

# Houston Lawyer Referral Service, Inc.

## Membership Satisfaction Survey, 2001

**Overall Satisfaction** Please circle one appropriate response

1. Overall, how satisfied are you with your membership in HLRS?  
 Very Satisfied      Satisfied      Neither Satisfied Nor Dissatisfied      Dissatisfied      Very Dissatisfied
2. Overall, how satisfied are you with the quality of referrals that you receive?  
 Very Satisfied      Satisfied      Neither Satisfied Nor Dissatisfied      Dissatisfied      Very Dissatisfied
3. Do you believe that the membership dues (\$205 or \$230 base fees) are reasonable?  
 Yes    No    If No, please explain \_\_\_\_\_
4. Do you plan to renew your HLRS membership in July 2001?    Yes    No  
 If No, please explain \_\_\_\_\_

<b>1</b>	<b>Very Effectively</b>
<b>2</b>	<b>Effectively</b>
<b>3</b>	<b>Neither Effectively nor Ineffectively</b>
<b>4</b>	<b>Ineffectively</b>
<b>5</b>	<b>Very Ineffectively</b>

5. Using the scale above, please rate HLRS's effectiveness with respect to:

Item	Scale				
a. Communicating with you.	1	2	3	4	5
b. Responding to your inquiries.	1	2	3	4	5
c. Providing you with quality referrals.	1	2	3	4	5
d. Providing you with an adequate number of referrals.	1	2	3	4	5
e. Matching callers' legal needs with the services you provide.	1	2	3	4	5
f. Informing you, prior to joining, what you may expect from participating with HLRS.	1	2	3	4	5

Please place a check mark to indicate your response-either Yes or No - on the line of your selected answer.

- |  | YES   | NO    |
|--|-------|-------|
| 6. Are you aware that \$80 of your dues is earmarked for paid advertising?       | _____ | _____ |
| 7. Have you heard HLRS's radio advertising?                                      | _____ | _____ |
| 8. If Yes to question 7, does the ad convey an appropriate message?              | _____ | _____ |
| 9. Have you seen HLRS's TV commercial that began in 2001 on Channels 11 & 2?     | _____ | _____ |
| 10. If Yes to question 9, does the ad convey an appropriate message?             | _____ | _____ |
| 11. Do you feel that potential clients are informed about how the Service works? | _____ | _____ |
| 12. Do you feel HLRS positively affects the public's perception of attorneys?    | _____ | _____ |
| 13. Did you know that HLRS offers a Reduced Fee Program?                         | _____ | _____ |
| 14. If Yes to question 13, do you participate on the Reduced Fee Program?        | _____ | _____ |
| 15. Did you know HLRS offers a Lawyer on Call Program?                           | _____ | _____ |
| 16. If Yes, to question 15, do you participate in the Lawyer on Call Program?    | _____ | _____ |
| 17. Would you be interested in participating as a Mentor to new panel members?   | _____ | _____ |
| 18. Has your membership in HLRS increased your client base?                      | _____ | _____ |
| 19. Do you belong to another referral service other than HLRS?                   | _____ | _____ |
| If Yes, list referral program _____  |       |       |

1	Extremely Important
2	Somewhat Important
3	No opinion either way
4	Somewhat Unimportant
5	Not at all Important

20. Using the scale above, please rate the importance of the issues below:

Item	Scale				
	1	2	3	4	5
a. Paid advertising on television.					
b. Paid advertising on radio.					
c. Paid advertising on billboards.					
d. Access to Liability insurance through TLIE's "referral service only" policy.					
e. HLRS's Quarterly Newsletter.					
f. HLRS Holiday Open House.					
g. Random attorney audits to ensure accurate reporting.					
h. Daily notice of referred clients.					
i. Monthly notice of referred clients.					
j. Receipt of Quarterly Case Progress reports on open cases.					
k. Sending panel members client feedback information received on client surveys.					
l. HLRS's Web site presence offering 24 - hour access to attorney referrals.					

21. Would you be interested in attending low cost CLE offered by HLRS? YES \_\_\_ NO \_\_\_  
If Yes, what CLE topics would be of interest to you? \_\_\_\_\_

22. Though still under construction, have you visited the HLRS Web site @ hls.org? YES \_\_\_ NO \_\_\_  
If Yes, provide comments about items you liked or disliked about the site \_\_\_\_\_

23. Would you be interested in an on-line Message Board as part of our web site? YES \_\_\_ NO \_\_\_

24. To what degree do you use? ( Use Scale 1-5, 1 = great extent, 3 = sometimes, 5 = not at all)  
Personal computer \_\_\_ Fax \_\_\_ E-mail \_\_\_ WWW/Internet \_\_\_

25. What are the three most significant problems, challenges or concerns you are confronted with in your practice? \_\_\_\_\_

26. If you had the opportunity to offer advice, suggestions or recommendations to HLRS leadership, what would you say? \_\_\_\_\_

\_\_\_\_\_  
Your Name (optional)

Please return this to HLRS via fax at 713-650-0001, or mail to 1001 Fannin, Suite 1370 Houston, TX 77002 no later than April 30, 2001. Thank you for participating in HLRS!