

Improving Public Satisfaction

Activity	Description	Future implications and benefits
Understanding leaflets	Suite of 26 leaflets available in wide range of locations, including libraries, KCC and KHS offices and some District Council offices. The Contact Centre is also pro-actively sending them out and the text is available on the KCC website.	More services to be included. Public kept informed about our services.
Website review	KHS information available on website has been reviewed and updated. Regular checks being made to ensure information available is always current.	Up to date information available to the public.
Annual Press Schedule and general press activity	Annual plan of press releases now established and in use. Continuing to issue relevant, informative press releases to the media, to help keep public informed about our services. Looking to develop some 'journalist days' where we can educate the press about how we deliver our service. Will be organising some 'Day in the Life of' days where journalists can experience various areas of our work, ie going out on the salting routes etc.	Public kept informed of our services and work in their area. Educating journalist about our services.
KHSnet	KHS Intranet has been developed and is available to all KHS staff. Site acts as a shared information point for communications, procedures, databases, phonebook and documents.	One central reference point for all staff.
Kent Traffic & Travel	Following consultation with KCC and KHS staff, the Kent Traffic & Travel was launched to the public at the Kent Show in July.	Helping the public to plan their journeys.
KHS Trailer	KHS trailer has been developed, using the existing Road Safety trailer. Self contained trailer includes images of the various services we deliver, full range of 'Understanding' leaflets and live links to the Kent Traffic & Travel website.	Self contained trailer ready for use at various events.

Activity	Description	Future implications and benefits
Kent Show	This year's theme was our 2010 target of reducing congestion. Promoted the Kent Freedom Pass and launched Kent Traffic & Travel website. Used the KHS trailer, a mobile Variable Messaging System, LED traffic lights and MiPOD, a 'Big Brother' style diary room.	Face-to-face contact with the public.
Town Centre Events	Using the KHS trailer, we have successfully run three Town Centre Events. Members, along with staff, have spent time on a Saturday in Canterbury, Maidstone and Sevenoaks. More events will be planned for 2008.	More events planned for 2008, putting a 'face' to the service.
Kent TV	Launched in September, Kent TV offers KHS a unique opportunity to promote our services.	Programmes developed specifically for Kent TV.
Travel Information page in Kent on Sunday	Weekly 'Improving Travelling in Kent' page in Kent on Sunday and Saturday Observer. Designed to inform the public about our service, the page includes three articles about KHS, together with a 'Travel Update'. Plans are afoot to work with other travel providers in Kent, to expand this information to include details relating to train, bus and motorway disruption. All KHS TROs are also advertised in this publication.	Keeping the public informed of our services.
KHS Annual Tracker Survey	The annual residents, County Member and Parish/Town Council satisfaction survey is planned for November.	Monitoring the public's views of KHS.
Informing Members	We continue to produce KHS News for each Highways Advisory Board, which keeps Members informed of the work we have been delivering. We also send an electronic copy to all KCC Members, Parish and Town Councils and KHS staff.	Keeping Members informed of progress within the service.
Contact Centre Call-back Survey	Each month, 100 people who logged a service request are called back to see if they were happy with the service we provided. The results are provided by service, such as streetlights, drainage, to see where people are happy or unhappy.	Monthly satisfaction score to see the service through the eyes of those receiving it.