Transport Alert

The brief

Journey Planning (Victorian Government: VicRoads and PTV)

Help me to discover travel options that suit my needs - choice before travelling. VicRoads and PTV are committed to improving travel conditions for Victorians and providing safe and reliable journeys, this includes enabling travel choice that integrate all modes and options. This should include consideration of: factors will impact selected travel choice (knowing what could influence my plans whilst travelling); choice of mode; choice of route (e.g.: scenic routes, environmentally friendly route, less crash-prone route, fastest route etc.); costs associated with travel; integrated travel mode (e.g. car and train); shared transport (e.g. car pooling, uber etc).

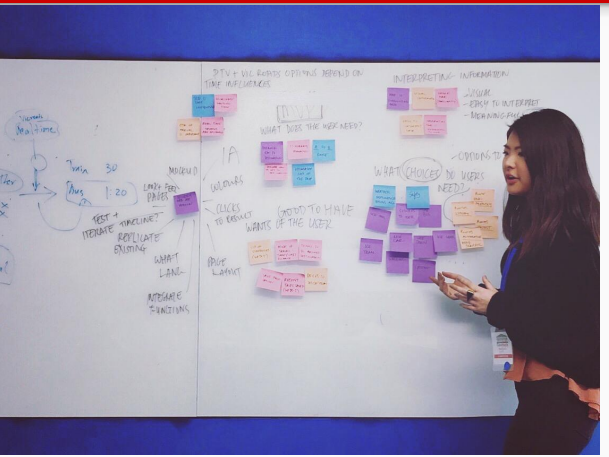
RESEARCH

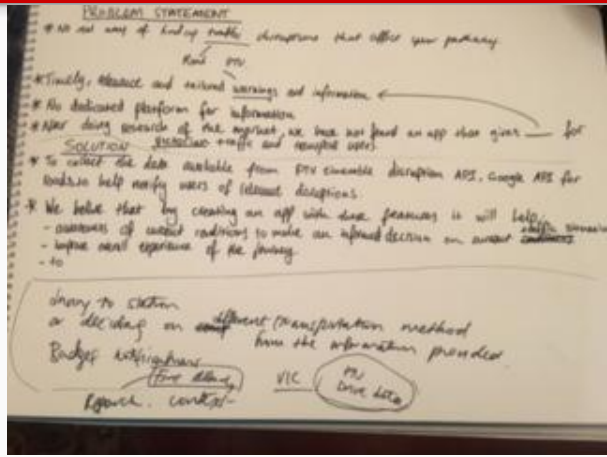
DESIGN

PROTOTYPE

TESTING

Brainstorming





The problem

There is currently no dedicated application that can notify Victorian traffic and transport users about timely traffic disruptions from both PTV and VicRoads.

How might we bring better travel experience to users to notify them on timely, relevant and tailored warnings and information about disruptions that may impact their journeys?

The solution

We believe by collecting the data available from the PTV timetable disruptions API and incorporating Google Maps API for road disruptions we can help notify users of relevant disruptions tailoring the information to be relevant and personalised.
Creating an application with these features will help the overall awareness of current traffic conditions to help users make an informed decision on method of transportation to improve their journey planning which will enhance the overall travel experience of the users.

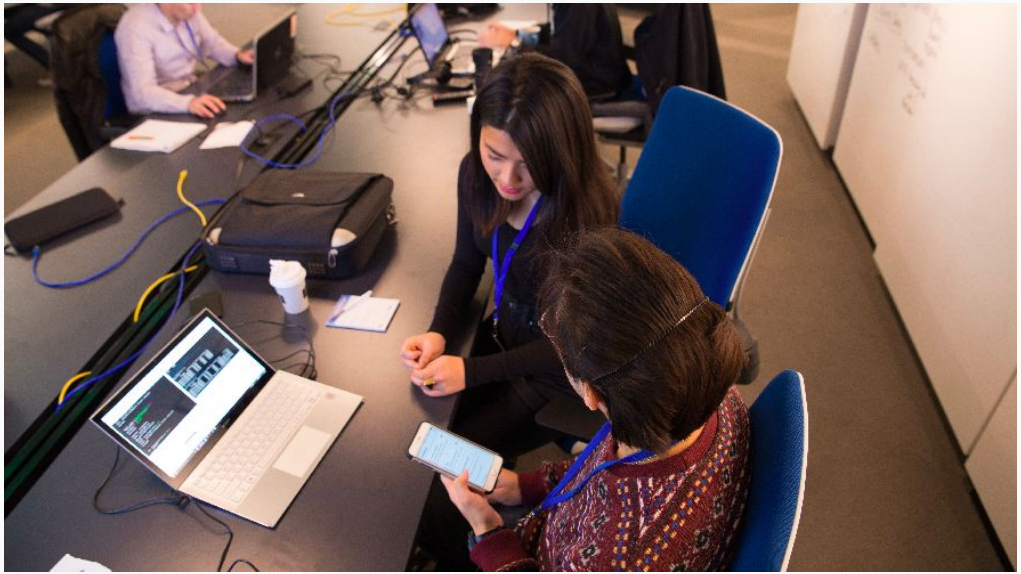
User interviews to validate our assumptions

-How do you find out about disruptions to roads and PTV?

-What types of notifications do you want to be informed about?

-What influences you to choose a certain method of transport?

-What is important when you are planning a journey?



Feedback from Users

-Disruptions on VicRoads and PTV are not linked so generally have to search from two platforms.

-Users want timely, relevant and tailored information.

-Transportation can be influenced by fastest route, costs and location.

Making sure you get from A to B without disruptions.

Contextual inquiries

We found a common theme with disruptions. We decided to look into how disruptions were influencing the travel experience for VicRoads and PTV users.

- “How did you feel? Why?”
- “What do you do when there are disruptions?”
- “How could have PTV and VicRoads reduce your frustration regarding that situation?”

Information on data we are using

Dataset Name:

PTV Timetable API

Publishing Organisation/Agency:

Public Transport Victoria

Jurisdiction of Data:

Victorian Government

Dataset URL:

https://www.data.vic.gov.au/data/dataset/ptv-timetable-api

How did you use this data in your entry?:

Real-time disruption information from PTV is displayed in the map of nearby disruptions. This data needs to be parsed in two steps: 1. Display PTV stops in the selected area 2. Parse the text descriptions in the disruption data to correlate them with nearby stops (as disruption data does not provide geographical data)

Information on data we are using

Dataset Name:

Google Maps Traffic Layer

Publishing Organisation/Agency:

Google

Jurisdiction of Data:

International

Dataset URL:

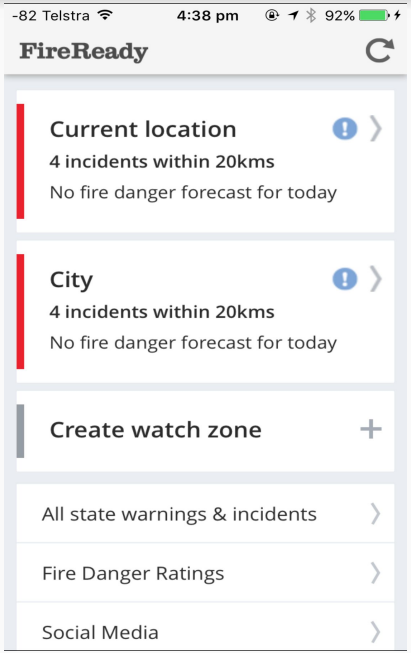
https://developers.google.com/maps/documentation/javascript/trafficlayer

How did you use this data in your entry?:

Real-time traffic conditions are displayed in the map of nearby disruptions. Google Maps was used in this prototype as VicRoads live traffic API was not available in time for GovHack.

RESEARCH | **DESIGN** | PROTOTYPE | TESTING

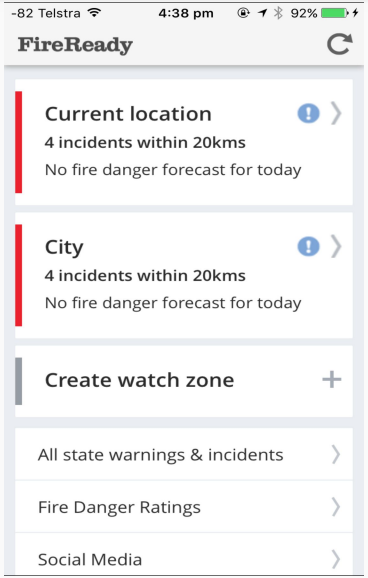
FireReady Mobile Application Design Inspiration

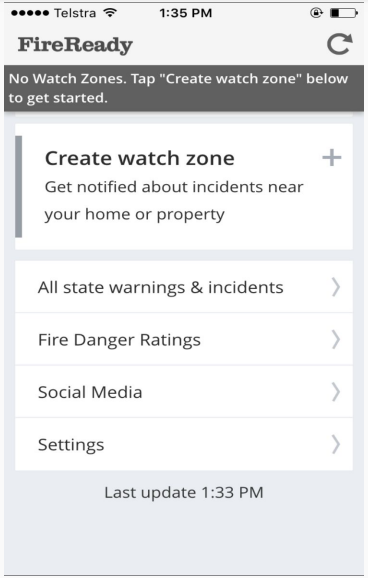


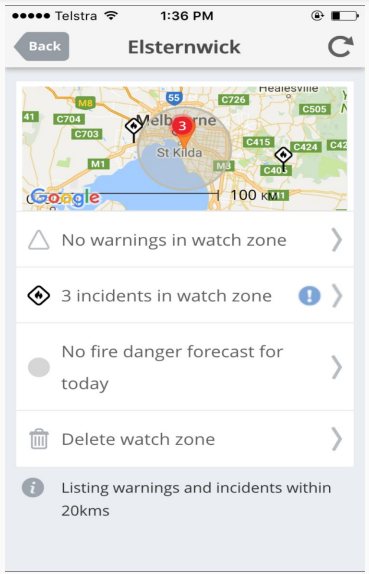
Design inspired by CFA's FireReady App

- Simple user interface
- Downloaded by more than 50,000 Victorians
- Notifies user of nearby fires via push notifications and in-app information
- Allows user to set a warning radius to be notified about
- Can create multiple "watch zones"

Page layout and design inspiration

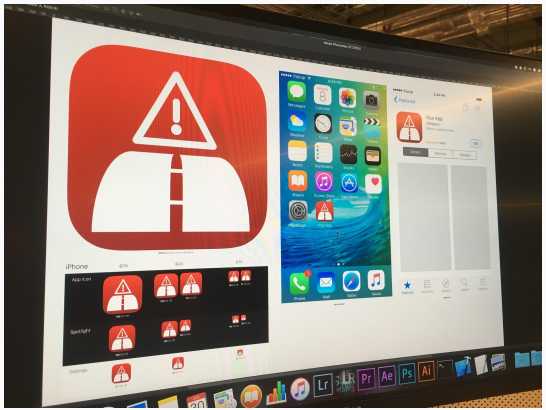


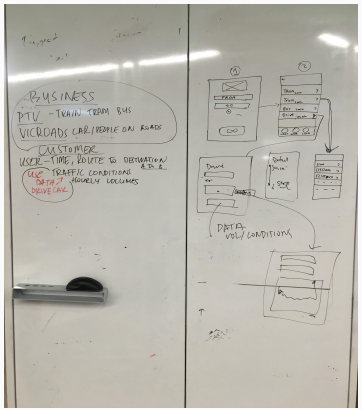


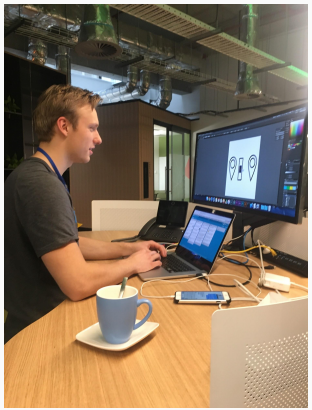


Based on FireReady, we have created the FixMyTrip design

Designing

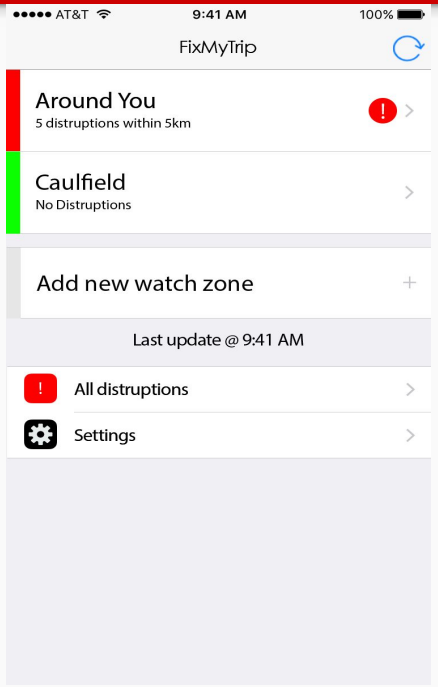


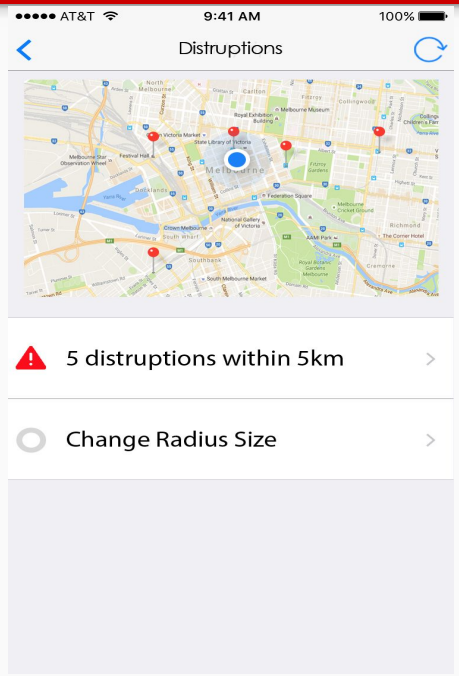

BUSINESS
PTV - TRAIN TRAM BUS
VICROADS CAR/PEOPLE ON ROADS
CUSTOMER
USER - TIME, ROUTE TO DESTINATION
TRAFFIC CONDITIONS
HOURLY LOCATIONS
DATA
VOLY CONDITIONS

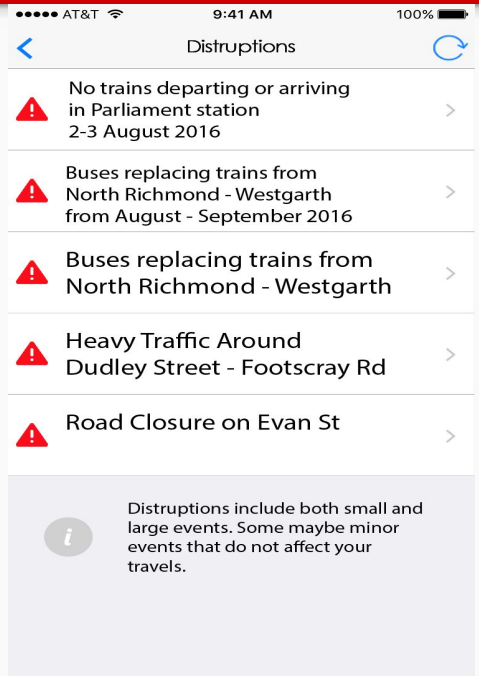


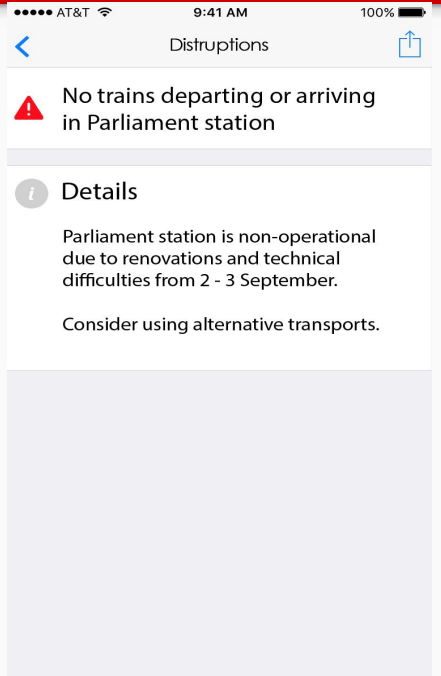
RESEARCH | DESIGN | **PROTOTYPE** | TESTING

First prototype screens









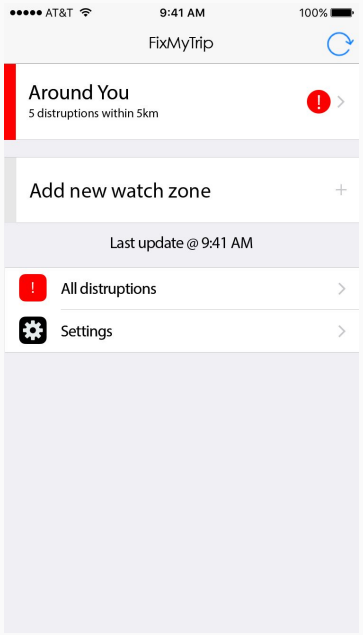
Testing

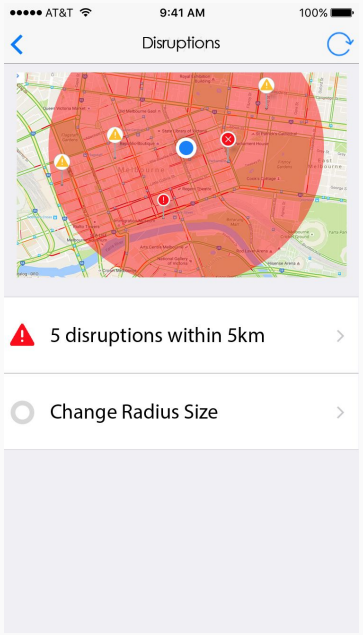
• It addresses the need for real-time tailored information that majority of people have hence helping save time /effort and reduce stress all along the journey

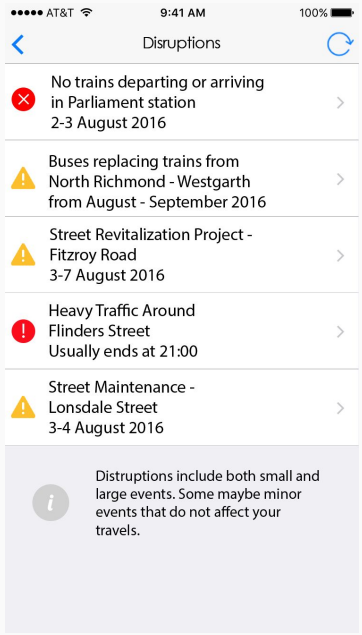
• Alerts- which is the best way to get the information
pop up window / vibration/ badges

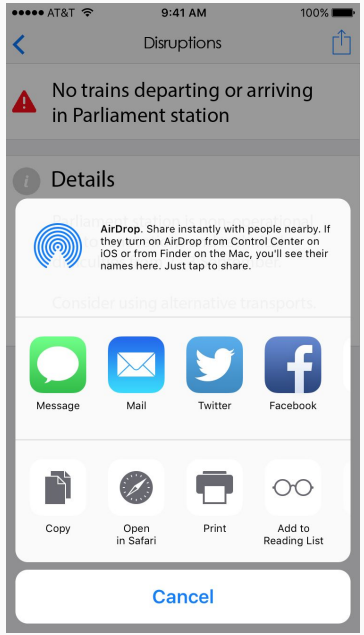
• What happens after the journey?

Second prototype screens



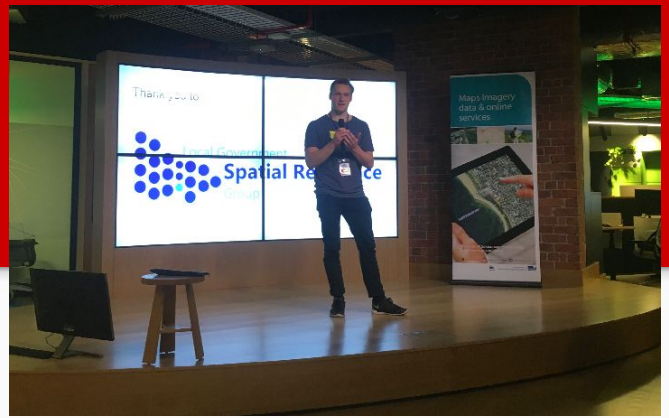
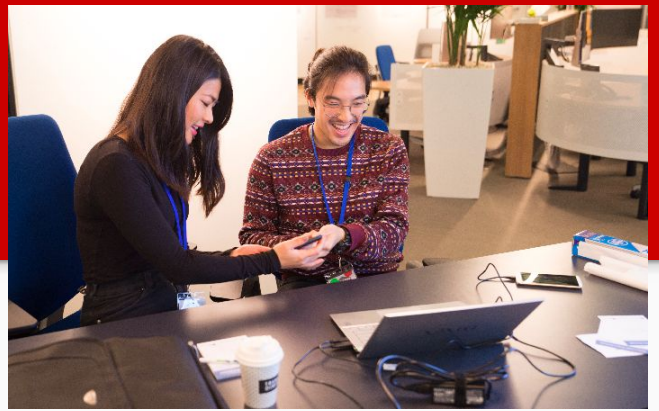
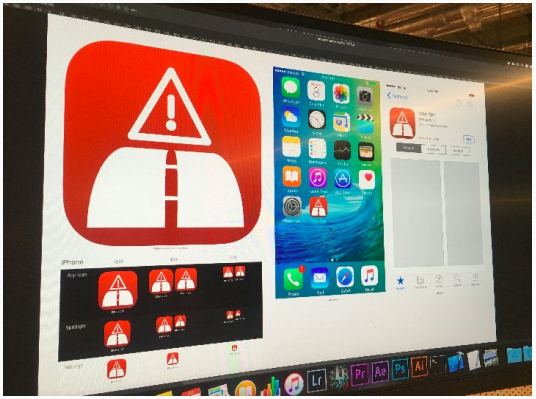
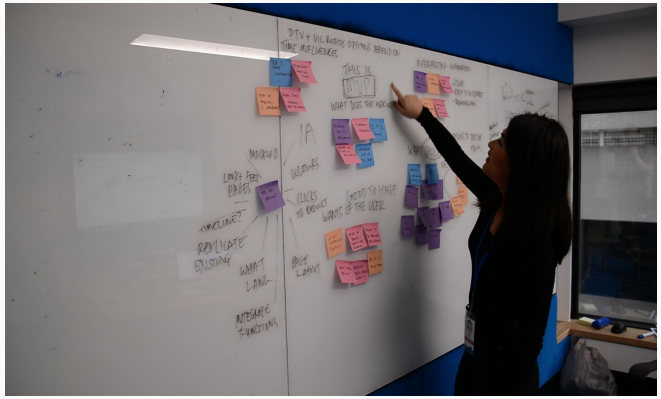






Next steps

- Complete testing of the second prototype
- Incorporate feedback from testing
- Implement the various map layers, allowing users to customise these
- Test with users, iterate and move forward


Maps imagery data & online services