What is your perception of the WSBA?

- Positive: 45%
- Neutral: 40%
- Negative: 15%

Do you know the ways you can be involved with the WSBA?

- Yes: 86%
- Unsure: 10%
- No: 4%

What is your main source of information about the WSBA?

- NWLawyer: 34%
- Emails from WSBA: 37%
- WSBA Website: 15%
- Other: 14%

How members grade the WSBA

- Upholding high-quality standards for Washington’s legal profession: FY19 Q1 - A, FY19 Q2 - A, FY19 Q3 - A–, FY19 Q4 - A–
- Providing high-quality CLEs: FY19 Q1 - A, FY19 Q2 - A, FY19 Q3 - B+, FY19 Q4 - A
- Supporting diversity and inclusion in the legal profession: FY19 Q1 - A, FY19 Q2 - A–, FY19 Q3 - A, FY19 Q4 - A–
- Providing high-quality professional programs and services: FY19 Q1 - A–, FY19 Q2 - A–, FY19 Q3 - B+, FY19 Q4 - A–
- Helping members expand access to justice in their communities: FY19 Q1 - A–, FY19 Q2 - B+, FY19 Q3 - A–, FY19 Q4 - B+
- Preparing the legal profession for changes in the future: FY19 Q1 - B+, FY19 Q2 - B+, FY19 Q3 - A–, FY19 Q4 - B

Sample comments and themes:

“Bars are untapped treasures. People that really look into it can get a lot of help.”

“The WSBA has to navigate this period of change with more transparency.”

“The WSBA produces high-quality CLEs and education opportunities.”

Member Survey Participants

<table>
<thead>
<tr>
<th>SIZE OF LAW FIRM</th>
<th>Solo</th>
<th>1900+</th>
<th>6</th>
</tr>
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<tbody>
<tr>
<td>2-5</td>
<td>14</td>
<td>Govt/Public</td>
<td>11</td>
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<tr>
<td>6-10</td>
<td>5</td>
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<td>6</td>
</tr>
<tr>
<td>11-20</td>
<td>2</td>
<td>Retired</td>
<td>1</td>
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<tr>
<td>21-100</td>
<td>5</td>
<td>Other</td>
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<th>MEMBER’S CONGRESSIONAL DISTRICT</th>
<th>District 1</th>
<th>District 2</th>
<th>District 3</th>
<th>District 4</th>
<th>District 5</th>
<th>District 6</th>
<th>District 7S</th>
<th>District 7N</th>
<th>District 8</th>
<th>District 9</th>
<th>District 10</th>
<th>Out-of-state</th>
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<tbody>
<tr>
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<td>8</td>
<td>2</td>
<td>4</td>
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Explanation of member survey

This phone survey will be conducted each quarter by randomly selecting members from the full membership and conducting 10-minute phone calls with them.

The goal for each quarter is to speak to 105 different members. 105 members constitutes a statistically significant sample. Our response rate for Q2 was 10%.
Select Highlights from Q4

Every quarter, WSBA aims to host an outreach event in each of Washington’s ten Congressional districts.

Events

- WSBA Ambassadorship
- Diversity & Inclusion
- Professional Programs
- Access To Justice/Public Service
- Ethics/Professional Education

CLEs provided by WSBA Q4 FY19

- TOTAL CLEs: 40

WSBA Call Center Volume Q4 FY19*

- TOTAL ESTIMATED CALLS: 7,329
- TOTAL EMAILS: 1,443

*Other groups and teams at WSBA have significant numbers of direct contacts with members that are not reflected in the call center volume.