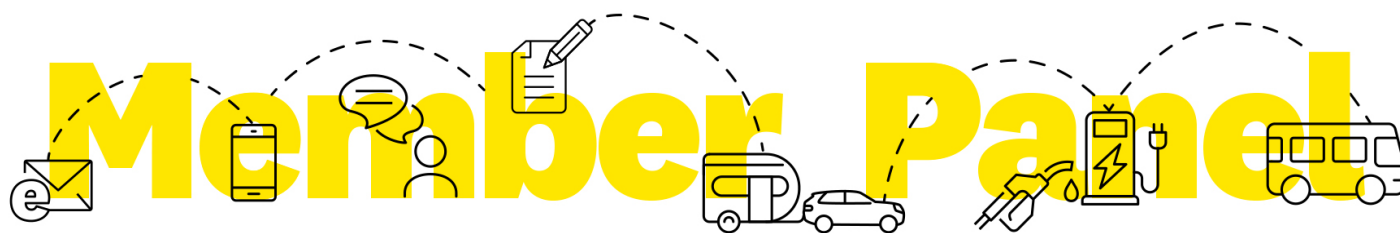


Member Panel report, July 2021: **Member Panel feedback**



In July 2021, we asked our members a range of questions about their experience of being on the RAA Member Panel, as part of ongoing efforts to optimise the Member Panel. Over 1,300 members responded: here's a summary of the findings.

69% of panel members are either extremely (23%) or very (47%) satisfied with their experience on the Member Panel.

This is broadly in line with the 72% satisfaction recorded in the 2020 survey. As in 2020, the top positive reasons are: having an opportunity to provide opinions; surveys being interesting/relevant/enjoyable; and surveys being easy/quick to complete. Panel members also mentioned feeling valued/listened to/part of RAA and having the opportunity to make a difference/influence government. Satisfaction is highest among panel members aged 70+ and lowest among 16-49 year olds.

Just 4% of panel members are either not very satisfied or not at all satisfied with their experience.

This is the same figure recorded in 2020. The top negative reasons relate to having had limited involvement with the Member Panel, being unsure of the impact of the surveys and feeling that surveys are too infrequent.

7% of panel members rate their experience on the Member Panel as better than 12 months ago and 1% rate it worse

78% rate their experience as about the same, while 13% are unsure or are new to the panel.

Panel members are generally happy with the number of emails and surveys they receive, and the number of total and open-ended questions in each survey

Three quarters or more feel each of these is about right, although 1 in 10 panel members feel they receive too few emails and surveys. In addition, 9 in 10 rate the quality of the survey questions, the range of survey topics covered and how enjoyable the surveys are to complete as 'very good' or 'fairly good'.

While a majority of panel members are happy with the amount of information and recognition they receive, a substantial minority would like more

35% would like more information about the impact of the surveys, 22% would like more information on survey findings, 22% would like more information on RAA's broader advocacy work and 16% would like more recognition for their participation. Those aged under 60 are generally more likely to want more of these.

Three quarters or more of panel members are interested in completing surveys on road safety, transport costs and journey times

A majority are also interested in surveys on future vehicles, the environmental impact of transport, future homes, public transport, home insurance and improving SA tourism infrastructure. Members suggested additional topics including road infrastructure and maintenance, driver training and education and a specific focus on regional issues.

We'd like to know your thoughts on key issues regarding motoring, road safety, travel and tourism. If you haven't already signed up for RAA's Member Panel, you can do so [here](#).