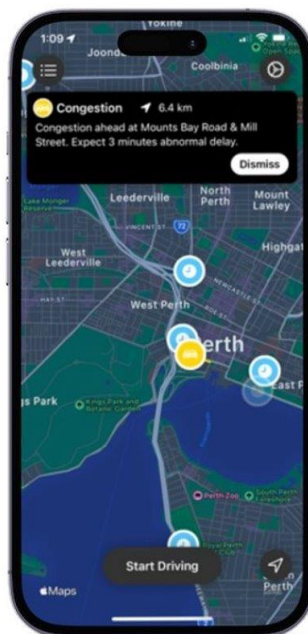


# Traffic ALT

## Frequently Asked Questions



### Introduction

To support drivers travelling through Armadale, Cannington, Victoria Park and other nearby suburbs during the METRONET closure of the Armadale Train Line, Main Roads has developed a mobile app to provide real time updates through your phone or car's speakers before and during your drive.

### Is the app safe to use while driving?

Traffic ALT is designed to have minimal interactive elements available when in alert mode and driving.

### I'm not receiving any alerts, what's happening?

Make sure your location permissions are enabled.

If you pan around the map, you should see a number of clock icons which are travel time beacons. These will trigger if you drive through them in the direction of the destinations listed.

You can check if alerts are working by entering alert mode and tapping one of the icons. If it's working an alert card should appear and an audible version of the alert card should be read out loud through your phone's speakers if your phone volume is not on mute.

This process can be used to check when the phone is paired to a car Bluetooth system.

There are also congestion alerts based on abnormal congestion. That means the usual congestion expected in morning and afternoon peaks are not flagged. Only abnormal congestion above and beyond the usual conditions are flagged to allow drivers to consider alternate routes. To avoid excess alerts, you won't receive these unless you are driving towards the source of congestion.

## What types of alerts are available?

Three main types of alerts are available;

- Congestion Alerts
- Travel Time Beacons
- Message Beacons

### Congestion Alerts

Congestion alerts are messages used to inform road users of unplanned events currently occurring on the road network. Main Roads manages these messages, and the primary purpose is to provide 'abnormal delay' information to road users. Abnormal delay is delay over and above regular congestion that may be expected during peak periods. Where possible Main Roads operators will classify the alert based on the initial cause of congestion such as incidents, roadworks, storms, breakdown, spills, floods, hazards etc.

### Travel Time Beacons

Travel time beacons have been distributed across the network in Traffic ALT, similar to the electronic message signs on the road network, they show three destinations and travel times. Within Traffic ALT these will trigger if you drive through them in the direction of the destinations listed.

### Message Beacons

Messages beacons within Traffic ALT are messages from Main Roads to advise drivers that pass through them of general or specific traffic conditions and provide general advice such as choose alternate route. E.g. Upcoming road closures, higher general congestion due to sporting events, fire warnings etc.

## How does the app work?

Traffic ALT uses Main Roads real time data on travel times and congestion levels to generate congestion and travel time beacons.

To get the best results it is recommended to allow location access for the app, this will allow more relevant data to be provided for the user.

Permission to run in the background is required to allow the app to provide updates while not open in the foreground.

The 'instabug' bug reporting feature on Android phones requires permission to manage all files to lodge bug reports.

## Is my data safe?

Personal data is not collected by Traffic ALT and location data is not shared with Main Roads or third parties during normal operation of Traffic ALT. Some location data will be shared with Main Roads if you lodge a bug through the Traffic ALT 'Send Feedback' option. This data will only be used for bug fixing purposes.

## Is the app free?

Yes, and also advertisement-free.

## What locations are supported in the app?

Initially the app will cover the Armadale Line Closure project area, with congestion and travel time beacons across the majority of the metro region. In future coverage may be expanded to a majority of main roads in WA.

## Further information

For assistance with the app or general enquiries about roadworks or travel times, contact [enquiries@mainroads.wa.gov.au](mailto:enquiries@mainroads.wa.gov.au)

For any enquiries about the Armadale Line Transformation project, contact [info@metronet.wa.gov.au](mailto:info@metronet.wa.gov.au)