

Member Panel report, June 2020: **Member Panel feedback**

Member Panel

We'd like to know your thoughts on key issues regarding motoring, road safety, travel and tourism

Want to have your say? Sign up for the Member Panel. [Join now](#)

In June 2020, 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 1,400 members responded: here's a summary of the findings.

72% of panel members are either extremely (24%) or very (48%) satisfied with their experience on the Member Panel.

The top reasons that panel members are satisfied are: having an opportunity to provide opinions; surveys being interesting/relevant/enjoyable; and surveys being easy/quick to complete. Panel members also mentioned having the opportunity to make a difference/influence government, good survey questions, and feeling valued/listened to/part of RAA.

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

The top reasons that panel members are dissatisfied relate to having had limited involvement with the Member Panel, being unsure of the impact of the surveys, being unhappy with the survey questions, and feeling that surveys are too infrequent.

7 in 10 panel members have looked at survey results on the Member Panel webpage.

2 in 10 have done so for lots of surveys, while half have done so for only one or two surveys. Males (26%) are more likely than females (14%) to have looked at the results for lots of surveys.

Panel members are fairly evenly split between those who would ideally want to receive 3-5 surveys per year and those who would ideally want to receive 6-8 surveys per year (4 in 10 selected each option).

2 in 10 panel members would ideally want to receive 9-12 surveys per year. Older panel members typically would prefer to receive fewer surveys per year than younger panel members.

Interest among the Member Panel is highest for surveys relating to road safety and journey times.

9 in 10 are interested in road safety surveys and 7 in 10 are interested in journey time surveys. A majority are also interested in surveys on new ways of travelling, public transport and transport costs. Just under half are interested in surveys on energy, tourism infrastructure and the environmental impact of transport. 4 in 10 are interested in surveys on transport accessibility and active travel and a third in surveys on encouraging more visitors to SA.

Only a quarter of panel members suggested any improvements to the Member Panel, with many happy with everything as it is.

The top three improvement suggestions were: informing respondents when survey results are available; communicating advocacy actions and successes; and providing more survey opportunities.

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](#).