

Safer roads, faster approvals, smarter operations

AI adoption that delivered measurable impact where it matters most.



Challenge

A national traffic management provider needed to lift both safety and speed across its operations. Producing Traffic Management Plans (TMPs) meant digging through scattered sources — emails, shared drives, PDFs, and historic plans — while manually re-entering the same mitigations for different Road Controlling Authorities (RCAs).

Risk assessments varied between authors, lessons learned weren't reused, and field crews struggled to access up-to-date "how-to" guidance when situations changed on site. Leadership wanted a safer, faster, and more consistent way to:

- Produce risk-aware TMPs that adapt to customer or council preferences
- Put approved safety and procedural guidance directly into the hands of field teams
- Turn audit data into insights and follow-up actions rather than static files



Approach

MomentumIQ partnered with **SmartSpace AI** to guide the business through our structured AI Adoption Framework — spanning discovery workshops, user training, and human-in-the-loop governance to ensure compliance and trust.

Together, we shaped three high-value pilot streams designed to accelerate delivery and demonstrate measurable value on the SmartSpace AI platform:

1. Risk-Aware TMP Assistant

Automatically generates a first-cut risk assessment and draft TMP sections using approved templates, rules, and a standard risk matrix.

Cites relevant clauses from internal SOPs and national guidance, clearly flagging assumptions for SME review.

Learns from reviewer edits to improve future drafts without bypassing mandatory human approval.

2. SOP Query Bot + Micro-Learning

Field teams can ask natural-language questions (e.g., "How do I manage a one-lane closure in a residential street?") and receive cited answers drawn only from current, approved content.

Frequently asked topics trigger short audio explainers for toolbox talks, embedding knowledge into daily routines.

Usage analytics identify training gaps and potential SOP improvements.

3. Audit & Safety Insights Dashboard

Ingests audit data and safety reports to highlight recurring risks, trends, and areas requiring follow-up.

Produces role-specific summaries for coordinators, managers, and leadership, linking findings to branch, crew, and activity.

All components were role-aware, version-controlled, and fully human-in-the-loop for anything external or safety-critical — ensuring compliance remained a constant, not an afterthought.

Result

- **TMP first-drafts in minutes, not days** – coordinators now focus on site-specific nuance instead of repetitive content.
- **Improved safety consistency** – standard hazards and controls are described in the same approved language, every time.
- **Trusted answers in the flow of work** – crews gained faster access to the right guidance, reducing uncertainty on site.
- **Actionable safety intelligence** – managers finally had a single view of performance trends and recurring issues, with named follow-ups.
- **Sustained platform adoption** – by pairing credible use cases with role-based enablement and visible impact, SmartSpace usage grew steadily instead of tapering off post-launch.

Insights

Adoption success wasn't about "more training" — it was about embedding trusted knowledge into daily workflows and maintaining a human checkpoint for anything safety-critical.

This engagement demonstrates how structured adoption, real-world use cases, and measurable outcomes turn AI platforms from pilots into productivity tools — driving renewals, expansion, and genuine customer impact.