



LSS 2013 Tariff Lawyer Satisfaction Survey

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Background & Objectives

Background & Objectives

- The Legal Services Society (LSS) relies on the services of private lawyers to provide almost all of the legal representation required by its clients. In 2012 over 1,000 private lawyers across BC provided almost 100% of representative services to legal aid clients. Hence, LSS needs to ensure lawyers are satisfied with their relationship with the organization. Specifically, LSS needs to confirm that it is supporting lawyers with the level of services and resources they require in order to effectively engage and help LSS clients.
- As part of the effort to maintain a sustainable supply of legal aid lawyers and to ensure they are providing quality service to LSS clients, LSS has conducted a triennial lawyer satisfaction survey since 2004.
- To better understand the findings from each year's survey, it is helpful to have some background on the Society's environment during each of these years:
 - In 2004, LSS was restructuring after deep budget cuts in 2002 and had started its tariff review process.
 - The 2007 survey followed a period of tariff renewal in which LSS eliminated holdbacks and introduced new tariff items, tiered rates, and a 5% lift to the tariff.
 - In 2010, LSS was managing demand during an economic downturn by closing offices, eliminating some tariff items, reducing payments to lawyers, and suspending or reducing some criminal and family coverage.
 - Changes that occurred prior to this year's survey (2013), include:
 - (1) Following the 2010 Lawyer Survey, LSS simplified its Family, CFCSA and Criminal tariffs to make billing easier and more efficient. This is the first lawyer survey since those changes took effect.
 - (2) In early 2012, LSS was responding to a duty counsel lawyer service withdrawal in some regions of the province. The intent of the withdrawal was to raise awareness about continued funding challenges to legal aid in BC.

Background & Objectives (continued)

(3) LSS switched to mandatory e-billing and direct deposit (which meant a change for approximately 10% of lawyers).

(4) While it only affects a small proportion of lawyers, tariff lawyers who work on larger cases are now required to track and bill their time in a more detailed manner.

(5) As part of the BC government's justice reform initiative, LSS prepared a public report for the Minister of the Attorney General, in early 2012, called "Making Justice Work", to provide advice on reforms to legal aid and the larger justice system.

(6) And finally, LSS launched e-billing for disbursements since the 2010 study was conducted.

- The study provides LSS with quantifiable performance measurements in areas that are set out in the LSS Service Plan, and also provides recommendations to improve LSS service for lawyers in the future.
- LSS commissioned Ipsos Reid, a professional market research firm, to conduct the 2013 Lawyer Satisfaction Survey. This report contains the detailed findings from the study and, where applicable, includes trends from 2010, 2007 and 2004.

Methodology

- A total of 373 online surveys were completed by LSS tariff lawyers who had taken a referral or billed for LSS work in the past year. Using lists provided by LSS, a total of 1,110 tariff lawyers were emailed an invitation to the online survey, which was designed by Ipsos and hosted at <http://synosurvey.com/s/lss-lawyer-2013/>
- To maximize response rates, several steps were taken:
 - LSS promoted the survey in an email sent by the Executive Director prior to survey launch.
 - Reminder emails were sent out to lawyers.
 - A prize draw was offered to participating lawyers.
 - Telephone reminder/follow-ups calls were made to 777 non-responding lawyers, prior to the survey's closure (call statistics and comments can be found in the Appendix of this report).
- Key study dates are as follows:

• February 4, 2013	Initial email invitation sent/survey open for participation
• February 14, 27 & March 8	Reminder emails sent
• March 18 to 28	Telephone reminder/follow-up calls
• March 28	Survey closed

- Study response rates are as follows:

Outcomes	Study Wave			
	2004	2007	2010	2013
Total surveys received	404	379	292	373
Total invitations sent	1,026	965	1019	1,110
Response rate	39%	39%	29%	34%

- When a survey sample is a large fraction of a finite population, we can adjust the margins of error by a Finite Population Correction Factor (FPCF). For this study, the adjusted margins of error at the 95% level of confidence for the total 2013 sample size of 373 is +/- 4%.
- When comparing the results between 2013 and past waves (2010, 2007 or 2004) a difference of +/- 6 percentage points is required for statistical significance at the 95% level of confidence. This is based on 50/50 response to any given question. As consensus to a question increases, the required difference for significance narrows.
- Survey data from another study, Legal Aid Ontario 2012 Client and Stakeholder Feedback Survey has been included on relevant exhibits in italicized font in this report (caution: these results have been included for reference purposes only and should not be considered directly comparable to the LSS study).
- A key driver analysis (Dominance Analysis*) was performed to identify the areas that LSS should prioritize in order to improve lawyers' overall satisfaction. Throughout this report, top and secondary priority drivers have been identified in exhibits with the following symbols: ■ = top priority □ = secondary priority

*Note: Dominance Analysis uses all subsets regression to determine the relative impact of independent variables on a given dependent variable.

Executive Summary

Overall Performance

- **Tariff lawyers continue to express moderate satisfaction with the support they receive from LSS.** Unchanged from 2010, 14% are strongly satisfied with LSS support while another 46% are simply satisfied (for a total of 60%). Lawyers who are not satisfied tend to be “on the fence” (30% partly agree/partly disagree that they are satisfied with the level of support) rather than being clearly dissatisfied (11%). When it comes to LSS valuing their services, tariff lawyers still give mixed reviews, and positive perceptions have softened slightly since 2010. Currently, 43% think their services are valued, 32% are unsure and 25% feel their services are not valued.
- **Having tariff rates that value the work performed or simply increasing the tariff fee are the main suggestions given by lawyers to improve LSS’ support and/or to show it values tariff lawyers’ work.**
- Key driver analysis identifies that among all service areas provided to tariff lawyers (e.g. referrals, authorizations, account management, Helpdesks, etc.), **the best way to improve overall LSS performance perceptions is to demonstrate that it**

values lawyers’ services. Hence, this needs to be a priority for the organization.

- When it comes to future intentions to take on legal aid referrals, 31% of tariff lawyers predict they will take on more, 42% the same number and 23% fewer than last year. Since 2010, the proportion planning to take on the same or more cases has dropped from 80% to 73%. Again, low tariff fees is the primary reason given for this by those lawyers who plan to take fewer legal aid cases.

LSS Priorities

- **Consistent with three years ago, tariff lawyers continue to support LSS’ integrated approach to providing legal aid services** (67% agree with it), but also continue to give mixed feedback to the two areas that support this approach (specifically supporting lawyers so they can get their clients to be more actively involved in the resolution of their own legal issues, and supporting lawyers so they can help their clients to address their related legal issues, such as debt, housing, etc.).

LSS Priorities (continued)

- The good news is that since 2010, satisfaction with LSS' support to help lawyers to assist their clients to address their related legal issues has improved (22% satisfaction in 2010 to 33% presently).
- When asked what LSS can do to improve its support in both of these regards, increasing the tariff fee, providing more resources and support services (e.g. more resources in remote/rural areas, and more support for clients who are illiterate), and providing more information about what is available are the main suggestions.
- The five initiatives that LSS has undertaken in an effort to advance their two goals (i.e. support lawyers so they can help their clients to be more actively involved in the resolution of their legal issue and address their related legal issues) earn neutral to positive evaluations at best. **A notable proportion of lawyers feel the initiatives do not apply to them (40% to 51%) and among those that rated them, anywhere from 27% to 45% give neutral ratings.** That said, Bursaries for CLE courses and the CFCSA Collateral Issues Tariff item receive the most positive assessments.

Overall Support of Tariff Lawyers

- LSS staff and local agents continue to earn high praise from tariff lawyers for being knowledgeable (79% agree they are) and especially for being courteous (89%). Evaluations are slightly lower (although still positive) for responding to phone inquiries in a timely manner (62%, which is unchanged from 2010).
- Consistent with 2010, the majority of instances where LSS staff or local agents do not respond in a timely manner or lack knowledge tend to be in the area of authorizations. Lack of courteousness tends to occur most when tariff lawyers are dealing with authorizations or referrals. In the area of referrals specifically, complaints related to staff courtesy seems to be on the rise - 55%* currently vs. 21%-35%* in the past three waves. (*results are based on a small base size).
- Also consistent with 2010 are the expectations that tariff lawyers have of an acceptable wait time for answers to urgent and non-urgent telephone inquiries. For non-urgent telephone inquiries, one to two days is acceptable for most lawyers, while for urgent inquiries, lawyers want to hear back within the same day.

Referrals

- **The referral process remains a moderately positive service area for LSS, with three-quarters of tariff lawyers giving positive assessments.** The time it takes to receive a referral document once a client has been approved for legal aid is a notable strength of the process.
- **Two aspects of the referral process where tariff lawyers have noted a dip in performance since 2010 are: referral documents containing all the necessary information and the ease of getting the retainer amended when changes are required.** Both of these aspects have experienced a dip in strong positive ratings from 2010 to 2013. Further, ease of getting the retainer amended remains the lowest rated aspect of the process (only 50% rate it positively). Given that the ease of amending the retainer is the key driver of overall satisfaction with the referral process, LSS will want to better understand and address lawyers' concerns with this part of the process.

Authorizations

- **Among the large majority of tariff lawyers (89%) who report submitting a request for authorizations for fees or disbursements, evaluations of the process remain somewhat mixed** (which was the case in 2010 as well). Specifically, about one-half of lawyers (53%) are satisfied with authorizations, while 29% are neutral and another 18% are not satisfied. Aspects of the authorization process that key driver analysis reveals to have the most leverage to improve overall perceptions of this service area are explaining authorization decisions clearly, followed by handling urgent authorization decisions in a timely manner.

Accounts

- **The accounts payment process remains one of the strongest areas of service for LSS.** Unchanged from 2010, the majority of tariff lawyers give positive evaluations of the support they get from LSS with the payment process, the time it takes to get paid and the explanations given for its payment decisions.

Accounts (continued)

- Key driver analysis reveals that providing logical explanations for payment decisions has the most impact on overall perceptions of the accounts payment process.

LSS Tariff

- Consistent with 2010, the large majority of tariff lawyers (81%) feel the tariff is at least somewhat easy to understand. Lawyers who have been working with legal aid clients for at least three years are more likely than their more newer counterparts to assess the tariff as very easy to understand.
- Since 2010, tariff lawyers have noted a slight improvement in how straightforward it is to deal with tariff items and billing rules. Again, those who have been dealing with legal aid clients for a longer period of time are more apt to consider the process to be straightforward.
- In short, **the majority of tariff lawyers (72%) consider the tariff to be at least somewhat easy to understand and consider the process for billing and to deal with tariff items to be at least somewhat straightforward.**

- **When it comes to the new simplified tariff, the number of cases tariff lawyers are taking on and their impressions of compensation under it are both mixed.** Few (only 6%) are taking on more cases under the simplified tariff and only 9% think it is better than it was prior to the changes.
- The prevailing estimate among tariff lawyers is that under the simplified tariff, they are taking the same number of cases as they were before (40%), while another 32% are simply unsure. Further, opinions of compensation under the new tariff are predominately uncertain (36% have no opinion) or negative (32% saying compensation is worse now).

Publications and Online Resources

- **The most widely used resource on the LSS main website is still LSS Tariffs**, with 88% of tariff lawyers referring to/using it. Use of the forms and questionnaires and the practice resources on the main website has increased in usage over the past three years (to 65% and 50%, respectively). Information about LSS policies and programs continues to be used by 46% of lawyers, which is unchanged since 2007.

Publications and Online Resources (continued)

- **Usage of the Family Law In BC website stands at 40%**, but reaches 79% among tariff lawyers who mainly handle CFCSA cases and 70% among those who mainly handle family law cases.
- When it comes to the LSS website, the Family Law in BC website and LSS print publications, only 29% to 36% of tariff lawyers have used any one these resources to help their legal aid clients better understand the law so they (the clients) can participate more in resolving their own legal issues. **This absence of widespread usage is mainly related to awareness – tariff lawyers most commonly say the websites/publications are simply not top-of-mind.** Additionally, tariff lawyers tend to refer their clients to other support services and some have concerns about their clients' abilities to navigate the websites.
- **Other LSS services tariff lawyers are referring their clients to tend to be family or criminal duty counsel or the LSS Call Centre.** Meanwhile, 80% of tariff lawyers report that they have referred LSS clients to non-LSS services, most commonly mental health or addiction services, or family counseling.

Helpdesk

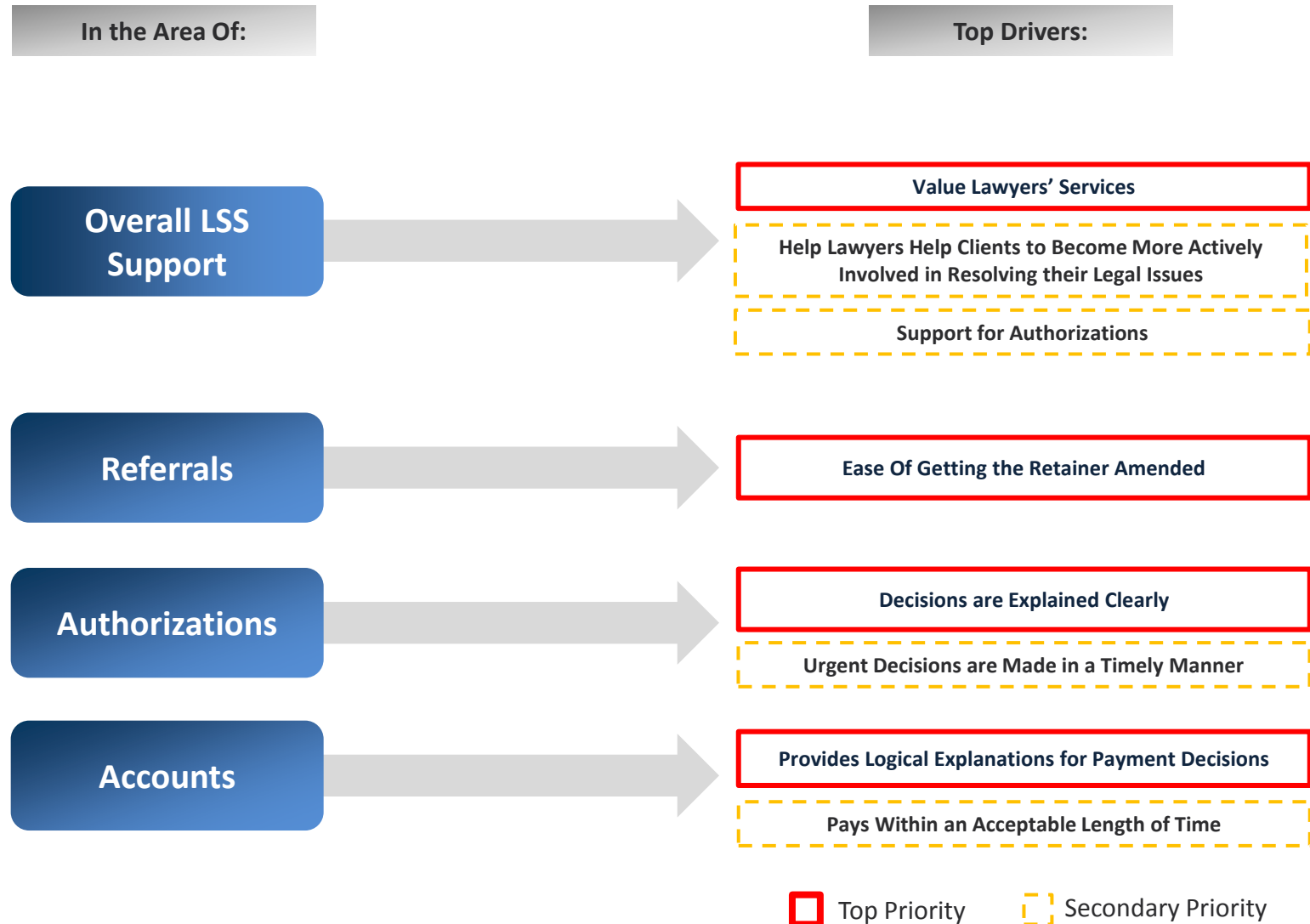
- **Since 2010, use of the Helpdesk by tariff lawyers has increased (from 74% to 80%) while the method of contact appears to be evolving more towards email.** Specifically, in the past three years use of the LSS telephone Helpdesk has gone from 60% to 50%, while use of the email Helpdesk has more than doubled from 14% to 30%. The perceived effectiveness of the Helpdesks remains fairly positive, with 66% agreeing that it is effective at providing assistance or putting lawyers in touch with someone who can assist them.
- Those that have used the telephone Helpdesk remain just as likely to speak to someone right away (42%) as they are to have to leave a message (49%). Consistent with 2010, the average wait time for a return call is a day and a half. However, the average wait time for lawyers who were put on hold has increased from 5 minutes to 10 minutes. For those who used the email Helpdesk, most felt the reply they received was timely.

Implications/Recommendations

- 1. Focus on ways to show tariff lawyers that LSS values their services** – as the key driver of overall LSS performance perceptions, this needs to be a priority for the organization. While only 25% of lawyers feel their services are not valued, a notable proportion (32%) are not sure, so they would benefit from greater communication in this regard.
- 2. Increase promotion/communication in general** – examples where more promotion is needed includes: publications and website usage (one of the key reasons lawyers give for not using these are because they are not top-of-mind) and areas that support LSS' integrated approach (one of the suggestions lawyers give is to provide more information about programs and services). Examples where more communication would be beneficial are: ease of amending retainers, explaining authorization decisions clearly and providing logical explanations for payment decisions. All three of these service aspects post relatively lower scores and all three are key drivers for their respective areas of service.
- 3. Address the tariff** – both in terms of its application and the fee. Lawyers' feelings about the tariff fee being too low affect almost all perceptions of LSS performance. With regard to it being easy to understand the tariff and the process for billing, etc., being straightforward, while neither is negative, both have room for improvement.

Summary of Key Driver Analysis

What Should LSS Prioritize to Maximize Overall Satisfaction?



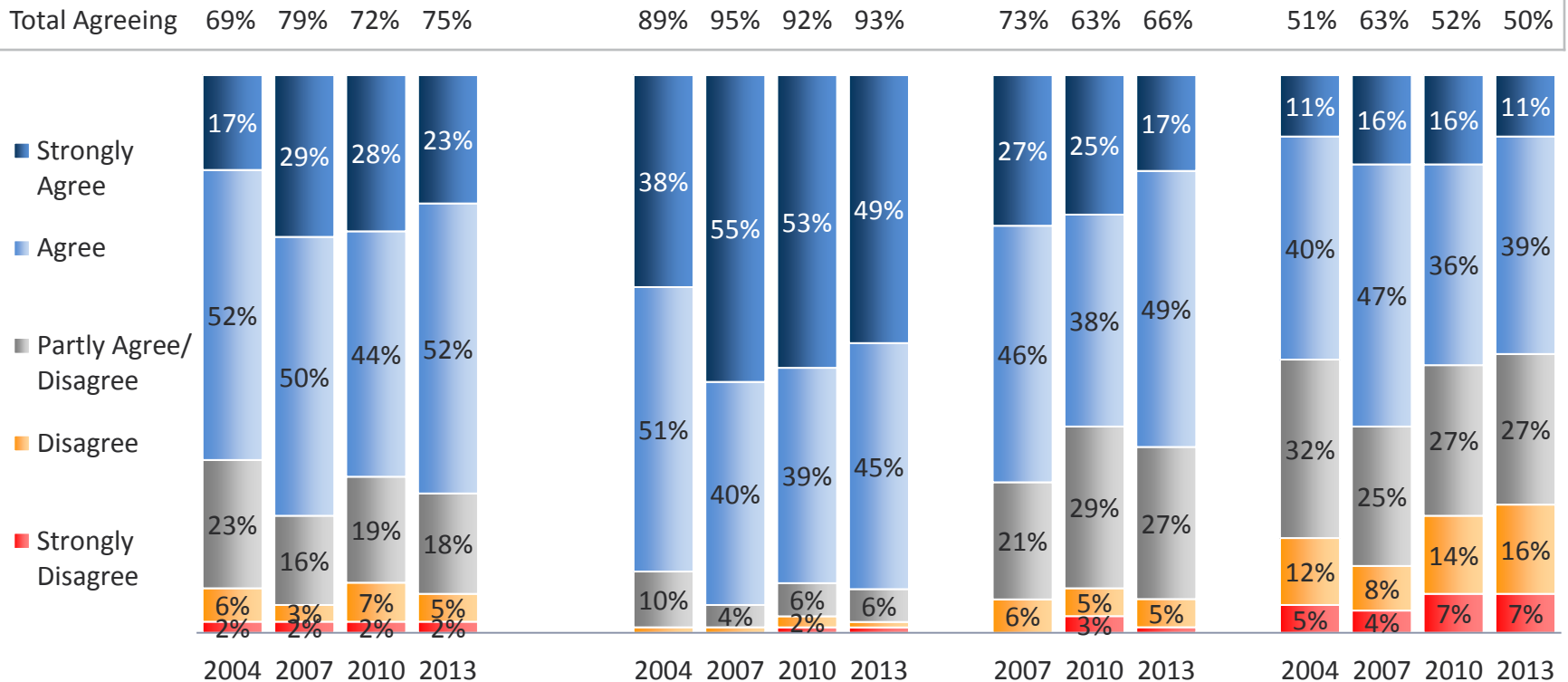
Summary of Results

4. Overall, I am satisfied with the support I receive from LSS with the referral process.

1. Once LSS has approved a client for legal aid, I receive the referral document in an acceptable length of time.

2. When I receive the referral document, it contains all the information I need to proceed.

3. It is easy to get the retainer amended by LSS when changes are required.*¹*²



 Top Priority

2004 n=404, 2007 n=379, 2010 n=292, 2013 n=373

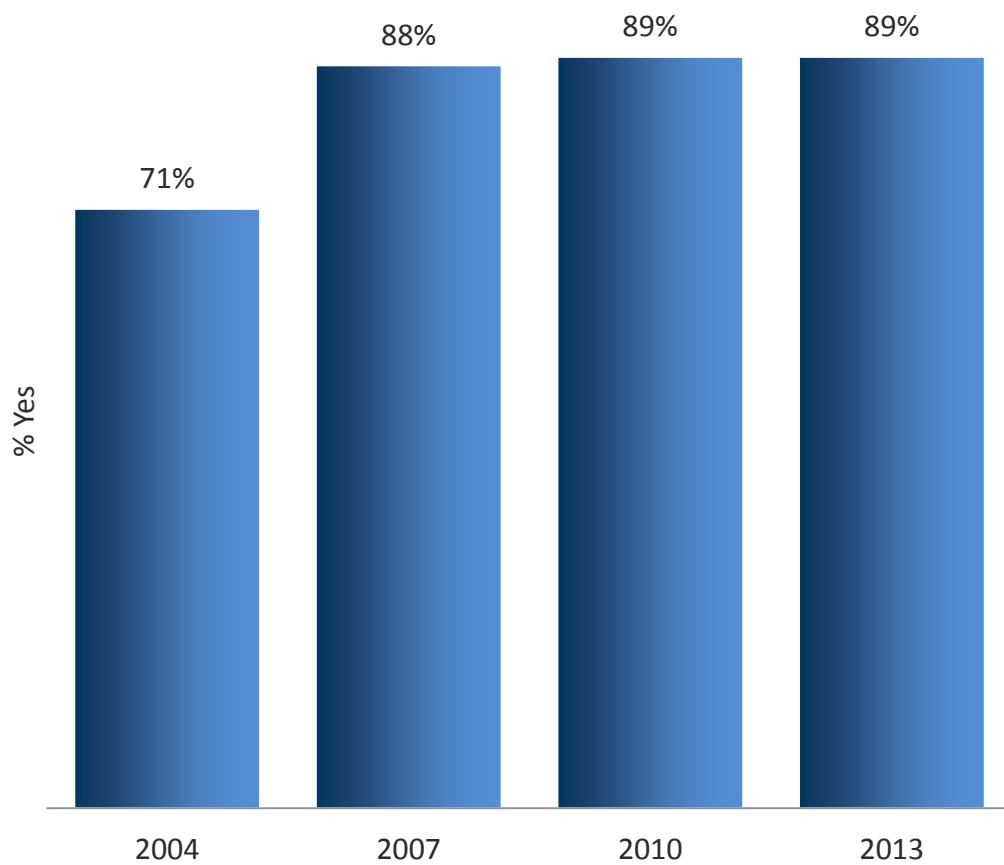
*¹ 2004/2007 wording: It is easy to get the retainer revised by LSS when changes are required.

*² Percentaged among those who had enough experience to give a rating in each year.

- While the majority of tariff lawyers continue to give positive assessments of the referral process, the ease of amending the retainer when changes are required remains the weakest aspect of the process (only 50% rate it positively). Further, strong positive ratings of this attribute are lower than they were three years ago (16% strongly agreeing in 2010, down to 11% in 2013). Given this is a key driver of the overall referral process, it should be a key focus for improvement for the LSS.
- Another aspect of the referral process that has experienced a slide in ratings is referral documents containing all necessary information. Two-thirds give positive assessments, with 17% giving strong positive assessments. While overall positive ratings are in line with 2010, the percentage saying they strongly agree has dropped from 25% in 2010 to 17% currently.
- Receiving referral documents in an acceptable length of time remains a strength of the referral process, with 93% giving positive evaluations.

Authorizations (Case Management)

5. Have you ever submitted a request for authorizations for fees or disbursements?*



- The large majority of tariff lawyers (89%) continue to report that they have submitted a request for authorizations for fees or disbursements.
- Among newer tariff lawyers (those who have been representing legal aid clients for less than three years), the proportion submitting such a request drops to 69%.

2004 n=404, 2007 n=379, 2010 n=292, 2013 n=373

* 2004 wording: Have you ever submitted a request for authorization or for extra/collapse fees?; 2007 & 2010 wording: Have you submitted a request for authorization for fees or disbursements?

Authorizations (Case Management) (Cont'd)

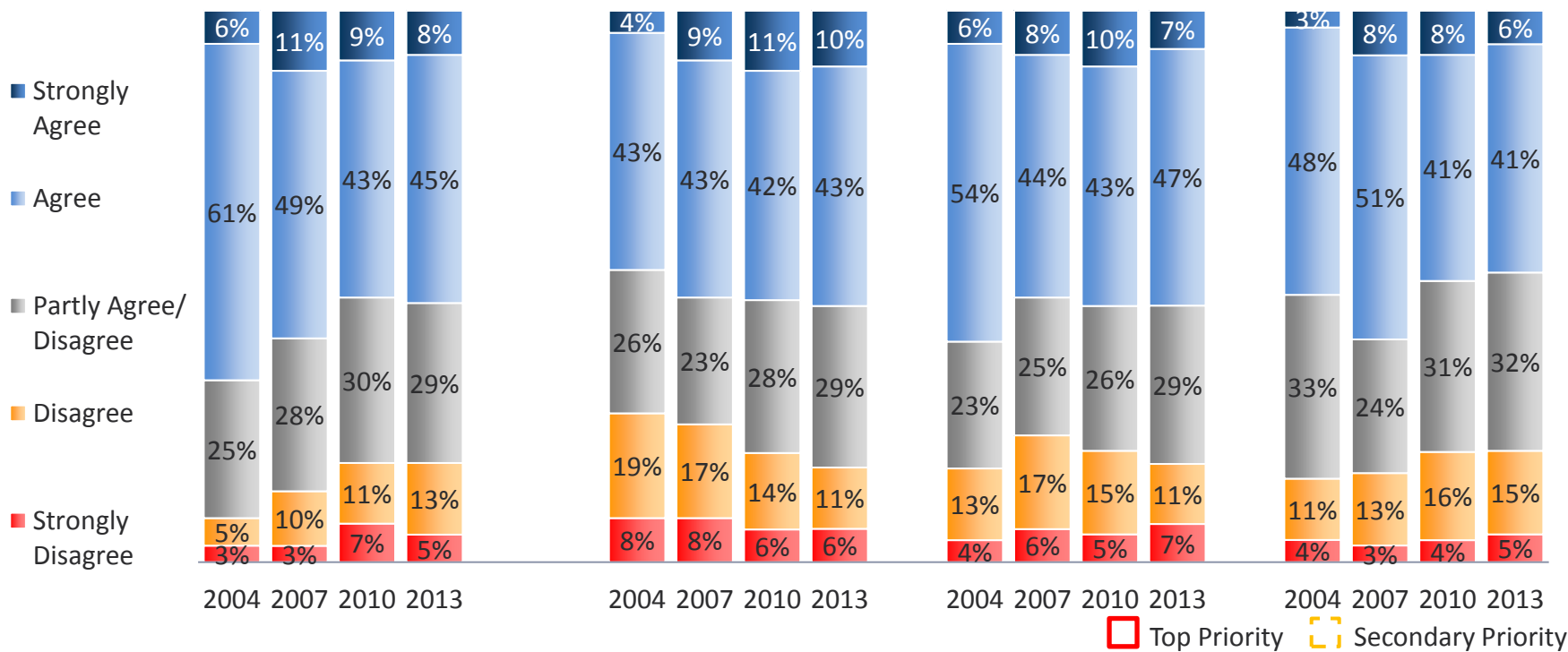
9. Overall, I am satisfied with the support I receive from LSS with the authorization process.

6. LSS provides **urgent** authorization decisions in a timely manner.*¹

7. LSS provides **non-urgent** authorization decisions in a timely manner.*²

8. LSS explains its authorization decisions clearly.

Total Agreeing 67% 60% 52% 53% 47% 52% 53% 53% 60% 52% 53% 53% 51% 59% 49% 47%



2004 n=281, 2007 n=281, 2010 n=246-259, 2013 n=277-332 (Percentaged among those who had enough experience to give a rating in each year)

*¹ 2004/2007 wording: LSS provides urgent authorization decisions within its guideline of one (2004: working/2007: business) day.

*² 2004 /2007 wording: LSS provides non-urgent authorization decisions within (2004: an acceptable length of time/2007: its guideline of five business days).

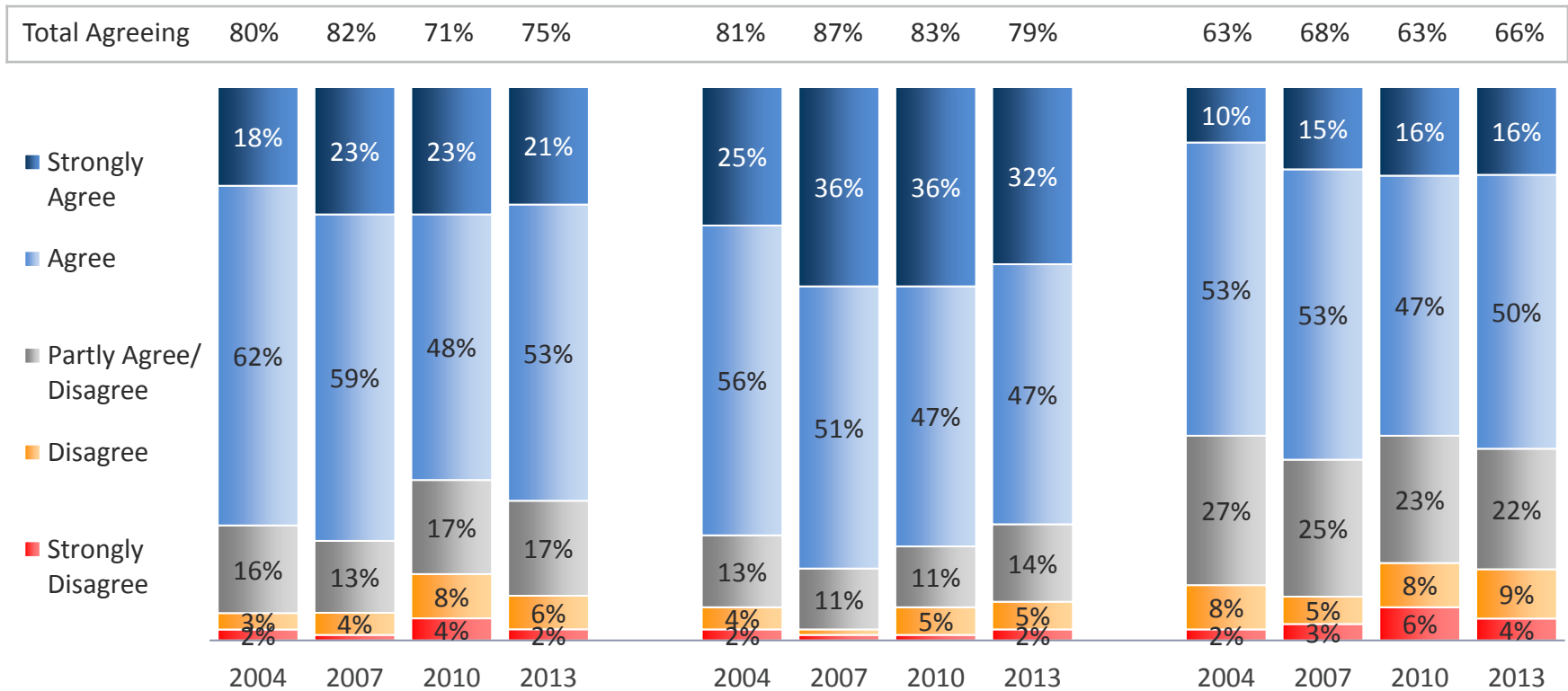
Authorizations (Case Management) (Cont'd)

- The LSS authorization process continues to be a somewhat divisive aspect of service for the organization. Unchanged from 2010, satisfaction with the overall authorization process and with the various elements of the process is rated positively by broadly one-half of tariff lawyers. Another three-in-ten give neutral assessments and broadly two-in-ten give negative ratings.
- Explaining authorization decisions clearly is identified as a key driver of overall satisfaction with the authorization process, meaning this element of the process has the most leverage to improve overall perceptions. That said, it currently has the lowest score of the three authorization aspects, indicating that it clearly needs to be a priority for LSS going forward.
- The timely handling of urgent requests is a secondary driver of overall authorization service perceptions, and also has room for improvement (only 53% rate this area of service positively).
- Tariff lawyers planning on taking more LSS cases in 2013/2014 are more apt than their counterparts who predict they will take on the same number or fewer cases to give strong positive ratings to the handling of urgent requests and the overall authorization process.
- *In the Legal Aid Ontario 2012 Client and Stakeholder Feedback Survey (slide 4), broadly 45% of lawyers were satisfied with LAO's certificate authorizations and amendments and approximately 38% were satisfied with disbursement authorizations.*

12. Overall, I am satisfied with the support I receive from LSS with the payment process.

10. LSS pays my accounts within an acceptable length of time.

11. LSS provides logical explanations for its payment decisions.



 Top Priority Secondary Priority

- The account payment process is a relative area of strength for LSS, with current evaluations from tariff lawyers in line with 2010. Overall 75% of tariff lawyers are satisfied with the support they receive from LSS with the payment process. In particular, 79% are satisfied with the payment timing and 66% agree that LSS provides logical explanations for its payment decisions. Tariff lawyers who do not give positive assessments to these service aspects are twice as likely to give a neutral rating than a negative one.
- Given that providing logical explanations for its payment decisions continues to be a key driver of overall satisfaction with the account payment process, LSS will want to focus on this particular area of accounts service.
- When it comes to the timeliness of LSS paying accounts, long-term tariff lawyers (i.e. those that have over 20 years experience with legal aid clients) are more likely to give strong positive ratings, possibly reflecting a greater degree of proficiency working with LSS or an improvement over historical practices.
- Lawyers who plan to take on more legal aid cases in the coming year tend to give higher ratings for the overall payment process and for LSS providing logical explanations for its payment decisions, compared to their counterparts who predict they will handle fewer or the same number of cases.

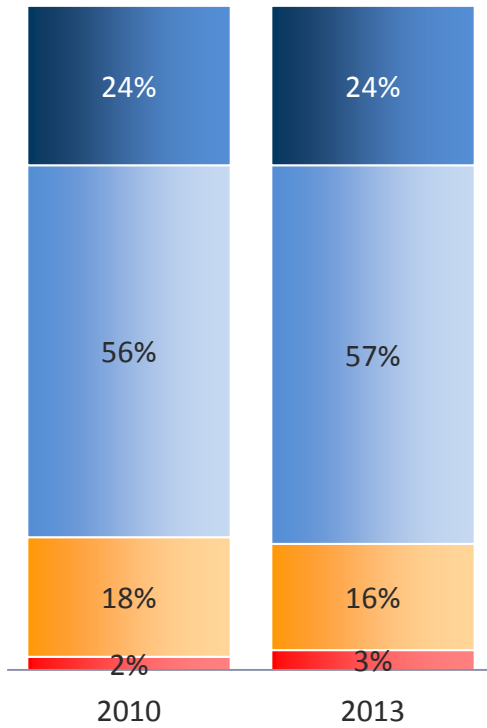
13. Do you find the LSS tariff:

Total Saying
Easy to Understand

80%

81%

- Very Easy to Understand
- Somewhat Easy to Understand
- Somewhat Difficult to Understand
- Very Difficult to Understand



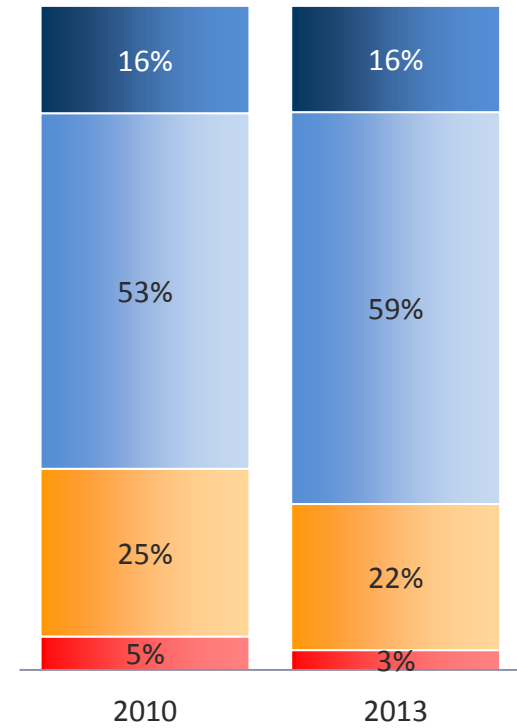
14. When it comes to billing and dealing with the tariff items and the billing rules, would you say this process is:

Total Saying
Straightforward

69%

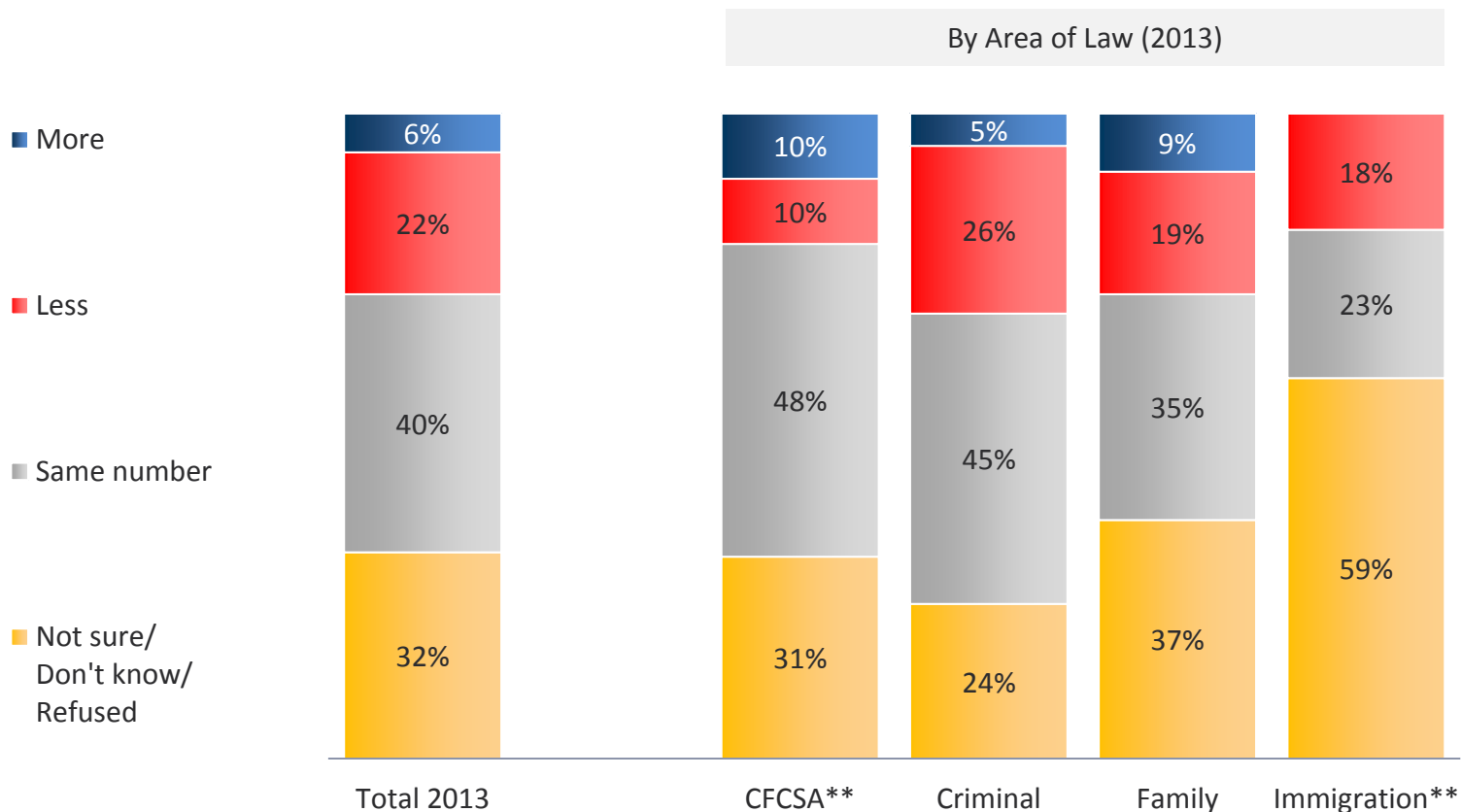
75%

- Very Straightforward
- Somewhat Straightforward
- Somewhat Difficult
- Very Difficult



- Tariff lawyers generally consider the tariff easy (81%) rather than difficult (19%) to understand, which was also the case three years ago. Interpretation of the tariff is to some extent related to familiarity - tariff lawyers who have been working with legal aid clients and LSS for at least three years are considerably more likely to say the tariff is very easy to understand than those who are newer to this role.
- Tariff lawyers have noted a slight improvement in the past three years with regard to how straightforward the process is dealing with billing, billing rules and tariff items. Currently, 75% feel the process is at least somewhat straightforward compared with 69% in 2010. Specifically, significantly more lawyers than in 2010 now say the process of dealing with billing and the aforementioned rules/items is somewhat straightforward rather than difficult. Again, the perception that the process is very straightforward is stronger among tariff lawyers who have been dealing with legal aid clients for a longer period of time (20+ years).
- For the most part, lawyers who find the tariff easy to understand also find the billing process and rules straightforward – which is the majority of lawyers (72%).

15. Under the simplified tariff, are you taking more, less or the same number of referrals as you did prior to the 2010 changes?*

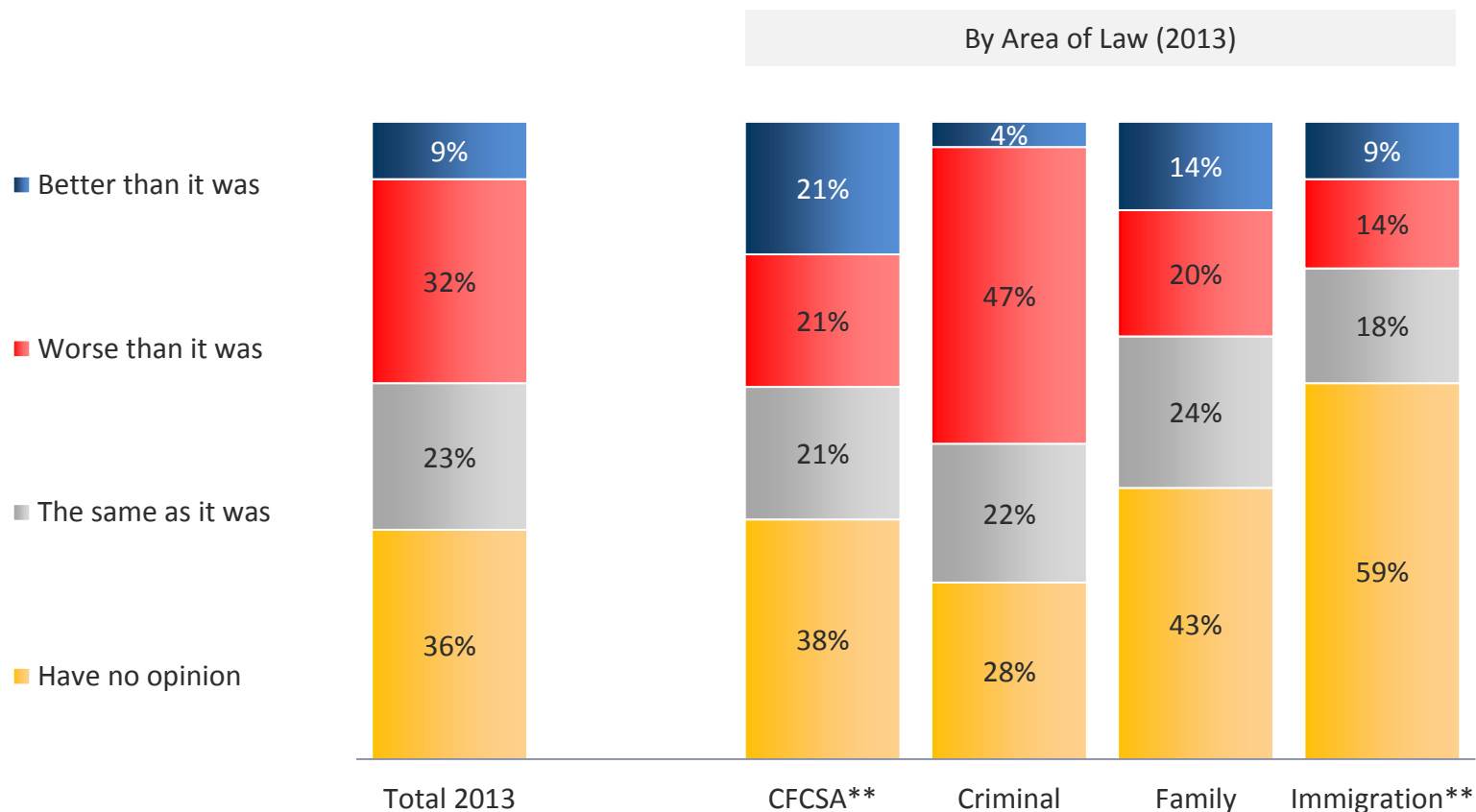


Total n=372, CFCSA n=29, Criminal n=174, Family n=147, Immigration n=22

*New question for 2013

**Caution: small base size

16. And in your opinion, do you think your compensation under the simplified tariff is:*



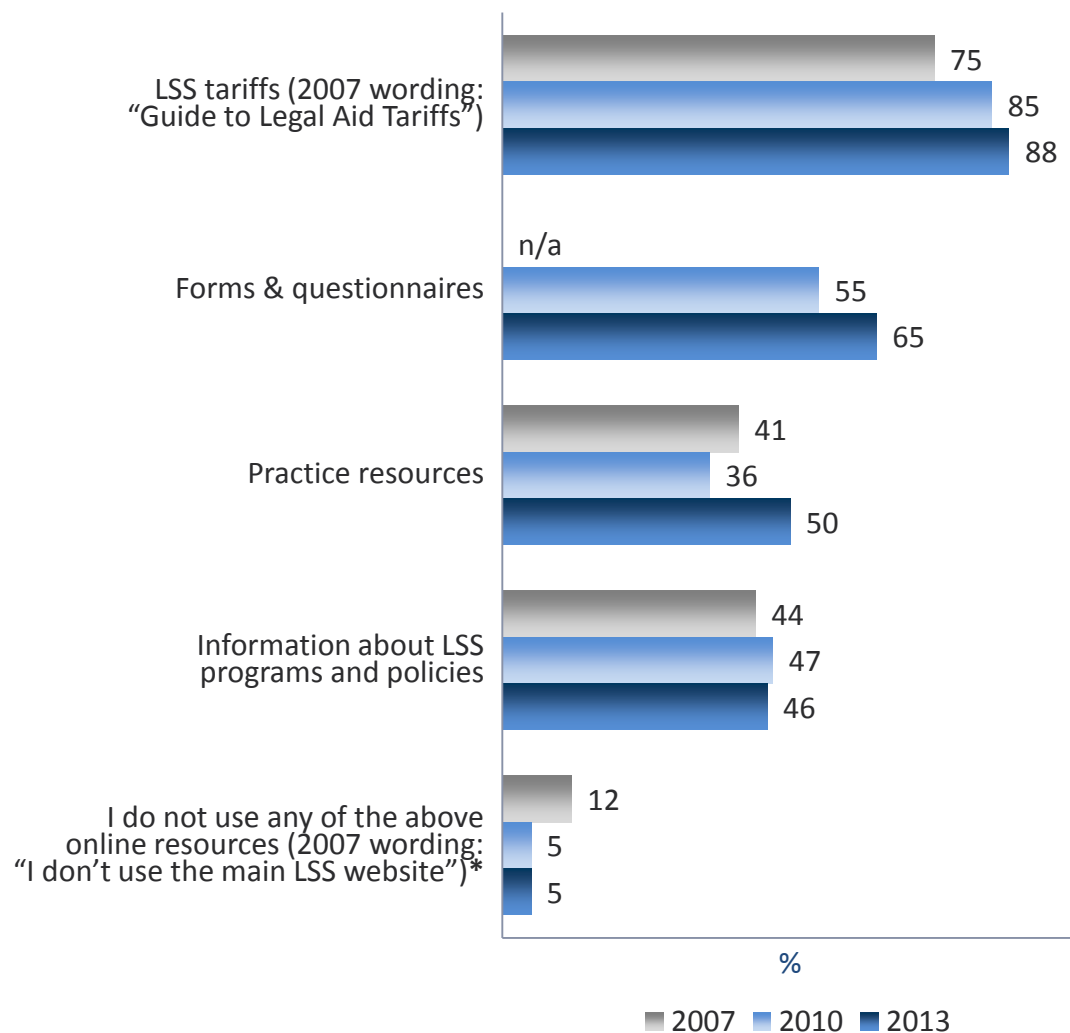
Total n=373, CFCSA n=29, Criminal n=174, Family n=148, Immigration n=22

*New question for 2013

**Caution: small base size

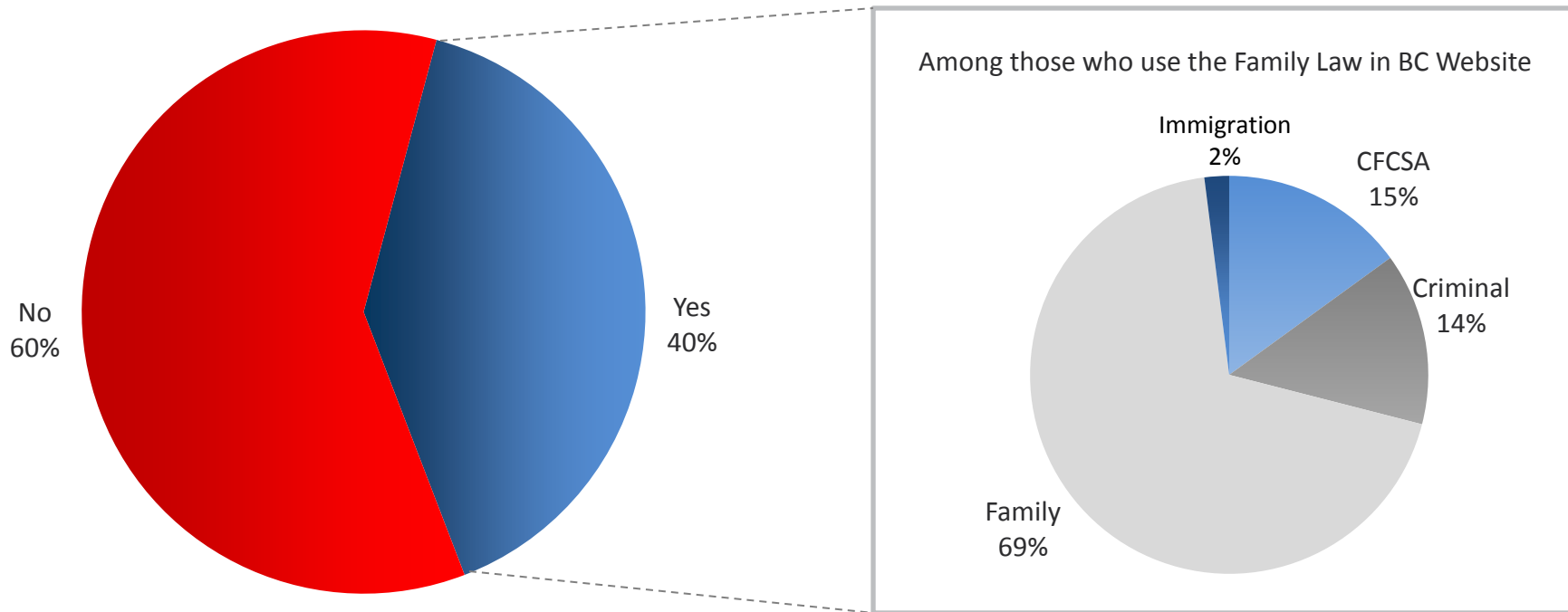
- Under the simplified tariff (which was changed in 2010), tariff lawyers give mixed estimates of how many referrals they will take compared to prior to 2010. Most commonly, lawyers say they are taking the same number of referrals (40%) or admit that they are unsure (32%). Among the remainder, lawyers are almost four times more likely to say they are taking fewer referrals (22%) rather than more (6%). Longer-term tariff lawyers (over 10 years working with legal aid clients) are the most likely to say they are taking the same number of cases.
- Reviews of the compensation under the simplified tariff are also mixed; however, lawyers most commonly say they are unsure if it is better or worse (36%) or say it is worse (32%).
- Most lawyers who have been working with LSS for less than 3 years are unsure about the current compensation under the simplified tariff (78%), as they have nothing to compare it to, while long-term tariff lawyers (with over 20 years of experience) and criminal lawyers are the most apt to say that it is worse (45% and 47%, respectively). Among the remainder, 23% think compensation is unchanged and 9% feel it is better under the simplified tariff.
- With the small group who think compensation is better under the new tariff, only 20% of these lawyers are actually taking more referrals.

17. On the LSS main website, which of the online resources for lawyers have you used?



- The large majority of tariff lawyers continue to use the LSS main website and most have used the LSS tariffs resource.
- In the past three years, the use of forms and questionnaires and practice resources posted on the site has increased among lawyers reaching 65% and 50%, respectively.
- Just under half of all tariff lawyers continue to use the site to access information about LSS programs and policies, with newer tariff lawyers being particularly likely to have accessed this information.

17b. And have you used the Family Law in BC website?*

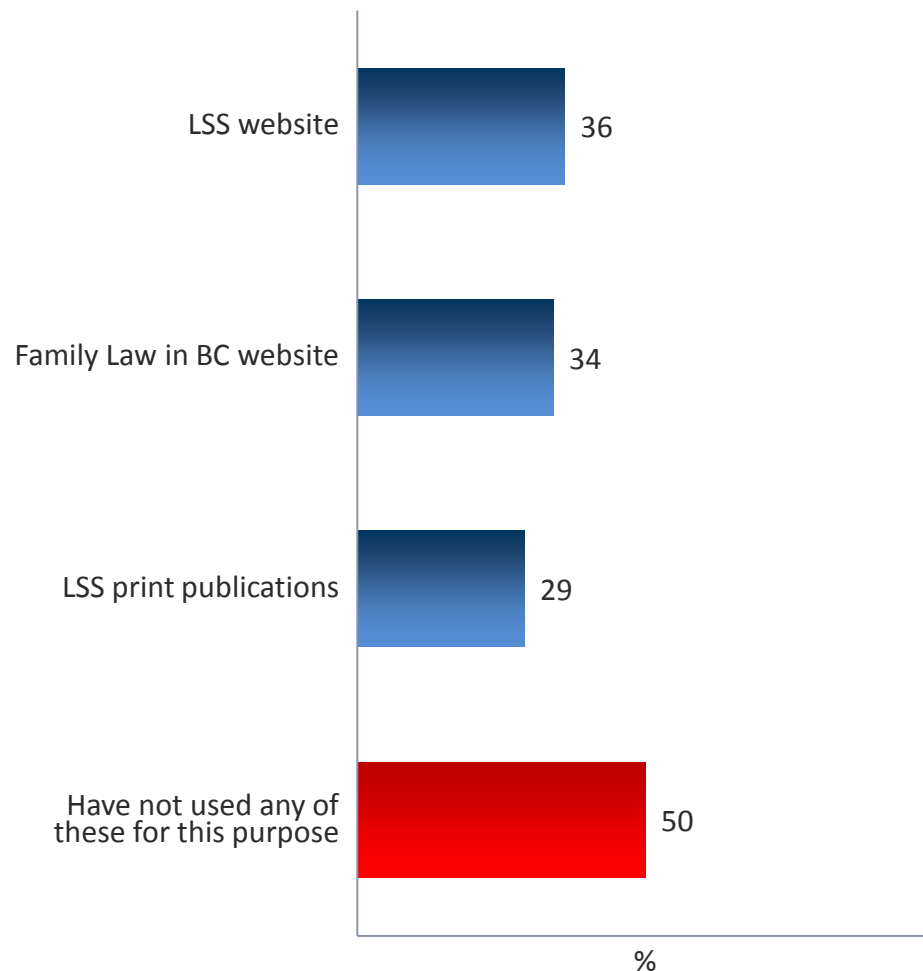


- Usage of the Family Law in BC website stands at 40% overall among tariff lawyers. Lawyers who handle the family law cases are the primary group of users, comprising 69% of the user group. This is followed distantly by CFCSA lawyers (15%) and criminal lawyers¹ (14%).
- Lawyers who practice on Vancouver Island or in North/Northeast have the highest usage compared to those who work in other regions.

¹ Usage among the criminal lawyers specifically is 12%. This is in contrast to usage among CFCSA lawyers and family lawyers, 79% and 70% respectively.
2013 n=372

*New question for 2013

18. Which of these resources have you used to help LSS clients better understand the law so they can participate more in resolving their own legal issues?*



- Tariff lawyers are almost equally likely to have used the LSS website, the Family Law in BC website and LSS print publications to help their legal aid clients better understand the law so they can participate more in resolving their own legal issues. However, no one resource has widespread usage at this time.
- New tariff lawyers (those who have been handling legal aid clients for less than three years) are more likely than their more experienced counterparts to be using the LSS website and the Family Law in BC website for these purposes.
- Tariff lawyers who handle mainly criminal cases are the least likely to have used any of these resources for this purpose (67% have not).

Publications & Online Resources (Cont'd)

19a-c Why have you not used (resource not used in Q18) to help clients better understand the law so they can participate more in resolving their own legal issues?*

<u>LSS Print Publications</u> (Main Responses Only)	(n=266) %
I just do not think about using LSS print publications/not top-of-mind	43
I refer my clients to support services if I feel they need additional help	33
I have concerns about my clients' ability to read and understand print publications	27
I was not aware of LSS' print publications	24
I do not have time to review publications with clients	24
It is not my role/job to review LSS print publications with clients	18
I do not find LSS print publications helpful for my clients	14
I do not know how to order LSS print publications	12
<u>LSS Website</u> (Main Responses Only)	(n=240) %
I just do not think about using the LSS website/not top-of-mind	48
I refer my clients to support services if I feel they need additional help	38
I have concerns about my clients' ability to access and navigate the website	32
It is not my role/job to review the LSS website with clients	20
I do not have time to show clients LSS' website	18
I do not find the LSS website helpful for my clients	14
<u>Family Law in BC Website</u> (Main Responses Only)	(n=247) %
No need/I do not deal with family law cases	57
I just do not think about using the Family Law in BC website/not top-of-mind	16
I refer my clients to support services if I feel they need additional help	14
I was not aware of Family Law in BC website	13
I have concerns about my clients' ability to access and navigate the website	10
I do not have time to show clients the Family Law in BC website	8

- For both LSS print publications and the LSS website, tariff lawyers who are not directing their clients to these resources mainly say it is because they are not top-of-mind for them. Referring clients to support services and concerns about clients' abilities to read and understand print publications and navigate the website are also common reasons for not using these resources.
- Tariff lawyers who do not use the Family Law in BC website either do not deal with family law cases (57%) or find that it is not top-of-mind or tend to refer clients to support services.

Referrals to Other Services

20. LSS provides a range of legal advice and information services in addition to legal representation. Which of the following other LSS services, if any, have you recommended to your clients? (We are referring to both LSS and non-LSS clients.)*

	Directed Non-LSS Clients Only		Recommended To All Clients	
	2004* ¹	2007* ¹	2010	2013
	(n=404) %	(n=379) %	(n=292) %	(n=373) %
Family duty counsel	45	44	63	69
Criminal duty counsel	42	40	65	63
LSS Call Centre	n/a	25	35	40
Local Agents* ²	n/a	n/a	n/a	31
Aboriginal Community Legal Workers* ²	n/a	n/a	n/a	27
Family Law in BC website	15	12	22	27
LSS print publications* ³	12	12	15	20
Community Partners* ²	n/a	n/a	n/a	14
Brydges Line	7	9	12	13
Family LawLINE* ⁴	17	16	22	10
Legal Information Outreach Workers	n/a	8	9	6
Have not directed clients to any other LSS services	40	42	14	8

- Tariff lawyers continue to most commonly recommend family duty counsel and criminal duty counsel to their clients. Compared with three years ago, significantly more lawyers are recommending family duty counsel to their clients.
- While not widely recommended, more lawyers are recommending LSS print publications that in 2010 and fewer are recommending the family LawLINE.

*¹ 2004/2007 wording: To which of the following other LSS services have you directed non-LSS clients?

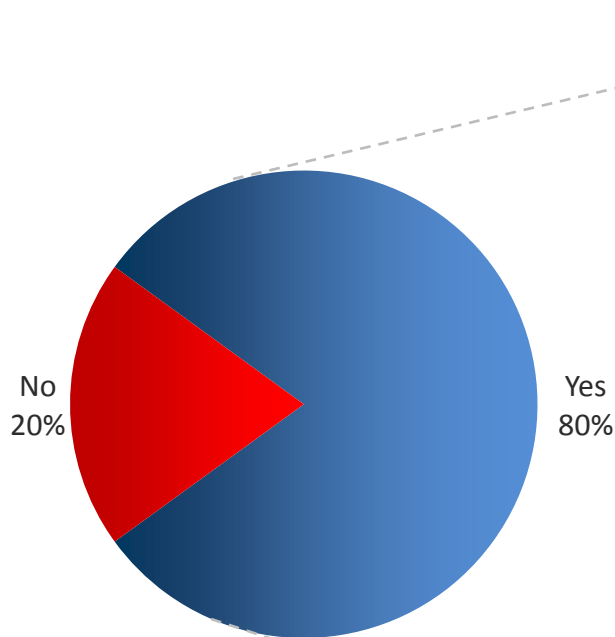
*² New options for 2013

*³ 2010 wording: "LSS publications"

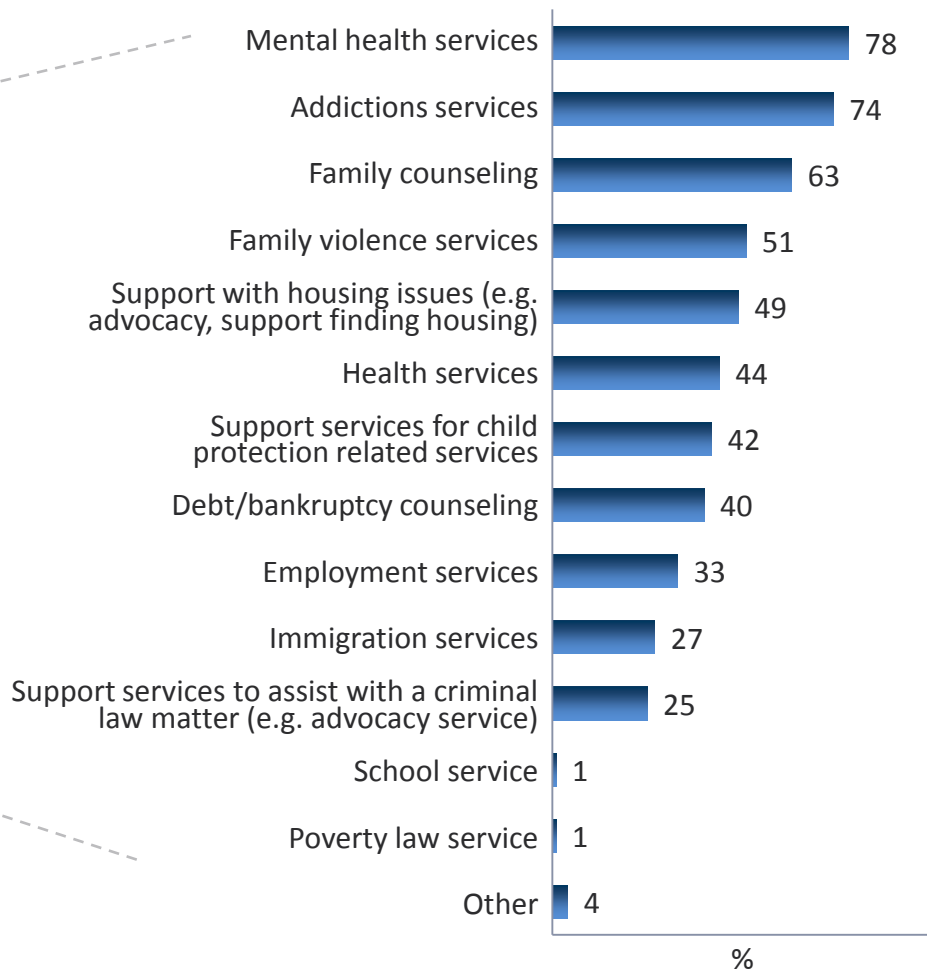
*⁴ 2010 wording: "LawLINE"

Referrals to Other Services (Cont'd)

21. Have you referred any LSS clients to non-LSS services (e.g. housing resources, advocates, social assistance, counseling, etc...)?*



22. Please specify the types of services you have referred clients to.*



■ 2013

Referrals to Other Services (Cont'd)

- The majority of tariff lawyers report that they have referred LSS clients to non-LSS services – most commonly mental health services, addiction services and family counseling. The more LSS clients or cases tariff lawyers dealt with last year, the more likely they are to have referred LSS clients to non-LSS services. Further, lawyers with at least three years of experience dealing with legal aid clients are more likely to have referred their clients to mental health or addiction services than newer tariff lawyers (i.e. those with less than three years experience representing legal aid clients).
- Other non-LSS services that tariff lawyers have referred clients to include family violence services and support with housing issues.

Overall LSS Support for Tariff Lawyers

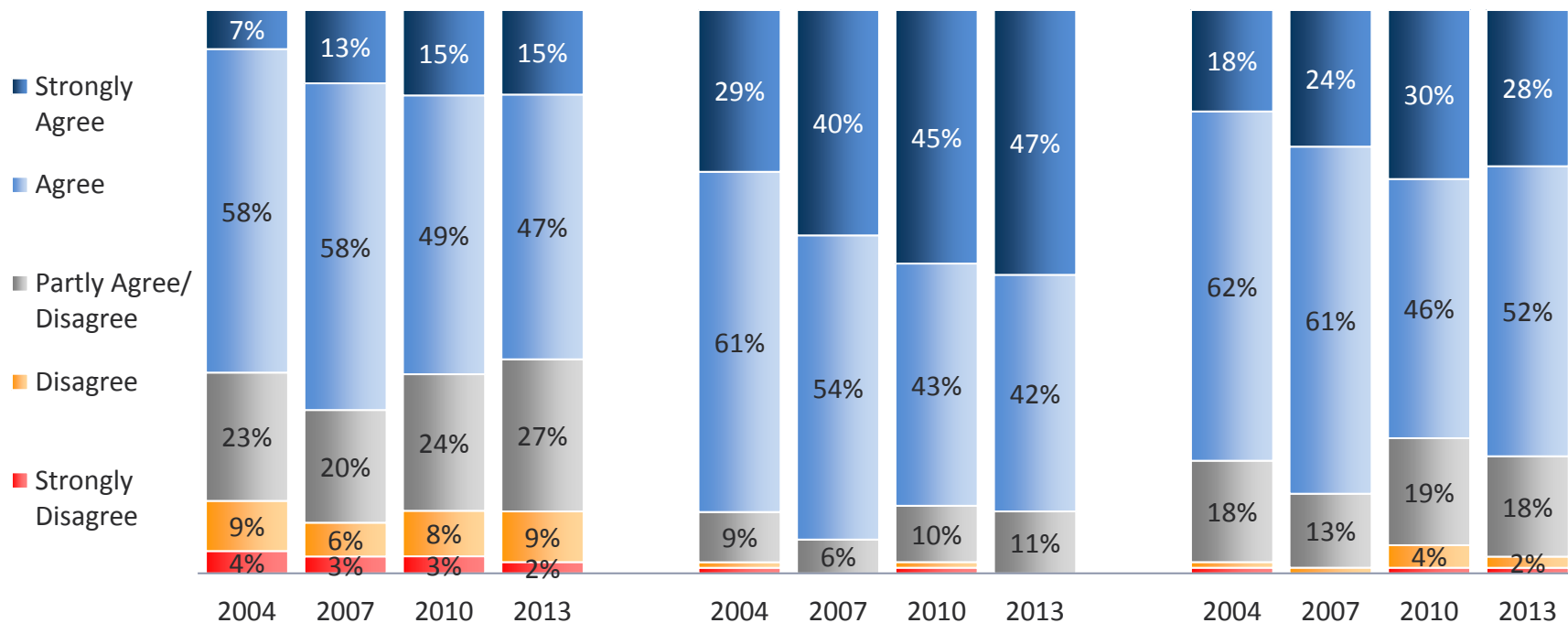
Please note that in this section, for 2013, lawyers were asked to consider both staff and local agents in their responses.

23. When I make phone calls to LSS, I get an answer to my inquiry in a timely manner.*¹

26. When I contact LSS, their staff/local agents are courteous.*²

28. When I contact LSS, their staff/local agents are knowledgeable.*³

Total Agreeing	65%	71%	64%	62%	90%	94%	88%	89%	80%	85%	76%	79%
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2004 n=404, 2007 n=379, 2010 n=292, 2013 n=373

*¹2004 & 2007 wording: When I make phone calls to LSS, I get an answer to my inquiry within (2004: an acceptable length of time/2007: two business days).

*² 2010 wording: "When I contact LSS, their staff are courteous."

*³ 2010 wording: "When I contact LSS, their staff are knowledgeable."

Overall LSS Support for Tariff Lawyers (Cont'd)

- Tariff lawyers continue to give very positive evaluations of LSS staff and local agents' knowledge and especially courtesy. Current ratings are in line with 2010 evaluations.
- When it comes to responding to telephone inquiries in a timely manner, just over six-in-ten tariff lawyers still feel that LSS performs well. Lawyers working on Vancouver Island and those who handled fewer legal aid cases (15 or less in 2012) are the most positive in their assessments.
- *In the Legal Aid Ontario 2012 Client and Stakeholder Feedback Survey (slide 4), just over one-half of lawyers (51%) were satisfied with the support they received from the Lawyer Service Centre. Additionally, broadly 36% of lawyers were satisfied with the time it takes to get service (slide 8).*

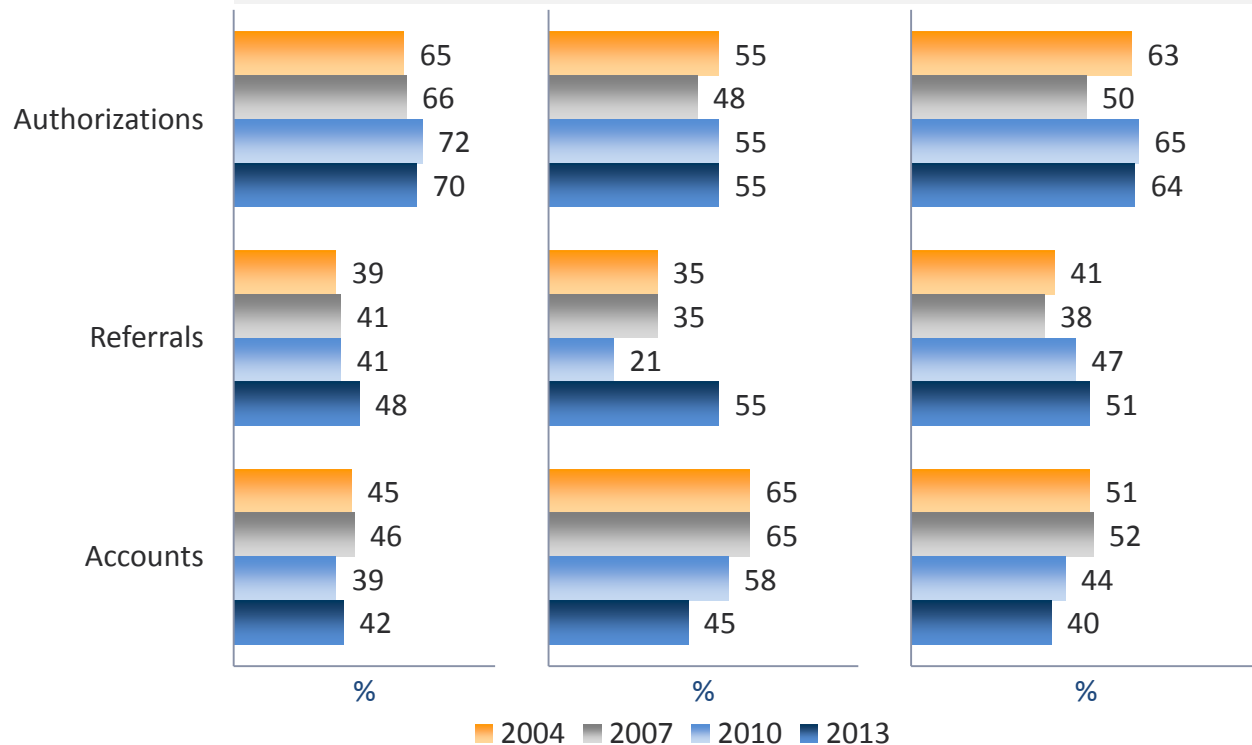
Overall LSS Support for Tariff Lawyers (Cont'd)

Please indicate the area(s) of LSS where ...

24. ...you have not received an answer to a phone inquiry in a timely manner.*¹

27. ...staff/local agents were not courteous.*²

29. ...you found staff/local agents were not knowledgeable.*³



2004 n=139, 2007 n=95, 2010 n=104, 2013 n=141

2004 n=40 *⁴, 2007 n=23*⁴, 2010 n=33*⁴, 2013 n=42*⁴

2004 n=76, 2007 n=56, 2010 n=68, 2013 n=77

- For the minority of tariff lawyers who give less than positive ratings to LSS staff and/or local agents for courtesy, knowledge and/or response time most tend to say that their dissatisfaction centers around authorizations, which is broadly consistent with 2010.
- More lawyers than in previous years specify that lack of staff/local agent courtesy is an issue in the referrals area.

*¹ 2004 /2007 wording: ... you have not received an answer to a non-urgent phone inquiry within (2004: an acceptable length of time/2007: two business days).

*² 2010 wording: "...staff were not courteous."

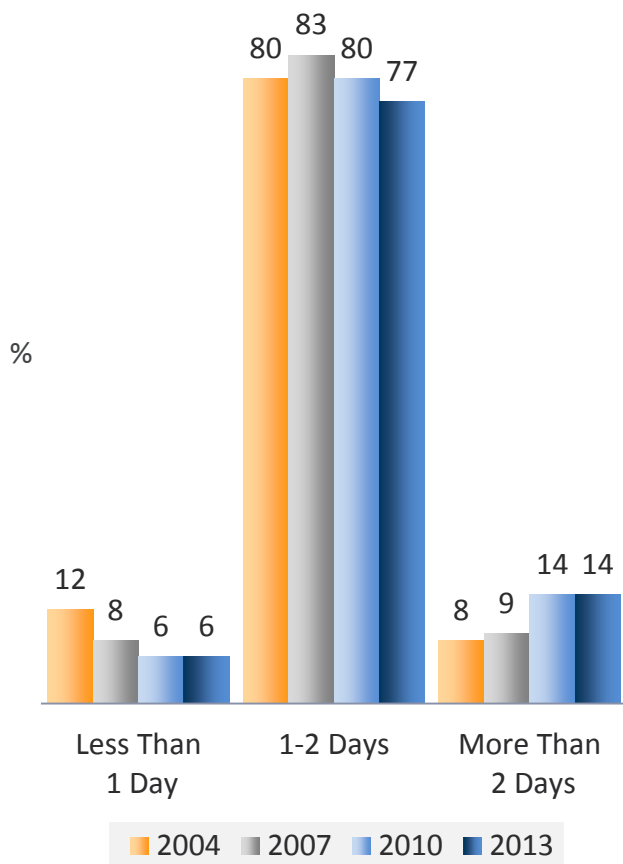
*³ 2010 wording: "...you found staff were not knowledgeable."

*⁴ Caution: small base size.

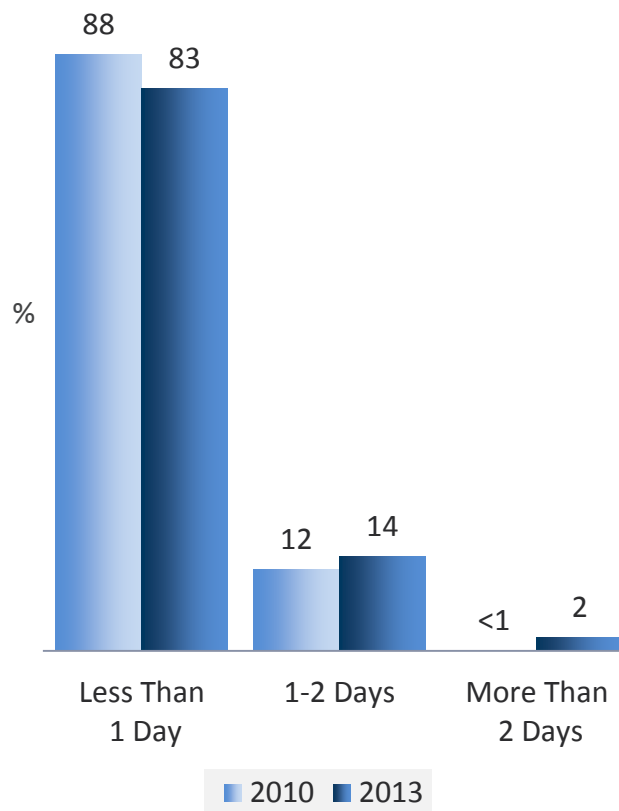
Overall LSS Support for Tariff Lawyers (Cont'd)

25. In your opinion, what is an acceptable length of time to wait for an answer to...

a. A non-urgent telephone inquiry?



b. An urgent telephone inquiry?

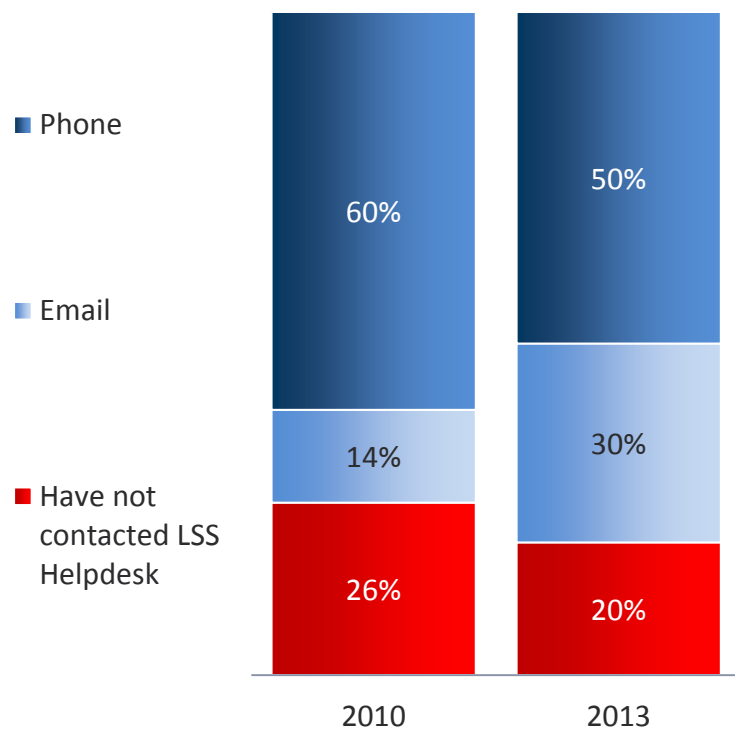


- For a non-urgent telephone inquiry, most lawyers maintain an expectation of a 1-2 day wait time.
- As for an urgent telephone request, the majority still feel that calls should be answered within a day.
- Both of these findings are unchanged from three years ago.

Now we'd like you to think about the last time you contacted one of the LSS Helpdesks.

(LSS offers phone and email "Helpdesks," through the Vancouver Regional Centre, on specific issues — intake, case management, appeals, tariff — to respond to lawyers' questions.)

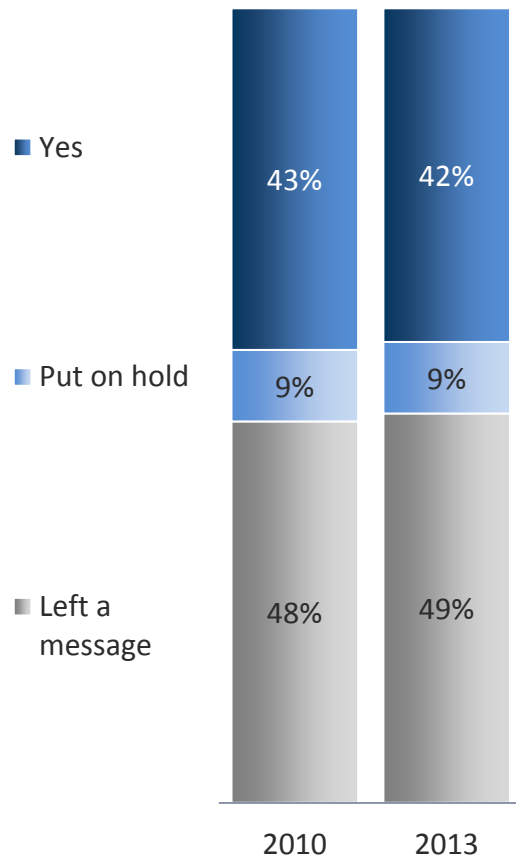
30. Was this by phone or email?



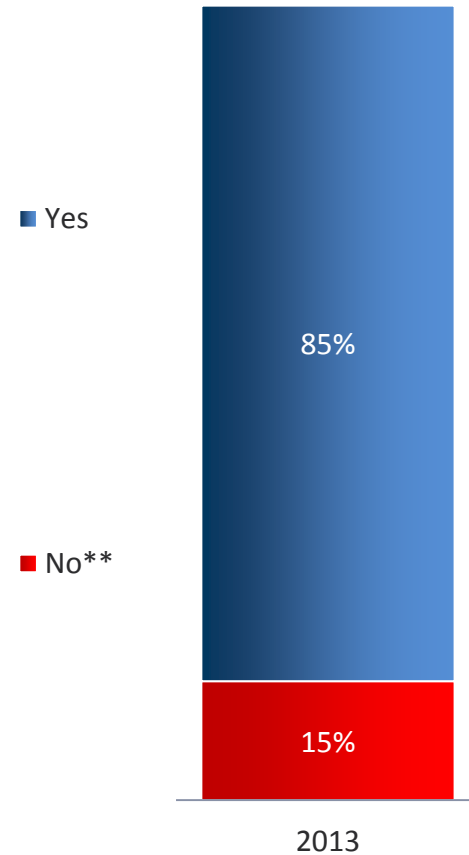
- Compared to 2010, there have been a few changes in terms of how tariff lawyers are using the Helpdesks.
- Specifically:
 - Significantly more lawyers have had contact with the Helpdesk (from 74% in 2010 to 80% in 2013).
 - The main way of contacting the Helpdesk is still by phone (50%), but the use of email has increased significantly over the past three years (from 14% to 30%). Tariff lawyers who handle very few legal aid cases (5 or fewer in 2012) tend to deal with the Helpdesk more by phone and less by email.
- *In the Legal Aid Ontario 2012 Client and Stakeholder Feedback Survey (slide 7), 85% of lawyers reported that they had contact with the Lawyer Service Centre in the past year.*

31. **By phone:** Did you speak to someone right away?

Average wait time	5 mins	10 mins
Average wait time for return call	1.5 days	1.5 days



32. **By email:** Did you receive a reply in a timely manner?*



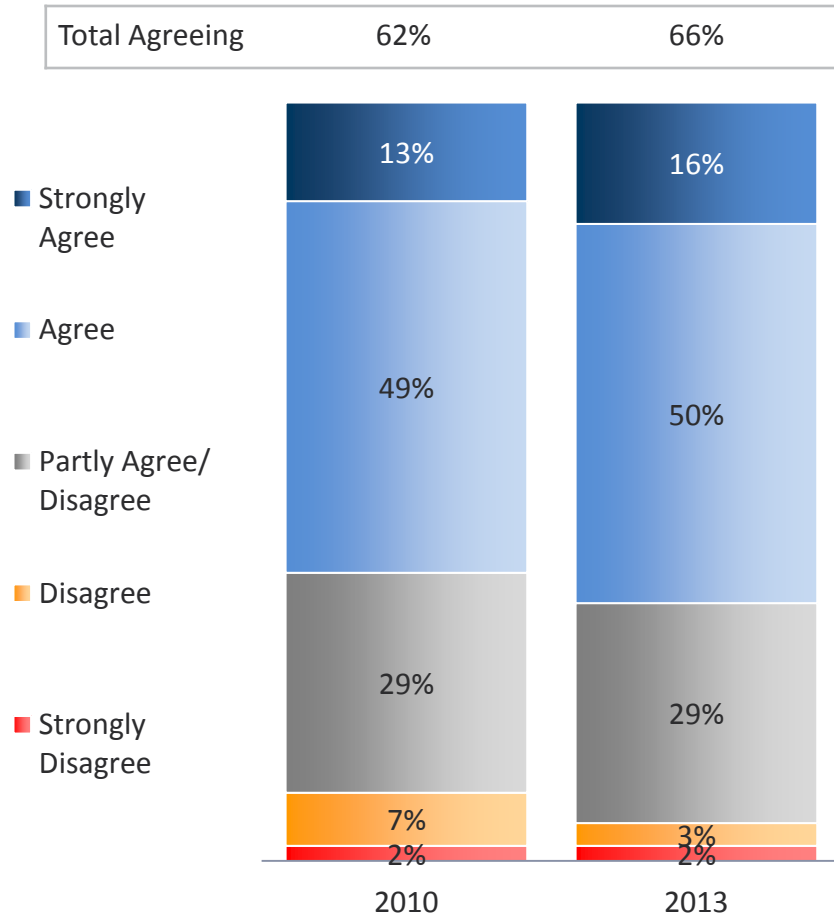
2013 n=112

*In 2010, 46% of lawyers said they had received a reply in a timely manner (n=41). Interpret with caution due to small base size.

** Among those who said "No", the wait time for a reply was between 1 & 90 days.

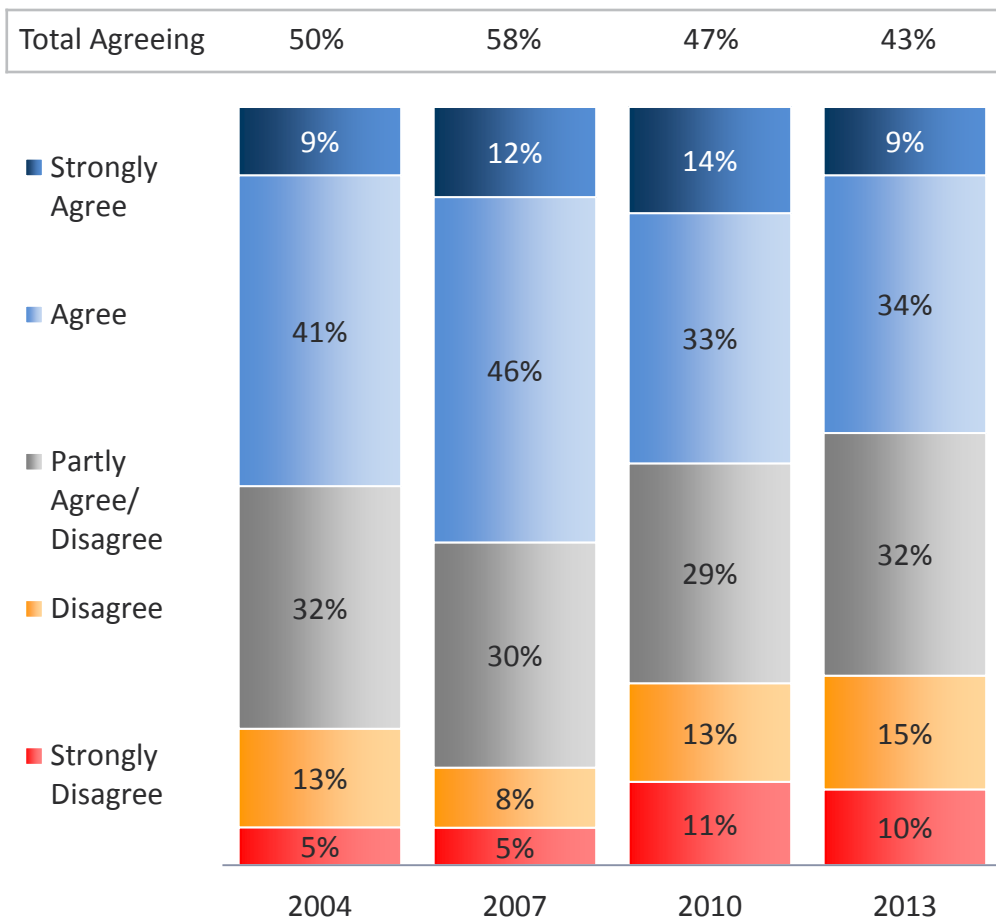
- Consistent with 2010, 42% of lawyers who contacted the Helpdesk by phone were able to speak to a representative right away while another half of the lawyers (49%) had to leave a message.
- The average wait time for receiving a return call is still one and a half days, which is generally considered to be an acceptable length of wait time for a non-urgent telephone inquiry, but beyond acceptable limits if the request is urgent.
- For the 9% of tariff lawyers who were put on hold, the average wait time was 10 minutes, increased from 5 minutes in 2010.
- Among lawyers who used email to contact the Helpdesk, the majority (85%) received a reply in a timely manner.

33. The LSS Helpdesks are effective at providing assistance or putting me in touch with someone who can.



- Consistent with three years ago, the majority of tariff lawyers agree that the LSS Helpdesks are effective at providing assistance or putting them in touch with someone who can (66%).
- In the Legal Aid Ontario 2012 Client and Stakeholder Feedback Survey (slide 7), 65% rated the Lawyer Service Centre as being effective at resolving their issue.*

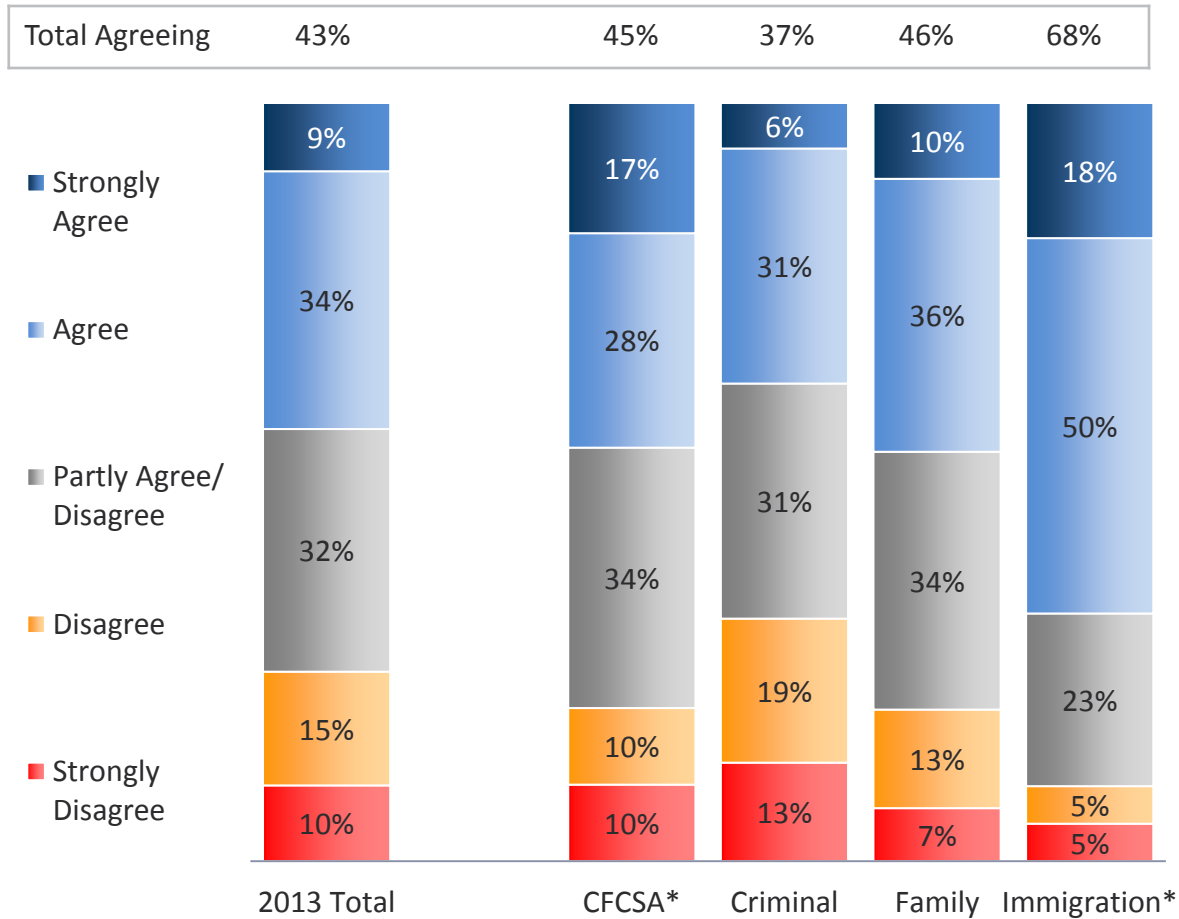
34. I feel that LSS values my services.



- Similar to past trends, lawyers have mixed feelings about whether or not LSS values their services. Currently, 43% agree their services are being valued, 32% are undecided, and another quarter disagree.
- Although positive perceptions remain unchanged at 43%, strong agreement scores have decreased significantly from 14% in 2010 to 9% in 2013.
- Lawyers who handled fewer legal aid cases in 2012 (15 or less) are more apt to feel that LSS values their services than those who handled 16 or more cases last year.

Overall LSS Performance (Cont'd) – By Area of Law (2013)

34. I feel that LSS values my services.



- Compared to their counterparts, immigration lawyers feel more valued (68% agreeing), while criminal lawyers feel the least valued (37%).

Overall LSS Performance (Cont'd)

35. Why do you feel that way?* (Main mentions only)

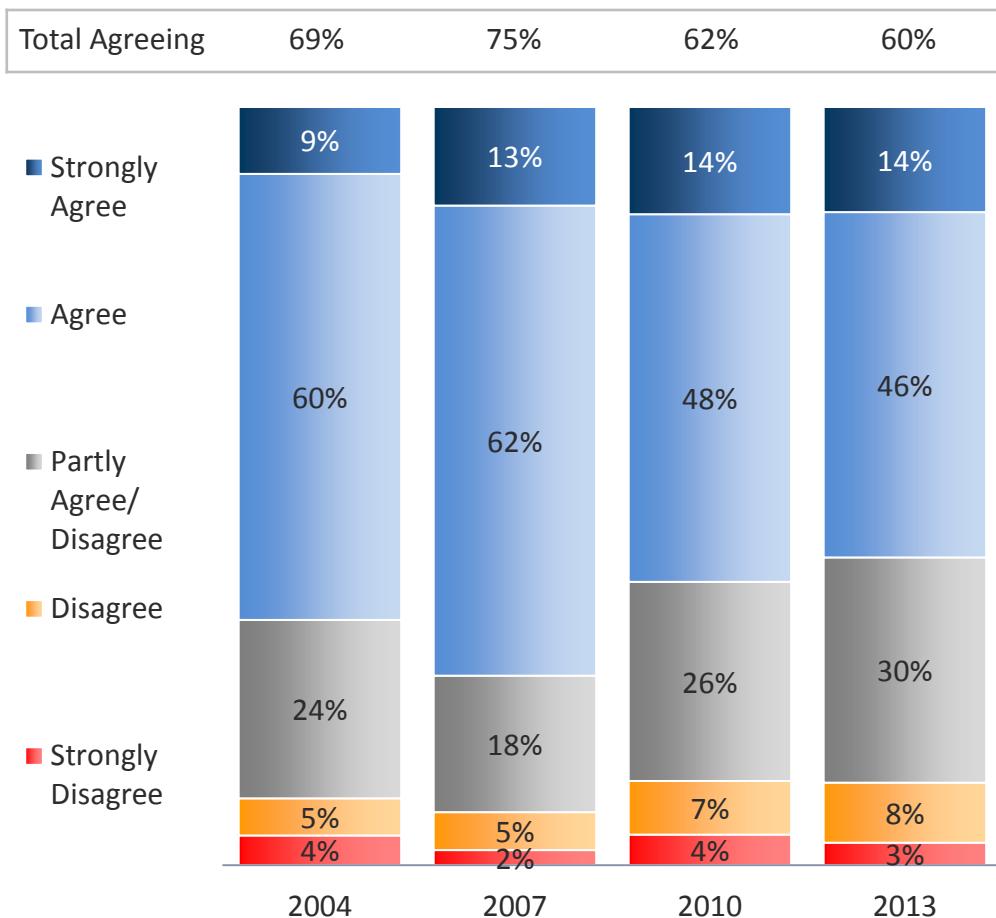
	2004	2007	2010	2013
Agree That LSS Values My Services	n/a	n/a	(n=130)	(n=152)
			%	%
Staff is friendly/helpful /respectful	n/a	n/a	68	29
LSS shows appreciation (e.g. say thank you, etc.)	n/a	n/a	n/a	24
They provide assistance/resources/consultation	n/a	n/a	12	18
Staff is fast/efficient	n/a	n/a	10	9
I receive referrals	n/a	n/a	14	9
Unsure If Or Disagree LSS Values My Services	(n=156)	(n=132)	(n=150)	(n=208)
	%	%	%	%
Tariff fee is too low	53	51	50	46
LSS does not recognize sacrifices tariff lawyers make/LSS thinks they're doing lawyers a favour	25	45	17	34
Problems with disbursements (e.g. getting approval, insufficient funds, etc.)	n/a	n/a	n/a	12
The number of hours and range of services covered by the tariff does not reflect the time required to deliver quality service	49	45	25	10
Delay in receiving payments	n/a	n/a	n/a	10
Referrals distributed unfairly	-	5	9	8
Abuse of system by lawyers/clients/government through deep funding cuts	n/a	n/a	7	8

- Tariff lawyers who feel that LSS values their services say that this perception is based on the friendly, helpful and respectful staff, the fact that LSS shows appreciation and the fast/efficient service provided by the staff. Compared to 2010, significantly fewer lawyers mention the friendly/helpful/respectful staff.
- Those who disagree or are unsure if LSS values their services tend to feel that the tariff fee is too low (46% of mentions). This has been a top reason since 2004. Also, more lawyers feel that they are not being recognized by LSS compared to three years ago (from 17% to 34%).

* 2004/2007 Wording: Please explain why you feel that LSS does not value your services.

Overall LSS Performance (Cont'd)

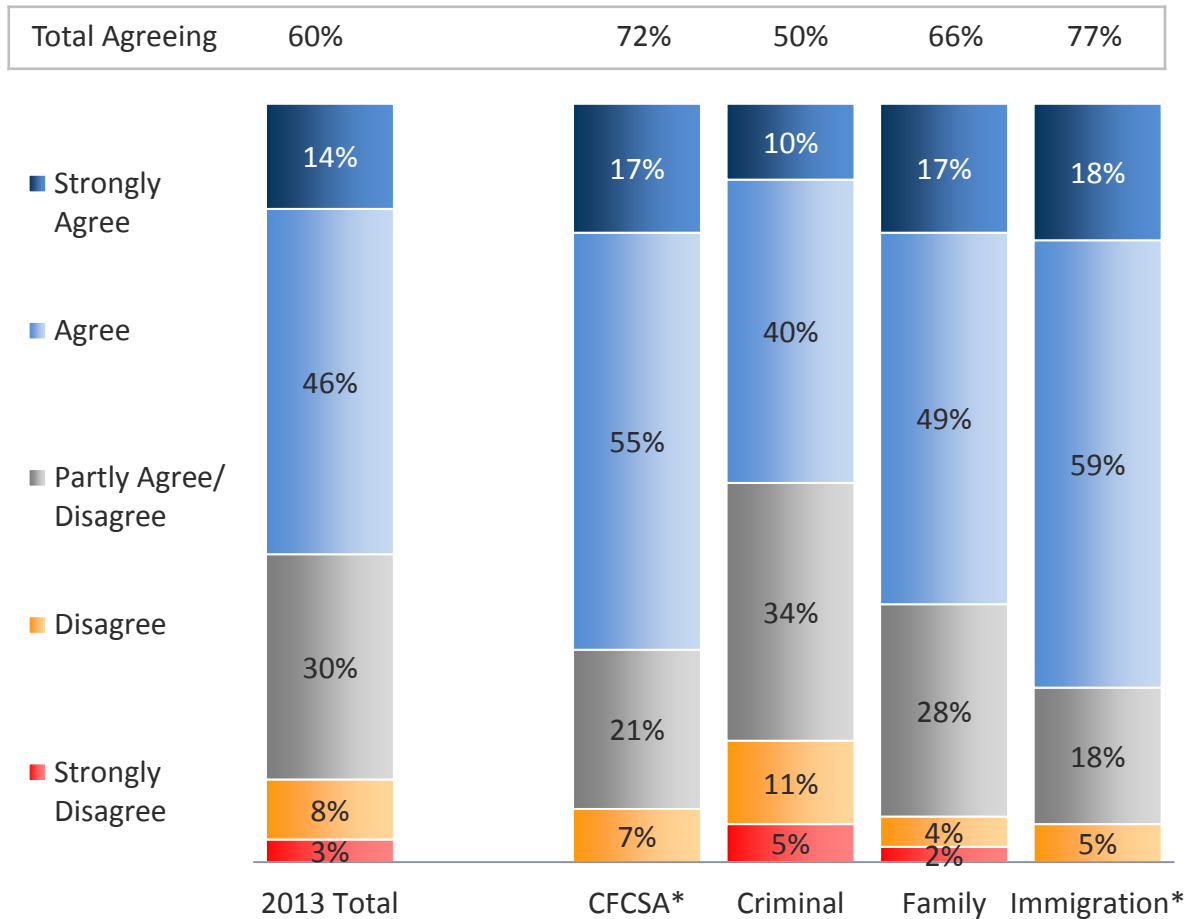
36. Overall, I am satisfied with the level of support I receive from LSS.



- Tariff lawyers continue to express moderate satisfaction with the level of support they receive from LSS, which is unchanged from three years ago. Specifically, 60% say they are satisfied with the support they get from LSS, while 30% are unsure and 11% disagree.
- Tariff lawyers who handle mostly criminal cases are the most negative about their perceptions of LSS support compared to their counterparts.
- Newer tariff lawyers (those who have represented LSS clients for less than 3 years) are the most satisfied with the level of support that they receive from LSS.
- *In the Legal Aid Ontario 2012 Client and Stakeholder Feedback Survey (slide 8), just over 40% of lawyers were satisfied with LAO services.*

Overall LSS Performance (Cont'd) – By Area of Law (2013)

36. Overall, I am satisfied with the level of support I receive from LSS.



- Criminal lawyers feel the least satisfied in terms of the support that they receive from LSS. In particular, only 10% give high ratings and 40% give moderate ratings.

Overall LSS Performance (Cont'd)

37. What is the primary change that LSS could make to improve its overall support for you? (Main mentions only)

	2004 (n=156) %	2007 (n=278) %	2010 (n=279) %	2013 (n=360) %
Tariff rates that value the work performed and that keep pace with inflation	44	30	16	19
A fair referral process and allocation of duty counsel work/more referrals	9	8	7	12
Timely processing of authorizations and disbursements and clear explanations	8	12	15	10
Faster response to our demands/queries	-	-	4	8
Authorize additional hours when needed	n/a	n/a	n/a	7
Provide more information about LSS	n/a	n/a	n/a	6
Increased range of services covered by tariff (e.g., bail hearings, sentencing, guilty pleas, CFCSA mediation)	-	26	10	6
Lobby for increased funding/stop cutbacks*	6	-	4	6
Tariff system is complicated/simplify billing	-	-	8	6
Better communication (verbal/written) regarding delays/changes	n/a	n/a	n/a	5
No changes — happy with overall support	12	8	2	5
More knowledgeable staff/provide more training/education	n/a	n/a	n/a	4
Greater flexibility in application of the tariff (e.g., in authorizing add-ons)	-	9	8	4
Improve / have more online resources	-	-	2	4

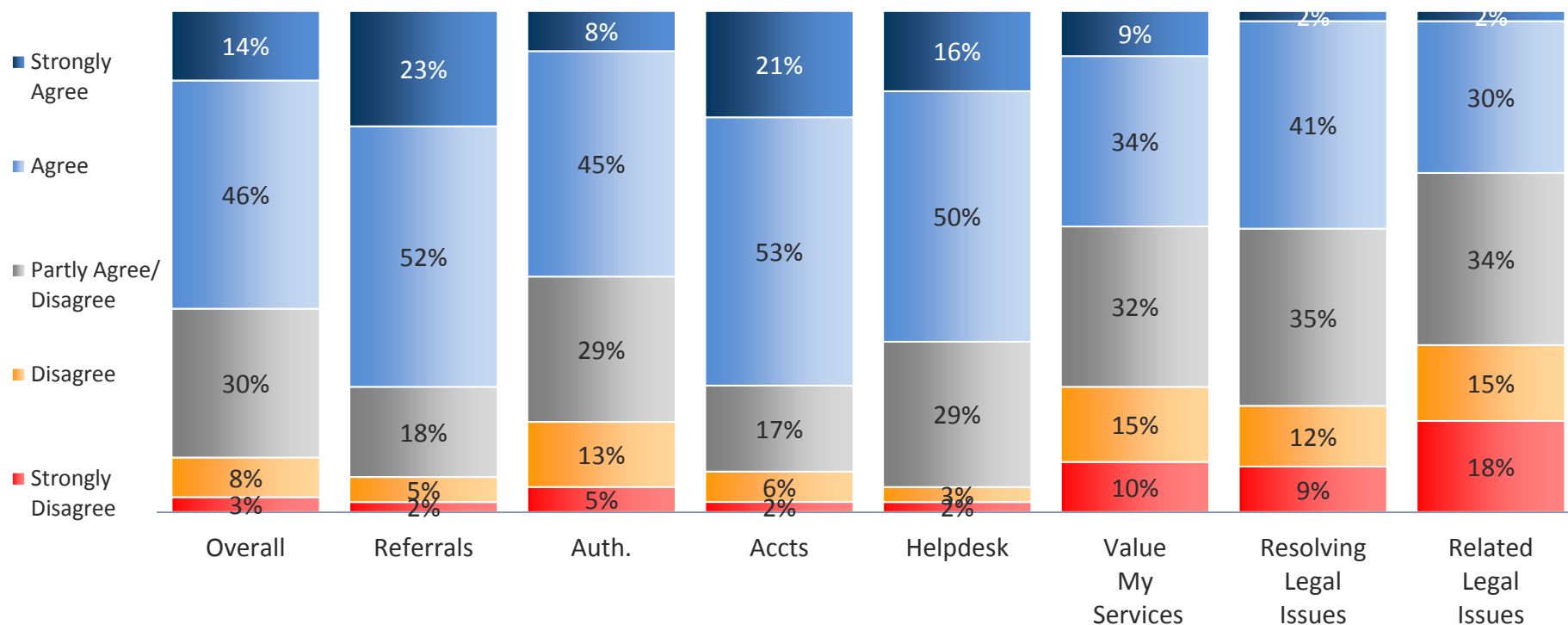
- Similar to 2010, tariff lawyers feel that the primary change LSS should make to improve its overall support for lawyers is to adjust the tariff rates (19% of mentions).
- Other top suggestions include making the referral process and allocation of duty counsel work fair (12%) and ensuring timely processing of authorizations and disbursements, with clear explanations (10%).

Overall Performance Summary (2013)

Key Driver Analysis

Q36. Overall Satisfaction with Support From LSS	Q4. Support for Referrals	Q9. Support for Authorizations	Q12. Support for Payment Process	Q33. LSS Helpdesks	Q34. LSS Values My Services	Q41. Involved in Resolving Legal Issues	Q43. Address Related Legal Issues
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Total Agreeing	60%	75%	53%	75%	66%	43%	44%	33%
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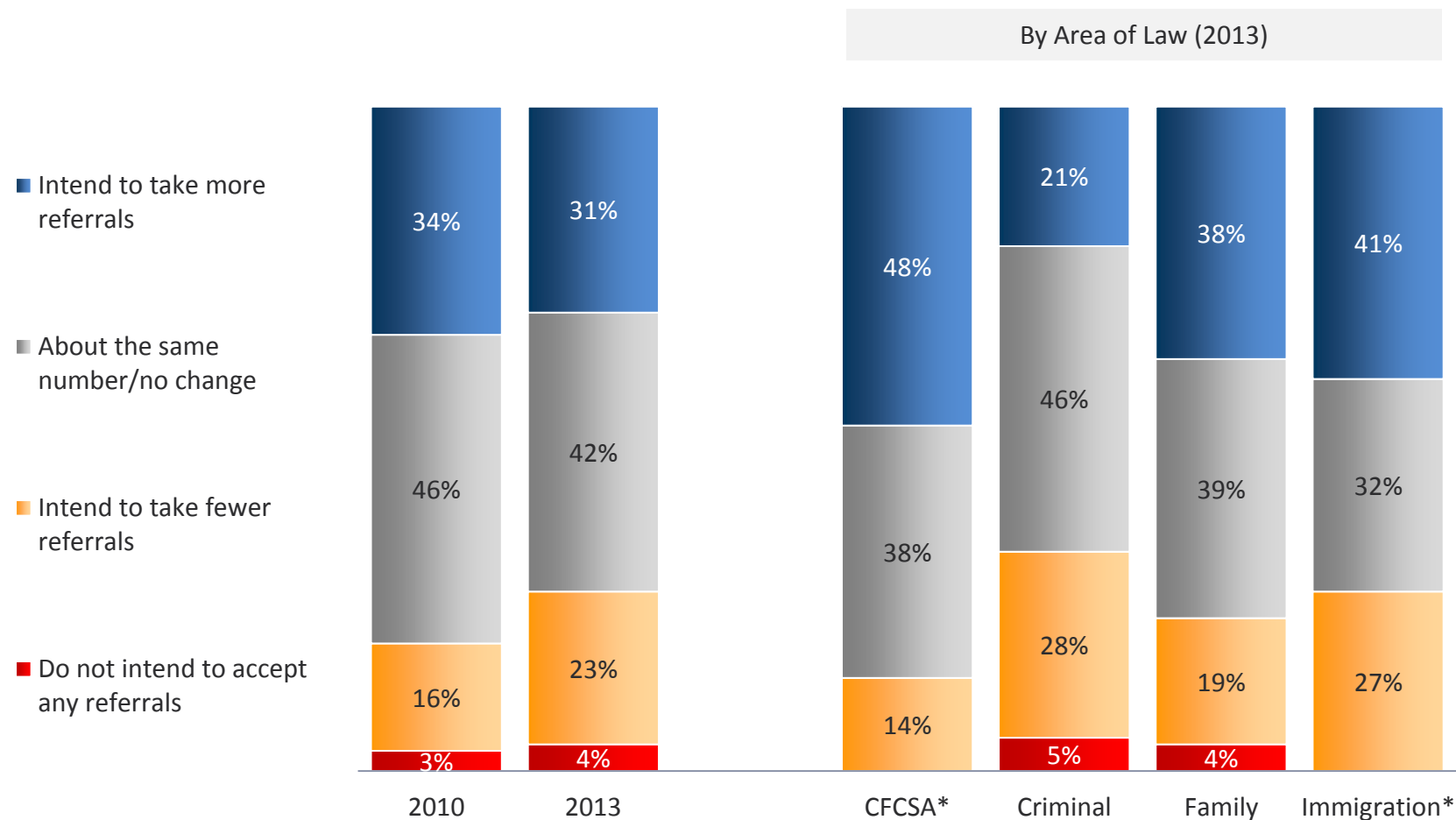
Top Priority Secondary Priority

Overall Performance

Key Driver Analysis (Cont'd)

- In order to improve overall perceptions of the support LSS provides to tariff lawyers, the top priority should be to ensure that lawyers feel that their services are valued. Given that this is one of the lower rated service areas, this should be a key focus for the organization. Specifically, LSS may want to pay more attention to criminal lawyers as this group of lawyers currently provide the least positive assessments in terms of feeling valued by LSS.
- Overall satisfaction with LSS services can also be influenced by several secondary drivers, namely, authorizations support and assisting lawyers with helping their clients to be more actively involved in resolving their own legal issues.

38. Assuming that demand for legal aid referrals continues, what are your intentions for the 2013/2014 year?



Overall LSS Performance (Cont'd)

- Currently, 31% of lawyers are planning to take more referrals in 2013/2014, and another 42% predict that they will take about the same number of cases. These results are consistent with three years ago.
- However, 23% of tariff lawyers intend to take fewer referrals in 2013/2014, which is a significant increase over 2010.
- Tariff lawyers who handle mainly criminal legal aid cases are the least likely to say that they plan to take on more cases in 2013/2014 – 21% of criminal lawyers say they intend to take on more, this compares to 38% to 48% of lawyers handling mainly family, immigration or CFCSA cases.
- Newer tariff lawyers are the most likely to say that they will take on more in the coming fiscal year.
- 89% of lawyers who rely on legal aid cases for over 75% of their income plan to take on the same or more legal aid cases in 2013/2014.

Overall LSS Performance (Cont'd)

39. Why is that your intention?

	2010 (n=98) %	2013 (n=111) %
Plan On Taking MORE Referrals (Main Mentions Only)		
Trying to grow the practice/want more work/more money	28	34
I enjoy doing this work	12	26
Believe in social justice/access to justice/support LSS	27	9
Have more time/assistance available	10	8
This is the work we do/this is our primary source of work	13	7
Plan On Taking SAME Number of Referrals (Main Mentions Only)	(n=127) %	(n=150) %
Tariff fee is too low/not reflective of the amount of work I put in	14	19
Satisfied with current workload/can't handle more work	36	19
I take the referrals offered/no reason to believe they will increase	10	16
I enjoy doing this work	3	15
Focusing more on private clients/fee-paying clients	n/a	10
Plan On Taking FEWER Referrals (Main Mentions Only)	(n=48*) %	(n=85) %
Tariff fee is too low/not reflective of the amount of work I put in	42	59
Focusing more on private clients/fee-paying clients	n/a	14
My practice is busy/legal aid referrals take too much time/resources	n/a	7
Reducing the size on my practice/workload	n/a	7
LSS bureaucracy/payment problems	15	6
Poor recognition/lack of respect from LSS	10	6
LSS does not cover enough hours/services	23	6

- Tariff lawyers who plan to take on more referrals in 2013/2014 are typically trying to grow their practice/income or simply enjoy doing legal aid work.
- Tariff lawyers planning to take on the same number of cases in the coming year mention a variety of reasons, but compared with 2010, they are less apt to say that they are simply satisfied with their current workload.
- Lawyers who are planning to take on fewer referrals say it is because of the low tariff fees, with significantly more mentioning this reason than in 2010.

*Caution: small base size.

Note: Among the 3% of tariff lawyers who said they will not take any referrals in 2010/2011, they either feel the tariff fee is too low or feel LSS doesn't cover enough hours/services.

In 2013, the following preamble was added to the LSS Priorities section of the survey:

LSS is seeking your assistance in setting priorities within its budget limitations.

Two of LSS' strategic goals that it wants to accomplish are:

That people with low incomes participate in solving and avoiding legal issues (Goal 2)

That people with low incomes get help with related legal issues so they can solve and prevent such issues. (Goal 3)

To achieve these goals, LSS has implemented the following initiatives, as part of an integrative approach to providing legal aid services:

- (1) Supporting lawyers so they can provide the required help to clients, and
- (2) Working with other service providers on projects that address the complex needs of clients.

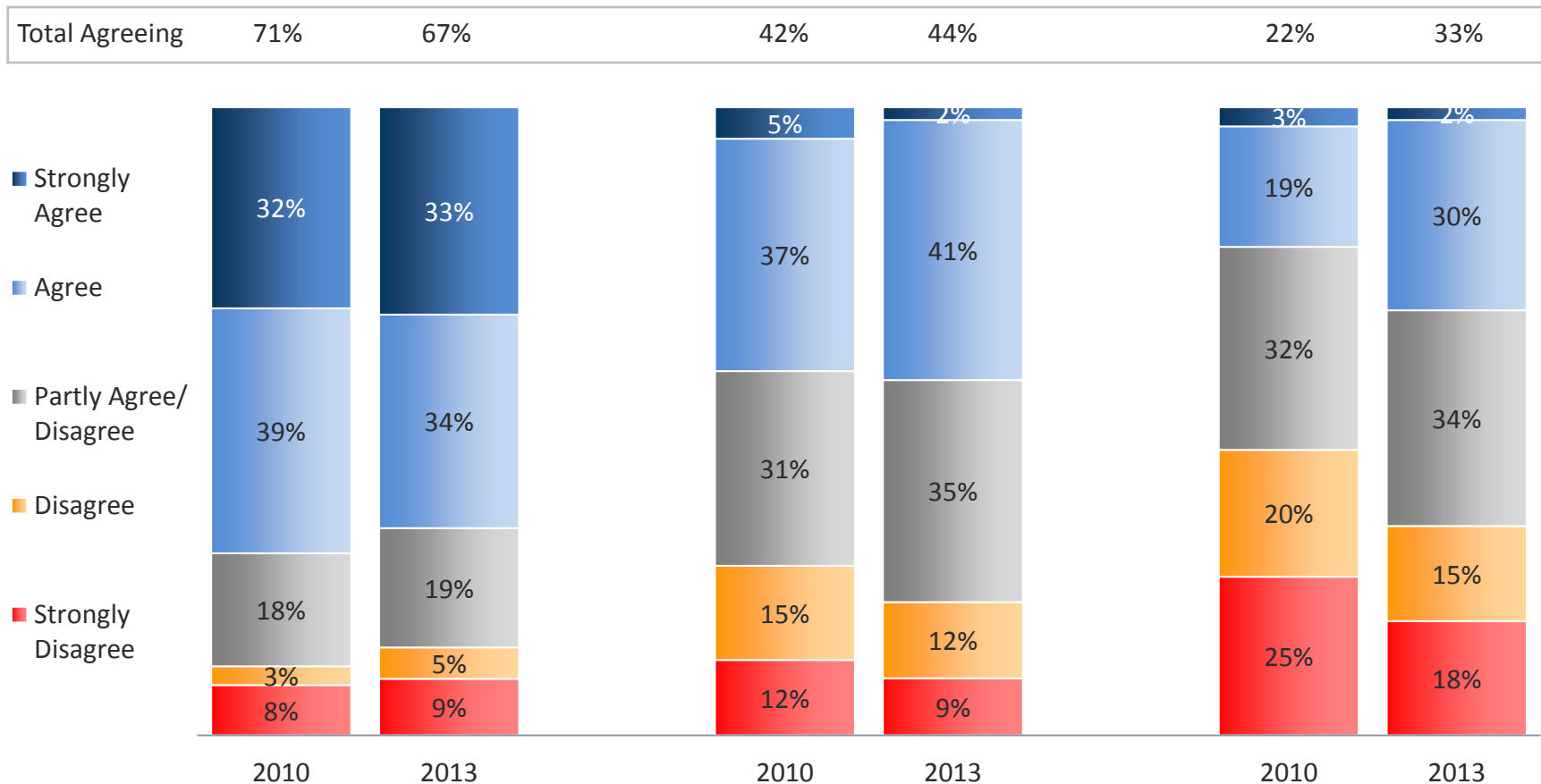
Examples of such initiatives include: She-way/ Fir Square Community Advice Clinic, Aboriginal Services Initiatives, participation in community/ problem solving courts and the CFCSA Collateral Issues Tariff item.

LSS Priorities

40. I support LSS taking this integrated or holistic approach to providing legal aid services; that is, working with other service providers, to ensure that along with legal aid, clients get access to services that address their related issues, so they can achieve lasting resolutions to their legal problems.

41. I am satisfied with the level of support LSS gives me so I can help clients be more actively involved in resolving their legal issues.

43. I am satisfied with the level of support LSS gives me so I can help clients address their related legal issues (such as housing problems, debt, health problems, etc.).



- The majority of lawyers support the integrated approach that LSS has been taking (67%), which is consistent with three years ago.
 - Tariff lawyers who are particularly supportive of the holistic approach compared to their counterparts include: lawyers who have less than 3 years of LSS representation experience (52% strongly agreeing), those who dealt with less than five legal aid clients in 2012 (90% agreeing in total), those who only rely on legal aid work for less than 25% of their income (83% agreeing in total), and lawyers who plan on taking on more referrals in the coming year (79% agreeing in total).
- Tariff lawyers continue to express somewhat mixed views regarding the level of support they receive from LSS to help their clients to be more actively involved in resolving their own legal issues, which was also the case in 2010.
 - The 23% of lawyers who plan to take on fewer referrals in 2013/2014 are the most dissatisfied with the level of support that they receive from LSS to help their clients to be more actively involved (45% saying that they are dissatisfied).
 - Conversely, newer tariff lawyers (who have been representing LSS clients for less than 3 years) are the most positive about the level of support being provided (55% versus 44% in total).
- While tariff lawyers continue to express mixed feelings about the level of support provided by LSS to help lawyers assist their clients to address their related legal issues such as debt, housing, etc., perceptions are more positive than in 2010.
 - Specifically, significantly more lawyers are satisfied with the support they receive from LSS in this regard (increasing from 22% in 2010 to 33% in 2013); however, 34% remain unsure and 33% are dissatisfied with the support from LSS.
 - Tariff lawyers who mainly handle CFCSA cases tend to be the most unsure regarding the support provided by LSS in this regard (53% versus 34% in total) while those who handle mainly criminal cases tend to be the most dissatisfied with LSS' support in this area (45% dissatisfied versus 33% in total).

42. What could LSS do better to support you in helping your clients be more actively involved in resolving their legal issues?*

Main Mentions Only	2013
	(n=229) %
Increase tariff rates	21
Provide more support services	15
Provide information about the available programs/services	14
Provide more resources	11
Improve funding/management of funds	10
Allow more hours	9
More counseling services/use of coaches	8

- Tariff lawyers who are not satisfied with the support they get from LSS to help their clients be more actively involved in resolving their own legal issues most often suggest increasing tariff rates, providing more support services and providing information about the available programs and services.

*New question for 2013

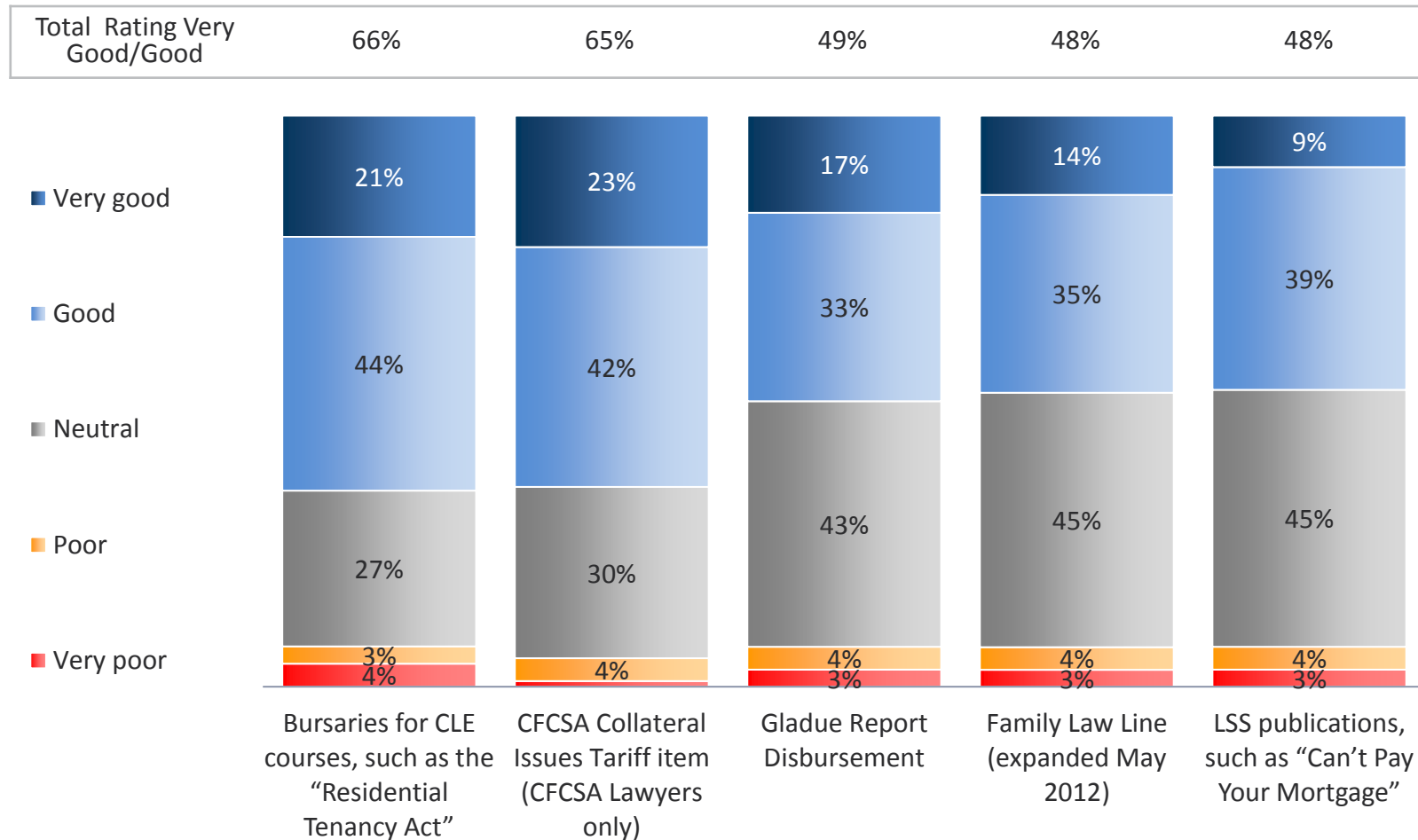
44. What could LSS do better to support you in helping your clients address their related legal issues (such as housing problems, debt, health problems, etc.)?*

Main Mentions Only	2013
	(n=274) %
Increase tariff rates	17
Provide more resources	16
Provide information about available programs/services	16
Provide more support services	11
This is not the scope of practice/should focus more on legal issues instead of social work	9
Allow more hours	8
Improve funding/management of funds	7
Not aware of this/didn't know LSS is involved	4

- When it comes to improving LSS support so that tariff lawyers can help their clients address their related legal issues (such as housing problems, debt, etc.), similar suggestions (as question 42) make the top three:
 - Increasing the tariff rates
 - Providing more resources
 - Providing information about available programs/services

*New question for 2013

45. How would you rate the following initiatives that LSS has undertaken in an effort to advance the two goals mentioned earlier? These initiatives are aimed at supporting tariff lawyers in helping clients resolve their related legal issues.*



- Of the five initiatives that LSS has undertaken to advance their goals discussed on slide 50 (questions 41 and 43), no one initiative receives particularly high ratings from tariff lawyers. Further, for all five initiatives anywhere from 40% to 51% of tariff lawyers abstained from giving an evaluation, saying the initiative is not applicable to them. Among those that did provide ratings, anywhere from 27% to 45% said they are neutral on the subject.
- Bursaries for CLE courses and CFCSA Collateral Issues Tariff item earn the most positive feedback (both receive positive ratings from two-thirds of lawyers who provided a rating, with the latter predictably receiving its highest praise from those lawyers that mainly handle CFCSA and family law cases.
- For the remaining three initiatives, impressions are at best slightly favourable, with about half of those giving a rating saying their impressions are positive, 43% to 45% saying their impression is neutral and only 7% rating the initiatives as poor.
- Long-term tariff lawyers (with over 20 years of legal aid experience) are the least apt to give positive evaluations of: Bursaries for CLE courses, CFCSA Collateral Issues Tariff item and the Gladue Report Disbursement.

LSS Priorities (Cont'd)

46. While this survey focuses primarily on the services provided to tariff lawyers, ultimately LSS aims to address the legal needs of people with low incomes. In your opinion, how could LSS improve the availability of services to meet the legal needs of people with low incomes in BC?

	<u>2004</u>	<u>2007</u>	<u>2010</u>	<u>2013</u>
	(n=249) %	(n=248) %	(n=275) %	(n=366) %
Main Mentions Only				
Seek improved funding/lobby government/apply PST charged on legal services to legal aid	19	8	17	18
Relax eligibility requirements for legal aid/simplify application process/access for the working poor	27	23	11	17
Restructure the tariff to increase rate of pay and services and hours funded/less money to head office	11	11	12	15
Expand coverage/services in poverty law, welfare, WCB, criminal, immigration and other additional areas	13	10	20	11
Provide more legal aid and poverty law clinics /more self help resources	8	4	5	6
Provide more local offices/local support/more local hours/re-open closed offices	8	7	12	5
Expand hours and coverage of duty counsel	5	10	3	5

- In 2013, the main suggestions for improving the availability of legal services for low income earners are to seek improved funding (18%) and to relax the eligibility requirements for legal aid (17%, a significant increase over three years ago).
- Other suggestions include restructuring the tariff (15%) and expanding coverage/services (11%, a decrease of 9 percentage points since 2010).
- Providing more local offices, which was mentioned by 12% in 2010, is now only suggested by 5% of lawyers.

	<u>2004</u>	<u>2007</u>	<u>2010</u>	<u>2013</u>
	(n=404) %	(n=379) %	(n=292) %	(n=373) %
<u>LSS Clients Represented</u>				
Less than 5 clients	16	19	15	14
6 to 15 clients	22	14	22	28
16 to 40 clients	22	28	23	29
More than 40 clients	25	39	40	28
<u>Area of Law of Majority of LSS Cases</u>				
CFCSA	4	6	8	8
Criminal	57	57	58	47
Family	32	32	29	40
Immigration	7	5	5	6
<u>Percentage of Total 2012 Income from LSS*</u>				
Less than 25%	46	43	42	38
25% to 50%	22	20	20	23
51% to 75%	15	21	17	16
More than 75%	17	17	21	23
Prefer not to say	13	7	11	12
<u>Number of Years Representing LSS Clients</u>				
Less than 3 years	14	16	18	21
3-10 years	36	27	23	22
11-20 years	30	38	31	26
More than 20 years	20	20	28	32

* Percentaged among those who responded.

Demographic Profile of Lawyers

	<u>2004</u>	<u>2007</u>	<u>2010</u>	<u>2013</u>
	(n=404)	(n=379)	(n=292)	(n=373)
	%	%	%	%
Gender*¹				
Male	68	68	66	58
Female	32	32	34	42
Prefer not to say	10	3	6	8
Age*¹				
Less than 30 years	3	5	6	5
30 to 40 years	29	22	24	24
41 to 50 years	35	38	29	25
51 to 60 years	30	28	28	26
More than 60 years	4	8	13	20
Prefer not to say	10	3	4	6
Years Since Called to the Bar				
Less than 5 years	14	14	16	21
5 to 10 years	23	17	19	16
11 to 15 years	23	20	9	9
16 to 25 years	26	30	33	29
More than 25 years	14	18	23	25
Community Closest to Where Work Most Often				
East Kootenays	n/a	n/a	n/a	3
Kamloops/Kelowna* ²	19	19	14	13
Prince George/Terrace/North East* ³	11	10	11	8
Vancouver/Lower Mainland & Abbotsford/Chilliwack* ⁴	52	52	57	55
Vancouver Island* ⁵	18	20	17	22

*¹ Percentaged among those who responded.

*² Prior to 2013, Kamloops and Kelowna were reported separately.

*³ Prior to 2013, only Prince George and Terrace were tracked and they were reported separately.

*⁴ Prior to 2013, only Vancouver was tracked (this now includes Surrey).

*⁵ Prior to 2013, only Victoria was reported on.

Appendix

Telephone Reminder/Follow-up Call Statistics & Comments

Call Outcome:	#
Email re-sent with survey link	65
Survey link provided verbally on the call	0
Lawyer declined participation and gave feedback (see the following page)	16
Lawyer claimed they already completed the survey	7
Lawyer said they will complete the survey	96
Receptionist said they will remind the lawyer to complete the survey	185
Voicemail left	278
Lawyer not available — away until after end date, busy, no answer, bad phone numbers, etc.	98
Lawyer no longer there — moved on	32
Total number of calls	777

The telephone reminder/follow-up calls resulted in 43 additional surveys being completed.

He will not do legal aid and he doesn't use a computer.

He does not do legal aid.

He has not been involved with legal aid for some time and will not take part in the survey.

He tries not to use email and would not like to participate.

He has been retired since last June.

She said she has not done legal aid in a long, long time and she feels that she would not have anything worthwhile to contribute.

The receptionist said that he is declining all surveys at this time and did not give her details as to why.

He has had too much of a struggle with legal aid and the government over time and has written to them many times and will not be completing the survey.

He said that he gives away enough free time already and he does not want to do the survey.

He does not use a computer and will not be completing the survey.

He does not want to spend the time filling out a survey.

He did not feel it would be worthwhile filling out the survey as he had almost nothing to do with legal aid for a long time.

He feels that his input would be absolutely useless as he barely has anything to do with legal services.

He simply will not have the time to do the survey.

He said he is only working part time right now and is just not interested in participating.

He said he is rather too busy to do any surveys.

**Comments delivered via e-mail:*

I had too many obligations and I lacked motivation to complete the survey and when I finally logged on, I had missed the deadline. My reluctance to participate was driven by my impression that the top executive of LSS function as the puppets of the BC government. There is no burning desire of those in charge to meet the needs of the downtrodden and oppressed. Granted some recipients show so little interest in his/her case that this is also despicable. I consider the picky way tariff accounts want additional useless information before approving an account would seem to be a great way of decreasing the available pool of lawyers. For lawyers on the ball seeking every available tariff item at the earliest moment, I am sure the system works better for them. Thanks for reading my "survey" .

Appendix

Questionnaire