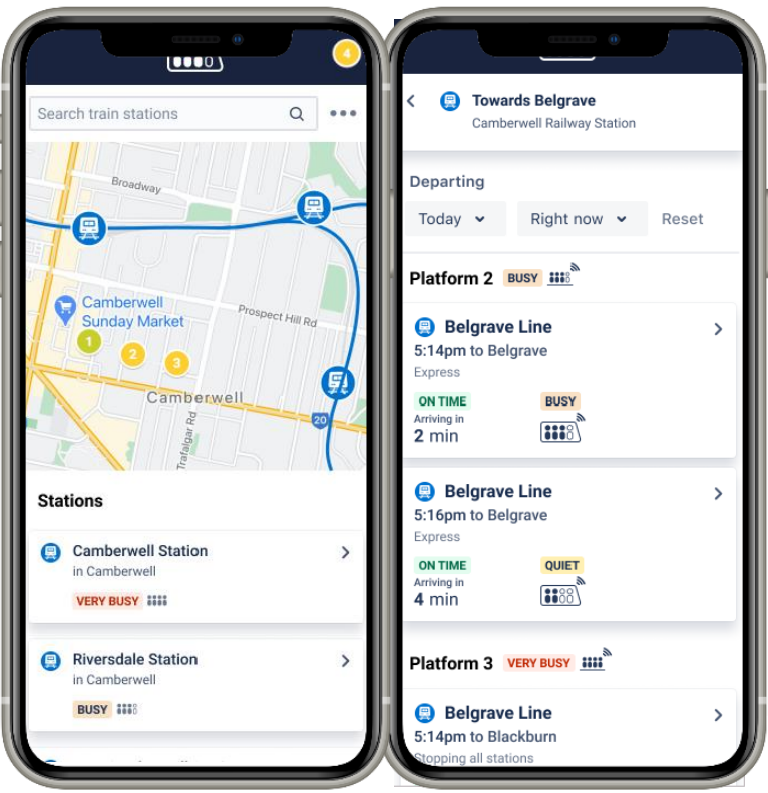# RideSpace

Stakeholder Briefing Pack B

RideSpace – quick facts

- RideSpace is a free tool designed to show real-time passenger capacity levels on trains, on platforms and at stations across the metropolitan Melbourne network.

- RideSpace uses real-time data to show:

  - The volume of people using the station

  - The volume of people on a specific platform

  - The passenger capacity levels on a specific train service

- RideSpace uses predictive data to anticipate future station and platform capacity up to 24 hours in advance.

- RideSpace will soon share its data with Google Maps and other third-party journey planning apps.

- RideSpace launches on Sunday 31st January 2021.

RideSpace benefits

- RideSpace puts real-time train network crowding information in the hands of commuters.

- RideSpace is a free online tool that displays frequently updated passenger volumes on trains, on individual platforms and at stations across the entire metropolitan network.

- Passengers have the power to choose how and when they travel, ensuring they can maintain adequate personal space when they're on the go.

- RideSpace also creates predictive station and platform capacity information up to 24 hours in advance.

Accessing RideSpace

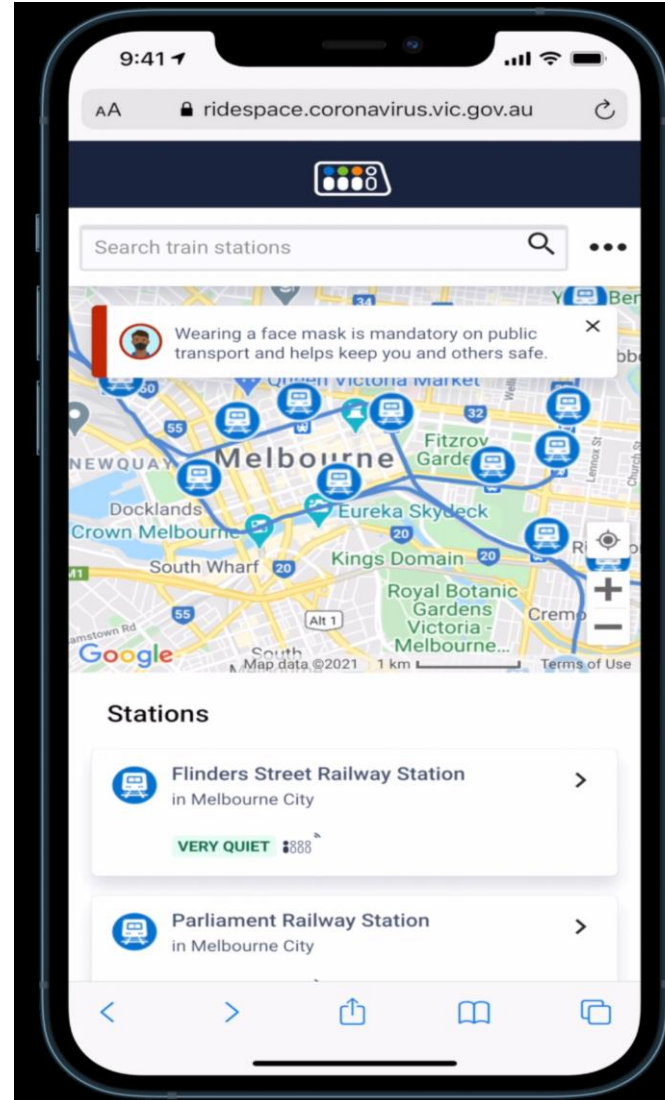Multiple methods to access RideSpace on mobile, tablet and desktop:

- ridespace.coronavirus.vic.gov.au

- PTV app

- PTV COVID-19 website

- PTV social channels

- QR codes on outdoor ads near selected stations

- DPC COVID-19 information page

- Department of Transport website

- Department of Transport social channels

RideSpace overview

When a user accesses RideSpace
they will see this landing page

(Click on image to play video).

Capacity icon guide

RideSpace measures have three different icons, so you can tell what they are referring to at a glance:

Station capacity
is indicated by
four people

Platform capacity is
indicated by four
people with a line
underneath.

Train capacity is
indicated by four
people, in a
carriage outline.

Capacity levels

Real-time capacity levels give passengers options:

VERY QUIET You may have lots of empty seats on your train. At train stations and on platforms, you may be able to stand or sit by yourself.

QUIET You may have some empty seats on your train. At train stations and on platforms, you may need to stand or sit by others.

BUSY You may have difficulty finding an empty seat on your train. At train stations and on platforms, you may be standing next to others.

VERY BUSY You may be standing on your train. At train stations and on platforms, you will be standing next to others.

Real-time data

- Real-time' data is drawn from myki touch-ons, allowing RideSpace to understand how many people are using the network at that point in time.

- The data is frequently updated to show the most up-to-date information.

Capacity predictions

To produce the capacity predictions for stations and platforms in the coming 24 hour period, we overlay the current myki information with historic data from the same period one year ago, combining them to create a more accurate prediction.

Personal information and RideSpace

- The predictive data is automatically de-identified.

- The data is housed within existing databases, owned or licensed by the department.

- Capacity information is the only data provided to third parties such as Google.

- RideSpace is unable to track your trip or your myki.

Feedback

There are two mechanisms for feedback in RideSpace: real-life capacity feedback; and RideSpace functionality:

Tell us how busy your service is >

Learn more & provide feedback

Crowding data accuracy

RideSpace functionality

Thank you

For further information please email DoTCorporate@transport.vic.gov.au