Department of **Transport**
Main Roads Western Australia
Public Transport Authority

GOVERNMENT OF
WESTERN AUSTRALIA

TRANSPORT HACK
Powered by
MINISTRY OF DATA

Challenge statement two
Improving information accuracy

How might we better identify and/or correct inaccuracies of online journey information?

PROBLEM STORY

Travellers rely on accurate information to make informed decisions about their journeys.

The Transport Portfolio has identified issues with third party online travel planning tools (such as google maps) that can cause serious safety issues or provide inaccurate and increased journey times for potential passengers. These issues impact public transport use by either discouraging the trip upfront or leading to poor overall trip quality reducing the likelihood of repeat travel.

For example, until recently the recommended walking route between Elizabeth Quay Train Station and Elizabeth Quay Bus Station was via bus-only access roads. According to several online journey planners, the walking path between Stirling Station Car Park and Stirling Station takes ten minutes, when in reality a much faster walking route is available.

Presently, these issues are typically brought to our attention by members of the public on an ad-hoc basis and the problems dealt with reactively.

Can the available data, third party journey planning tools and Transperth's App be used so that issues like these can be readily identified and remedied to improve travel planning tools for the public?

KEY OUTCOMES

- Development of a method to identify inaccuracies in online journey planning tools

- Identification of routes or network elements which are currently incorrectly coded

LONG TERM IMPACTS

- Improve the reliability and quality of journey planning tools

- Encourage more sustainable journeys

- Provide higher travel amenity, faster and safer travel recommendations