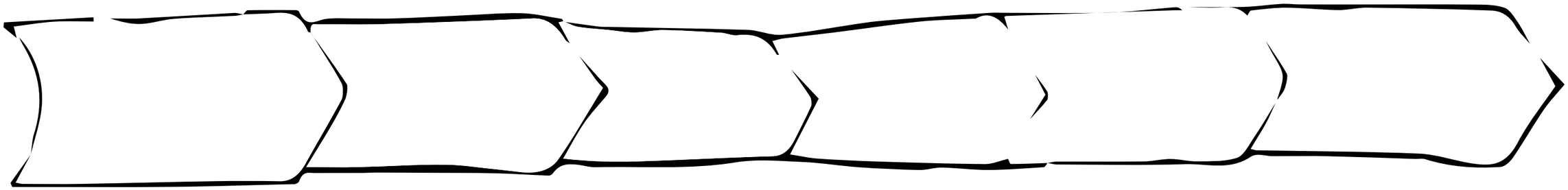
JOURNEY MAP

CENTRE FOR CIVIC INNOVATION

Glasgow CITY COUNCIL

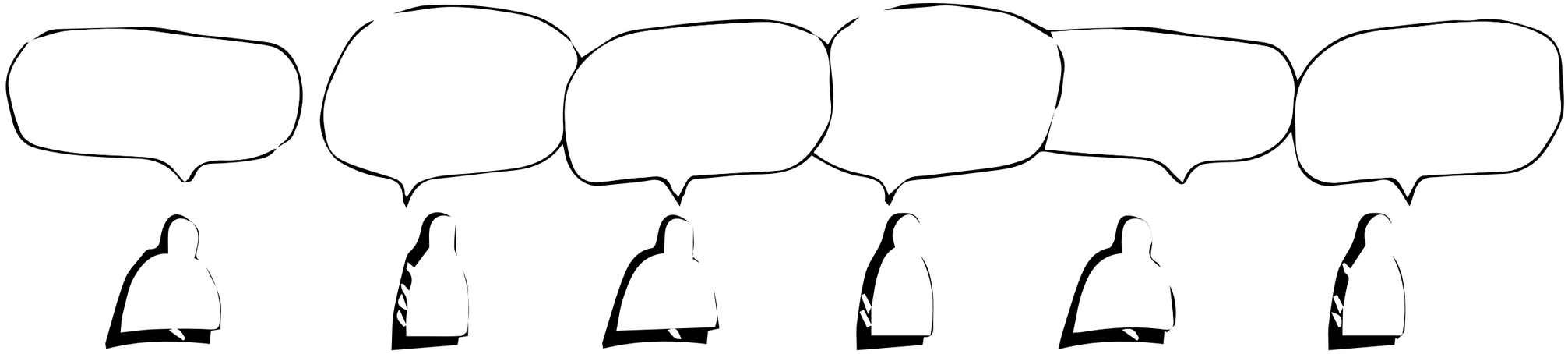
Stage



Steps + + + + + +

Touch points

Thoughts



Actors

Emotions