

# HSBA Legal Industry Survey Questions

November 2020

1. Please select the response that best describes the size of your company (law firm, government office, organization, etc).
  - Solo Practice
  - 2-5 Attorney law firm
  - 6-9 Attorney law firm
  - 10+ Attorney law firm
  - Government, Legal Service Provider, Other
2. Please select the response that best describes how many support staff you currently employ.
  - 0-1 Support staff
  - 2-5 Support staff
  - 6-14 Support staff
  - 15+ Support staff
3. Did your company have a pre-pandemic emergency or management plan that was implemented in response to COVID-19?
  - Yes
  - No
  - Other
4. Has your company suffered a decrease in revenues since the start of the pandemic?
  - Yes
  - No
5. If you answered "yes" to the question above, please indicate how much the company's revenue decreased per month since the pandemic?
  - Less than 10%
  - 10% - 20%
  - 21% - 30%
  - 31% - 40%
  - 41% - 50%
  - 51% - 60%
  - 61% - 70%
  - 71% - 80%
  - 81%+

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6. If the company's revenue has decreased, please specify the estimated dollar amount (e.g. \$10,000) that the company's *monthly* revenue has decreased since the start of the pandemic.
7. What types of financial relief, if any, has the company and/or the directors/partners/members sought during the pandemic?
  - Small Business Administration (SBA) Paycheck Protection Program
  - Other SBA loan(s)
  - Commercial loans
  - Personal loans
  - Business credit cards
  - Personal credit cards
  - Other
8. If the company was denied financial relief, please explain the circumstances.
9. How many employees has the company been forced to lay-off since the start of the pandemic?
  - None
  - 1-2
  - 3-4
  - 5-6
  - 7-8
  - 9-10
  - Over 10
10. How many of those employees were attorneys?
11. How many of those employees were support staff?
12. How many employees has the company been forced to furlough since the start of the pandemic?
  - None
  - 1-2
  - 3-4
  - 5-6
  - 7-8
  - 9-10
  - Over 10

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13. How many of those employees were attorneys?
14. How many of those employees were support staff?
15. If the company was forced to lay-off or furlough employees, please indicate the status of the employees.
  - Full-time employees
  - Part-time employees
  - On-call employees
  - Other
16. What other ways has the company reduced its expenses?
  - Reduced employees' hours
  - Reduced employees' pay
  - Reduced or eliminated employee benefits
  - Reduced or eliminated services provided to the company
  - Deferred rent or other regularly occurring payments
  - Temporarily closed the office
  - Reduced office space
  - The company has not reduced its expenses
  - Other
17. Since the start of the pandemic, has the company done any of the following?
  - Implemented a partial work from home policy for attorneys
  - Implemented a complete work from home policy for attorneys
  - Implemented a partial work from home policy for support staff
  - Implemented a complete work from home policy for support staff
  - Created rotating shifts for in-office work
  - Modified employees pay and/or benefits, including paid time off
  - Limited or eliminated visitors (including clients) to the office
  - Implemented a policy regarding visitors (including clients) to the office
  - Increased information technology resources allocated to support work from home
  - Reduced attendance at in-person meetings over a certain size
  - Implemented a deep cleaning program in your office
  - Implemented an office cleaning protocol
  - Articulated a plan for diagnosed COVID-19 cases
  - Closed one or more regional offices
  - Conducted meetings by teleconference or videoconference

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- Cancelled work-related domestic travel
  - Cancelled work-related international travel
  - Changed the company's travel approval process
  - Restricted work-related travel
  - Required disclosure of personal travel
  - Other
18. If you allow attorneys to work remotely, please indicate whether there has been a change in their billing since they started working remotely.
- Billing has increased
  - Billing has decreased
  - Billing has remained the same
  - N/A
19. Please explain.
20. If you allow or have allowed attorneys to work remotely, will the company continue to allow them to work remotely following the pandemic?
- Yes
  - No
  - Maybe
  - N/A
21. If you allow or have allowed support staff to work remotely, will the company continue to allow them to work remotely following the pandemic?
- Yes
  - No
  - Maybe
  - N/A
22. What is the most critical challenge the company is facing right now?
- Managing financial stability
  - Court closures
  - Getting new clients, customers
  - Meeting with clients, customers
  - Collecting payments
  - Obtaining signatures on documents from clients, customers
  - Other (explain at next question)

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23. If your answer to the previous question was "Other," please explain here.
24. Which of the following technology tools have you implemented or improved since the start of the pandemic?
- Videoconferencing
  - New/upgraded computers/laptops/tablets
  - eFax
  - Data backups and/or storage
  - Online payment options
  - Internet security
  - Other
25. If your company has utilized videoconferencing, what platform(s) has the company used?
- Zoom
  - Skype
  - WebEx
  - GoToMeeting
  - Microsoft Teams
  - Other
26. Has your company increased its marketing efforts during the pandemic?
- Yes
  - No
27. If your answer to the previous question was "yes," please explain.
28. Has your company focused more on business development and networking to increase business or create more opportunities since the start of the pandemic?
- Yes
  - No
29. If your answer to the previous question was "yes," please explain.
30. How long do you anticipate it will take your company to return to its pre-pandemic financial condition?
- Less than one year
  - One to two years

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- Three to four years
- Five years and beyond
- I don't believe the company will ever return to its pre-pandemic financial condition
- The overall operation of the company has not been significantly impacted
- Other

31. As a result of the pandemic, do you believe technology will be even more valuable to the company?

- Yes
- No
- Not sure

32. Has COVID-19 changed the way the company will operate in the future?

- Yes
- No
- Not sure

33. If you answered "yes" to the previous question, please explain.

34. Will your company be recruiting newly licensed law graduates/provisional licensees within the 12 months?

- Yes
- No
- Not sure

35. Do you have any additional comments?