「今天永遠要比昨天更努力」。

依循以人為本的交通政策，創造友善的人行空間及停車環境

設置身心障礙者專用停車位

為保障身心障礙族群權益、發揮人本運輸精神，自88年起，陸續於路邊及路外停車場繪設身心障礙者專用停車格位。格位以白色路線漆劃設，加繪藍色內框及標繪白色輪椅圖案，並於格位旁設立標誌牌面，以提醒民眾不要佔用身心障礙朋友專用的停車格。

截至95年10月底，本市路外停車場之身心障礙者專用格位共1,159格（汽車954個，機車205個）；路邊共1,620個（汽車985個，機車635個），總計2,779個。

機車退出騎樓、人行道

為整頓機車停車秩序、美化市容景觀、改善人車爭道問題及維護行人通行安全，自88年起實施「機車退出騎樓、人行道」措施，針對學校、公園、大眾運輸發達及大型公共建物周邊等，評估停車需求及有無設置機慢車停車格位之可行性後，逐步於各可行路段實施機車禁停管制措施。94年並配合「南陽特區16條路段機車停車秩序及公共安全案」及「內湖科技園區交通總體檢計畫」專案，推動實施騎樓、人行道禁停管制措施。累計至95年10月底，本市共實施279處路段，實施總長度為320.57公里。

本措施經由歷次民調顯示，支持率皆7成以上；94年11月由臺北市政府、中天電視台、中國時報主辦愛上100%臺北10大票選活動，更榮獲最讓市民驕傲的市政建設第5名，足見本政策獲得大多數民眾認同與支持。承接過去之實施成果，並預計將重點擴大清查以實施於學校、公園範圍，未來仍將持續評估路段機車停車供需狀況，俟條件適當時即優先規劃實施機車停放管制措施，以串聯形成完整之路段及區域，期能藉該措施實施後，能打造優質學童、行人通行空間及改善機車停車秩序。

配合人行道更新設置機車彎

為達成機車退出騎樓、人行道之整頓機車停車秩序之目標，配合人行道更新工程規劃設置機車彎，藉由提供合理之機車停車空間，並輔以適當區隔設施及管理手段，以打造優質行人通行空間及落實「以人為本」的交通觀念及停車習慣。

累計至95年10月底，共新增2,253處機車彎，可提供13,021機車停車位。

Each Today Working Even Harder than Yesterday

Because of your expectations of us and our promises to you, this past eight years we've been conscientiously and systematically at our tasks, relaxing nary a moment. Whether creating a people-oriented transportation environment using advanced electronics to improve service quality, or pursuing synchronicity of results with new-age thinking, our hard toil is to bring home a solid report card for you, step by step creating a friendlier, smarter, and more convenient parking environment. We do it all for you, never satisfied even with outstanding results, for we know that you, like ourselves, are: "Each Today Working Even Harder than Yesterday."

With "People" at the Center of Traffic Policy, We Are Devoted to Creating a Friendly Parking Environment and Pedestrian Space

Establishment of Dedicated Parking Spaces for Mentally and Physically Challenged

To protect the rights and interests of the physically and mentally challenged, a more humanistic spirit has been brought to transportation. Since 1999 new dedicated parking spots have been continually marked off, both roadside and off-road. At ground level, the white-color wheelchair is added within blue background framing, and beside each parking space signage is posted.

As of Oct. 2006, 2,779 dedicated off-road parking spaces had been created by the city for the mentally/physically challenged.

Removal of Motorcycles from Sidewalks and Building Arcades

To bring order to motorcycle parking, beautify the city landscape, ameliorate the struggle for space between vehicles and pedestrians, and safeguard pedestrian safety, the "Removal of Motorcycles from Sidewalks and Building Arcades" policy was put in place in 1999. Motorcycle parking is being banned on all road sections where feasible. In 2005 came the complementary "Nanyang Special Zone 16 Road Section Motorcycle Parking Rationalization and Public Safety Project," along with the Neihu Science and Technology Park Comprehensive Traffic Evaluation Plan." The key overall focus for implementation are measures to ban and enforce motorcycle parking in arcades and on sidewalks. As of end-Oct 2006 279 road sections and 320.57 kilometers of road-length had been cleared; the goal for end-2006 was clearance of 200-plus km.

Polls taken regarding these various measures show more than 70% public support. In Nov. 2005 the city government., China Television, and China Times sponsored the "Love Taipei 100%" activity, wherein the ten best things about Taipei were chosen by public ballot. The sidewalk/arcade removal initiative, one among the city's many public-improvement projects, came in in fifth place-clear demonstration of the overwhelming public support given this administration's policy.

Upgrading Sidewalks with New-Concept Motorcycle Parking Bays

In order to attain the objective of removing motorcycles from arcades and sidewalks and bringing order to city parking, complementary novel-concept motorbike-parking bays are being fitted into sidewalks. This measure enables reasonable division of public space and effective parking control. The bays consolidate high-grade unimpeded pedestrian-flow space and practicable "people as capital" traffic-flow optimization. As of end-Oct 2006, 2,253 bays had been installed, creating 13,021 new motorcycle parking spaces.

腳踏車架建置計畫

為配合發展綠色運輸政策、鼓勵短程接駁及改善腳踏車停放秩序，自90年起，陸續於捷運站周邊及學校、公園周邊及腳踏車道等地區設置腳踏車架。此外，亦配合正推動之「河濱休閒性腳踏車道路網計畫」，設置適量停車設施，以供休閒性腳踏車使用。惟因目前市區停車空間難求，故腳踏車架主要考量捷運路網轉乘需要優先設置。

95年起除配合「臺北市街道家具設置營運管理計畫」，優先設置750個街道家具腳踏車架外，並選用符合造型簡潔美觀、經濟實用易維護管理、高防撞防損及安全易防竊原則之腳踏車架，以朝向腳踏車架多元型式方式設置，達因地制宜之目標。

累計至95年10月底，共設置9,758個腳踏車架（含捷運公司設置部分）。

路邊機車停車收費

目前機車登記數已達100餘萬輛，再加上外縣市進入本市的機車，為數眾多的機車常造成道路壅塞，且其體積小操作靈活，除於道路上隨意行駛影響交通安全外，也容易騎上騎樓、人行道停放影響停車秩序；且機車所排放之廢氣亦造成空氣污染，機車管理儼然成為本市須面對的課題。實施路邊機車停車收費主要為改善機車停車秩序，並藉提高機車使用成本達到抑制機車數量成長之目的，以落實使用者付費原則及鼓勵民眾多利用大眾運輸工具。93年底率先於信義商圈推動路邊機車停車收費，該區商業活動發達，機車停車需求高，且大眾運輸發達（捷運板南線及數十條公車路線經過）停車供給充足（公私有路邊及路外停車場多），故列入優先辦理地區。

94年起，更進一步於南陽特區（94年1月1日實施）、內湖科技園區（95年1月23日實施） 及臺北車站（95年9月15日起實施）等區域，實施路邊機車停車收費，並配合「機車退出騎樓、人行道」取締違停，目前共計有4,836格機車停車格納入收費。

建國南北路高架橋下及大安森林公園地下停車場彩繪

為使停車場整體景觀能煥然一新，提供市民亮麗的停車空間，辦理停車場油漆及彩繪美化工程。92年辦理建國北路高架橋下停車場花卉系列彩繪後，在景觀上與區段分別深獲民眾好評，接續於93年辦理建國南北路高架橋下停車場昆蟲動物系列彩繪；而大安森林公園地下停車場亦於93年度辦理臺灣水果系列彩繪。為使駕駛人停車後返回停車場取車能輕易明確辨別所停路段，建國南北路高架橋下停車場分別以不同顏色搭配不同花卉及交通安全宣導等進行彩繪，希望能展現出各段之特色。而大安森林公園停車場則以水果彩繪，以後民眾只要記住車輛是停放在那種水果區、樑柱編排號碼與車位編號，就可以輕鬆方便找到你的愛車。彩繪後可讓停車民眾區別停車之區域位置方便找到所停放車輛之區段，亦可提供亮麗的停車空間。

身心障礙者停車管理措施

為照顧弱勢族群、發揮人本精神，及因應身心障礙者便於從事各項活動之停車需要，於公有收費停車場提供身心障礙者停車優惠，且為提高停車周轉率，使停車位能供更多人使用，本市自95年3月1日起實施身心障礙停車優惠實施新措施。身心障礙者將車輛停放於公有路外計時停車場（含立體、地下、24小時收費之平面）時，只須備齊身心障礙專用停車位識別證（或懸掛身心障礙專用車牌）、身心障礙手冊及駕駛執照及行車執照共4證，始得享有當次停車（含跨日停車）前4小時免費，以後半價收費；而為體恤身心障礙者購買半價月票須與一般市民排隊之不便性，特別開放身心障礙者購買月票時間提前於出售月票，前2日即可購買身心障礙月票，且無總出售張數限制。（限設籍臺北市、臺北縣之身心障礙者）

同時，為落實查核身心障礙專用停車位使用情形，借用（或冒用）身心障礙專用停車位識別證，形成管理漏洞，長期佔用專用停車位，成為私人專用停車位，導致專用停車位無法發揮其設置原意（僅讓身心障礙者停車），於95年3月13日起針對路邊劃設之身心障礙專用停車位，先行開立繳費通知單，身心障礙者則須於規定期限內，辦理優惠停車銷單手續。

The Setting Up of Bike Racks

In keeping with the city govt.'s green-transport policy, the use of self-powered transport for short-distance connection trips is being encouraged, and bicycle-parking facilities enhanced. Since 2001 there has been a systematic effort to erect bike racks outside MRT stations and by schools, parks, and bike paths, among other locations. As part of the city's "Riverside Leisure Cycling Path Network Plan," racks are provided in designated locations for recreational-bicycle use.

Under the supporting 2006 initiative, "Taipei City Street Furniture Installation and Management Plan," the bike racks utilized are specifically chosen for their clean lines and visual appeal, their easy and economical maintenance and operation, and their high anti-collision, anti-injury, and anti-theft qualities. Their multifaceted benefits precisely complement local conditions.

As of end-Oct. 2006, 9,758 bike racks had been set up （this includes units installed by the MRT authority）; the target is 16,000 by the end of this year.

Roadside Motorcycle Parking Payment

The number of registered motorcycles/scooters has surpassed one million in today's Taipei. Add to these motorbikes from heavily populated outlying districts and the result is severe road congestion. Beyond the cavalier attitude toward traffic rules and safety shown by operators of these agile small machines, cavalier parking in arcades and on sidewalks also negatively impacts the public order. Exhaust fumes exacerbate air pollution. Bringing order to this chaos is a must, and subject of intense public debate. The implementation of paid roadside motorcycle parking is meant to bring such order. By raising operating costs to more accurately reflect social costs, the goal is to reduce motorcycle numbers and encourage use of public-transport facilities. The paid roadside-parking plan was kicked off in the Xinyi commercial district in 2004. This is a flourishing business district, generating blooming parking demand. This is a high-priority planning area, fed by the expanding MRT system （the Bannan line and scores of bus routes feed the area） and by ample parking provision （there is much roadside and off-road parking, both publicly and privately operated）.

Paid roadside motorcycle parking was brought into effect in 2005, and has now been instituted in a number of key target zones: January 1, 2005 at Nanyang Special Zone, January 23, 2006 at Neihu Science and Technology Park, September 15, 2006 at Taipei Main Station. This complements the Removal of Motorcycles from Sidewalks and Building Arcades initiative. To date 4,836 motorcycle-parking squares have been marked off for paid parking.

Colored Decoration of Daan Forest Park Underground Parking Garage and Parking Facilities under Jianguo Raised Expressway

To bring a new, more appealing look, and create a brighter, more attractive environment for vehicle users, parking facilities are being beautified with artistic painting. First, in 2003 the parking lot under the north section of Jianguo Expressway was decorated with painted plants and flowers. In 2004 colorful insect life was added. The year 2003 also saw the addition of a painted series of Taiwan fruits to the underground garage beneath Daan Forest Park. Beyond visual appeal, these ambiance-brightening paintings serve as useful markers for dividing facility areas and remembering vehicle location.

Measures for Provision of Parking Space and Parking Supervision for Mentally and Physically Challenged

Since March 1, 2006 the city has put in place special dedicated public off-road parking facilities and special rates for the mentally/physically challenged. Free for the first four hours, half-rates apply thereafter （applies to single-use parking; overnight parking permitted）. Facilities include parking towers, underground garages, and 24-hour parking lots. Users must have four pieces of identification: special handicapped parking permit （or special tag, which is hung）, handicapped registration book, driver's license, and vehicle registration license. To facilitate the buying of monthly tickets so the mentally/physically challenged need not queue in long lines, such tickets are made available two days earlier than to the general public, with no limit on number of coupons purchased.

At the same time, in order to ascertain usage patterns for spaces designated for the physically/mentally challenged, including the borrowing （and illegal use） of handicapped-parking documentation leading to lack of full availability of such dedicated facilities, from March 13, 2006 public notices regarding payment procedures for dedicated-use roadside-parking spaces have been issued, with users instructed to make payment within a specified time period to enjoy preferential rates.

科技時代來臨，停車e化絕不遲疑，加足馬力推動便民措施及提升服務品質

停車設施查詢系統

配合本府e化服務之政策方向，本府於90年6月起開始進行全市公有路邊停車格位及相關設施資料普查作業，以建置完整的停車格位資料庫，進一步有效掌握管理全市停車設施資訊。並於93年5月1日將「停車設施查詢系統」上網供民眾查詢，民眾只要連至臺北市停車管理處首頁http://www.pma.taipei.gov.tw，點選【停車設施查詢】進入地理資訊系統，即可利用路口、路名、地標、里名、停車場等各類定位方式，找到定位地點周邊的停車場資訊。包括停車場名稱、地址、剩餘車位數等重要停車資訊皆一目了然。更可透過「範圍內停車場查詢」功能查詢特定地點周邊停車場資訊（可自行輸入預查詢周邊範圍距離）。

94年度持續更新停車設施查詢圖層資料庫，並提供停車相關設施圖層予以交通局納入交通局地理資訊系統開發整合建置，未來除持續更新停車設施查詢圖層資料庫外，並將配合地政處資料倉儲系統建置案（第二期）95年度圖資收納，屆時各需求單位皆可藉由資料倉儲系統申請相關圖資，以縮短申請圖資作業時間，並提供更多查詢窗口，期提升便民服務績效。

停車資訊導引系統

為提升市區之停車服務，藉由停車場資訊導引系統的規劃，使車輛駕駛人在出發前或進入停車區之後，皆可利用WEB上網及電話語音等服務系統查詢停車即時資訊，除降低駕駛人尋找停車位時間外，更可減少尋停交通量。

首先實施的區域是信義計畫區，並於92年4月7日正式啟用。經委託中央大學進行之民調結果，有90%的使用者認為有助尋找停車位，平均可節省9分鐘。因此於94年擇定陽明山及西門商圈，續辦理停車場資訊導引系統工程，已於95年11月底建置完成，俟台電正式供電後，預計於95年12月初正式啟用。95年至98年更將擴大建置於本市12個行政區內，以整合現有公私有停車場之停車位動態資訊系統，提供用路人更完善及便利停車資訊。

此外，有鑑於按鍵查詢方式繁瑣，更預定增加電話查詢語音辨識功能，以便用路人透過口語諮詢方式，取得包含停車場即時剩餘車位數、電話及地址等停車場資訊，增加用路人行車安全性及符合交通法規規定。業於95年11月初正式上線運作。

路邊停車費委託代收服務

為提供更便捷之停車收費服務，並改善停車收費員人力不足之問題，自87年起陸續辦理委託超商、加油站、金融機構代收本市路邊停車費。且代收制度因電子化技術的日趨成熟而更形多元，自94年7月1日起，計有電信業者（中華電信）及金融機構9家（玉山商業銀行、美商花旗銀行、華南商業銀行、臺灣銀行、臺北國際商業銀行、上海商業儲蓄銀行、中國信託商業銀行、板信商業銀行）廠商，可以手機及透過網路登錄以信用卡及帳戶扣款方式代收臺北市停車費。

更值得一提的是，自87年路邊停車費委託代收後，逾期告發之件數則逐年降低。目前路邊停車費於超商或代收處繳納比率高達92.50%（統一超商50.54%、全家超商18.08%、萊爾富8.14%、福客多8.78%、OK超商6.33%及其餘中油、銀行等業者共0.63%）。本措施為導入民間資源與超商系統通路，作為制度上的改革，除創造民眾更多福祉及精簡人力外，並提高政府便民服務形象。

The Technological Era Has Arrived, and We Shall Not Falter in the Drive to Digitalize, Adding Horsepower in Advancing Measures Augmenting Citizens' Convenience and Heightening Service Quality

Parking Facility Inquiry System

In keeping with the city's Cyber City e-services policy, in June 2001 the administration began creating marked roadside squares for parking and conducting related information surveys on facilities. A complete information database on parking spots has been built. On May 1, 2004 the online "Parking Facility Inquiry System" was inaugurated, allowing the public to check conditions. Reference can be made using an intersection, road name, landmark, and ward name to determine available area parking. The online database provides the name of area parking lots, addresses, parking-space availability, and other key information.

In 2005 the online parking-information layered database was updated with supply of additional traffic-related information via hook-up with the GIS （Geographic Information System） being set up by the city's Department of Transportation. In future the database will be coordinated with the data warehouse of the Department of Land Taipei City Government as part of a special archives project launched in 2006 （second stage）; the shortened period to result for requested maps will greatly enhance public-use convenience.

Parking Information Guidance System

Under the parking-information guidance system, vehicle operators can engage in either Web-based or telephone voice-system services to access real-time information on parking availability, either before departure or on entering a parking-facility area. Beyond drastically reducing the individual's time spent searching for a space, the volume of on-street vehicles looking for parking space is also eased.

The first zone to come under this program was the Xinyi Planning District, the initiative formally kicked off April 7, 2003. According to a commissioned poll, 90% of users have found the service useful in locating parking, with average time savings of nine minutes. From 2006 through 2009 the service is being expanded to encompass 12 city districts, the information system to include both public and private parking facilities.

Beyond this, because touch-tone inquiry processing is so time-consuming and complicated, advanced voice-recognition technology will be stressed for the greatest convenience of road-users in making inquiries. This will both enhance driving safety and adherence to traffic laws and regulations. The dial-up inquiry system has been operational on November 2006.

Commissioned Collection Services for Roadside Parking Payments

To supply the most efficient parking-payment services, and ameliorate the shortage problem for fee-collecting personnel, since 1998 an ever-expanding corps of supermarkets, gas stations, and financial institutions had been authorized to collect roadside-parking fees. Digital technology is every day advancing, and under this commission system telecommunications enterprise Chunghwa Telecom and nine financial institutions are working in unison to facilitate Taipei City parking payments, via account debiting or credit card either online or via cellphone. As of end-July 2006, 571,267 transactions have been made, for 88,189 vehicles, the collected total NT$38,462, 960.

Another matter worth mentioning is that since inauguration of agency collection of parking fees in 1998, late payments have gone down in number yearly. Today, 92.5% of payments are made at supermarkets and other authorized agencies. This measure, beyond enhancing the public welfare and streamlining manpower resources, further enhances the city government's image as taking the people's interests to heart.

公有路外停車場使用悠遊卡

為配合臺北都會區以非接觸式IC卡進行捷運、公車與停車場一卡通用票證整合政策，本市自91年6月起陸續建置啟用悠遊卡停車收費系統，民眾到停車場停車只要出示悠遊卡在進口驗票機感應區前5公分感應，悠遊卡即自動紀錄進場時間，出場時不用再到自動繳費機繳費或人工收費，駕駛人只要出示悠遊卡在出口驗票機感應區前5公分感應即會依駕駛人的停車時間自動扣款，並且還可依民眾申請設定為停車月票卡。截至95年10月止計有大安高工地下停車場等56處路外停車場已完成悠遊卡收費系統之建置及啟用營運，後續將持續於各停車場規劃建置，以落實捷運、公車及停車場之票證整合政策。

數位化（PDA）開單設備

為縮短收費管理員處理作業流程，整合及消除繁複工作並降低成本，並提供更佳的停車單據收費品質，於是規劃路邊停車場以數位化設備（PDA）開單。本項措施分二階段實施，第一期於94年9月12日開始啟用110組掌上型電腦（PDA）開單機組；第二期於95年1月3日再租用372具PDA於全市路邊收費停車場全面實施。

本項租用設備全年經費估算約1,197萬元，過去路邊停車場開單平均每年約2,400萬張委外人工建檔，全年合計處理費用約需2,322萬元，採用PDA開單後無需再進行人工建檔作業，可由本項措施之實施獲得節省1,125萬元，利用e化管理措施，有效達到節省人工成本之效益。

悠遊卡計時收費器上線運作

為提供更方便之付費方式，免除停車時需攜帶零錢投幣之困擾，臺北市路邊投幣停車計時器自95年2月6日逐步更換為悠遊卡計時器，預計於95年5月全面更新。95年2月6日啟用第一批悠遊卡計時器216具，第二批884具及第三批900具於95年4月3日及6月1日上線營運。於9月20日啟用第四批1,000具，未來並將再增加2,000具，使悠遊卡計時器設置數量達到5,000具。另路邊限時停車位，亦自95年9月1日起恢復限時停車管理。

建置路邊停車費語音、網路查詢系統

為更有效節省本府人力及落實現代化之科學管理，以提升服務品質，自87年起即建置停車繳費告發管理系統，以電腦進行票證沖銷作業，而路邊停車費電話語音、網路查詢服務系統，亦於92年2月正式啟用，車主可利用一般市話或行動電話查詢期限內尚未繳費之資訊，也可轉接服務台由專人服務解決特殊問題。語音查詢服務結果，更可利用一般傳真機將查詢服務內容回傳，便利車主保存。如車主於本處網站登錄後，即可在停車補繳單逾期前2日，接獲語音自動提醒通知尚有未繳之停車費資訊。

除語音查詢功能之外，車主更可透過網路查詢得知該車號目前是否有期限內尚未繳費之停車補繳單明細資料。同時民眾可於網頁上登錄牌照號碼與希望通知方式（語音、簡訊、電子信箱……等），俾便本處提供各項自動通知服務機制。

即日起至95年10月，民眾上網登錄資料人次已高達27萬4千餘人次。且系統每日服務平均1千餘位以上民眾供查詢停車費資料，至95年10月，網站點閱人數已高達1,213萬餘人，預計未來仍有極大成長空間。而自91年9月起至92年1月尚未啟用本系統前，統計資料五個月告發率平均每月為3.63%，告發件數平均每月為69,451件，而自系統92年2月份啟用起至94年8月止平均告發率有效降低為2.81%，平均告發件數降低為55,747件，平均每月有效減少13,702件因停車費逾期未繳而被告發件數（94年9月起實施停車費催繳暨追繳措施）。

EasyCard Use at Public Off-Road Parking Facilities

In keeping with city policy promoting common use of a single smart IC card for payments on the MRT and public-bus systems and at parking facilities, since June 2002 EasyCard systems have been systematically installed at city underground-parking garages. Upon entering a facility a driver need only present the EasyCard within five centimeters of sensors on ticketing machines at entrances. When leaving there is no need to go to automated payment machines or manned counters; merely present one's card at exit sensors and payment is automatically deducted. Citizens can also apply for dedicated monthly parking cards. As of Oct. 2006 EasyCard systems were operational at Daan Car Park and 56 other off-road parking facilities.

PDA Parking Payment Notification Facilities

To streamline procedures for payment-system personnel, integrate tedious and time-consuming work, reduce costs, and provide enhanced payment documentation, PDA payment facilities have been introduced to roadside parking. This system has been fully operational for all roadside-parking facilities since March 1, 2006.

The leasing of this equipment entails an estimated annual budget of NT$11.97 million. In the past, each year on average 24 million parking invoices were manually issued. Manual-handling fees paid to commissioned payment-processing staff totaled an average NT$23.22 million. The usage of the PDA system thus entails annual savings of NT$11.25 million. The beneficial results of introducing advanced electronics are clear in terms of both greatly enhanced efficiency and reduced costs.

EasyCard Meters for Parking Payment Come On-Stream

To increase payment convenience and eliminate the need for coins when parking, starting February 6, 2006 Taipei's extant roadside-parking meters have been systematically replaced with EasyCard-use meters. All meters were to be replaced by May 2006. It is expected that 5,000 EasyCard meters will be in place in future. Currently, each upgraded meter sees an average EasyCard use of 2.59 times daily. Time-use restrictions were put back into effect Sept. 1, 2006 for time-limit roadside-parking spaces.

Establishment of Voice-Recognition and Online-Inquiry Systems for Roadside-Parking Payment

Pursuing scientific management to modernize and more effectively streamline this government's manpower use, and to further raise service quality, in 1998 a parking-payment notification system was inaugurated, with a computerized clearance system. As of February 2003 the system formally inaugurated use of telephone voice-recognition for roadside-parking payment, and online inquiry services. Vehicle owners can use public or mobile phones to obtain information on payments, such as payments due and payment deadlines. Dedicated service personnel can also be accessed for the handling of special problems. For the record-keeping convenience of owners, information obtained via voice-recognition access can be confirmed via fax. With registration on this department's website, vehicle owners can enjoy two-day advance notice that parking payments are due, via automated voice-mail.

From the system-inauguration date to Oct. 2006, the public has made a total of more than 274,000 registered online information requests. Over 1,000 public users access the service each day. As of Oct. 21, 2006 there had already been 12,300,000 hits. Yet usage is still expected to expand greatly in future. Between the system's February 2003 launch and August 2005, payment delinquency was reduced to a monthly average of 2.81%, meaning an average 55,747 cases. This entailed an effective average monthly reduction of 13,702 delinquent-payment cases.

建置堤外停車場防汛網站

過去由於因豪雨及颱風等災害，無法即時通知民眾水閘門關閉，而須緊急調派拖吊車輛拖吊，不但勞民傷財、耗時費力及部分未及時駛離或拖吊車輛遭受淹水損失外，車主並可能妨礙河川防護行為而觸犯水利法第78條規定。為免民眾未獲得相關訊息造成損失，自93年起規劃建置堤外停車場防汛網站，並於94年4月28日起啟用。民眾可於該網站上自行登錄個人聯絡資料及通知方式（簡訊或語音），爾後，各堤外水閘門如須因應豪雨或颱風災害來臨而關閉時，將可快速提醒民眾將愛車駛往高地停放，以免因豪雨成災而造成民眾車輛財物之損失。

此外，考量部分民眾並無上網或相關電腦設備，亦印製多份宣傳單由堤外停車場管理人員發送各場停車車輛，俾供於各堤外停放車輛之民眾可直接填寫於宣傳單上，交由管理人員為其建檔，以便使大部分民眾皆得以享有本項緊急通知服務。本系統自啟用以來至95年10月止登錄建檔人數已達2,804人。

舉發違規停車一元化

為提升舉發違規停車之作業效率及避免人為疏失，自95年辦理「舉發違規停車一元化作業整體委外計畫」，本計畫係由廠商整體規劃，提供舉發違規停車所需之全部軟、硬體設備及後續作業所需之人力、耗材、系統維修等，將作業所需設備全數委外處理，運用先進的科技來改善目前人工作業方式。自95年2月6日開始實施，實施後交通助理員舉發違規停車改以數位相機採證違規影像，並使用掌上型電腦儲存違規資料及列印違規停車標示聯告知車主，收勤回處後將舉發資料上傳資料庫，全部採電腦化處理。

而後端作業告發部分，除違規影像仍須由人工審核外，其餘均電腦化，並將舉發違反道路交通管理通知書製作成郵簡格式，將車輛違規停車相片直接列印於告發通知單上方，違規人可同時閱覽違規事實與比對違規相片，告發所需作業時間由原先須7日才能寄出告發單，縮短為3日內即可寄發，大大提升服務效率。另外有關告發單資料，均以數位式儲存，可透過本處內部網路提供本處申訴業務承辦同仁查詢，凡經告發車輛之違規基本資料、違規照片、郵寄資料及退件資料等均可於網路上查看或列印。

有目標、有方法，提升績效不只是口號

設置裝卸貨停車位

為因應物流業者或一般貨車使用者於路側裝卸貨之停車需求，自88年起陸續檢討規劃設置裝卸貨停車位。依「貨車停靠需求」、「停車設施供給」、「交通衝擊影響」及「執法管理容易度」等原則，利用現有公共停車位予以改繪，以提供貨車臨停使用，同時考量禁停黃線路段亦有貨車裝臨停之需求，爰於該路段規劃時段性用之「貨車裝卸專用區」。截至95年10月底，本市設置「貨車裝卸專用區」共計1,027格（含收費路段設置之658格）。另於禁停黃線路段，設置「貨車裝卸專用區」共計254處，路段長2,167公尺，貨車及客貨兩用車具實際裝卸行為均可臨停使用，大大改善貨車併排卸貨停放影響交通之情形。

獎勵民間投資興建停車場

為引進民間資金及經營理念，並改善政府財政窘況，積極推動獎勵民間投資興建停車場政策，依據獎勵民間投資興建停車場辦法及促參法等相關規定，以租稅或貸款優惠辦理公有停車場BOT及獎勵民間興建停車場。截至95年10月底止，共有大葉高島屋停車場、美至一停車場、金山停車場及士林一號廣場地下停車場共4座由民間投資興建之停車場已開場營運，其中金山停車場及大葉高島屋停車場更於88年及94年合約期滿並與本府辦理續約，持續參與本府停車場建設，而美至一停車場則於95年合約期滿後交回政府自行營運。

此外，大同區702M01市場暨停車場用地為全國股份有限公司及家福公司投資興建營運之BOT案，基地位於大同區保安街、寧夏路及重慶北路所圍範圍，占地面積4,556平方公尺，於93年6月由本府與全國股份有限公司及家福公司完成簽約，並於94年7月底完成地上物拆遷，已94年11月開工興建，於95年12月取得使用執照，市場暨停車場於95年12月17日開幕營運，投資年限為28年，民國121年將無償移轉本府。

Construction of Flood-Warning Website for Flood-Zone Car Parks

Taipei is too often hit by torrential rains and typhoons. Because it is impossible to immediately notify the public when floodgates are closed, tow-trucks must be dispatched to tow vehicles away. To prevent losses to vehicle owners and violations of the law that arise as a result, it was decided in 2004 to set up a flood-warning website for flood-zone car parks. The site became operational Sept. 28, 2005. The public can register contact information online to receive SMS or voice-mail; thereafter, in each instance when a floodgate must be closed due to heavy rains or typhoon the individual can be promptly notified, thereby avoiding property loss.

In instances where citizens do not have computers or other methods of online access, abundant printed materials are given flood-zone car-park personnel to provide to each vehicle. The public can fill in these distributed forms and hand them back to the personnel; a file for the individual is then created. From this system's kickoff to Oct. 2006, files for 2,804 individuals were already created.

One-Stop Service for Illegal Parking Notification

To improve efficiency in the fight against illegal parking and avoid creation of manmade obstructions, in 2006 responsibility for overall planning for all hardware and software as well as related manpower, material resources, system maintenance, etc., was contracted out to the private sector. This ensures the task will be carried out with the most up-to-date high-tech resources. Implementation of this program began on Feb. 6, 2006; once fully in place, with the use of a traffic-monitor corps and digital cameras edience will be gathered on evidence of illegal parking, using handheld computers to register offences and print a notification for the offending owner. Upon return to the precinct all date will be downloaded into the central computerized registry for handling.

In the final stage, beyond manual review of the imagery recording the offence, all matters are computerized. A traffic-law violation notice is generated, on a postal-type card with the offence-evidence photo printed on the upper section, and sent to the vehicle owner. In the past, seven days were required to process and send out the violation notice; this is being reduced to within three days. All violation-notification data is kept in digital form in the central registry, and this department's internal online service can be accessed with complaints for handling by dedicated personnel.

We Have the Objectives, the Methods, and the Team to Make "Raising Results" More Than Just a Slogan

Creation of Loading-Zone Parking Spaces

To meet commercial-parking demands for logistics-service providers and normal delivery trucks, there has been continuing review of the city's loading-zone parking scheme since 1999. Following a framework focused on "delivery-vehicle berthing needs," "parking-facility supply," "traffic impact," "simplification of law-enforcement management," and other key concerns, existing parking spaces near delivery points are being redrawn for commercial-vehicle temporary-parking usage. As of end- Oct. 2006, the city's "Commercial Vehicle Dedicated Loading Zones" included 1,027 marked-off parking spaces （including 658 on-street metered-payment spots）. On yellow-curb road sections where parking is otherwise prohibited, 254 dedicated loading-zone locations have been created, totaling 2,167 meters in length, greatly ameliorating commercial-vehicle double-parking and enhancing traffic flow.

Stimulating Private-Sector Investment in Building Parking Facilities

To attract private capital to the building and operation of parking facilities, and ease pressure on the government's limited financial resources, incentives have been energetically put in place as administration policy. Preferential tax and loan measures are used to attract private participation in BOT and fully independent facility-building projects. As of end-October 2006, four private-initiative car parks had been built and put into operation: Takashimaya Car Park, Meizhiyi Car Park, Jinshan Car Park, and Shilin No. 1 Plaza Underground Car Park.

In addition, the 702M01 marketplace and car park BOT project in Datong District, with joint partners Quanguo Co., Ltd. and Carrefour, has an area of 4,556 square meters. This facility has operated since December 17th, which will be privately operated for 28 years, then turned over to the city govt. in 2032.

試辦汽機車彈性共用格位計畫

為維護公共安全及提供優質行人通行空間，本市實施機車退出騎樓、人行道措施，並配合於路邊規劃大量機車停車位，由88年15,000個機車停車位增加至95年高達100,000個停車位。由於本市多屬住商混合區，而商業、文教及金融等辦公地區停車使用型態特殊，致使夜間（下班或下課後）機車停車位多屬閒置，然汽車停車位卻一位難求。為紓解不同時段之停車需求，並充分利用停車資源，研擬「汽機車彈性共用格位計畫」，嘗試將夜間閒置之機車停車位開放供汽車停放。擇定松山工農側、世新大學及仁愛路4段3處地點試辦，3處夜間共可增加提供42個汽車格位，依各區停車特性規範汽機車停放時間，於95年3月1日起試辦3個月。試辦結果以仁愛路的使用情形最為良好，其餘兩處皆因夜間仍有學生機車停車需求，停放情形不佳。經試辦期間辦理問卷調查，汽車使用者支持度高達8成，機車使用者支持度則相對較低，整體支持度高達55%以上，故後續將予擴大辦理推廣至其他地點。經檢討以夜間機車停車位閒置率達80%以上、機車停車位集中20格以上之地點，擇22處路段再於95年12月擴大辦理，約可多提供260輛汽車停車格位。為維護機車停車者原有使用權，並調整於夜間開放汽、機車皆可以停放，未來亦將檢討於汽車位閒置地點可開放不限汽、機車停放，以有效充分利用本市有限停車資源。

闢建公有路外停車場

為紓解臺北市停車需求，除利用公共設施保留地或都市計畫停車場用地闢建路外停車場外，並利用市區公園新設、增建或改建之學校用地，依公共設施多目標方案興建地下停車場以增加停車位供給。自88年至95年10月，本市共有35處立體停車場完工啟用，提供汽車停車位10,972格，機車停車位4,135格，另完成54處平面停車場，提供汽車停車位5,733格，機車停車位3,266格，平面及立體停車場合計完成89處，共可提供汽車停車位16,705格，機車停車位7,401格。

停車場委託民間經營

為使路外停車場在日、夜間均能提供管理服務，以提升停車場經營績效與服務品質，自85年開始辦理公有停車場委託民間經營。截至95年10月底止共計完成71處停車場委託民間經營（含72處平面及1處立體）。委託民間經營除節省本府人力成本支出，解決收費管理員人力不足問題外，並可創造民間就業機會及增加停車場營收，堪稱創造民眾、民間企業及政府之多贏局面。

實施累進停車費率

為提高商圈周邊停車場停車週轉率，使單位停車格可供更多車輛使用及落實停車路外化政策目標，鼓勵民眾多利用路外停車場，於92年開始於中正區博愛路商圈實施路邊停車累進費率。目前臺北市計有中正區博愛路商圈、萬華區西門商圈、中山區南京林森商圈、大安區忠孝敦化商圈周邊路段及內湖區洲子街等眾多路段，共計1,423個格位實施累進費率。經分析西門商圈實施累進費率路段之停車情形，實施前平均停車時間約2小時7分鐘，實施後減少至1小時37分鐘，每輛車平均停車時間約減少30分鐘，停車格位平均轉換率亦從實施前0.47輛至0.62輛，每小時約提高0.15輛，對於提升停車轉換率確有顯著效益。

Trials for Flexible-Use Public Parking Spaces for Cars and Motorcycles

To ensure public safety and a high-grade pedestrian environment, this administration has implemented "Removal of Motorcycles from Sidewalks and Building Arcades" policy measures. At the same time has come a complementary initiative to substantially increase roadside parking. From 1999 to 2006 the number of motorcycle-parking spaces has been increased from 15,000 to 100,000. This city has special parking realities that arise from our many combined business/residential districts and combined commerce/finance/culture and education office districts. The result is that after dark （after work and school） many motorcycle parking spaces become available, yet nary a spot for cars can be found. To balance these peak-demand differences and fully utilize parking resources, the city administration drafted the "Flexible-Use Public Car and Motorcycle Parking Space Plan," to make motorcycle spaces available for autos during low-use nighttime hours. Three locations were selected for trials: side roads around Songshan High School of Agriculture and Industry, Shih Hsin University, and Renai Rd., Sec. 4. In polls conducted 80% of car users supported the plan; motorcycle-user support was somewhat less. Overall support measured above 55%, leading to the decision to expand this program.

Development of Off-Road Car Parks

In addition to lands reserved for public facilities and lands for municipally-planned car parks, city-park remodeling and school-land expansion or reconfiguration are being utilized in accordance with multipurpose public-facility planning for the construction of underground car parks to augment parking-space supply. From 1999 through Oct 2006, 35 parking towers have been built and come on-line, providing 10,972 automobile parking spaces, 4,135 motorcycle spaces. A total of 54 surface-level car parks have been built, adding 5,733 auto spaces and 3,266 for motorcycles. The combined total for parking towers and surface-level facilities is 89 locations, 16,705 car spaces, and 7,401 motorcycle spaces.

Commissioning of Car Park Operations to Private Enterprise

To ensure car parks engage in both day and night time operations, since 1996 operational-management responsibilities have been commissioned to private concerns. With Wenshan District's Ankang Market Car Park as one example, as of end-October 2006 management for 71 locations had been licensed out Besides saving the city manpower costs and resolving the shortage of fee-collection personnel, job opportunities are created in the private sector and car-park income is increased, creating a triple-win scenario for the people, private-sector enterprise, and the city government.

Implementation of Progressive Parking-Fee Rates

To improve car-park turnover in commercial areas, in 2000 a progressive parking-payment rate schedule was instituted in the underground park at Zhongshan Hall. Additionally, in implementing the govt.'s policy of getting parking off the streets and encouraging the public to utilize off-road car parks, in 2003 a progressive schedule was set up for roadside parking in the Boai Rd. commercial hub in Zhongzheng District. To date 1,423 parking spaces have been brought under Taipei's progressive-rate scheme. Analysis of parking patterns in the Ximending area shows a 30-minute reduction in average parking time since the scheme was introduced, from 2:07 to 1:37. Per hour usage per parking space has jumped .15 vehicles. The program's benefits are quite clear.

實施假日非假日差別費率

本市停車場因所在位置之區域特性、活動型態及使用對象之不同，且假日及非假日停車尖離峰停車特性甚為明顯，因應不同停車需求型態，以供需決定市場價格之概念實施差別費率措施。本措施於離峰時段實施優惠費率，鼓勵民眾進停以提升停車場使用率；尖峰時段使用率較高之停車場則調升停車費率，讓私人運具使用者付出合理使用成本，藉以抑制停車需求，並增加停車周轉率。目前計有峨嵋立體停車場、中山堂地下停車場、洛陽綜合立體停車場、八德立體停車場、百齡高中地下停車場、前港公園地下停車場、松壽廣場地下停車場、中坡公園地下停車場、金華公園地下停車場、大安森林公園地下停車場、忠信地下停車場、信義廣場地下停車場、偶戲博物館地下停車場、陽明立體停車場及振興公園地下停車場等共計15處路外立體及地下停車場實施假日及非假日差別費率。至路邊實施假日與非假日差別費率之路段則有南港區南港路（三重路—興中路）、園區街（重陽路—三重路）、基湖路3巷（基湖路—瑞光路513巷）、內湖1段288巷（內湖路1段—洲子街）、瑞光路513巷22弄（瑞光路513巷—瑞光路583巷）、內湖1段518巷（內湖路1段—洲子街）、內湖1段120巷（堤頂大道—內湖路1段）及文山區新光路（新光路1段187號—木柵捷運站機場、新光路2段28號Zoomall後方巷道）等路段。

更新數位化監錄系統工程

基於停車場運作安全考量並確保錄影影像品質，於92年度起逐年編列預算經費，分期分批計畫汰換老舊監視系統，將相關設備全面更新改採數位式壓縮錄影儲存設備，並增設影像上網傳輸功能。新設數位錄影系統係以硬碟數位儲存，無須人工換帶，具高解析彩色畫面，並可透過網路遠端監看，尤其可動式監視系統可同時連動監看緊急按鈕位置，於緊急事件發生時及時掌握現場狀況，提高管理人員應變反應。建置計畫自92年起開始逐年更新，92年至95年，已陸續更新42個停車場之監錄系統，後續將再逐年編列預算更新。

路外停車場自更新數位化監錄設備與加強巡場防範措施後，92年車輛失竊案件為135件，93年降為39件，94年為55件，考量94年度新闢多處停車場，雖失竊案件略93年度增加，但整體停車場之失竊率則有下降之趨勢，確已發揮相當之成效，有效提升營運管理效率及停車安全。

實施拖吊評鑑制度

為維護道路應有通行功能，運用違規拖吊之機制解決違規停車之問題，而委託民間拖吊業者執行違規停車拖吊及保管工作，對於抑制車輛違規停放情形，確有正面的效益。然為維護整體形象，有必要加強對於民間拖吊業者之督導與考核。自87年7月起對拖吊業者進行評鑑，並將優劣資訊對外公布，作為續約與否之參考。

且為促進評鑑工作更為客觀、公正，本處89年度起公開甄選學校或研究機構承辦「臺北市民間拖吊業品質評鑑」。評鑑內容分為4部分，包括執行拖吊勤務指標、拖吊保管場管理指標、民眾領車服務指標、拖吊業者監督管理指標，共計4大類22項指標。目前共有9家公司（含9間保管場、109輛汽車拖吊車及9輛機車拖吊車）列為評鑑對象。業者可藉由評鑑報告了解缺失，及時檢討並對員工督導，以提升拖吊品質。

營運分區調整

公有停車場區分係為8個營運分區，分別管理全市公有停車場營運管理、設施維護等相關事宜，此分區自民國80年至今運作已將近十餘年，為因應部分停車資源、環境及特性改變，故著手開始規劃營運分區之重整，並於94年4月開始實施。本次分區重整作業變動較大部分應屬原第三、第四營運分區合併為一個營運分區，以及另於內湖區、南港區成立新的營運分區稱之第三營運分區。另亦配合本次重整作業，逐步將路邊收費停車資源納入周邊路外停車場管理，以解決部分路段因距離過遠而造成管理人員往返場組與值勤路段間交通上之不便，更進而可使路外停車場人力運用上更臻靈活。至於部分路邊場周邊並無路外場組可納屬者，則保留路邊收費場組。此外，透過督核查勤制度、各種獎勵措施及幹部甄選機制等，管理場組人力，有效提升營運績效。

Implementation of Holiday and Non-Holiday Parking-Fee Rates

Because of the special characteristics of the areas in which Taipei's car parks are located, featuring different local activities and facilities, peak/off-peak usage patterns vary markedly. Preferential rates are used during off-peak hours to encourage greater public use of these off-road facilities; higher rates apply during peak hours. Users of private transportation vehicles thus pay fair rates for use of public facilities, parking demand is better controlled, and the turnover rate for parking space is improved. At the moment a total of 15 parking towers, underground car parks, and stretches of roadside-parking spaces utilize Holiday/Non-Holiday rates.

Updating Digital Surveillance System Engineering

To ensure car-park operational safety and recorded-image quality, starting in 2003 surveillance equipment has been systematically upgraded in a phased approach. New digitalized recording equipment has been introduced, along with hard-disk storage, eliminating the need for manual tape exchange. The high-resolution imagery can also be accessed remotely online, with remote-operation capability that allows managerial personnel real-time identification of emergency situations and immediate response. From 2003 through 2006, surveillance systems at 42 car-park facilities have been upgraded.

Since the introduction of upgraded digitalized surveillance facilities at off-road car parks and the strengthening of patrols, property theft has been on the wane. The benefits are clear, with operational-management efficiency approved along with parking safety.

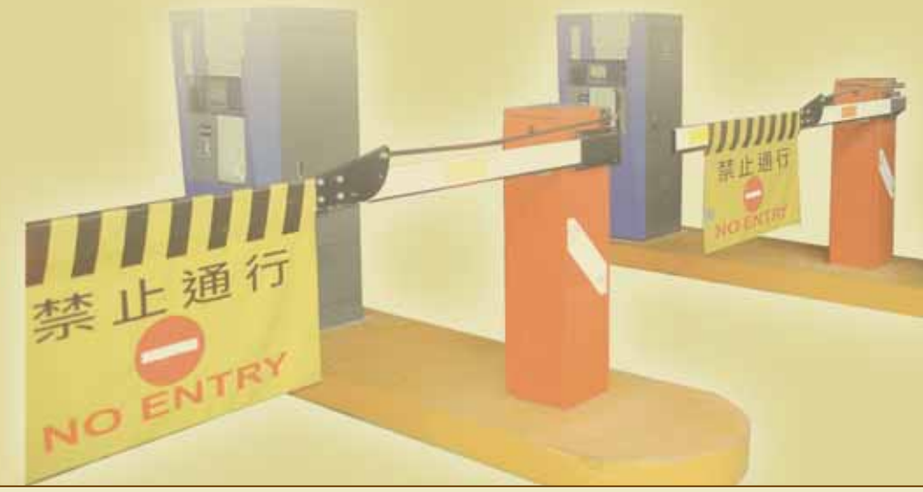
Implementation of Towing-Firm Review System

In the areas of ensuring traffic flow on the road network, preserving towing and vehicle-custody work pertaining to illegally parked vehicles for the private sector, and addressing the issue of illegal parking, real progress has been achieved. Review of towing-personnel policy was inaugurated in July 1998, with all results posted for transparent public consumption, in deciding on contract extension or cancellation.

To ensure objectivity and impartiality in evaluations, in 2000 this department chose select schools and research organizations to undertake the "Taipei City Non-Government Towing Enterprise Quality Review." The review was divided into four categories: establishment of towing-service norms, managerial norms for vehicle-custody lots, service norms for citizens' reclaiming of vehicles, and management supervisory norms for towing personnel. In all, four major categories and 22 norms. Currently nine companies （including nine custody lots, 109 tow-trucks for cars, nine tow-trucks for motorcycles） are under review. Through this process enterprises can understand their deficiencies, engage in timely self-review and personnel upgrading, and improve service quality.

Revision of Operational Zones

Originally the city was divided into eight zones for the division of operational management responsibilities for public car parks, facility maintenance, and other related concerns. After being in place for over ten years, from 1991, it was decided system review was needed in light of changes in parking resources, environment, and other special concerns. Implementation of a revised system began in April 2005. In tandem with this revision, paid roadside-parking resources are being progressively brought under the same management as for off-road car parks. This eliminates problems related to roadside-parking responsibilities for long stretches of road sections, obliging personnel to travel long distances from base; off-road facility personnel can conveniently handle on-road spaces close to their locations.



6 統計要覽 A Glance at Key Statistics

數字會說話—取之於民，用之於民

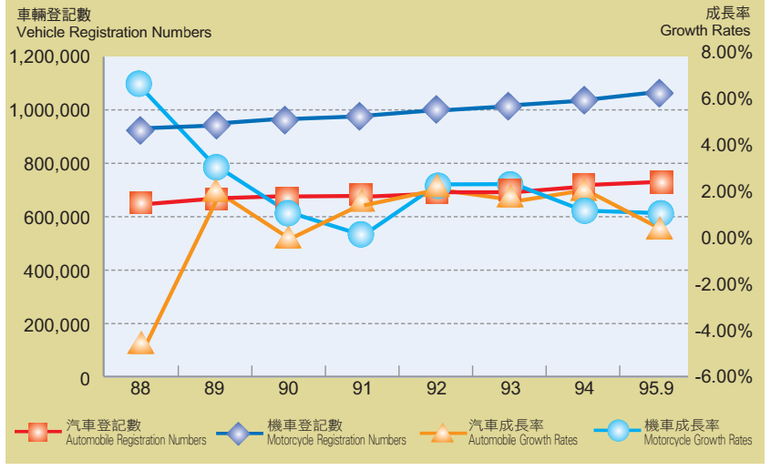
為求縝密與謹慎，我們需要精確的統計數據，幫助我們檢討過去、掌握現在及展望未來，除了解環境的變化趨勢，更用以檢視施政的績效。而為維持高水準的停車服務品質及興建路外停車場，我們有必要為收取合理的停車費用，然我們秉持著「取之於民，用之於民」精神，利用「臺北市公有收費停車場基金」專款專戶，將資金運用於停車場建設及營運維護，回饋建設循環利用，以創造優質停車環境。您可以藉此多認識我們的交通與停車現況及這些年來我們的成長與改變，就讓數字來告訴我們吧！

一、 停車供需分析

臺北市汽及機車登記數量逐年成長，至95年9月底，汽車登記數達73萬餘輛，機車登記數更超過100萬輛。汽車數量成長率除88年為負成長外，其餘皆為正成長，92年更以2.47%創新高。而機車數量成長率更年年成長，尤以88年的6.87%最高。近年因捷運路網的形成及本市積極推展大眾運輸政策，對於抑制汽機車成長有顯著成效，車輛持有成長率已趨緩和。

汽機車數量成長趨勢圖

Illustration of Growth Trends in Automobile Numbers



由於車輛持有成長，停車需求因此隨之提高，車輛停車需求可分為「車輛持有」與「車輛使用」二種。「車輛持有」之停車需求是購車者自購入車輛後直到車輛轉賣或報廢為止，皆須為車輛覓得一停放之處，屬長期性之停車需求。「車輛使用」之停車需求則為使用者為因應某種旅次目的，於某處產生之停車需求，是屬臨時性的停車需求。

公共停車空間係為滿足因洽公、購物等經濟活動，所衍生之「車輛使用」停車需求，為臨時性停車需求，依據行政院核頒之「改善停車問題方案」，我國公共停車空間之合理供給量係參考先進國家標準，提供「車輛持有數」之15%至20%。近年車輛雖逐年成長，但本市亦致力於增加公共停車空間供給，以合理供給量以車輛登記數之20%來看，汽車部分，由88年僅提供合理供給量85%，至92年已達100%之目標，至95年則再提升至114%。機車方面，雖公共停車供給比率較低，但逐年提升的情形有大幅成長，由88年差距87%，至95年已縮減至34%。

Let the Numbers Talk—What's Taken from the People Is Used for the People

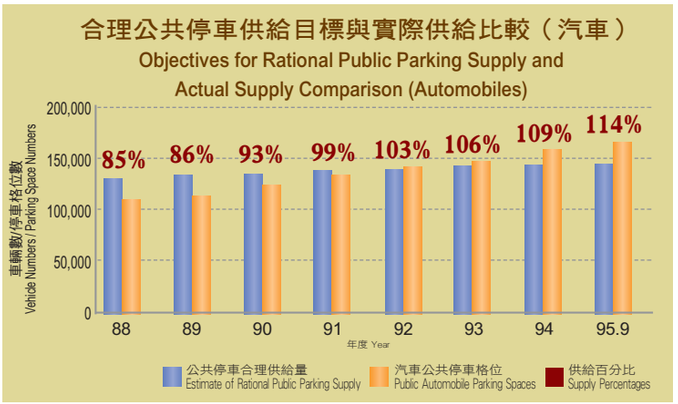
Careful, meticulous gathering of accurate statistical data enables us to review the past, grasp the present, and look into the future. The end result is the most effective implementation of policy. To maintain high standards in parking services and the building of off-road car parks, we must maintain rational, equitable parking-fee rates, and we strictly adhere to the philosophy "what is taken from the people is used for the people." "Taipei City Public Paid Car-Park Fund" monies are exclusively earmarked for facility building and operational maintenance, the funds continually being circulated back into facility development. To understand our current traffic and parking situation and to see our growth and changes in recent years, let's let the numbers do the talking!

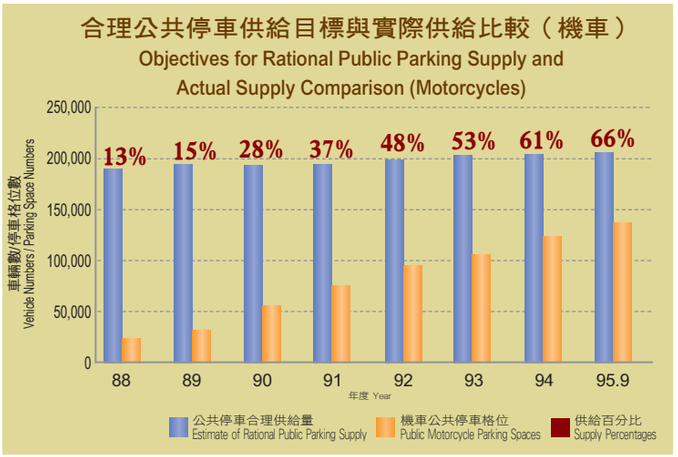
1/ Analysis of Parking Supply and Demand

The number of registered automobiles and motorcycles continues to grow steadily. As of end-Sept. 2006 the number of autos had surpassed 730,000, the number of motorcycles surpassed 1 million. In the automobile category, each year has seen growth in numbers save 1999; 2003 saw the record set for year-on-year percentage growth at 2.47%. For motorcycles numbers have jumped yearly without break, the record of 6.87% year-on-year growth set in 1999. In recent years the development of the MRT system and the government's energetic work promoting the public-transport system has led to decided moderation in the growth rate for both automobiles and motorcycles.

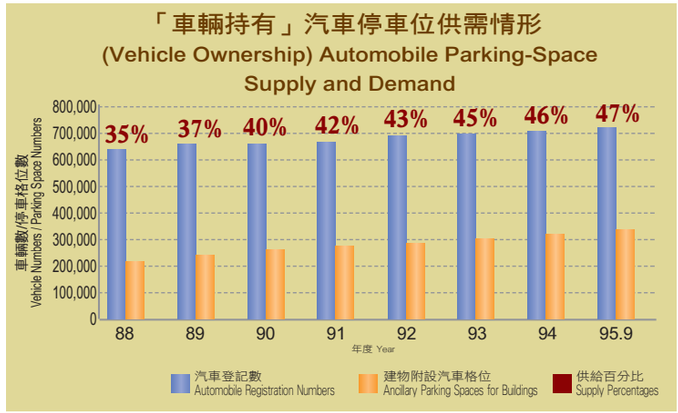
The steady growth in vehicle numbers has meant steady growth in demand for parking. Parking demand can be divided into two categories: "vehicle ownership" and "vehicle use." "Vehicle ownership" refers to long-term parking demand for vehicle purchasers, extending from time of purchase to time of disposal. "Vehicle use" refers to short-term parking demand arising from specific trips to specific locations.

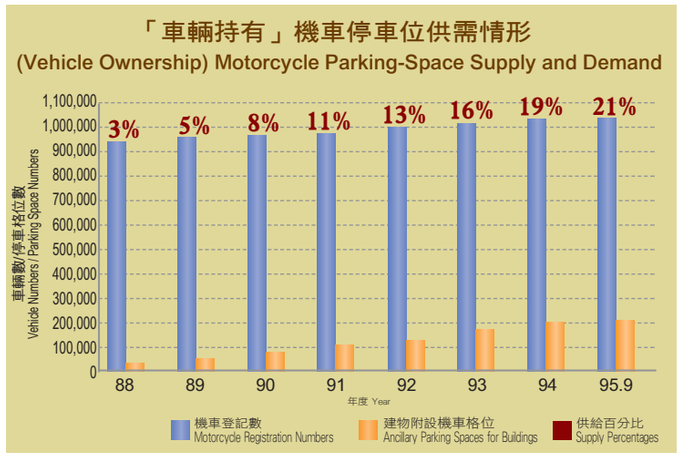
Public parking spaces are designed to satisfy temporary "vehicle usage" demands—for visits to public offices, shopping, and other economic activity. To ensure rational and equitable supply in this area, in our nation public spaces made available total 15~20% of "vehicle ownership totals." In competition with the constant rise in vehicle ownership in recent times, and with a target of 20%, in 1999 85% of the target was satisfied for automobiles, in 2003 100%, and in 2006 114%. For motorcycles, even though the ratio for public spaces is lower, in absolute numbers the total has grown markedly; in 1999 the target gap was 87%, in 2006 just 34%.





車輛為私人財產，供私人使用，民眾購買車輛時，應有自備停車位之觀念。因此「車輛持有」之長時間停車需求，應由建築物附設停車空間滿足，並以達一車一位為目標。惟早期都計及建管法令對於建築物附設停車空間的規範寬鬆，導致建築物附設停車空間之供給量偏低，民國88年時，臺北市建物附設汽車停車位中扣除開放供公眾使用部分後，實際由住戶專用之汽車停車格位僅227,161個，機車格位僅30,850個。近年本市致力宣導民眾買車自備停車位觀念，並積極就都市計畫、土地使用分區強度、建蔽率及容積率等法規方面著手，至民國95年9月，建物附設汽車停車格位（扣除供公眾使用部分）已達341,984個，機車格位達215,741個，供給率汽車部分自35%成長至47%；機車則由3%成長至21%。

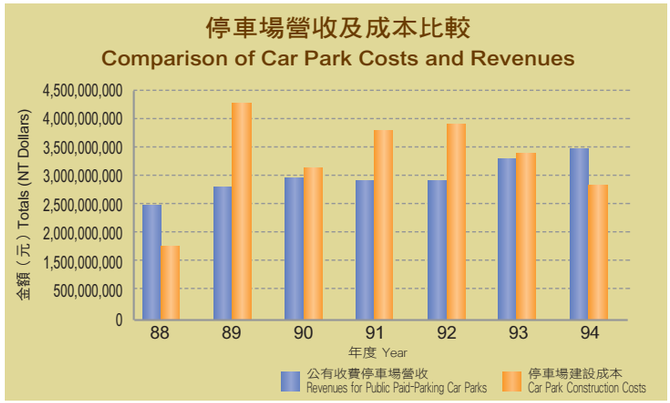




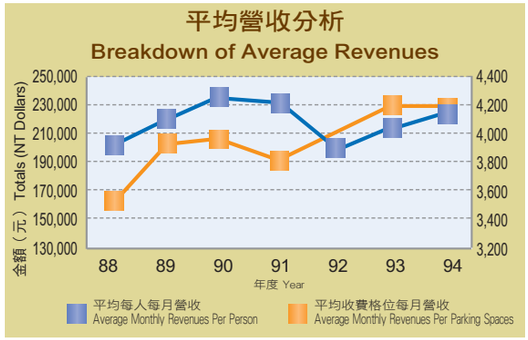
Vehicles as private individual property fulfill private-usage needs, and the public must understand that providing for one's own parking when purchasing a vehicle is also a private affair. Therefore, "vehicle ownership" long-term parking needs must be satisfied through provision of parking facilities in the buildings where car-owners conduct their private affairs. The goal here must be one space for one vehicle. In years past city planning and building codes related to provision of such on-site parking were lax, with spaces actually provided not nearly enough. In recent years the city has made it clear through public pronouncements that vehicle buyers are responsible for their own long-term parking, has engaged in energetic urban planning, and has strengthened regulations regarding land-use zoning, building coverage ratio, floor area ratio, and other categories. As of Sept. 2006, building-affiliated parking spaces （not including public-use facilities） totaled 341,984 spaces for automobiles, 215,741 for motorcycles, meaning a rise in provision ratios from 35% to 47% for automobiles, 3% to 21% for motorcycles.

二、營收分析

我們秉持著「取之於民，用之於民」精神，將停車場營收用於停車場營運、停車設施建置、停車政策執行等，一座立體停車場造價動輒上億，自88年至今，每年投資停車場之建設及營運成本超過數十億元，佔年度營收80%以上，為落實提供足夠路外停車空間政策，加強推動停車場興建工程，89至93年期間，年度投資金額都超越年度營收。



此外，近年來我們致力於內部組織調整，推動責任營運分區制度，以提升營運服務績效。在停車場營收金額方面，自88年之25億3千多萬元成長至94年之35億5千多萬元，然而，每年數十億停車場營收，係本處實際收費人力1,000餘人共同努力的成果，每人每月營收由88年19萬餘元持續成長，最高達23萬餘元，至目前呈現穩定狀態，約可維持在20萬元以上。單位停車格營收也是逐年成長，平均每收費格位每月營收由88年不到17萬元，至目前已高達22萬餘元。



三、臺北市停車位數統計 Taipei City Parking Space Numbers

年度 Year	現有停車位Existing Parking Spaces				臺北市停管處停車場 Taipei Parking Management Owns Parking Space										建物附設停車位（建管處推估數）Ancillary Parking Spaces for Buildings (Building Administration Office Estimates)		非建物附設停車位（停管處登記數）Non-Ancillary Parking Spaces for Buildings (Parking Management Office Registrations)		
					路邊停車場 Roadside Parking Facilities				路外停車場Off-Road Car Parks			委外經營Contracted Operations							
	總計 Totals	汽車 Automobiles	機車 Motorcycles	總計 Totals	小計 Subtotals	大型 Large Vehicles	小型 Small Vehicles	機車 Motorcycles	小計 Subtotals	大型 Large Vehicles	小型 Small Vehicles	機車 Motorcycles	汽車 Automobiles	機車 Motorcycles	汽車 Automobiles	機車 Motocycle	大型 Large Vehicles	小型 Small Vehicles	機車 Motorcycles
88	393,056	337,625	55,431	97,965	58,502	91	42,568	15,843	36,199	364	31,268	4,567	3,264	-	252,612	34,491	63	7,395	530
89	438,815	359,718	79,097	101,249	62,933	93	41,548	21,292	35,178	354	31,817	3,007	3,138	-	273,371	53,877	63	9,334	921
90	518,996	388,745	130,251	129,180	87,127	127	44,417	42,583	39,777	428	34,563	4,786	2,276	-	295,522	81,652	63	11,349	1,230
91	594,784	416,495	178,289	148,958	99,380	127	43,545	55,708	46,810	562	37,852	8,396	2,768	-	317,660	112,911	73	13,908	1,274
92	667,685	440,755	226,930	167,009	116,740	129	43,127	73,484	48,805	666	39,353	8,786	1,464	-	339,223	143,318	84	16,709	1,342
93	718,806	448,076	270,730	179,437	125,534	113	44,834	80,587	51,576	558	39,377	11,641	2,327	-	360,504	178,850	84	18,605	2,414
94	793,659	472,417	321,242	197,863	142,388	131	47,509	94,748	49,978	405	37,788	11,785	4,938	559	381,078	214,944	84	20,281	2,535
95.9	838,267	488,723	350,544	208,458	151,203	144	488,332	102,727	51,261	390	38,722	12,149	5,235	759	392,237	234,261	100	23,567	4,112

附註：1.部分小型路外收費停車場格位數於87年底以前併入路邊收費停車場計算，88年底起改列路外。
2.停管處不收費停車位，內含身心障礙停車格位。
3.87年以前停管處停車位數未含不收費停車位。
4.92年3月起含估算人行道機慢車停放區之格位。
5.現有停車位=本市停管處停車場停車位數+建管數推估數+非建築物附設停車位數-重覆計算之建管處推估數。
6.委外經營汽車格位數93年9月起含大汽車格位，94年底計218格。

2/Analysis of Revenue Management

In keeping with the tenet, "what is taken from the people is used for the people," all payment monies collected at car parks are put back into car-park operations, parking-facility installation and building, parking-policy implementation, and other related areas. Building costs for a single parking tower frequently surpass NT$100 million; since 1999, each year capital invested in car-park building and operation has been in the billions—accounting for over 80% of annual revenue intake. In the determination to implement government policy to provide ample off-road parking, to speed up car-park construction more monies were invested than taken in as parking-fee payments from 2000 through 2004.

Beyond this, in recent years we have also been diligently restructuring our internal operations, instituting a clear division of operational responsibilities. The goal of course is to optimize service effectiveness. In terms of car-park operational revenues, collection rose from over NT$2.53 billion in 1999 to over NT$3.55 billion in 2005. These billions in collected revenues are enabled by the concerted labors of this department's over 1000 people. Monthly revenue per staff member has been on the increase since 1999, with a base of NT$190,000 established that year, a high of NT$230,000, and steady-state conditions now the case with an average somewhat above NT$200,000. Average monthly revenue per individual paid-parking space has also risen slowly, from under NT$170,000 in 1999 to more than NT$220,000 at present.

7 大事紀要 Chronology of Major Events

凡走過必留下足跡，有努力就有成果

細數這些年來的點點滴滴，亮麗的成績單讓我們深感榮耀與驕傲，我們每一個努力的步履都將在歷史上留下痕跡，為我們見證這城市的進步，而您的支持與鼓勵，提振了我們的信心，持續努力是我們肩負的使命，以及不變的承諾，讓我們一起為更好的停車未來而努力！

88年度

01.01 東湖平面停車場開場啟用
02.10 信義計劃區A13臨時平面停車場開場啟用
05.07 內湖305K01（二期）平面停車場開場啟用
07.01 本市路邊停車費擴大委託統一超商、全家便利商店、萊爾富超商、OK超商、福客多商店及加油站、金融機構代收服務
07.15 仁愛路四段基隆路一段臨時平面停車場開場啟用
07.26 長順街底平面停車場開場啟用
10.06 士林204K03平面停車場開場啟用
12.14 健康國小操場附建地下停車場開場啟用
12.23 「機車退出騎樓、人行道」專案首度於忠孝東路（復興南路－延吉街）實施

89年度

04.01 撤除路邊定點票亭以維市容觀瞻。
06.15 北投105K03平面停車場開場啟用
08.15 文山1607K01平面停車場開場啟用
08.15 信義510K01平面停車場開場啟用
09.07 臥龍街23巷平面停車場開場啟用
10.01 內湖322K01平面停車場開場啟用
10.01 內湖301K01平面停車場開場啟用
10.01 內湖石潭平面停車場開場啟用
10.16 民生東路四段平面停車場開場啟用
10.16 林森北路平面停車場開場啟用
10.16 吉林路平面停車場開場啟用
10.16 忠誠（一）平面停車場開場啟用
10.16 忠誠（二）平面停車場開場啟用
12.01 松山吉祥里平面停車場開場啟用
12.15 百齡橋堤外平面停車場開場啟用

90年度

02.22 信義三號（忠信）廣場附建地下停車場開場啟用
04.02 中強公園旁臨時平面停車場開場啟用
05.03 配合地方制度法及停車場法之公布施行，廢止「臺北市公有收費停車場基金收支保管及運用辦法」，另訂定「臺北市公有收費停車場基金收支保管及自治條例」。
06.07 南港1404K01（興中）立體停車場開場啟用
07.01 南港經貿園區C11臨時平面停車場開場啟用
08.06 士林204K02（社園）立體停車場開場啟用
09.01 南港經貿園區R16臨時平面停車場開場啟用
09.15 建成遷建校舍附建平面停車場開場啟用
10.01 大南路臨時平面停車場開場啟用
10.01 南港1408K04平面停車場開場啟用
11.01 文山1602k01平面停車場開場啟用

91年度

01.29 忠孝東路黃線路段示範「貨車裝卸專用區」
06.12 臺北市公有路外停車場委託經營自治條例公告實施。
06.12 路外停車場悠遊卡收費系統正式上線營運。
08.15 「貨車裝卸專用區」擴大至全市其他59條主次要幹道
09.21 士林一號廣場地下停車場開場啟用（由東和公司以BOT方式投資興建完工）
11.08 建成國中舊校址（交九用地）簡易平面停車場開場啟用
11.11 衛生局用地臨時平面停車場開場啟用
11.11 百齡橋堤外平面停車場開場啟用
11.11 華中橋堤外停車場改建工程開場啟用
11.27 A12拖吊臨時平面停車場開場啟用
12.11 地鐵萬板專案增建地下停車場開場啟用

92年度

01.16 中山北路二段捷運大樓南側臨時停車場開場啟用
02.20 信義二號廣場附建地下停車場開場啟用
02.20 建置停車費網路、語音查詢系統
04.01 華陰街臨時平面停車場開場啟用
04.07 信義計畫區試辦停車資訊導引系統
04.14 臺北市松山區捐地公園暨偶戲博物館附建停車場開場啟用
05.26 中崙高中操場附建地下停車場開場啟用
06.29 建國北路高架橋下停車場辦理防銹處理及油漆彩繪美化工程
07.10 朝陽公園附建地下停車場開場啟用
09.04 受交通部委託辦理92年度提昇公有路外公共停車場經營管理研習會。
09.19 A21二層鋼構停車場新建工程開場啟用
11.15 南港經貿園區第五十三地號臨時平面停車場
11.27 海光公園附建地下停車場開工
12.05 臺北花木批發市場附建地下停車場開場啟用
12.07 濱江市場附建地下停車場開場啟用
12.07 委託勞工局就業服務中心辦理92年度公有收費停車場管理員甄試

93年度

03.21 萬華區政中心地下停車場開場啟用
03.15 吳興街284巷平面停車場開場啟用
04.21 內湖瑞光市場平面停車場開場啟用
06.15 北投明德路臨時平面停車場開場啟用
06.23 大同區702M01市場暨停車場獎勵民間投資興建案簽約
06.24 永盛公園附建地下停車場開場啟用
08.30 春光公園附建地下停車場開場啟用
10.15 龍門國中操場附建地下停車場開場啟用
12.15 信義商圈實施機車停車收費

94年度

01.01 南陽特區實施機車退出騎樓、人行道及機車停車收費
01.22 萬華十二號公園附建地下停車場開場啟用
02.25 中山北路二段42巷臨時平面停車場開場啟用
04.01 公有停車場營運分區重整案
04.26 建置堤外停車場防汛網站
05.05 北投九號公園附建地下停車場開場啟用
05.30 建國北路三段高架橋下第8至第12橋孔平面停車場
06.20 北投233號公園附建地下停車場開工
06.20 中山金泰段23地號臨時平面停車場開場啟用
06.30 內湖305K01立體停車場開工
07.01 開辦手機、網路繳交路邊停車費服務
07.16 環河南路三段高架橋下平面停車場開場啟用
08.02 馬場町紀念公園平面停車場
08.25 民福市場三合一附建地下停車場開場啟用
09.01 實施停車費逾期未繳催繳暨追繳措施
09.07 內湖323K01立體停車場開工
09.12 臺北市路邊停車場採用PDA開單收費
10.28 大同區702M01市場暨停車場用地獎勵民間投資案領得建築執照，並於94.11.03核備開工
11.03 獎勵民間投資興停車場BOT案全國停車場開工
11.04 臺北車站特定區D1北側基地闢建機車停車場開場啟用
12.08 麗湖國小附建地下停車場開場啟用
12.25 實施「內湖科技園區機車退出騎樓」專案
12.27 榮星公園附建地下停車場開工
12.31 370號公園附建地下停車場開場啟用

95年度

01.01 吳興街220巷及156巷臨時平面停車場開場啟用
01.01 捷運劍潭站至士林站橋下空間機車停車場開場啟用
01.23 內湖科技園區實施機車收費開場啟用
02.01 中正1207K01、K02平面停車場開場啟用
02.06 舉發違規停車一元化作業整體委外案
02.06 悠遊卡繳交路邊停車費
03.01 實施公有路外停車場身心障礙限時優惠停車新措施
03.01 試辦汽機車彈性共用格位計畫
03.13 身心障礙專用停車位納入開單管理
03.16 濱江國中操場附建地下停車場開場啟用
03.21 北投105K06停車塔新建工程發包完成
05.04 洲子市場變更停車場用地暨立體停車場發包完成
06-08 推動停車場設置許可簡政便民措施：整併申辦書表及簡化審核流程
07.29 委託勞工局就業服務中心辦理95年度公有收費停車場儲備管理員甄試
07.31 石牌國小操場附建地下停車場開場啟用
08.01 臺北車站廣場機車停車場開場啟用
08.23 興隆公園附建地下停車場發包完成
08.25 玉成國小操場附建地下停車場發包完成
08.30 景美國小新增校地暨附建地下停車場發包完成
09.08 雅祥公園附建地下停車場發包完成
09.08 內湖317K01主體停車場開工
09.13 湖山六號公園附建地下停車場發包完成
09.14 北投112K01立體停車場發包完成
09.15 臺北車站周邊實施機車收費
09.18 海光公園附建地下停車場開場啟用
09.20 完成3000具路邊悠遊卡計時器建置
10.12 蘭雅公園附建地下停車場發包完成
10.26 立農公園附建地下停車場發包完成
10.26 蓬萊國小附建地下停車場發包完成
11.09 立成國小附建地下停車場開工動土典禮
11.15 社子國小操場附建地下停車場委託專案管理及監造契約簽訂
11.21 景美國小新增校地暨附建地下停車場開工動土典禮

Imprints Are Found Wherever One Treads

In compiling this detailed report card of our accomplishments over the years, great and small, we have been filled with a deep sense of pride and honor. With each of our determined steps we've left an imprint on history, each in our eyes bearing witness to this city's progress. Your support and encouragement has instilled us with confidence. We pledge to remain steadfast in our mission, constant in our undertaking. Let us continue to strive together for an even better parking future!

1999Year

01.01 Donghu Car Park goes into operation
02.10 Xinyi Planning Area A13 temporary car park goes into operation
05.07 The Neihu 305K01 (second phase) Parking Lot goes into operation
07.01 The city has expanded roadside parking-fee handling by commissioning the President I-(including 7-Eleven), FamilyMart, Hi-Life, OK Mart, and Niko Mart convenience-store chains, as well as gas stations and financial institutions to handle services.
07.15 Temporary car park at Renai Rd., Sec. 4 and Keelung Rd., Sec. 1 becomes operational
07.26 Car park at end of Changshun St. goes into operation
10.06 Shilin 204K03 Car Park goes into operation
12.14 Ancillary underground car park below Jiankang Elementary School playground becomes operational
12.23 As part of the "Removal of Motorcycles from Arcades and Sidewalks" policy was first removed from Zhongxiao E. Rd. (between Fuxing S. Rd. and Yanji St)

2000Year

04.01 The removal of roadside ticket kiosks were beautified the city
06.15 Beitou 105K03 Car Park becomes operational
08.15 Wenshan 1607K01 Car Park becomes operational
08.15 Xinyi 510K01 Car Park becomes operational
09.07 Parking lot on Alley 23, Wolong St. becomes operational
10.01 Neihu 322K01 Car Park becomes operational
10.01 Neihu 301K01 Car Park becomes operational
10.01 Neihu Shitan Car Park becomes operational
10.16 Car park on Minsheng East Rd., Sec. 4 becomes operational
10.16 Senlin North Road Car Park becomes operational
10.16 Jilin Road Car Park becomes operational
10.16 Zhongcheng Car Park 1 becomes operational
10.16 Zhongcheng Car Park 2 becomes operational
12.01 Parking lot becomes operational in Songshan's Jixiang Ward
12.15 Car park in Bailing Bridge floodzone area becomes operational

2001Year

02.22 Ancillary underground car park at Xinyi No. 3 (Zhongxin) Plaza becomes operational
04.02 Temporary car park beside Zhongqiang Park becomes operational
05.03 Coordinating with local-level system regulations and car-park regulations, the abolishment of the "Regulation on Revenues and Expenditures for Public Parking Lots of Taipei City" is announced, along with proclamation of its replacement with the "Regulation on Revenues and Self-Governance Articles for Public Parking Lots of Taipei City"
06.07 Nangang 1404K01 (Xingzhong) Parking Tower becomes operational
07.01 Nangang Business Park C11 temporary car park becomes operational
08.06 Shilin 204K02 (Sheyuan) Parking Tower becomes operational
09.01 Nangang Business Park R16 temporary car park becomes operational
09.15 Jiancheng Elementary School building-ancillary car park becomes operational
10.01 Danan Road temporary car park becomes operational
10.01 Nangang 1408K04 Car Park becomes operational
11.01 Wenshan 1602K01 Car Park becomes operational

2002Year

01.29 A section at Zhongxiao E. Rd. and Huangxian Rd. becomes model "Commercial Vehicle Loading Zone"
06.12 Taipei City regulations on contracted autonomous operation of public off-road car parks are announced and come into effect
06.12 EasyCard payment system formally comes on-stream at off-road car parks
08.15 The "Commercial Vehicle Loading Zone" is expanded to encompass the entire city, at 59 primary and secondary locations on major arteries
09.21 The underground car park at Shilin No. 1 Plaza commences operations (under BOT license with Donghe Corp.)
11.08 Simple surface-level parking lot is launched at old location for Jiancheng Junior High School (land plot known as Jiao No. 9)
11.11 Temporary parking lot on Public Health Bureau land commences operations
11.11 Operations are commenced at car park in Bailing Bridge flood-zone area
11.11 Redevelopment is commenced at Huazhong Bridge flood-zone area car park
11.27 A12 temporary towing parking lot commences operations
12.11 Operations are commenced in special MRT Wan-Ban underground car-park expansion

2003Year

01.16 Operations begin at temporary car park on south side of MRT building on Zhongshan N. Rd., Sec. 2
02.20 Operations begin at ancillary underground car park at Xinyi No. 2 Plaza
02.20 Online and telephone voice-recognition parking-payment enquiry system is set up
04.01 Huayin St. temporary parking lot begins operations
04.07 Trials begin for parking information guidance system in Xinyi Planning Area
04.14 Operations commence at ancillary car park for Juandi Park and Puppetry Art Center of Taipei in Songshan District
05.26 Underground ancillary car park below Zhonglun High School playground begins operations
06.29 Rust-prevention and artistic-painting beautification is launched at car parks below Jianguo Elevated Expressway
07.10 Operations are launched at ancillary underground car park at Chaoyang Park
09.04 Commissioned by Ministry of Transportation and Communications to stage 2003 seminar on enhancement of operation and management at public off-road car parks
09.19 Operations begin at newly constructed A21 two-level steel-frame car-park facility
11.15 Operations begin at temporary car park at Nangang Business Park's No. 53 land plot
11.27 Work begins on ancillary underground car park at Haiguang Park
12.05 Operations commence at ancillary underground car park at Taipei Pot Plant Auction market
12.07 Operations are started at ancillary underground car park at Binjiang Market
12.07 The Dept. of Labor's Employment Service Center is commissioned to hold the 2003 screening examination for personnel recruitment for public car park attendants

2004Year

03.21 Operations commence at underground car park at Wanhua District city administration center
03.15 Operations begin at parking lot on Lane 284, Wuxing St.
04.21 Operations are launched at parking lot at Neihu's Ruiguang Market
06.15 Operations begin at temporary parking lot on Beitou's Mingde Rd.
06.23 Contract is signed for Datong District 702M01 market and car park private-sector investment and building encouragement initiative
06.24 Operations begin at ancillary underground car park at Yongcheng Park
08.30 Operations begin at ancillary underground car park at Chunguang Park
10.15 Underground ancillary car park below Longmen High School playground begins operations
12.15 Paid-parking is launched for motorcycles in Xinyi commercial district

2005Year

01.01 Paid parking and removal from arcades and sidewalks is inaugurated for motorcycles in the Nanyang Street Special Zone
01.22 Operations begin at ancillary underground car park at Wanhua No. 12 Park
02.25 Operations begin at temporary parking lot on Lane 42, Zhongshan N. Rd., Sec. 2
04.01 Public Car Park Operational Zone Plan
04.26 Flood-warning website for flood-zone car parks is set up
05.05 Operations start at Beitou No. 9 Park ancillary underground car park
05.30 Parking lots from section 8 through 12 under Jianguo Elevated Expressway, Jianguo N. Rd., Sec. 3
06.20 Work begins on ancillary underground car park at Beitou No. 233 Park
06.20 Operations begin at temporary parking lot at Zhongshan District's Jintai section No. 23 land plot
06.30 Work begins on Neihu 305K01 Parking Tower
07.01 Cellphone and Internet service for roadside-parking payments is launched
07.16 Car park beneath elevated expressway on Huanhe S. Rd., Sec. 3 commences operations
08.02 Machangting Memorial Park Car Park
08.25 Operations commence at Minfu Market three-in-one ancillary underground car park
09.01 Measures for payment-due prompting and delinquent-payment chasing are implemented
09.07 Work begins at Neihu 323K01 Parking Tower
09.12 Taipei City inaugurates the use of PDAs for processing roadside-parking invoices
10.28 Construction license is received and work-commencement notice filed (3 Nov. 2005) for Datong District 702M01 market and car park private-sector investment and building encouragement initiative
11.03 Work begins on BOT car park project awarded to private sector's Quanguo Corp.
11.04 Operations are launched for Taipei Main Station north-side D1 special zone motorcycle parking lot
12.08 Operations are commenced at Lihu Elementary School ancillary underground car park
12.25 Special "Neihu Science and Technology Park Removal of Motorcycles from Arcades" initiative launched
12.27 Work begins at Rongxing Park ancillary underground parking garage
12.31 Operations begin at ancillary underground car park for No. 370 Park

2006Year

01.01 Operations begin at temporary parking facilities at Lane 156 and Lane 220, Wuxing St.
01.01 Parking facilities for motorcycles are opened beneath MRT railway between Jiantan and Shilin stations
01.23 Paid parking for motorcycles in launched at Neihu Science and Technology Park
02.01 Operations begin at the Zhongzheng 1207K01 and K02 parking lots
02.06 Launch of initiative to create contracted consolidated traffic-violation procedure
02.06 Payment of roadside-parking fees via the EasyCard
03.01 Introduce new set-period preferential parking measures for mentally/physically challenged at public off-road car parks
03.01 Trial period begins for shared use of parking spaces for automobiles and motorcycles
03.13 Dedicated spaces for mentally and physically challenged are brought under invoice-issuing system
03.16 Underground ancillary car park below Binjiang High School playground begins operations
03.21 Contracting is completed for Beitou 105K06 Parking Tower
05.04 Contracting is completed on grounds and parking tower at modified Zhouzi Market car park
06-08 Implementation of simplification policy for car park-establishment permits for heightened public convenience: Consolidation of application form and simplification of verification procedure
07.29 The Dept. of Labor's Employment Service Center is commissioned to hold 2005 reserve-personnel screening examination for public car-park attendants
07.31 Underground ancillary car park below Shipai Elementary School playground begins operations
08.01 Operations began at motorcycle parking lot on Taipei Main Station plaza
08.23 Contracting is completed on ancillary underground car park at Xinglong Park
08.25 Contracting is completed on ancillary underground car park at Yucheng Elementary playground
08.30 Contracting is completed on new grounds and ancillary underground car park at Jingmei Elementary School
09.08 Contracting is completed on the Yaxiang Park ancillary underground car park
09.08 Work begins at the Neihu 317K01 Car Park
09.13 Contracting is completed on ancillary underground car park at Hushan No. 6 Park
09.14 Contracting is completed on Beitou 112K01 Parking Tower
09.15 Paid parking for motorcycles inaugurated in environs of Taipei Main Station
09.18 Ancillary underground car park at Haiguang Park goes into operation
09.20 Setup of 3000 EasyCard roadside-parking meters completed
10.12 Contracting is completed on ancillary underground car park at Lanya Park
10.26 Contracting is completed on ancillary underground car park at Linong Park
10.26 Contracting is completed on ancillary underground car park at Penglai Elementary School
11.09 Groundbreaking ceremony is held for the ancillary underground car park at Licheng Elementary School
11.15 Contract is signed for outsourced management and construction supervision of Shezi Elementary School below-playground underground ancillary car park
11.21 Groundbreaking ceremony is held for Jingmei Elementary School expanded grounds and ancillary underground car park

過去、現在、未來

8年，是一個很適合檢視自我的里程碑。8年前車輛沒有現在這麼多，建築物沒有現在這麼高，停車服務當然也沒有現在這麼便利。以豐碩的施政成果為基礎，我們回顧過去，檢討現在，並且展望未來，人本、e化、績效仍是我們努力的目標，我們雖以目前的成果自豪，但好還要更好，不夠周到之處更要持續檢討做好，我們將秉持人本交通及永續運輸的施政理念，加強e化管理，提升服務績效及減少停車供需差距，增加停車便利性，達成優質城市、優質停車之目標。

發展人本交通，建立永續運輸環境

舒適無障礙的行人空間是進步城市的象徵，過去我們推動「機車退出騎樓、人行道」措施，獲民眾高度認同。未來除延續往年之檢討原則，配合交通改善政策、民意趨勢與地區交通環境改變等，就行人徒步區、捷運沿線、大型商圈等區域優先實施外，並將檢討目前已實施之鄰近路段，以串聯形成完整無障礙通行廊道或區域為施政目標。

腳踏車為無污染運具，這些年我們致力推廣腳踏車運具，並配合綠色運輸與永續發展之交通政策及兼顧本市街道整合措施在適當地點設置腳踏車架，以供腳踏車停放及鎖置服務。未來除延續既有政策於本市腳踏車路網、捷運車站周邊、河濱腳踏車道、學校、公園等地點設置外，並將於新建公有停車場時，將腳踏車停車空間納入規劃，且會以更多元的腳踏車架型式，採因地制宜方式逐步設置，提供腳踏車騎乘者安全停放環境。

推動e化設備品質，提升服務效率

資訊科技的進步是我們推動便捷停車服務的得力助手，依據智慧城市論壇（Intelligent Community Forum，ICF）評選結果，臺北市於2006年榮獲首獎。在停車管理部分，不論悠遊卡計時收費器推廣使用、廣受好評的網路查詢服務、手機代繳停車費措施，或是即時有效率的停車資訊導引系統，豐富多元e化措施讓我們能驕傲共享這份榮耀。

The Past, the Present, the Future

The eight-year mark is a fine time, and fine milestone, to look back at ourselves. Eight years back there weren't nearly so many vehicles as today. Buildings didn't reach nearly as high. And parking services, without question, were not nearly so convenient. Using the rich basis of sound administration policy and solid achievements as focus, we look back at the past, critique the present, and envision the future. Humanism, e-transformation, and results continue to be the pursuits of our labors, and although we take great pride in our accomplishments to date we want even better down the road. Our destination is a human-friendly traffic and sustainable transportation policy environment, with strengthened e-transformed management, heightened service effectiveness, reduction in the disparity between parking supply and demand, and augmented parking convenience. The end-goal, thus, is creation of a high-grade city with high-grade parking.

Developing a Humanistic and Sustainable Traffic and Transportation Environment

Obstruction-free pedestrian spaces are one of the symbols of an advanced city. Our past "Removal of Motorcycles from Building Arcades and Sidewalks" measures have won high public approbation. Future policy will see complementary policies that bring together traffic-ameliorating policy, public-opinion trends, and changes to district traffic environments. First priority will be given to pedestrian areas, areas along MRT lines, and large-scale commercial districts. Current measures regarding roadside areas will also be thoroughly reviewed, the goal being to create a series of obstruction-free foot-traffic corridors and areas.

The bicycle is a non-polluting transportation tool. In years of late we have strenuously implemented green-transport and sustainable-development policies, as part of an integrated road system setting up bike racks where appropriate, offering both parking space and safety-locking services. In future, beyond continued expansion of the bicycle-route network, with accompanying parking space beside MRT stations, riverside bike paths, and at schools and parks and other locations, additional bike-parking space will be brought into planning with new public parking lots. Bike racks of even more diverse functionality will be made available, systematically put in place where circumstances warrant.

Promoting Facility Quality through e-Transformation, Raising Service Efficiency

Advanced information technology is our indispensable assistant in promoting more convenient parking services. In 2006 Taipei was given first prize as leading cyber city at the Intelligent Community Forum (ICF). In terms of parking management, whether it is popularization of EasyCard smart-card meters, the widely acclaimed online-enquiry services, cellphone parking-fee payment measures, or the instantaneous parking-information guidance system, we can all take pride in enjoying this honor and recognition.

我們自94年7月推出網路與手機代繳停車費之服務後，廣受民眾好評。然而，在路邊停車繳費尚未能即時銷單之情況下，民眾可能面臨持停車繳費單至超商代繳後，仍遭到銀行或電信業者扣款之重複繳費情形。因此未來施政重點包括推動路邊停車繳費即時銷單，透過即時連線與銷單作業，避免重覆繳費情形發生。而我們也預計在96年完成建置路邊停車費查詢及補繳費機，以方便民眾查詢及繳費。且我們目前正積極進行資訊研發與系統測試作業，預期不久將來，路邊悠遊卡計時器資料可透過無線傳輸回傳至停車資訊中心，無須再派工作人員至路邊計時器讀取資料，另若於計時器加設車輛偵測設備，則可偵測是否有車輛停放路邊格位，並將是否刷卡付費資訊傳回停車資訊中心，提升路邊停車管理效率。

至於路外停車場收費系統方面，未來本處除持續進行新停車場悠遊卡收費系統建置外，同時也著手進行收費系統整合發展，以因應未來將非接觸式信用卡、高速公路電子收費系統或其他付費系統納入停車場收費系統，我們須及早訂定相關之系統整合架構規範。在付費工具方面，我們也持續研究朝採用手機付費之技術發展。

此外，在停車資訊導引系統方面，預計本（95）年度可完成語音查詢系統建置，屆時民眾可採用電話以口語方式查詢本市各停車場即時剩餘格位及收費費率資訊，改善以往以手機上網查詢操作介面繁複情形。未來將持續擴展停車資訊涵蓋範圍，包括除了與裕隆TOBE及神達電腦MIO導航系統作資訊共享外，未來也將與民營停車場業者合作，進行停車資訊整合工作，以提供民眾完善停車資訊。

而其他甫建置完成之違規紅單作業一元化系統、電話服務中心受理案件管理系統、建置堤外停車場防汛網站、停車費逾期催繳暨追繳系統等，無非是藉由資訊科技手段，朝向提升為民服務品質方向持續努力。

縮短停車供需差距，提高停車便利性

臺北市停車供需失衡最主要的因素在於車輛持有者未完全自備停車位，基於使用者付費原則及車輛持有成本內部化之理念，車輛持有衍生之停車需求應由車輛持有人自行滿足。政府則針對公共停車需求，以滿足短延時、高週轉率之停車使用為目標，規劃興建路外停車場。未來，我們將持續透過都計及建管手段嚴格要求建物應附設合理之停車空間，以確保新建開發案或車輛持有衍生之停車需求可自行滿足。

此外，有關停車場規劃興建，未來將更強化評估機制之落實，除定期進行供需調查以確保資訊之即時性外，並將配合各類公共停車需求特性及本市整體發展政策，適時、適地、適量提供停車供給，紓解停車需求。而停車費率之擬訂也將朝符合市場機制及達交通管理目的之方向邁進。

另就路外停車場之興建方式，除由政府出資自建外，將持續依促進民間參與公共建設法檢討規劃將部分具有投資誘因之停車場用地交由民間興建營運，以期藉助民間興建經營之效率，提升公共停車服務之功能。

自我們開始採用各種數位化開單或資訊處理設備起，整體服務效率即大幅成長，未來我們亦不會停止研究與發展的腳步，不論是停車場的規劃、興建、營運抑或管理，都將展現高效能及高品質的服務水準！

After introducing parking-fee payment via Internet and cellphone in July 1995, public opinion was highly favorable. Payment settlement is currently not instantaneous for roadside parking; the public may still face a situation whereby they must take issued parking invoices to retail-chain outlets for settlement and also have payment deducted from their accounts by their contracted bank or Chunghwa Telecom. Because of this, policy priority is being given to future provision of instant online connection at roadside and invoice settlement. It is likely the necessary roadside inquiry and payment clearance apparatus will be in place in 2007. It is also anticipated that not far in the future roadside EasyCard-meter data will be instantaneously transmitted via wireless connection to our parking-information center, eliminating the need for dispatch of workers to handle manual data collection. Sensors will also be added to roadside meters, enabling instantaneous knowledge of parking-space usage and more efficient roadside-parking management.

In regard to the off-road parking-payment system, beyond continuing in the establishment of EasyCard payment in new car parks this department will at the same time undertake payment-system integration. Use of contactless credit cards, the expressway electronic-payment system, and other payment systems will be brought within the car-park payment system. As to payment tools, we shall continue investigating the development of cellphone-payment technology.

It is expected that, in reference to the parking-information guidance system, construction of the voice-recognition inquiry system will be complete by the end of this year （2006）, ameliorating the interface difficulties experienced with cellphone online-access inquiries. In future, beyond information provision via Yue Loong's TOBE and Mio's MIO navigation-system software, cooperation with private car-park enterprises will ensure fully integrated parking-information resources.

Other initiatives recently completed: a one-stop parking-ticket processing system, telephone service center case-reporting and management system, flood-zone car-park flood-warning website, parking-payment deadline-prompt and collection system, and more. All are highly dependent on information-technology measures, all implemented as part of continuing efforts to improve service quality for the people.

Reducing the Differential between Parking Supply and Demand, Enhancing Parking Convenience

The greatest single factor in the supply/demand imbalance for parking in Taipei City is the dearth of private parking spaces provided by vehicle-owners themselves. In keeping with the concepts of user pays and transfer of vehicle-operation costs to owners, vehicle owners are being systematically obliged to satisfy their own private parking needs. Government initiatives are directed at public parking needs—the goal being satisfaction of high-turnover, extendible short-term parking needs, via the planning and construction of off-road car parks. We will in future continue to strictly enforce city-planning and building-management regulations to ensure appropriate provision of ancillary private-use parking space.

In the area of car-park planning and construction, in future our evaluation system will be strengthened, beyond carrying out regular supply/demand investigations to ensure real-time information, all myriad public parking needs will be matched with this city's holistic development policy to engender parking supply that is at the right time, in the right place, and in the right quantity. Parking-fee rates will conform with market mechanisms and traffic-management goals.

In terms of off-road car-park construction, in addition to the government putting up capital and building itself, the public will continue to be encouraged to participate in building-regulation review and planning, and in playing a role in putting up capital and land for the building and operation of car parks. In tapping private-sector efficiency and know-how in the building and management of facilities, public parking services will be enhanced.

In adopting all types of digitized invoice-processing and information-processing facilities, integrated service efficiency expands and matures. We will in future continue our determined, systematic strides in research and development—and whether we speak of car-park planning, construction, operation, or management, service standards of the highest effectiveness and quality will emerge, relentlessly, in this grand metropolis!

您可以再靠近一點！

歡迎您隨時來電或上網詢問服務內容或查詢新措施，能為您服務是我們的榮幸！

停車設施查詢

- 即時停車資訊語音查詢：
  2346-5990；2346-5991；2346-5986
- 停車設施地理資訊系統查詢：http://163.29.129.99/pweb/
- 堤外停車場防汛緊急通知登錄系統：http://210.241.0.100/index.php
- 即時停車資訊查詢系統：http://www.tpis.nat.gov.tw/Internet/PARKI01/index.jsp

停車收費繳納

- 停車費電話語音查詢：2726-9600
- 停車費查詢系統：www.tcgpmo.nat.gov.tw
- 路邊計時器繳費查詢：http://211.78.134.149

拖吊業務

- 拖吊語音查詢：3393-3310；0800-000537
- 拖吊申訴：0800-231655
- 違規停車檢舉（告發）：2759-9637
- 違規停車檢舉（拖吊）：2505-7631
- 清除路霸報案：0800-022622

其他申辦業務

- 設置可供50輛以上小汽車停放之路外公共平面停車場：第一科
- 設置利用空地設置平面式臨時路外停車場：第一科
- 申請取消路邊停車位：第一科
- 身心障礙者優惠停車申請：第三科
- 停車場經營登記及變更作業：第三科

各科業務職掌

- 第一科 ：停車政策研擬、路邊及路外停車場規劃、停車場用地之徵收撥用與地上（下）物拆遷補償。
- 第二科：停車場工程之設計、施工、考工、檢驗、驗收及申請停車場建照預審等事項。
- 第三科：收費停車場營運規劃、營運業務運作管理、停車場接管及設備維護。
- 第四科：停車場收費與管理、協助執行違規停車舉發及委託租用民間拖吊業務。

Come In a Little Closer

We welcome you to contact us by phone or online with inquiries on services or new measures. It is our honor to be of service to you.

Parking Facility Inquiries

- Voice-Recognition Inquiries on Parking Availability: 2346-5990；2346-5991；2346-5986
- GIS Inquiries on Parking Facilities: http: //163.29.129.99/pweb/
- Flood-zone Parking
  Emergency Warning Registration System: http: //210.241.0.100/index.php
- Parking Availability Online Inquiry System: http:
  //www.tpis.nat.gov.tw/Internet/PARKI01/index.jsp

Parking Fee Payment

- Telephone Voice-Recognition Parking Payment Inquiries: 2726-9600
- Parking Payment Online Inquiry System: www.tcgpmo.nat.gov.tw
- Roadside Metered Parking Payment Inquiries: http: //211.78.134.149

Towing Services

- Towing Voice-Recognition Inquiries:
  3393-3310；0800-000537
- Towing Appeals: 0800-231655
- Parking Violations（Reporting）: 2759-9637
- Parking Violations（Towing）: 2505-7631
- Reporting of Road-Rage Incidents: 0800-022622

Other Services

- Setting Up of Public Off-Road Surface-Level Parking Facilities for 50 or More Small Passenger Vehicles: First Division
- Setting Up of Off-Road Surface-Level Temporary Parking Facilities Using Vacant Land: First Division
- Application for Removal of Roadside Parking Spaces: First Division
- Applications for Mentally/Physically Handicapped Preferential Parking: Third Division
- Parking Facility Operation Registrations and Modifications: Third Division

Division Responsibilities

- First Division: Research and drafting of parking policy, planning for roadside and off-road parking, parking-facility land acquisition and clearance compensation（above and below ground）.
- Second Division: parking-facility project design, construction, inspection, testing, approval, preliminary evaluation of parking-facility building-license applications, etc.
- Third Division: Planning for paid-parking car park operations, management supervision of operational services, management transfers for car parks, and facilities maintenance.
- Fourth Division: Car-park payment collection and management, assistance in executing parking-violation notifications, and commissioning of private-sector towing-service contracts.

國家圖書館出版品預行編目資料
當我們停在一起：1999～2006停車管理施政典藏
8 Years treasury of Parking Management Policy Initiatives
黃志偉專題撰文；林麗珠等企劃編輯.--臺北市：臺北市停車管理處
面 ； 公分
ISBN 978-986-00-7759-9（平裝）
當我們停在一起
575.232/101.58 95024034

當我們停在一起

出版者 臺北市停車管理處
發行人 鄭俊明
總策劃 郭宗生
企劃編輯 林麗珠、曹彥綸、劉建邦、施文周、周怡芹、曾清祥、楊佩珊、丁秀娥、楊金河、梁俐霜
發行所 臺北市停車管理處
地址 臺北市110信義區松德路300號6樓
電話 （02）2759-0666
網址 http://www.pma.taipei.gov.tw

企劃編製 春秋國際廣告股份有限公司
執行編輯 宋慶蕙、清川
美術編輯 陳麗盈
專題撰文 黃志偉
攝影 陳麗盈、清川、臺北市政府新聞處（提供部份照片）
地址 臺北市105松山區八德路路三段230號7樓
電話 （02）2577-2077
ISBN-13 978-986-00-7759-9（平裝）
ISBN-10 986-00-7759-2（平裝）
GPN 1009503304

出版日期 2006年12月

■版權所有，圖文未經本處同意，不得轉載，翻印必究