



8 Traffic and Transportation

To provide a safe and comfortable living environment, the Taipei City Government continues to implement its core transportation ideals—for sustainable and people-oriented traffic—working towards the policy goals of increasing the market share of green transportation, improved traffic safety, providing barrier-free transport, highly computerized traffic information, and superior service. Taipei will persist in the pursuit of superior smart traffic capabilities.



Traffic and Transportation

Part 1

Seamless Transfer and LOHAS Traveling

1. Taipei Public Bicycles—YouBike

YouBike added 90 docking stations in 2013, successfully reaching every administrative district in the city. In August 2013, we reached a landmark goal of having 100 docking stations citywide, and at the end of 2013, the count was 136. On November 8, we passed the landmark of 10 million rides served. More than just an honor for YouBike, that also bore witness to the efforts that Taipei residents had put forward in green transportation. Also, Taipei was selected as a host city for Velo-City Global 2016, giving us a chance to shine on the international stage and share our experiences with the world.

2. A Bicycle-Friendly Environment

(1) Establishing Downtown Bike Lanes

In conjunction with the work to restore streets and boulevards to pre-MRT-construction conditions, we added bike-pedestrian designated lanes on Xinyi Road and Nanking East Road Section 6. We added 9.6 kilometers to these lanes in 2013, bringing the cumulative total mileage to 38.64 kilometers. Additionally, we put in 177.74 kilometers of shared-use lanes to sidewalks with a net width of at least 2 meters, bringing the cumulative mileage to 284.69 kilometers. We also gradually examined road conditions to establish slow traffic lanes so as to separate fast and slow traffic and to provide

Taipei experienced a brand new and important year in 2013. Taipei's YouBike was successfully implemented throughout the entire city, passing the landmark of one-hundred docking stations installed and 10 million rides served. The MRT Xinyi Line opened in 2013, bringing another route online to better serve the city. Disability-friendly taxis offered inclusive service to the differently abled residents. All these considerate services helped foster a sustainable and people-oriented environment in which city residents can travel without delays or impediments while enjoying superior transportation.



YouBike press conference on exceeding 100 docking stations installed



YouBike press conference on new culture in bike-riding etiquette

road-side space safe for bicycle riding. A total of 65 slow traffic lanes have been drawn.

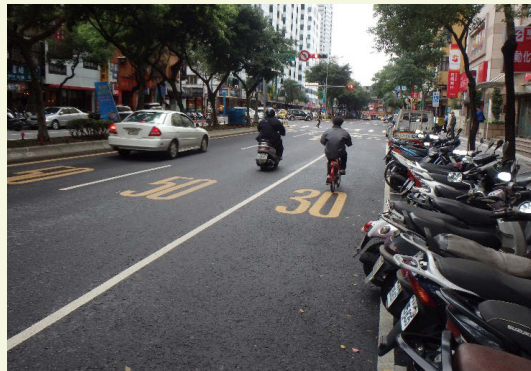
(2) Establishing Bicycle Guide Signs

These signs direct cyclists to public bicycle renting stations, tourist attractions, or riverside bikeways; helping link together important urban sites and make them easier for cyclists to access, thus stimulating people to ride bicycles.





A shared-use lane



A slow traffic lane

(3) Managing Bicycle Parking Areas

- A. Taipei added more bicycle parking areas and promoted off-road areas for bicycle parking. In 2013, we added 4,215 bicycle parking spaces, bringing cumulative bicycle stands to 23,608. Additionally, we finished 53 off-road bicycle parking areas adjacent to parking lots, offering 1,833 new bicycle parking spaces.
- B. Removing discarded bicycles to increase the parking space for bicycles. In 2013, 3,215 bicycles were suspected of being discarded. After the Department of Environmental Protection had issued legal notices, we removed 289 discarded bicycles.
- C. In conjunction with the Traffic Division, Taipei City Police Department, we executed the relocation of illegally-parked bicycles in sections of roads where they were seriously hindering pedestrian traffic. In 2013, we executed relocation in the streets and alleys around National Taiwan University and the Wanhua District Office.

3. Bus Route Map

Bus route maps that are in circulation currently show a single route. To improve on that, we integrated all bus routes that pass through a specific area together with map information on a single side of a page. So far, we have completed such cartographic integration for the Xinyi Commercial District, MRT Dongmen Station, MRT Jiannan Station, MRT Taipei Zoo



The MRT Xinyi Line project to restore streets to pre-construction condition including new bike lanes

Station, MRT Beitou Station, MRT Yuanshan Station, MRT Jiantan Station, MRT Gongguan Station, MRT Ximen Station, and MRT Neihu Station. Additionally, we have also published leaflets for major jointly operated bus route maps in Taipei, which incorporated the city's first-level (4 to 6 minutes during peak hours and 5 to 10 minutes off-peak) and second-level (7 to 10 minutes during peak hours and 10 to 15 minutes off-peak) routes and routes passing through remote tourist attractions (a total of 79 routes) into Taipei mapped together with important MRT transfer stops. The leaflets, in 33 colors and on a single side, offer information about popular tourist attractions, bus and MRT routes that pass by them, and bus stop information—a wealth of information on the city map, tourism, and public transportation offerings.

Part 2

A Low Carbon,
Sustainable, LOHAS City

1. Planning of MRT Routes

(1) Continued Planning of the MRT
Network in Metropolitan Taipei

- A. The Minsheng Xizhi Line was commissioned to a consulting company for comprehensive planning of the line on December 20, 2012. The company is scheduled to submit its reports to the planning committee for discussion in the beginning of 2014. After a consensus has been reached about the planning and funding, the report will be submitted to the central government for review and action.
- B. The Loop Line north and south section feasibility reports have been revised according to "The Application and Evaluation Process for the Construction and the Utilization of Surrounding Land of Public Rapid Transit Systems". The reports are now in the process of being reviewed through the normal process. We strive to obtain early approval of feasibility reports and proceed with the ensuing comprehensive planning work.
- C. With regards to the Shezi, Shilin, Beitou regional light rail network, we have contracted with outside organizations to conduct an environmental impact analysis for the Shezi Island area. We plan to have the environmental impact analysis compiled and public hearings conducted by April 2014. The review of the environmental impact reports and ensuing eminent domain of properties will follow as indicated in the project feasibility and comprehensive plan.
- D. The financial planning involving eminent domain compensation benefits for the land development along the Wanda, Zhonghe, Shulin Line Phase II is being contracted out by the New Taipei City Government. Upon its completion, the financial plans will be submitted and revised before submission to the central government for review.
- E. The feasibility report on the MRT North-South Line is being revised according to the requirements set forth on May 30, 2012, by the Ministry of Transportation and Communications. We obtained a funding subsidy for the environmental impact studies from the Ministry of Transportation and Communications, and in December 2012 we started the second phase of the environmental impact study focusing on special topics.
- F. The New Taipei City Government commissioned the Department of Rapid Transit Systems of Taipei City Government to plan its Ankeng Line. The comprehensive planning started in June 2013.
- G. The New Taipei City Government commissioned the Department of Rapid Transit Systems of Taipei City Government to plan its Sanying Line. The comprehensive planning started in December 2012.
- H. Assisted Taoyuan County in conducting the planning and basic design of a rapid transit network. The Department of Rapid Transit Systems and relevant units in the Taoyuan County Government jointly formed a Taoyuan Special Project committee, which would utilize a "3 levels and 3 tracks" meeting system to progress the planning of the rapid transit system, plants and stations, and land acquisition. We started in March 2013 to petition the central government for review and approval.



A cascade at the MRT Daan Park Station





(2) Summary of the MRT Construction Project

- A. Xinzhuang Line and Luzhou Line (26.1 kilometers): The section from Fu Jen University Station to Huilong Station was opened on June 29, 2013. With the sole exception of Xinzhuang Maintenance Plant, which is still under construction, the rest of the line and stations are completed and operational.
- B. The MRT Xinyi Line, from Chiang Kai-Shek Memorial Hall Station to Xiangshan Station, passed the Ministry of Transportation and Communications inspections on November 8, 2013, and the line began serving customers on November 24.
- C. Songshan Line, 8.5 kilometers, is scheduled to start serving customers by the end of 2014.
- D. The Taiwan Taoyuan International Airport Line, from Sanchong to Taipei, 4.1 kilometers in total, is scheduled to start serving customers in December 2015.
- E. The construction of phase I of the MRT Loop, 15.4 kilometers in length, is scheduled to be completed in December 2016.
- F. The Tucheng Line Extension to Dingpu, 2 kilometers in total, is scheduled to be completed in December 2014.
- G. The Taichung Mass Rapid Transit Wuri Wenxin Beitun Line, 16.7 kilometers in total, is scheduled to start serving customers in October 2015.
- H. The Wanda Zhonghe Shulin Line is scheduled to start serving customers at the end of 2018.
- I. The Xinyi Line Eastern Extension Line is scheduled to start serving customers at the end of 2017.

2. Rapid Transit System Operations and Management

With the opening of the section from Fu Jen University Station to Huilong Station of the Xinzhuang Line and the Xinyi Line, the Taipei Mass Rapid Transit System now offers 121.3 kilometers of operational mileage over 109 stations. This makes the operations and



Mingquan West Road Station platform gates

management of the system even more important to metropolitan transportation.

(1) Safer Rider Environment

To give passengers an extra measure of protection, reduce potential delays to the system, and elevate the safety and quality of our service, we have undertaken a project to install platform gates at the 58 stations that have not yet had such gates installed since 1996. By the end of 2013, the installation at 9 stations has been completed. We plan to finish the work at 12 more stations in 2014 and 37 more in 2015. The initiative will conclude in 2018 when all stations are equipped with such gates. Furthermore, to improve our capabilities to handle emergency medical conditions for passengers involved in accidents before they arrive at hospitals, all MRT stations are equipped with automated external defibrillators, or AEDs, and we have completed the training of first-line service personnel in use of the equipment.

(2) More Considerate Customer Service

To offer our customers pleasant rides every time, we continually improve our customer service. In 2013, we undertook important measures, including improvement of barrier-free transportation at Taipei Main Station by installing four additional elevators, which greatly cut down on the distance that passengers have to travel. The most significant effect of such reductions can be found on the Tamsui Line, where transferring riders can cut 600 meters out of the distance they have to travel to reach



the railroad or high-speed train stations. On platforms serving multiple lines, on August 3 we have added announcements in male and female voices to inform passengers of the destination of the approaching train to help passengers, especially our visually impaired passengers, in boarding the right train. We also started paid locker service outside the Tamsui Station on August 3. Beginning October 18, 24-hour passes became available to passengers for unlimited rides on Taipei MRT within 24 hours of the initial entrance to an MRT station.

3. Improving Bus Services

(1) Continuing to Review Bus Routes

To improve the synergy of bus and MRT services, expand the reach of mass transit services, focus on whole-system considerations, and continue to review bus routes to steer them towards multi-faceted transformation, by the end of 2013, we have inaugurated R56, R57, adjusted routes 28, 38, 281, and planned for the termination of two routes (route 3 and Xinyi auxiliary route), and consolidated 5 other routes (route 22, route 22 shuttle, Xinyi New Thoroughfare, Xinyi Thoroughfare Metropolitan, and route 20) to maximize the synergy of bus and MRT services.

(2) Started Offering Rapid Bus Services between Taipei and New Taipei Cities

The Departments of Transportation of Taipei City and New Taipei City have jointly opened rapid bus routes between the 2 cities. By the end of 2013, 12 routes of intercity rapid bus services in 3 stages have been planned and reviewed. 5 routes in the first stage and 2 routes in the second and third stages have started serving customers. The remaining 5 routes are planned to open in 2014 to serve the public. We hope the rapid buses will provide direct and speedy connections to major mass transit transfer points, elevate the efficiency and reach of mass transportation, and heighten the willingness of

the public to utilize public transportation. Routes in the third stage will reach the cities of Taipei, New Taipei, and Keelung, reaching a new milestone in bus services.

(3) The Convenient City Mini Buses

City Mini Buses services grew in 2013 over 2012. Statistics show that each mini bus carried 24.2 passengers per run, a 0.88% increase over the 23.99 passengers per run averaged in 2012. The mini buses served 2,480,000 passengers, 5.08% over 2,360,000 in 2012. Furthermore, to promote the idea of transfers and encourage the public to use the City Mini Bus service, we continued to offer the Trial Run of Inter-Bus Transfer Discounts between mini buses and the Taipei Joint Bus System. Before the discount program was introduced, an average of 20,000 people per month utilized the transfer service. In 2013 that number grew to 27,465 people per month. The program has effectively attracted the public to utilize public transportation to meet their transfer needs.



City Mini Bus

4. River Cruises

To step up the promotion of River Cruises, in 2013 we started for the first time "Mini Tours on a River Cruise". Including a professional tour guide, various tour packages were offered, each incorporating aquatic and land-based scenic spots. We also offered night cruises and cruises with themed performances. These moves enriched the cruises and improved their desirability. The tours were well received by the public. In 2013 about 20,000 people used the River Cruises, 44% higher than 2012. The number of passengers per cruise saw a twice to





three times increase over 2012.

To conduct education on the fluvial environment and incorporate entertainment into education, we continued to offer the “Field Trips on River Cruises Program” in 2013, and we expanded the program to include students in elementary, junior, and senior high schools, and community colleges. The cruises were accompanied by professional guides. In 2013, 7,000 people participated, a record high.

5. Promotion of Sustainable and People-Oriented Traffic

(1) Happy Go

To encourage the public to use mass transportation to see, watch and enjoy flowers and to promote the ideal of not driving for everyday living, the Department of Transportation offered discounts on transfers using EasyCards from February 12 to April 28, 2013, during Yangmingshan Flower Festival and Calla Lily Festival. Passengers going up or down Yangmingshan received 50% off their bus fare both ways if they transferred using EasyCards on bus 5 bus routes (108, 108 shuttle, 130, 130 shuttle, and 131) and then used the shuttle services provided. 218,434 people took advantage of the discounts. The shuttle buses carried 11.8% more passengers per day in 2013 than 2012. The buses going up or down Yangmingshan saw their average passenger count jump 14.9% over 2012.

(2) The 2013 Taipei International Car-Free Day

On September 22, the Department of Transportation held the 2013 Taipei International Car-Free Day. The theme of the day, “I’m Its Spokesperson”, encouraged residents of the city to increase their use of public transportation, bicycles, or walking, to support green transportation with their actions - to make everyone the best spokesperson for green transportation. The activity featured a 10-kilometer walk, costume bicycle shows, and

a street carnival on Renai Street. About 5,000 participants used those easy, eco-friendly, and healthful activities to support International Car-Free Day. As the event attracted people to participate, it also gave the public an opportunity to know the environment in Taipei that is friendly to green transportation and help them incorporate green transportation into their everyday living.



Quality, Friendly, and Safe Services

1. Travel Safety Campaigns

(1) Traffic Safety for Senior Citizens

In 2013 we examined the roads surrounding 25 municipal themed parks or large traditional temples and 30 medical facilities to gather information about the safety profile of those roads. We used that information, coupled with rates of accidents and deaths among senior citizen pedestrians, to prioritize them for improvement. We selected the roads surrounding Longshan Temple with Mengjia Park, Daan Park, Taipei Veterans General Hospital with Cheng Hsin Hospital, Taipei City Hospital Zhongxing Campus, Renai Campus, and Bihu Park to implement the project for “Enhancing Travel Space Safety for Senior Citizens”.

(2) Improvement Plans for Student Travel Safety

To improve traffic access to school campuses, we initiated analyses of accidents around 70 regular or vocational senior high schools in 2013. We continued to implement the Improving Travel Spaces Surrounding Campuses initiative for elementary schools. We examined 10 private elementary schools in turn,



Package-delivery businesses using automobiles show their support for "Friendly Driving to Give Pedestrians Right-of-Way"

and we picked 117 public elementary schools that did not receive such improvements in 2012. At those schools, we implemented improvements measures in construction, education, and law enforcement. We reviewed the effectiveness of the improvements for follow-up 6 months after their implementation.

(3) Friendly Driving to Give Pedestrians Right-of-Way

We promoted the central theme of friendly driving and defensive driving by using various measures, such as inter-departmental collaboration within the Taipei City Government, publishing and giving brochures to 58 businesses that cherished the value of their employees, and developing promotional literature. We invited 8 popular package-delivery, automobile-using businesses to educate them on the need to yield to pedestrians and to appreciate the notion of "Friendly Driving to Give Pedestrians Right-of-Way".

(4) Promoting Bicycle Safety and Riding Etiquette

As YouBike and bicycle riding generally gain in popularity and utilization, we initiated the Bicycle Friendly and Polite Culture campaign to promote the notion that bike riders should respect and yield to pedestrians, including

education that bicycles should not use arcades, walk the bike in areas crowded with pedestrians, warn pedestrians as bikers slowly pass pedestrians from their left side and thank them, no honking to rush pedestrians, no wrong-way riding, and push the bike on sidewalks near schools when students go to or leave schools.

To help the public understand the aforementioned issues, we used various promotional tools, such as Changeable Message Signs (CMS), LED Marquees, bus shelters, and broadcasting. We also selected YouBike docking stations with high rates of utilization and areas heavy with pedestrians, altogether some 70 locations, where we used placards or distributed small packs of tissues to spread correct bicycle-riding etiquette. We hoped that bike riders would follow our advice and become courteous riders. We put stickers with such message and illustrations about no arcade riding, yielding to pedestrians, no honking to rush pedestrians, and obey the rules on all YouBike baskets and on the rear mud guards of 500 selected YouBikes. From November 15, to December 4, 2013, we held drawings for uploaded photos of rear mud guards, using an interactive approach to strengthen the awareness and mindfulness of bicycle riders on their riding etiquette. We will continue to promote such matters, and we hope to make bicycle riding etiquette a new proud





Promoting bicycling etiquette

part of Taipei civic culture, following the good example of orderly queuing in the MRT system.

2. Designated Driver Service

In response to the new thresholds for alcohol tests that went into effect on June 13, 2013, the Department of Transportation worked with the taxi trade to encourage their fleet to support the Designate Driver Service. Presently 20 taxi fleets work with the program. To make it easier for people to utilize this service, which they used to call for with the number of a specific taxi company, the program now provides a single, centralized toll-free number (0800-055850) for the entire service. The caller may still choose a code for a specific taxi fleet, or they may let the system automatically select one for them.

In addition to the websites of the Department of Transportation and the Public Transportation Office, people may also use the “Fun Travel in Taipei” smartphone application to inquire about the Designated Driver Service program. They may inquire about the fleets, and they may make calls. We have also put up posters at locations such as restaurants and public parking lots to display information about the service. We printed cards and placed them at restaurants and attendant’s booths at public parking lots, and we printed designated driver service inserts for the pockets that hang from the taxi’s front seats



Promotions on bike-riding etiquette: “bicycles should not use arcades” stickers on the rear mud guards of YouBikes

for passengers to see. In 2013, on average 15 people took advantage of the service each day.

3. Internally-Lit Signs and Improving Sites Prone to Accidents

(1) Internally-Lit signs

To improve the visibility of traffic signals at night for added traffic safety, in 2012 we contracted with professional consulting companies which conducted research on internally-lit signs in use around the world. Then based on the trial experiences in Taipei, the consultants offered suggestions on the regulations for internally-lit signs. We tested signs at 6 locations on Zhongxiao East Road between Jianguo South Road and Linshen South Road, where we replaced pole-hung signals and street name signals with 68 internally-lit signs. After passing inspections on March 13, 2013, those signals were put to official use. In conjunction with the work to restore streets and boulevards to pre-MRT-construction conditions, we installed



Internally-lit signs at Zhongxiao East Road Section 1



Internally-lit signs at Xinyi Road Section 4

internally-lit signs on the Xinyi Road main lanes and the opposite-direction bus-only lanes on Renai Road. We also put similar signals on the off-ramps of bridges and connecting sections on surface roads at certain priority locations and on some specially-controlled areas. We plan to finish installing such signals at 25 locations on Xinyi Road, 16 locations on Renai Road, and 5 locations on off-ramps and connecting sections by March 2014.

(2) Improving Sites Prone to Accidents

To lower the rates of traffic incidents and fashion a safer environment for road travel, the Traffic Division of Taipei City Police Department provided data, such as geometry and traffic control, on incident locations with frequent traffic incidents for study, and it formulated plans to improve the situation with construction and equipment. In 2013, we installed warning signals, reduced speed strip markings, speed limit wording, turning lanes, surface-mounted A-shaped reflectors, and surface-mounted tempered-glass reflectors at 10 locations where traffic incidents have occurred frequently, including Renai Road / Dunhua Road intersections and Keelung Road/ Roosevelt Road intersections, etc. Those signs are intended to remind road users of the potential dangers ahead, help guide traffic movements, and maintain traffic order and safety.

4. Measures to Make Parking Lots Easier to Use for the Public

(1) Expanding Trials on the Sale of Bimonthly Parking Passes

Due to low usage costs and quality service, the public parking lots in Taipei have attracted many people to purchase bimonthly parking passes, leading some parking lots to have long waiting lines. In February 2013, we expanded the sale of bimonthly parking passes at parking lots where surveys had indicated popular support from users. The surveys were repeated once every 6 months to help gauge the popular intention and interest. Currently, 47 parking lots offer bimonthly parking passes for purchase.

(2) Serving the Disabled

To improve access to the parking lots, the



A city resident using service bell for barrier-free service





parking slots for the disabled have all been placed beside elevators. To prevent such parking slots from being illegally used by able-bodied drivers, we installed service rings, warning signs, and parking detecting devices beside these slots in 2013. Illegal uses have since vanished, and the automatic service to cars parked in slots for the disabled have won kudos from most people with disability.

(3) Beautifying Parking Lots

To change the hard and cold stereotype of parking lots, to offer the public comfortable and enjoyable parking spaces, besides keeping them tidy, we focused on making parking lots beautiful, adding soft aspects to them to make them pleasing to the eyes. In 2013, we commissioned the oil painter Mr. Chiu Juichin to paint on the walls of some parking lots with heavy automobile and pedestrian traffic. The paintings reflect Taipei landmarks, give the public a refreshing sense of liveliness, and help make the art close to the public's everyday living. So far we have fixed up and prepped things for the artist, and he has completed the work at the ramps and stairwells of the underground parking lots at the City Hall Square, Longmen Junior High School, Minyou Market, Binjiang Junior High School, and Lihu Elementary School.

5. Making It Easier to Pay Fines and Penalties

(1) Single Point of Contact for Ticketed Fines and Penalties

The Taipei City Traffic Adjudication Office currently has 18 full-service locations to handle incidents, traffic violations, appeals, judgment applications, installment payments of fines, suspension and revocation of driver's licenses and license plates, assistance to issue notices for traffic violation seminars on behalf of Taipei City Motor Vehicles Office of Directorate General of Highways, Ministry of Transportation and Communications, and administering driver's license testing denials.



A parking lot offering considerate, barrier-free service



Painting on select walls of parking lots as part of a beautification project



A full-service location for the Taipei City Traffic Adjudication Office

(2) Automatic Paying Channels Making It Easier for the Public

To fulfill the policy objective of simplified government, lower the proportion of penalty in fines, and improve the efficiency of fines and penalties adjudication operations, we offer multiple channels for the public to pay their

finer. They can choose the method best suited to their needs without going to the adjudication office, saving time and travel expenses. The percentage of fines collected through these measures went up to 74.3% in 2013 from 72.4% in 2012.

(3) Installment Plans Making It Easier for the Public to Pay Fines

People who cannot pay their fines and penalties in a lump sum due to their financial situation, accidents, or force majeure causing them substantial financial losses may apply to the Taipei City Traffic Adjudication Office for installment plans for cases under its jurisdiction. The Office has dedicated personnel to offer counseling on relevant matters and the law. In 2013, 2,359 people violated their installment payment agreements. 962 of them were processed through enforcement, and the remaining 1,686 people are still making their installment payments.

Part 4

Fully-Accessible Environment for Comfortable Transportation

1. Clearing Verandas and sidewalks of Motorcycles and Community Parking Management

To improve the situation where motorcycles and moped scooters occupy verandas and sidewalks, adding people-oriented aspects, restoring comfortable and safe walking space to pedestrians, and fashioning a quality metropolitan environment for living, we started the "Clearing Verandas of Motorcycles and Straightening Sidewalks" initiative in 1999. By the end of 2013, we have finished the work on 848 roads totaling 551.03 kilometers. Furthermore, to ensure the implementation of the ideal that each community takes care of the parking

needs of its residents inside its own perimeters, the Taipei City Construction Management Office has assisted communities examine their parking situation and manage their surrounding verandas. That has helped to avoid dangers and public hazards, beautify the appearance of the city, and protect pedestrian safety. By the end of 2013, such assistance has been extended to 76 communities, winning support of their residents.

2. Low Floor Buses

By the end of 2013, we have replaced 1,899 low floor buses for traditional buses, or 51.2% of all buses in the Taipei Joint Bus System. We will continue to budget for subsidies for such replacements in future years in order to make the network of low floor buses more complete and provide riders with quality and comfortable transport services.



A low floor bus

3. Large and Mini Rehabilitation Buses

To satisfy the transportation needs of the disabled, we actively pursue the provision of rehabilitation buses to help the disabled move about and to help make up for the inadequacy of the public transportation system in meeting their needs. We added 32 small rehabilitation buses in 2013, bringing the total to 260 buses. They provide on average 55,000 journeys per





Disabled residents using a small rehabilitation bus



Miniaturization of traffic signal controllers project at the intersection of Siping Street and Yijiang Street



Disabled residents using a disability-friendly taxis



A marking sidewalk in the Minzhao Village in Daan District

month serving 110,000 riders. To further add to the convenience for the disabled, Taipei also offers services with large rehabilitation buses and provides subsidies to the disabled for their rides. We encourage them to go out of their homes and go about for their medical, schooling, and leisure needs. In 2013, Taipei added 4 large rehabilitation buses, making the fleet 14 buses strong.

4. Disability-Friendly Taxi

Taipei leads Taiwan in introducing disability-friendly taxis whose services started in February 2013. Currently 30 vehicles offer this service. They charge similarly to ordinary taxis, and we provide senior citizens and the disabled subsidies for riding them by swiping their subsidy cards. In 2013, they made 19,302 journeys, of which 9,604 were on barrier-free

taxis, or about 49.8% (excluding those secured by hailing). The service has won high praise from people with disabilities.

5. Miniaturizing Traffic Signals and Woonerf

(1) Miniaturizing Traffic Signal Controllers

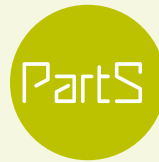
Currently, the exterior of a signal controller in Taipei measures 110x57x50 centimeters and weighs 100 kilograms. Counting its foundation, each controller is 170 centimeters high. Some of the controllers are installed at sidewalks at street corners or on street dividers, thus impairing the view of vehicle drivers, hindering pedestrian passage, or becoming eyesores. These specification of signal controller have been

used for nearly 20 years. Using LED lights to replace old signals and advances in technology have greatly reduced the capacity needs for electricity for controllers. Therefore we have planned to miniaturize signal controllers for the whole city. Based on trials from 2011 to 2012, we have modified the specifications for new signal controllers, making their dimension to 59x52x35 centimeters. On December 7, 2013, we installed one new controller at the intersection of Siping Street and Yi Jiang Street, and we plan to finish installation work at 28 intersections by the end of March 2014. These measures will partially alleviate the inadequacy of sidewalk widths and the inconvenience they may have caused.

(2) Woonerf

To assure the safety of schoolchildren going to or leaving schools, we have planned to implement the Dutch “woonerf” concept. Based on the ideal of people-oriented transportation, we plan to paint marking sidewalks or lower speed markings on streets and alleys with frequent schoolchildren traffic to give pedestrians safe walking spaces. In 2013, we selected Daan District Minzhao Village and Zhongshan District Zhongji Village as demonstration areas for the liveable alleys project. In Minzhao Village we finished 6 marking sidewalks totaling 1 kilometer along which we painted “Speed Limit 30 Kilometers” on the surface at 34 places. In Zhongshan District Zhongji Village, we finished 12 marking sidewalks totaling 1.4 kilometers along which we painted “Speed Limit 30 Kilometers” on the surface at 41 places. As of the end of 2013, we had 215 marking sidewalks.

Taipei’s initiative to implement marking sidewalks won recognition from the Ministry of Transportation and Communications, which on August 1, 2013, officially incorporated the requirement for marked sidewalks into Article 174.3 of the *Regulations on the Installation of Markings and Signals of Roadways*. That recognition signified how forward-looking our initiative was in leading the making of public policy across Taiwan.



Intelligent, Efficient, and Orderly Living

1 E-Bus System

To provide systematic services convenient to the public, we continued to replace traditional stops with intelligent bus stops, which numbered 853 at the end of 2013. We installed 15 LCD-type intelligent bus stops inside MRT stations to help passengers make seamless transfers to bus service. Additionally, to support “The World Design Capital 2016” project, in 2013 we redesigned stand-alone intelligent bus stops. After their completion, we will gradually install them at locations where bus stops cannot be built in order to elevate the service quality of public transportation.

To help riders for the last bus of the day know whether or not they missed the bus, we showed such information on the e-bus system. Additionally, utilizing the database information on bus arrivals, we selected 434 priority bus stops on 30 routes where we offered on-time arrival service for the last bus of the day. Those last buses of the day would arrive at these selected stops according to schedule. The drivers would wait briefly if they arrived earlier than the scheduled times, and they would also wait, up to 5 minutes, for riders who were late, offering extra convenience and safety for late night riders.

2. Fun Travel in Taipei Software APPs for Smartphones

We improved the Fun Travel in Taipei software apps for smartphones in 2013. Enhancements include user interface, new functionality, expanded range of traffic information provided by the system, and mechanisms for Taipei City Government to actively broadcast information to the public.

(1) Improved User Interface





Installing intelligent bus stops along the MRT Xinyi Line

This included finer classifications for on-screen keyboards for bus routes, showing the arrival times at one bus stop for multiple buses, showing dynamic information on buses traveling between stations, customizable reminders for arrivals, the optimized displays for transfer calculations, customizable bookmarks, and independent Chinese and English versions.

(2) New Functionality

New functionality included new traffic controls on roads, intersections with people working, intersections prone to accidents, new information from YouBike about MRT accessible to bicycles, importing or exporting of bookmarks, and the display of trip chains.

(3) Expanded Range of Traffic Information Provided by the System

In addition to information about buses, the system also provides information about road maps for New Taipei City, parking lots, and taxis. New mechanisms were added for Taipei City Government to actively broadcast information to the public. Beginning on November 24, 2013, with the opening of the MRT Xinyi Line, concurrent information about the MRT network

also became instantly available.

(4) Benefits of the Fun Travel in Taipei App

From the inception of the Fun Travel in Taipei APP to the end of 2013, the APP was downloaded 677,488 times. It responds to an average of 8,840,000 hits per month. Those numbers show that the APP meets the needs of city residents and visitors. The app also won the Outstanding Transportation Project Award from the Eastern Asia Society for Transportation Studies in 2013.

3. Providing and Linking to Real-Time Traffic Information

In February 2009, Taipei became the first municipality in Taiwan to accept free of charge applications from various organizations for linking to our real-time traffic information, to which we added YouBike information in 2013. In total, we provide 19 types of real-time traffic information in 5 categories.

(1) Taipei City Parking Information System database: basic information about public parking lots (vehicle types, name, address, number of parking slots) and current information such as available slots.



- (2) Taipei City Traffic Control Center database: road speed limits, information displayed on the Changeable Message System (CMS), data from vehicle detectors (VD), and video information from closed-circuit televisions (CCTV).
- (3) I Love Buses 5284 database: bus stops, routes, coordinates of bus locations, buses arriving at and departing from bus stops, and route maps.
- (4) Taipei accident database: time, location, and type of accidents in the last 2 months.
- (5) YouBike database: basic information about each docking station (station name, administrative district, location, coordinates) and real-time information such as available bikes to rent and available open slots to receive returning bikes.

Starting in October 2013, we began to accept applications for linking to our instant traffic information to natural persons who (1) are citizens of the Republic of China, (2) are at least 20 years old, and (3) have finished product development. By the end of 2013, 100 companies had been granted access to link to us. Through such linking companies, the public on average inquired about traffic in Taipei 34,300,000 times a month with the highest record being 41,730,000 times a month.

4. Traffic Information Center

Taipei City Traffic Information Center was inaugurated on December 28, 2009. Professionals and the general public may make appointments to tour it. The center is divided into areas for intelligent transportation systems, history, transportation engineering, parking information system, public transportation systems, bicycles, and bus shelters and system operations. Through the end of 2013, the center has received more than 33,050 visitors. We started a trial on October 9, 2013, to open Wednesdays and Fridays for visitors without appointments for guided tours so that individuals who cannot form groups may also visit us.

5. Let's Talk about Taipei Traffic

In light of the fact that many nations around the world have adopted e-participation as a key to providing creative government services and keeping close tabs on public opinion, on April 1, 2011, we started a Facebook social network and established a fans page. Taking advantage of the rapid dissemination of information on social networks, we have boosted the exposure of our announcements on traffic policies, information, and activities. Through multiple channels and communication platforms, we actively provide traffic-related information to the public.

To continue our service to provide traffic policies and messages to the public, to respond to the public's inquiries or comments, and to help our policies incorporate public opinions to reap the most synergy, our Facebook page was renamed "Let's Talk about Taipei Traffic" on March 1, 2013. In a brand-new format, this fans page continues to provide information about transportation policies, construction, announcements, and traffic safety education, and it continues to collect suggestions and comments about transportation policies and construction from the public. We make appropriate and timely responses to the inquiries and suggestions. Essentially, we hope to achieve instantaneous and barrier-free two-way communication with the public.

Conclusion

Striving for a "Low carbon, sustainable, and LOHAS City", all residents of Taipei and the entire team at the City Hall worked together in 2013, as we served 634,960,000 rides in the MRT system, and the total combined service volume reached over 6.1 billion passengers, YouBike reached the landmark of 10 million rides, and low floor buses accounted for 51.2% of the entire bus fleet. All this shows that Taipei has become a world-class city in its friendly transport environment. With professionalism, enthusiasm, and a spirit of service, we will continue to promote green transportation and, through cloud technology, offer information available on the Internet for city residents to use, and fashion a sustainable, people-oriented Taipei for people seeking healthy and sustainable life styles.

