2010 Law Society Commissioned Public Opinion Poll on Lawyers and Effectiveness of Law Society

	(8-10)	(4-7)	(1-3)	Don't know
How would you rate lawyers in regard to...Expertise?	50%	43%	3%	4%
How would you rate lawyers in regard to...Being respectful of clients?	44%	46%	7%	3%
How would you rate lawyers in regard to...Trustworthiness?	38%	47%	11%	4%
How would you rate lawyers in regard to...Acting in the best interests of clients?	36%	52%	9%	3%
How would you rate lawyers in regard to...Service to clients?	34%	54%	8%	4%
How would you rate lawyers in regard to...Efficiency?	29%	56%	11%	4%
And how would you rate your overall impression of lawyers?	28%	59%	12%	1%
How would you rate lawyers in regard to...Giving good value for money?	16%	56%	24%	4%
How would you rate lawyers in regard to...Commitment to public service?	15%	65%	13%	7%

	Very familiar	Somewhat familiar	Not very familiar	Not at all familiar
How familiar are you with lawyers and the work they do? Would you say you are very familiar with the work they do, somewhat familiar, not very familiar or not at all familiar with the work lawyers do?	18%	54%	19%	8%

	Yes	No	Don't Know
Over the past year, have you obtained legal advice or other legal services from a lawyer?	31%	69%	N/A
Over the past two years, have there been any situations where legal advice or services could have been useful to you but you did not seek the assistance of a lawyer?	23%	77%	N/A
Again, over the past two years, did you decide to use a non-laywer instead of a lawyer to provide you with legal advice or services?	20%	79%	1%

	Exceeded expectations	Met expectations	Did not meet expectations	Dont know
And would you say that the services you received met your expectations, exceeded your expectations, or did not meet your expectations?	13%	69%	17%	2%

	Yes	No	Don't Know
Before this survey, have you heard of the Law Society of British Columbia?	71%	28%	1%

	Very Confident	Somwhat Confident	Not very confident	Not at all confident	Don't know
How confident are you in the Law Society's ability to...permit lawyers to practice law?	31%	52%	6%	3%	8%
How confident are you in the Law Society's ability to...set the standards for how lawyers practice law?	27%	48%	13%	5%	7%
How confident are you in the Law Society's ability to...ensure that lawyers operate with ethical standards?	19%	53%	15%	5%	8%
How confident are you in the Law Society's ability to…ensure that the public is served by a highly competent legal profession?	18%	56%	15%	5%	6%
How confident are you in the Law Society's ability to...discipline lawyers who are in violation of standards and practices?	16%	47%	21%	8%	8%
How confident are you in the Law Society's ability to...handle complaints about lawyers in a fair manner?	14%	52%	19%	6%	8%