

# Smarter Journeys Together

## Customers

Our customers are people or organisations that value Journey Management services.

## Principles

We work together for shared Journey Management principles.

## Team

We are all part of the Journey Management team.

## Capability

We must grow Journey Management capability as a team.

## Services

We promote and deliver Journey Management services for our customers.

## Delivery

Our every day activities aim to ease the effects of events on our customers.

- Customer focus
- One Network
- 24/7 & 365
- Insight and intelligence led
- Continuously improving
- One Team

- One Network Agencies**  
(RCAs & NZTA including HNO, P&I, A&U, SC&P, OS, P&C)
- Partners**  
(Local government, emergency and essential services, lifelines, civil defence, public transport operators)
- Industry**  
(contractors, consultants, NOCs, STMS, TCs, TMCs, capital projects)

- Incident and weather management
- Planned road works management
- Congestion management
- Travel information
- Efficient and responsive traffic signals
- Network intelligence and customer insight

- Planned events**  
(road works, capital projects, public events)
- Unplanned events**  
(crashes, breakdowns, faults, weather, natural events)
- Recurring events**  
(peak periods, congestion, daily operations)

Monitor      Inform      Manage      Optimise