

Motor Vehicle Office Transformation & Thoughtful Automatic Services

The Environmental Protection Administration of the Executive Yuan provides the number of registered motor vehicles and their density statistics. The number for the first season of 2017 includes 21,560,786 automotive vehicles, 7,870,102 cars, and 13,690,684 scooters and motorcycles. The public exhibits a high degree of satisfaction with the government's motor vehicle service, the efficiency of which far exceeds the past record.

According to the Ministry of Transportation and Communications, in 1970 there were over 91000 private and public vehicles of all sizes and more than 569000 scooters and motorcycles of all types in Taiwan. There are over 3 million cases annually that deal with vehicle inspection, license plate and driver's license application, driving tests, and license issuing. On account of all sorts of restrictions, the motor vehicle business has met up with many problems, thus giving rise to the "traffic scalpers." On the one hand, it interferes with the people's rights and interests, while on the other hand it affects the government's prestige. The inconvenience of the motor vehicle business has invited numerous complaints from the public.

In 1971, Legislator Yuan Ci-jyong took an inspection tour to the USA and Europe. He saw that motor vehicle business should follow the rules of automation and scientification. In foreign countries, the latest scientific equipment takes charge of all motor vehicle business. In the USA, there are all sorts of apparatuses in the motor vehicles office, so only few managers are needed. The vehicle that is to be inspected is driven by the owner or a proxy driver from the entrance. The car lights and brakes are to be examined by specially designed machines. After the examination, the record card will exactly point out the problem of the car. In these countries, drivers go through vehicle inspections for the sake of their own safety. Once a problem is spotted, they will have it fixed right away. No one ever tries to shun the necessity of periodical inspection, and nor will

anyone play sly tricks to save the cost. Such acts are worth learning by our people.

In 1994, the second generation of motor vehicle inspection system took place of the first generation by introducing several innovative services such as instantaneous highway monitoring operation and nationwide cross-regional online applications. In 1995, voiced customer service could be heard on the phone. In 1998, electronic highway inspection network was implemented. In 2002, convenience stores are commissioned to collect all sorts of fees and fines from the people. In 2007 multi-media counters were installed.

As the number of vehicles and drivers increases, so do the items of services grow. A year-round user-friendly portal was launched. Then along comes ambulatory mobile motor vehicle office. Convenience stores and inspection companies both offer services as well. Because of the ever-growing amount of motor vehicle business, previous outdated computers could no longer meet the need.

On the basis of motor vehicle unified operation, the Directorate General of Highway has made use of information technology to create a brand new motor vehicle service system. It is public-oriented and provides integration, inclusion, intelligence, and innovation. To enhance information security and safeguard personal data, the third generation of motor vehicle inspection system – motor vehicle cloud – was introduced to converge seamlessly with the second generation.

The third generation of motor vehicle inspection system was called M3. It spans a wide area of services: the Directorate General of Highways, 37 Motor Vehicle Offices, one training headquarters and two centers. It involves more than 3700 servicemen, 43900 transportation companies, 500 inspection plants, 2150000 vehicles and 27000000 licenses. With the addition of license taxes, fuel taxes and traffic violation data, there are nearly 2.5 billion pieces of information in M3.

To the public, M3 offers six innovative services. They are automatic addition of vehicles and vehicle owners, motor vehicle service networks, motor vehicle Apps, mobile inspectors, self-service counters, and full function counters. To replace the road with networks, the third generation of motor vehicle service network is itself a motor vehicle office. People can go online to select their plate of vehicle numbers, pay related fees, search for traffic violation laws and clear up other payments.

Intelligent Taiwan builds a motor vehicle system that is both innovative and user-friendly. As a connector, it carries out the realization of a good life and the ideal of smart traveling.

09 交通監理大變身 自動化服務貼心

行政院環保署登記數及密度統計資料，2017 年第一季全國累計有 21,560,786 輛機動車，7,870,102 輛汽車，13,690,684 輛機車，民眾對政府汽機車監理服務相當滿意，這是過去難以想像的效率。

1970 年，交通部統計，台灣有大小公私車輛 9 萬 1000 餘輛，各型機車 56 萬 9000 餘輛，各種車輛檢驗、請領牌照、駕駛執照駕駛考試及發證等手續，總計每年超過 300 萬件，交通監理業務，因受各種限制，無法適應事實需要，多難改善，產生「交通黃牛」，直接損害當事人權益，間接影響政府威信。交通監理業務不便民深受垢病。

立法委員袁其炯 1971 年到歐美考察，交通監理業務應自動化、科學化。國外監理業務由全套最新科學儀器擔負所有工作，美國車輛監理所有各式儀器，管理人員很少。待檢車輛由車主或所有人委託司機駕駛從入口進入，燈光、剎車等，均由特別設計的機械檢查，檢查完畢，紀錄卡記錄車輛有什麼毛病，一目了然。國外受檢人都是為自己安全而檢查，希望找到毛病馬上就修，沒有人企圖逃避定期檢驗，沒有人取巧牟利，是值得國人學習。

公路監理業務電腦化作業 1981 年規劃、設計與開發第 1 代「公路監理資訊系統」，將監理資料電子化，採封閉式主機、檔案室資料作業，推動多項監理便民服務，但只是監理內部效率提高。

1994 年換裝第 2 代公路監理系統，開始有即時公路監理作業、全國連線跨區申辦，推動多項創新服務，1995 年推出電話語音服務，1998 年推出電子公路監理網，2002 年委託超商代收監理規費與罰款，2007 年推出多媒體櫃檯。

隨著服務車輛與駕駛人增加，服務項目更廣，提供全年無休的公路監理便民服務入口網、巡迴式行動公路監理，超商、代檢公司等公路監理服務，早期的電腦設備老舊，隨著公路監理業務不斷拓展，已無法滿足需求。

基於監理一元化作業，交通部公路總局運用資訊科技，創造全新的監理服務系統，達到整體系統優化，以服務民眾為導向，提供整合服務(Integration)、無所不在服務(Inclusion)、智慧化服務(Intelligence)、創新服務(Innovation)，將第 2 代公路監理系統無縫接軌，建置以資安與個人資料保護的第 3 代公路監理系統監理雲。

第三代公路監理系統為 M3，服務範圍涵蓋：交通部公路總局、37 個監理所站及 1 個訓練所 2 個中心，約 3700 多位服務同仁，運輸業 43900 多家，超過 500 家代檢場，汽機車合計超過 2150 多萬輛，駕照超過 2700 多萬張，加上各種牌照稅、燃料費及交通違規資訊，M3 雲端資料庫有近 25 億筆資料，提供 15 項核心業務、14 項資訊服務、20 項資安防護。

M3 針對民眾推出人車總歸、監理服務網、監理服務 APP、行動監兵、自助櫃檯及全功能櫃檯等六大創新服務。以「網路取代馬路」，第三代交通監理服務網本身就是一個監理所，可以上網選車牌號碼，繳納相關規費、查詢違規罰款、繳清。

智慧台灣建立的公路監理系統便民創新服務，實現美好生活的連結者，聰明行遍天下理想。