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Sent: 24 August 2021 15:31
To: Fermer, Paul - Communities
Subject: National Highways and Transport Public Satisfaction Survey

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Dear All,

Oxfordshire County Council's highway service has participated in an annual National Highways and Transport (NHT) public satisfaction survey for a number of years. This survey forms part of the picture to better understand and respond to the needs of our customers. The analysis of the survey results, the ability to trend and benchmark our services against other similar county councils and the opportunity to participate with other authorities has allowed us to monitor our performance on a number of highway and transport issues at a national and a regional level, while also maintaining first class highway services and good customer relations.

The company, Measure2Improve, which oversees the NHT Public Satisfaction survey also undertakes additional surveys with elected members, parish and town councils. It is felt that benchmarking member perception will provide officers with a greater understanding of your needs and priorities for highway maintenance and the highway service in Oxfordshire. Please could you take a few minutes to complete the [online survey](#). If you are not able to access it and need a paper version, please contact the council's Customer Service Centre on 01865 792422. The highways service is keen to hear views as soon as possible but people will have the chance to comment until end of February 2022. Your engagement in this is appreciated.

If you require any technical assistance please email support@measure2improve.com. Once completed your response will be recorded to help support the findings of the survey.

Regards,

Paul Fermer
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