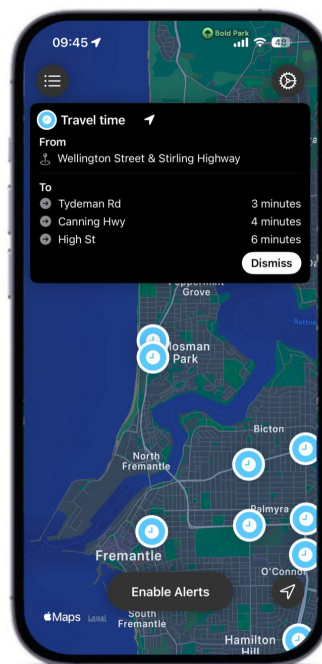


Swan River Crossings – Fremantle Traffic Bridge

Live Traffic WA App - Frequently Asked Questions



Introduction

The new Fremantle Traffic Bridge will create a striking gateway to Walyalup (Fremantle). While most of the new bridge can be constructed with the existing bridge still in operation, there will be a period where the existing bridge must fully close to complete construction. This closure will temporarily limit access and affect commuter times in the area.

To support drivers during this period, Main Roads has developed the *Live Traffic WA* mobile application, which provides real time traffic updates through your phone or car's speakers, helping you plan and adjust your daily

commute with the latest information.

What types of alerts are available?

Three main types of alerts are available:

- Travel Time Alerts
- Congestion Alerts
- General Alerts

Travel Time Alerts

Travel Time Alerts are placed across the road network within *Live Traffic WA*. Similar to physical electronic message signs on the road network, they display up to three destinations and their travel

times. These alerts will trigger when you drive through them in the direction of the listed destinations.

Congestion Alerts

Congestion Alerts notify drivers of unusual congestion on the road network, i.e. conditions that are worse than typical peak period delays.

Main Roads operators manage these alerts directly and classify them where possible according to the initial cause, such as incidents, roadworks, breakdowns, spills, flooding, storms, or other hazards.

General Alerts

General Alerts are customised messages broadcast to *Live Traffic WA* users at specific locations.

They work similar to physical electronic message signs on the road network, providing information such as:

- Upcoming road closures or traffic changes
- Congestion due to events
- Fire or weather warnings
- Advice on alternative routes

How does the app work?

Live Traffic WA uses Main Roads real time data on travel times and congestion levels to generate alerts.

For the best experience:

- Allow location access so the app can provide more relevant alerts.
- Enable background operation to receive alerts even when the app isn't open.
- On Android devices, the Instabug feature (used for reporting bugs) requires permission to manage files in order to submit reports.

Is the app safe to use while driving?

Yes, *Live Traffic WA* is designed to have minimal interactive elements available when in alert mode and driving.

Alerts are automatically presented visually and audibly, so drivers can stay informed without distraction.

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

1. Check that location permissions are enabled.
2. Open the map — clock icons indicate Travel Time Alerts. These will trigger as you drive through them in the correct direction.
3. To test, enter Alert Mode and tap an icon. You should see an alert card and hear it read aloud (ensure your phone volume isn't muted).
4. If using Bluetooth or Android Auto/CarPlay, this same process can confirm alerts are being played through your car system.
5. Note that Congestion Alerts only trigger for unusual congestion. Regular peak-hour traffic will not generate alerts. To reduce excess notifications, you will only receive alerts when travelling toward the congestion source.

Is my data safe?

Yes, Personal data is not collected by *Live Traffic WA* and location data is not shared with Main Roads or third parties during normal operation.

If you lodge a bug report through the 'Send Feedback' option, limited location data may be shared with Main Roads only for de-bugging purposes.

Is the app free?

Yes, *Live Traffic WA* is completely free and advertisement-free.

What locations are supported in the app?

Virtual alert beacons locations have been placed throughout the Perth Metropolitan road network with additional beacons set up around the Fremantle Traffic Bridge to assist drivers during the closure period.

Bluetooth connection to car stereo

Please note:

- If your phone is connected to your car via Bluetooth or Android Auto/Car Play, and the radio is playing, alerts will play through your phone.
- If you're streaming music to the car through Bluetooth or Android Auto/CarPlay, playback may briefly pause while alerts play through the car stereo.

What to do when there is a bug or an issue?

If you experience a problem, please use the "send feedback" option in settings to report the issue.

Further information

For assistance with the app or general enquiries about the Swan River Crossings – Fremantle Traffic Bridge Project, roadworks or travel times, please contact

enquiries@mainroads.wa.gov.au