

**LRIS MEMBERSHIP SURVEY**

NOV 05 2004

It is critical that the LRIS program operate effectively and efficiently. LRIS surveys its referral clients and now is surveying its attorney membership. In both cases, the purpose is to understand and meet the needs of clients and our attorney partners in LRIS. We usually have better than a 25% return rate of our client surveys. We would like a 100% return rate from our membership. **We learn more and benefit more by your candor. From the returned surveys, one will be drawn to receive a year free membership to LRIS.**

Please mark an "X" on the scales to reflect your degree of agreement to the statements below.

Agree      Somewhat Agree      Neutral      Somewhat Disagree      Strongly Disagree

- 1. I am satisfied with service from the LRIS staff...../...../...../...../.....
- 2. The LRIS effectively screens clients ...../...../...../...../.....
- 3. The LRIS screening of clients is beneficial to me...../...../...../...../.....
- 4. LRIS provides an adequate number of referrals. .... /...../...../...../.....
- 5. LRIS provides quality referrals...../...../...../...../.....
- 6. LRIS referral procedures are fair...../...../...../...../.....
- 7. Monthly status reports facilitate accurate reporting...../...../...../...../.....
- 8. If necessary, the SFVBA should financially support the LRIS program. .... /...../...../...../.....
- 9. The LRIS is a worthwhile program of the SFVBA. .... /...../...../...../.....
- 10. The LRIS is a worthwhile program for the public...../...../...../...../.....
- 11. The LRIS positively effects the public's perception of attorneys. .... /...../...../...../.....
- 12. I usually recoup my annual LRIS membership dues through the fees generated by referrals from LRIS. .... /...../...../...../.....
- 13. The SFVBA/LRIS compares favorably with the other referral services to which I belong. .... /...../...../...../.....
- 14. LRIS membership has increased my client base...../...../...../...../.....
- 15. The majority of the time I am glad that I chose the legal profession as a career...../...../...../...../.....
- 16. The LRIS would increase the number of referrals if there were no consultation fees. (no \$30 fee) .... /...../...../...../.....
- 17. The number of "no-shows" would increase if there were no consultation fees. .... /...../...../...../.....

(2002)

Please answer the following questions as appropriate.

18. I normally charge for a consultation.  Yes  No

19. I believe that the purpose of LRIS is: (check all that apply)

- Community Service
- Marketing tool for attorney
- Source of Business
- Networking opportunity with other panel members
- Other (Identify) \_\_\_\_\_

20. What is your hourly fee range? \_\_\_\_\_ Number of years in practice \_\_\_\_\_

21. Do you refer clients to LRIS? Yes  No

Why: (check all that apply)

- Want to send client to best attorney
- Have own referral list
- Want referral from other attorney fee
- Do not know other LRIS attorneys
- Am not confident in quality of LRIS attorneys
- LRIS staff works with me on the referral
- Using LRIS protects me from liability in making referral

22. What venues of advertising would you like LRIS to use? \_\_\_\_\_  
\_\_\_\_\_

23. Would you be willing to answer legal questions via the telephone if you were paid for your participation?  Yes  No  Need more information

24. Would you be willing to serve as a mentor to a newer attorney?  Yes  No  Need more information

25. Are you interested in serving on the LRIS Committee?  Yes  No  Need more information

26. What are the three most significant problems, challenges or concerns you are confronted with in your legal practice?

- (1) \_\_\_\_\_
- (2) \_\_\_\_\_
- (3) \_\_\_\_\_

Please give us your additional comments, thoughts, and suggestions. Since you are a member of LRIS, you can give us the best information and guidance. We thank you for your time and interest. We guarantee that this completed survey will help guide the future of LRIS.

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