9. <u>NATIONAL HIGHWAYS AND TRANSPORT CUSTOMER</u> <u>SATISFACTION SURVEY 2019</u>

The Panel considered a report (copies of which had been circulated) by the Head of Operational Services providing the National Highways and Transport Network Public Satisfaction Survey results for 2019.

The report recommended that the panel notes the positive outcomes as detailed in the report and the areas of improvement as advised through the public response.

Decision

To note the contents of the report.