

Legal Services Society: 2015 Public Opinion Poll

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Contact:
Mary Bacica
604 566 8913
mb@sentisresearch.com



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Objectives & Methodology

Objectives

- Since 2005, Legal Services Society (LSS) has enlisted research partners to conduct a province-wide survey with BC residents with the purpose of understanding the awareness, knowledge and attitudes around legal aid in BC.
- Changes to question wording have been made over the years to accommodate LSS's changing goals and priorities, and these modifications have been noted throughout the report. Wherever possible, results are trended back to 2005.

Making the Switch to Online Interviewing

- This year, for the first time, the study was conducted exclusively online. Up until 2014, the survey had been administered entirely over the phone, until last wave, when the same survey was run online simultaneously. The purpose of this dual methodology in 2014 was to provide LSS with a comparison of results before fully moving over to an online methodology in 2015.
- The reason for the change in methodology is the increasing difficulty in reaching a demographically representative sample via telephone surveying.
- **Throughout this report, the reported 2014 results are from the online wave of the 2014 survey.**

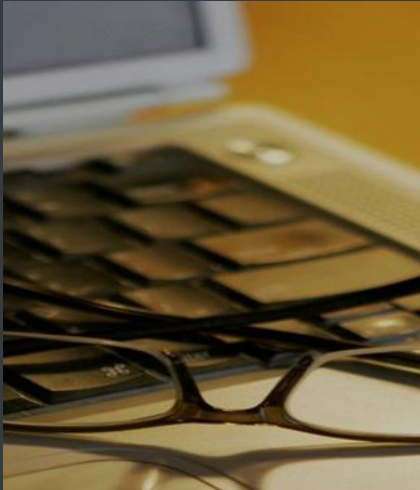
Methodology

- 600 online interviews were conducted from February 16 to 23, 2015 with BC residents aged 18 and older. The sample was generated from a general access panel maintained by Vision Critical. The final data was weighted by age and gender within region in order to accurately reflect the actual BC population.

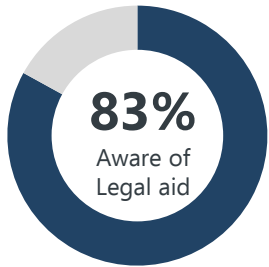
Margins of Error (MOE)

- At the 95% level of confidence, a sample size of 600 has a margin of error of $\pm 4\%$.
- Given the change in methodology to online surveying, percentage-to-percentage comparisons can only be made among 2005 to 2013 waves and between 2014 and 2015. Caution should be used when making comparisons between 2015 and waves prior to 2014 given the difference in methodologies.
- When comparing 2015 results to 2014, a shift of $\pm 6\%$ is required for the difference to be deemed statistically significant at the 95% level of confidence.
- When comparing 2014 results to 2015 findings on a regional level, the following differences are required for significance:

Region	2014-to-2015 Required Shift (at 95% Level)
Lower Mainland / Fraser Valley	$\pm 7\%$
Vancouver Island	$\pm 14\%$
Interior / North	$\pm 12\%$

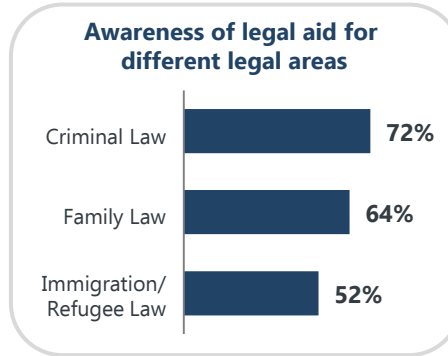


Highlights & Implications

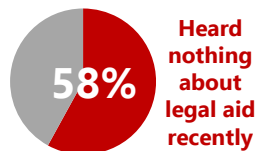


The levels of overall awareness and support for legal aid are all generally in line with 2014. Broadly eight-in-ten BC residents are aware that there are legal aid services available for people with low incomes and 94% support providing such services.

While overall awareness of legal aid is high, residents know much less about the specific legal areas it serves; just half of British Columbians are aware that it is available for immigration and refugee matters.



The lower levels of awareness can be attributed to the fact that 58% of residents don't recall hearing anything about legal aid over the past few months. However, for those who did get information, stories in the media and word-of-mouth are cited as the top sources.

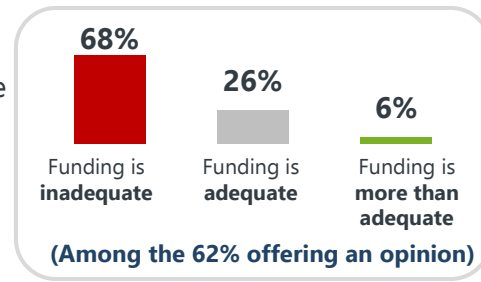


Top sources of information about legal aid:

- 31%** Stories in the media
- 17%** Word-of-mouth
- 11%** Community service agencies

There continues to be widespread agreement among British Columbians that providing low income individuals with legal aid is important to ensuring fairness in the justice system. Unchanged from one year ago, 87% of residents agree it is important. Among the various types of legal services provided by legal aid, residents prioritize family court, criminal court and other civil legal proceedings ahead of immigration/refugee hearings in terms of each one's importance to ensuring fairness in the justice system.

When it comes to legal aid funding, close to 40% admit to not knowing enough about the current state of legal aid funding to make a judgement about its adequacy. Among those who offer an opinion, just over two-thirds think it is inadequate.



When residents are asked if governments should give legal aid funding the same priority as other social services, 68% continue to agree that they should, while 26% disagree and 6% are unsure. Most British Columbians who feel legal aid is inadequately funded want to see it given a priority equal to other social services. Further, even among those who feel legal aid is adequately/more than adequately funded or who lack an opinion, a notable proportion (58%) agree that legal aid funding should be given the same priority as other social services.

While the vast majority of British Columbians generally support the concept of legal aid, the position that legal aid should also support its clients in addressing the problems relating to their legal issues is not quite as widely held; 72% of BC residents agree with this mandate, while 22% are undecided, leaving 6% who disagree.

- 72%** Agree legal aid should help clients address issues related to their legal problems
- 22%** Partly agree or partly disagree / no opinion
- 6%** Disagree

Consistent with last year, the strong majority of BC residents (82%) believe that everyone should have the right to access the justice system, even if the government has to spend more money on it.

Awareness levels, perceptions and attitudes toward legal aid have generally remained unchanged over the past year.

- ✓ The majority of British Columbians are aware of legal aid and support it.
- ✓ They also support the general concept that everyone should have the right to access the justice system.
- ✓ British Columbians widely agree that it is important to ensuring fairness in the justice system that legal aid is provided to low income individuals – especially when it comes to family and criminal court.

However, some of the specifics around legal aid continue to be less widely known, such as the different types of law or cases that legal aid is available for and the adequacy of legal aid funding.

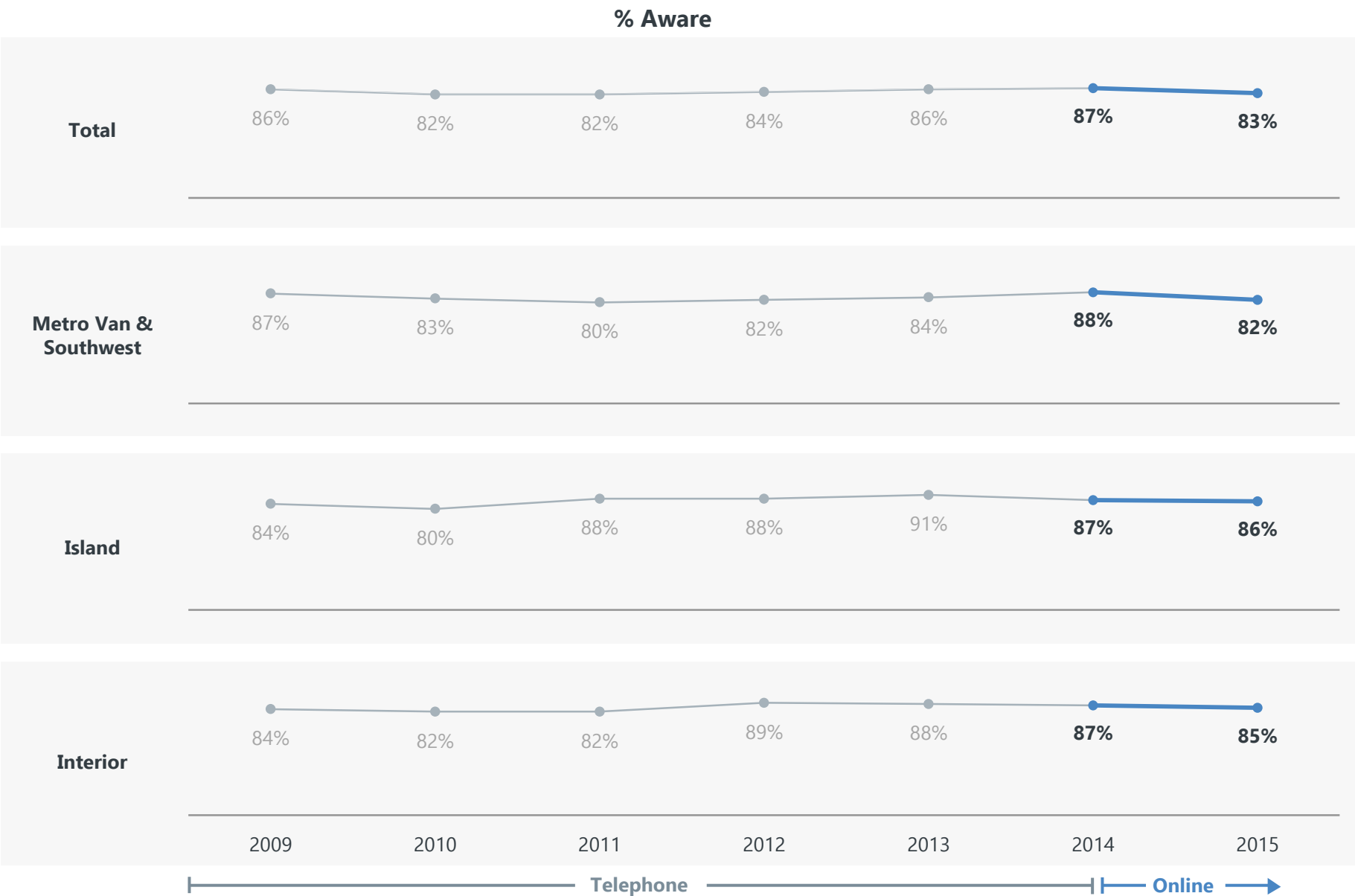
When it comes to funding, most residents either think legal aid is underfunded or admit to having no idea. Right now that lack of knowledge seems to be working in LSS's favour, as 59% of those who admit to not knowing about the adequacy of funding agree that it should be given the same priority as the funding for other social services (overall, two-thirds of British Columbians have the same point-of-view).

It is highly unlikely that perceptions of legal aid and/or Legal Services Society will change significantly in the short term given that there is limited information that residents are exposed to – 60% of British Columbians say they have not heard anything about legal aid in the past few months. If there is to be any impact, it will likely be through unsponsored media stories – this currently being the top source of recent awareness.



Summary of Findings

- Overall, 83% of BC residents are aware that there are legal aid services available to people with low incomes in the province, which is marginally below 2014.
- On a regional level, awareness is highest on the Island (86%) and followed closely by the Interior at 85%. Of the three areas, Metro Vancouver experienced the greatest dip in awareness since 2014, falling from 88% to 82% currently.
- While the majority of all residents report being aware of legal aid for those with low incomes, awareness is not as strong among those in the lower income households (79% aware among those with household incomes of less than \$45k/year) as it is among those in higher income households (88% among those with household incomes of \$65k/year or more).
- Relatedly, awareness of legal aid tends to increase with age; it stands at 72% among those under 35, increases to 85% among residents between 35 and 54, and reaches to 91% among those 55 and older.
- Residents who have attended university also have a higher awareness of legal aid: 86% of those with at least some university education report being aware of legal aid compared with 74% among residents with a high school education or less.



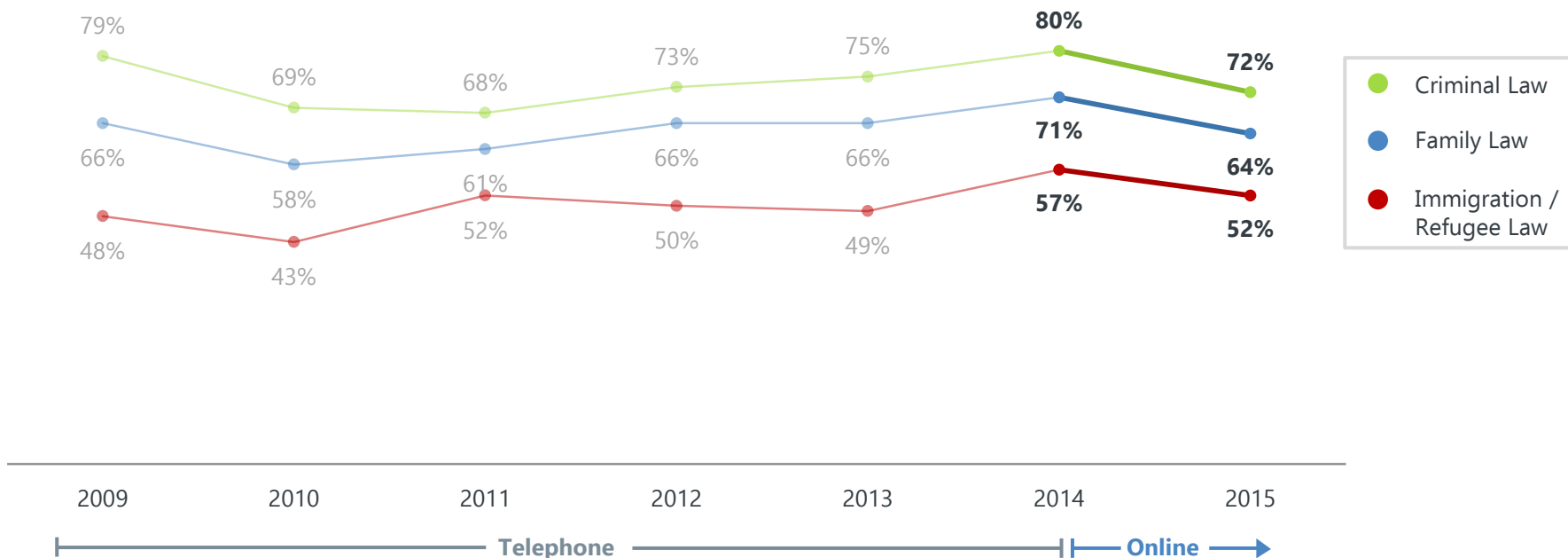
Total base size: 2009 (753), 2010 (574), 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600)

LS1. Now we would like to ask you a few questions about legal aid. First of all, are you aware that there are legal aid services in BC for people with low incomes?

- BC residents continue to be most aware that legal aid services are available for people facing criminal law matters, with 72% saying that they knew it was offered for these types of cases. 64% report knowing that legal aid is available for family matters and 52% are aware that it is provided for immigration/refugee cases.
- Awareness of legal aid being available for all three types of cases appears to have increased last year; however, current awareness levels are more consistent with those seen in 2013 and earlier.
- Awareness of legal aid for family and immigration law is generally consistent across the various household income levels. However, when it comes to legal aid for criminal law, awareness is significantly higher among the higher income earners (83% aware among those in households earning \$100k or more per year versus 72% overall).
- From an age perspective, British Columbians under the age of 35 have the lowest awareness of all three types of legal cases handled by legal aid.

Awareness of Legal Aid for Different Types of Cases

% Aware



Total base size: 2009 (753), 2010 (574), 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600)

LS2a-c. Did you know that legal aid services are available for people who are facing criminal law / family law / immigration/refugee matters?

- Virtually all BC residents support the general concept of providing legal aid services. Unchanged from last year, over 90% of BC residents say they support providing legal aid services (with 61% in strong support).
- The strongest support for legal aid comes from residents who fall into the lowest household income category – 77% of those in households earning less than \$25k/year *strongly* support legal aid (versus 61% overall).
- When it comes to LSS's mandate to aid clients in addressing problems that are related to their legal issues (such as housing/health problems or debt, etc.), agreement stands at 72%, disagreement at only 6%, leaving 22% who are on the fence or lacking an opinion either way.
- Again, it is residents in the lowest household income category who are most supportive of LSS's mandate to help their clients with their related legal issues: 87% of these residents *strongly* agree with this approach.

Support / Oppose Legal Aid Services

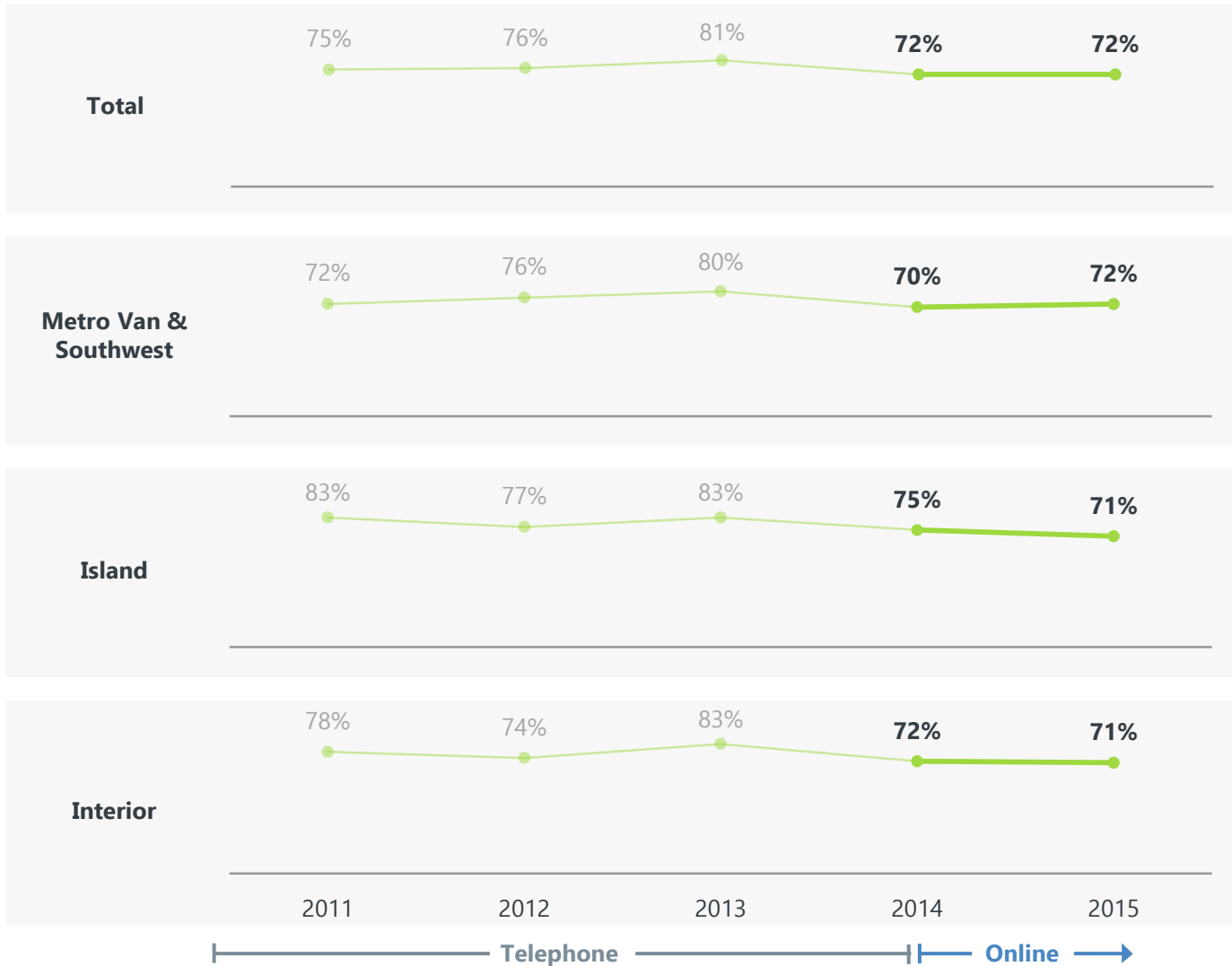


Total base size: 2005 (763), 2006 (745), 2008 (730), 2009 (753), 2010 (574), 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600)

LS3. As you may already know, legal aid services provide low income people with legal information, advice, and/or representation in court. This can include providing them with self-help materials, giving them a few hours of legal advice, or paying a lawyer to represent them in court for serious family, criminal, or immigration/refugee problems. Knowing this, to what extent do you support or oppose legal aid services?

Should LSS Support Clients by Addressing Legal Related Issues?

% Agreeing



2015	
	(600)
Strongly agree	41%
Agree	30%
Partly agree / disagree	19%
Disagree	4%
Strongly disagree	2%
No opinion / don't know	3%

Strongly agree	41%
Agree	31%
Partly agree / disagree	17%
Disagree	5%
Strongly disagree	2%
No opinion / don't know	4%

Strongly agree	43%
Agree	28%
Partly agree / disagree	21%
Disagree	3%
Strongly disagree	3%
No opinion / don't know	2%

Strongly agree	40%
Agree	31%
Partly agree / disagree	22%
Disagree	4%
Strongly disagree	1%
No opinion / don't know	4%

Total base size: 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600)

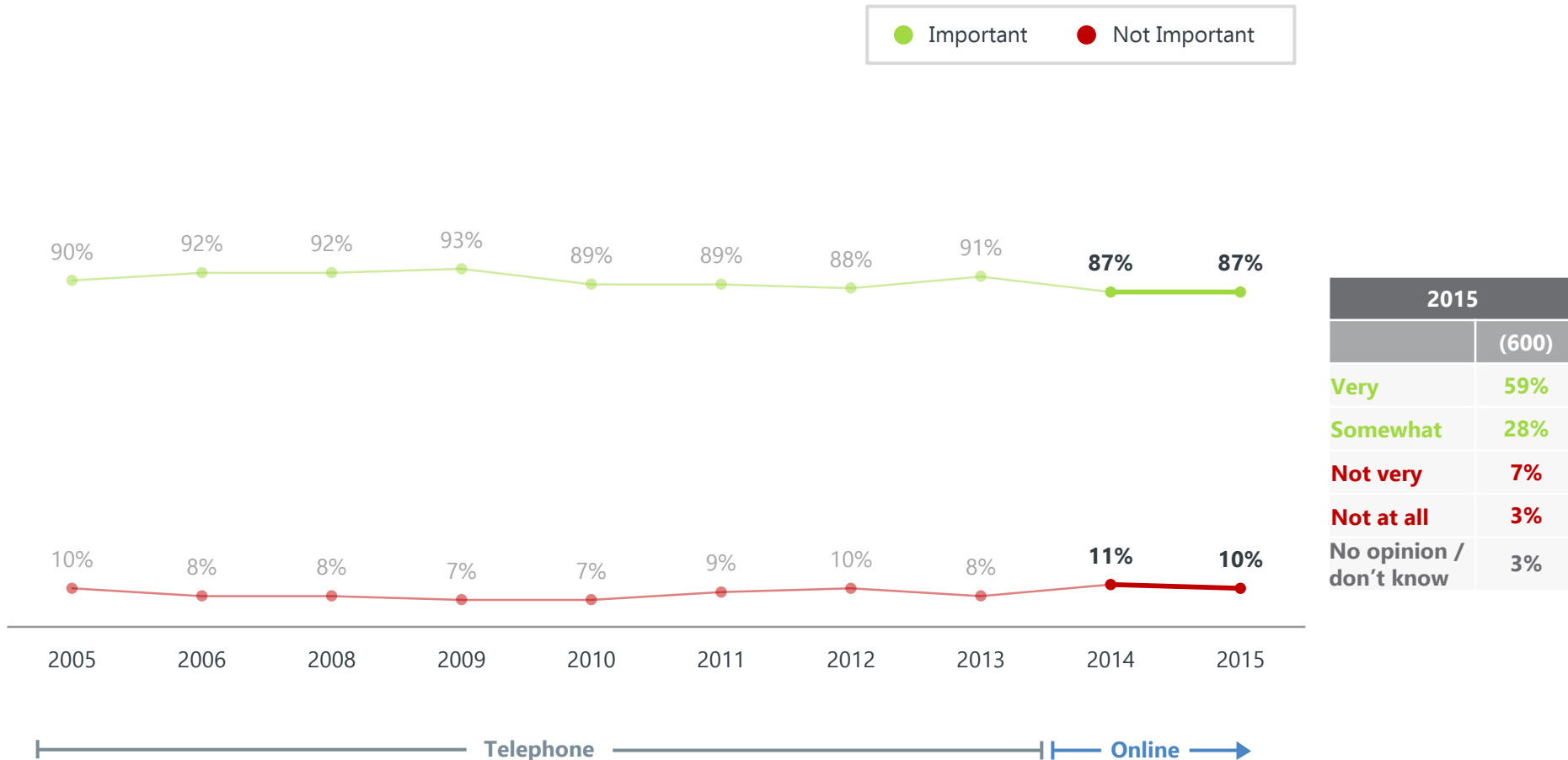
Note: 22% of tariff lawyers agree that LSS helps them to help their clients address problems that are related to their legal issues (2010 Tariff Lawyer Survey)

Note: 48% of LSS clients agree that they are satisfied with the level of support LSS gave them so they could address problems related to their legal issues (2011 Client Services Survey)

LS3a. Do you strongly agree, agree, partly agree/partly disagree, disagree or strongly disagree that... Legal Aid should support their clients in addressing problems that are related to their legal issues (such as housing problems, debt, health problems, etc.)?

- Unchanged from last year, providing legal aid to low income residents to ensure fairness in the justice system is considered to be important by 87% of British Columbians, with 59% rating it as *very* important. This perception is consistent across the different regions of the province.
- Again, it is residents who fall into the lowest household income category that express the strongest opinions: 74% of residents in households earning less than \$25k/year consider providing legal aid to low income individuals to be *very* important to ensuring fairness in the justice system.
- Of the four legal areas, it is family court that is perceived as being the most important to have in order to ensure fairness in the justice system, followed by criminal court, other civil legal proceedings, and immigration/refugee hearings. The relative rankings of these types of legal aid are consistent with 2014.
- Compared with last year, overall importance of legal aid for other civil legal proceedings (in terms of ensuring fairness in the justice system) has fallen slightly – from 90% last year to 85% currently.

Fairness in the Justice System – Overall

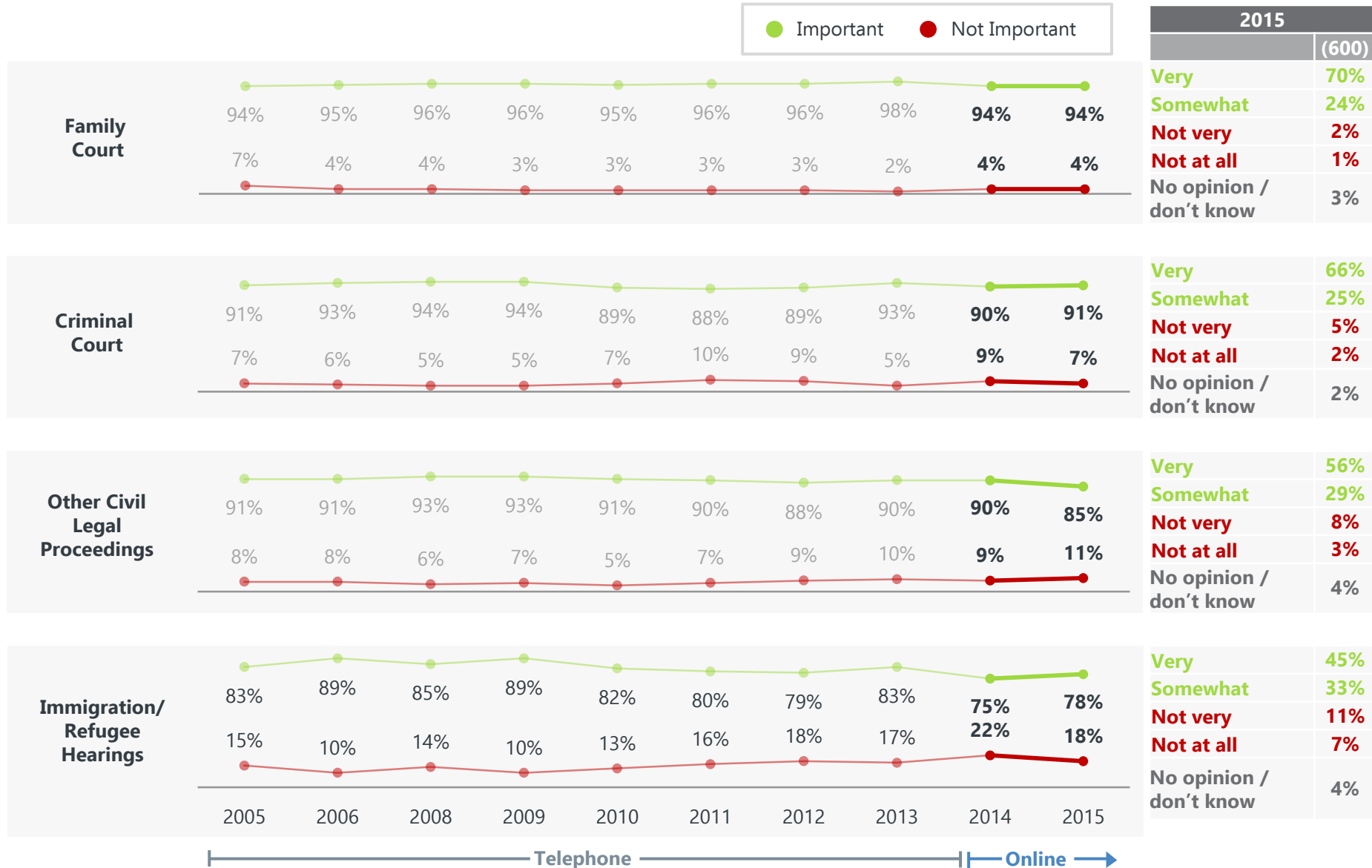


Total base size: 2005 (763), 2006 (745), 2008 (730), 2009 (753), 2010 (574), 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600)

Results are based on an average of importance ratings for providing legal aid in the following four areas combined: family court, criminal court, immigration/refugee hearings and other civil legal proceedings.

LS4. In your opinion, how important is it to fairness in the justice system for BC to provide low income people with legal aid in...?

Fairness in the Justice System – By Legal Area

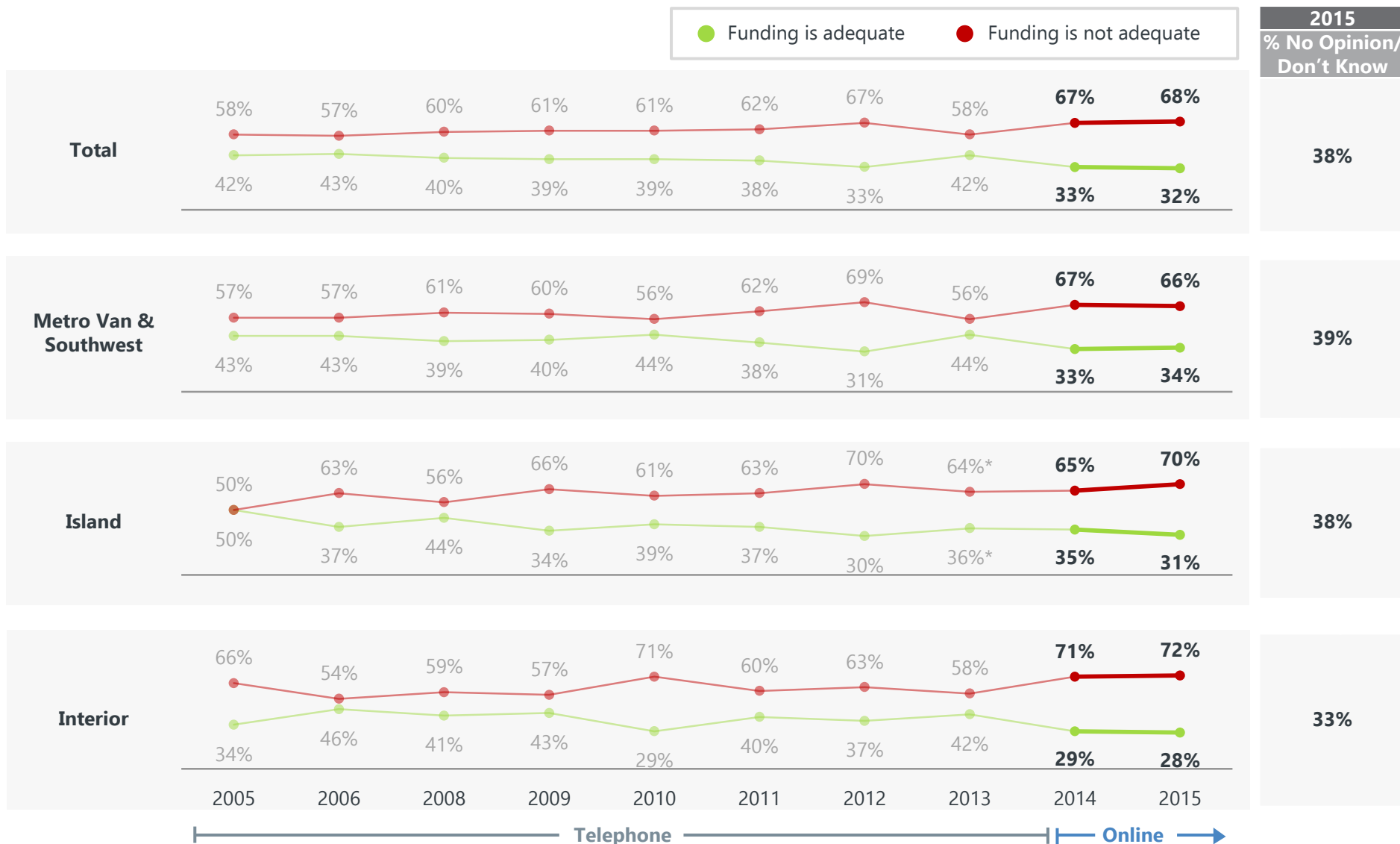


Total base size: 2005 (763), 2006 (745), 2008 (730), 2009 (753), 2010 (574), 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600)

LS4. In your opinion, how important is it to fairness in the justice system for BC to provide low income people with legal aid in...?

- Among the 62% of BC residents who can offer an opinion, two-thirds continue to think that legal aid services are inadequately funded. The remaining one-third of residents who have an opinion tend to think that legal aid services funding is adequate (26%) rather than more than adequate (6%). These assessments are comparable to those of 2014.
- Regionally, opinions regarding legal aid services funding remain in line with 2014.
- Among those offering an opinion, older BC residents feel most strongly that legal aid lacks sufficient funding; 74% of those 55 and older feel this way compared with 68% of 35 to 54 year olds and 60% of those under 35.
- Younger residents (those under 35) are the most likely to lack an opinion on legal aid services funding, with 44% of this demographic group admitting they simply do not know.

Legal Aid Funding Perceptions (among those with an opinion)



Base: Among those giving an opinion - 2014 (399), 2015 (372)

Note: Base sizes for 2005 to 2013 are not available

*Caution small base size

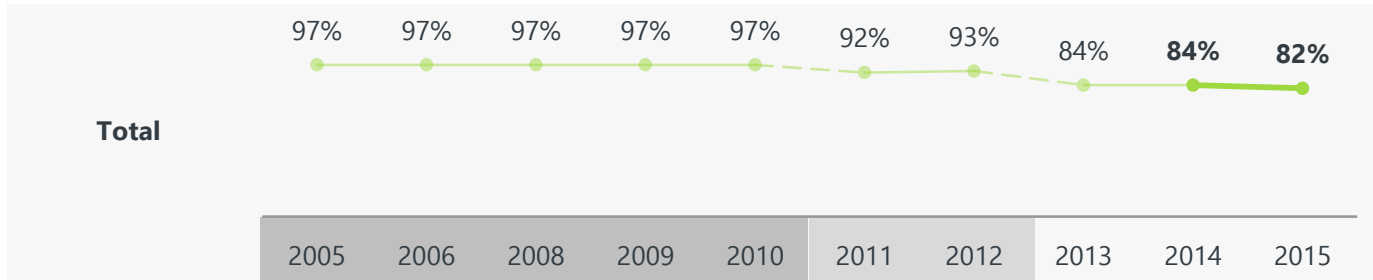
LS5. Based on anything you may have read, heard or seen, would you say that legal aid services in British Columbia are...

- Even if the provincial government has to spend more money on legal aid, 82% of BC residents believe that everyone should have the right to access the justice system, which is on par with the 84% agreeing in 2014. Specifically, 44% BC residents *strongly* agree with this point-of-view, while 38% are in moderate agreement.
- On the other hand, while perceptions are still positive, BC residents are relatively less likely to agree with the view that governments should give funding for legal aid the same priority as they give to funding for other social services like health care, education, welfare and child protection. Currently, 68% of BC residents support this belief with 30% *strongly* agreeing. Since last year, the strength of agreement for this point-of-view (i.e. those rating strongly agree) increased from 24% to 30%.
- Interior residents continue to express the highest agreement that everyone should have the right to access the justice system (88% versus 81% in the rest of the province).
- For both positions on legal aid, the lower their household income, the higher and stronger the agreement from residents. That said, even among those in the higher household income categories, agreement is in the majority (78% of these higher earners support everyone having the right to access the justice system and 62% agree to giving legal aid funding the same priority as other social services).
- When analyzing the positions of BC residents when it comes to everyone having the right to access the justice system *combined* with their opinions on giving funding for legal aid the same priority as other social services, the majority (65%) continue to agree with both points-of-view. This means that two-thirds feel that everyone should have the right to access the justice system, even if the provincial government has to spend more money on it *and* they also believe that legal aid funding should be given a priority equaling that of the funding for other social services.
- Also consistent with last wave is that about one-in-ten residents disagree with both views on legal aid (they do not support everyone having the right to access the justice system nor do they want to give legal aid funding the same priority as other social services).
- For another 15% of residents, they agree that everyone should have the right to access the justice system even if the provincial government has to spend more money on it, but they do believe that governments should give legal aid funding the same priority as other social services. This leaves 2% who hold the opposite point-of-view. Both these findings are unchanged from one year ago.

Public Positions on the Justice System & Legal Aid

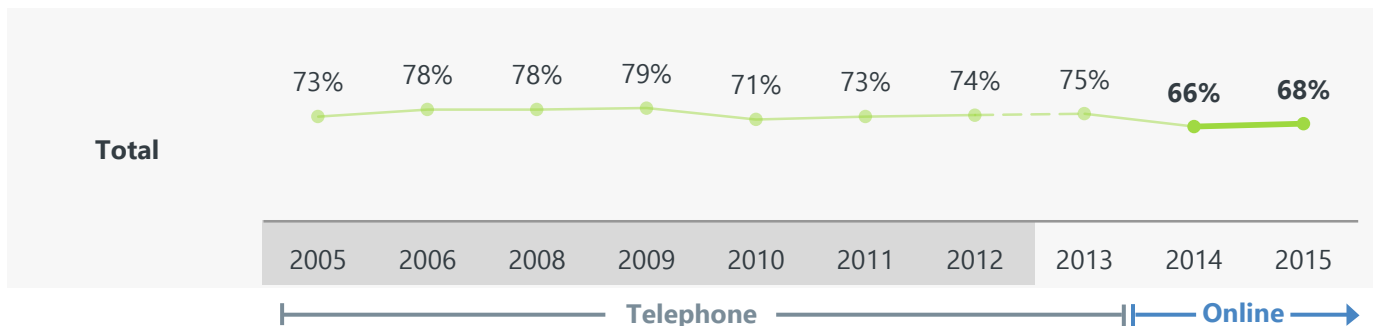
% Agreeing

*Everyone should have the right to access the justice system even if that means the provincial government, which provides most of the funding for legal aid, has to spend more money on it.**



2015	
	(600)
Strongly agree	44%
Moderately agree	38%
Moderately disagree	9%
Strongly disagree	4%
No opinion / don't know	5%

*Governments should give funding for legal aid the same priority as they give to funding for other social services such as health care, education, welfare, and child protection.**



Strongly agree	30%
Moderately agree	38%
Moderately disagree	19%
Strongly disagree	7%
No opinion / don't know	6%

Total base size: 2005 (763), 2006 (745), 2008 (730), 2009 (753), 2010 (574), 2011 (562), 2012 (602), 2013 (600), 2014 (612), 2015 (600)

*New wording/question order was implemented in 2013, trends should be viewed with caution.

LS6. Would you agree or disagree with the following statement? Everyone should have the right to access the justice system even if that means the provincial government, which provides most of the funding for legal aid, has to spend more money on it.

2011-2012 WORDING: Everyone should have the right to access the justice system even if that means spending more money to reach people in remote and rural communities.

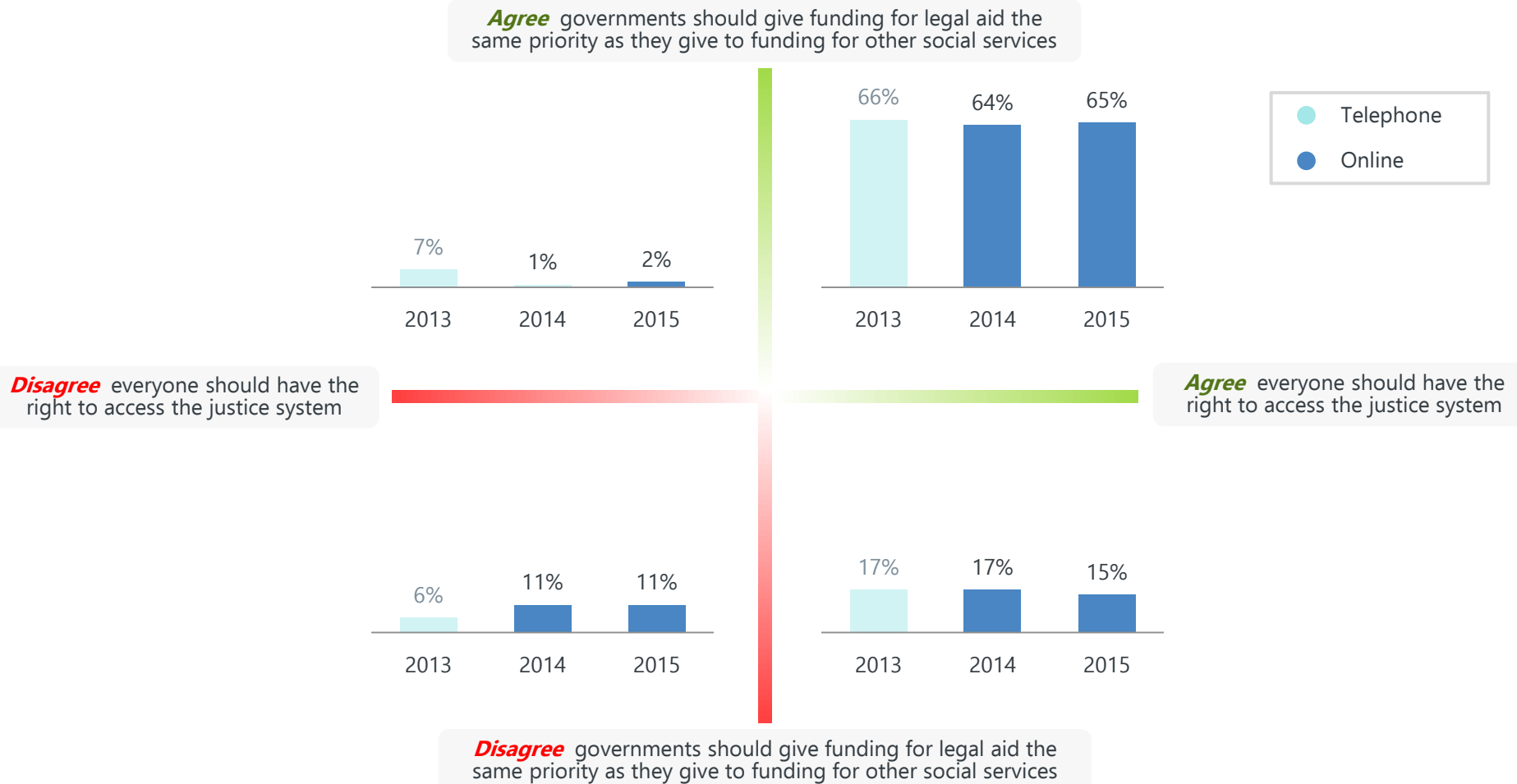
WORDING PRIOR TO 2011: Everyone should have the right to access the justice system.

LS7. Most of the funding for legal aid comes from the provincial government. Would you agree or disagree with the following statement? Governments should give funding for legal aid the same priority as they give to funding for other social services such as health care, education, welfare, and child protection.

WORDING PRIOR TO 2013: Governments should give funding for legal aid the same priority as other social services.

Public Positions on the Justice System & Legal Aid (cont'd)

The chart below combines BC resident opinions on everyone having the right to access the justice system, even if the provincial government has to spend more money on it *and* their opinions on governments giving legal aid funding the same priority as they give other social services. The majority agree with the two positions (top, right-hand quadrant), whereas one-in-ten disagree with both (bottom, left-hand quadrant).



Total base size: 2013 telephone (600), 2014 (612), 2015 (600)

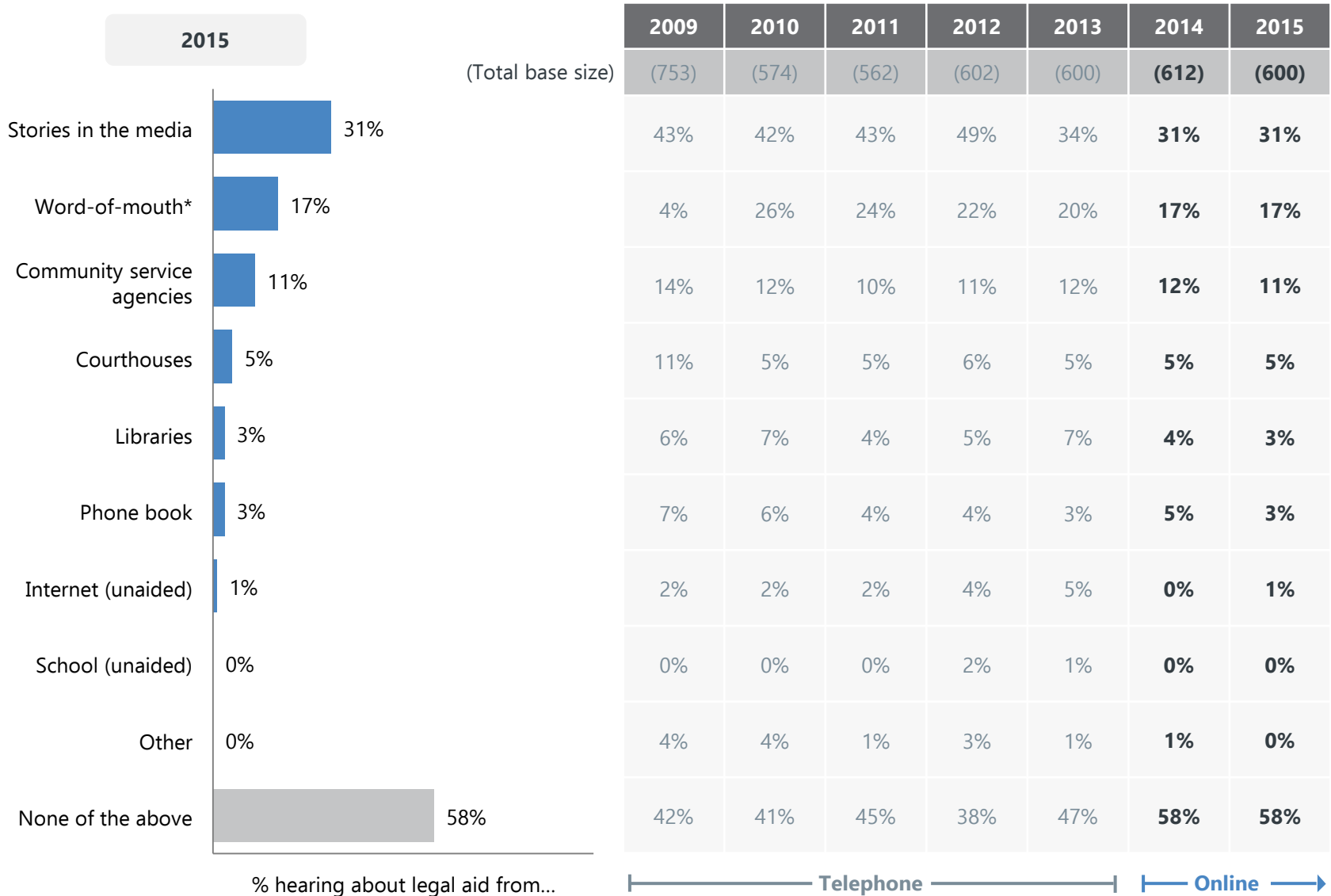
Note: "No opinion / don't know" responses were 3% in 2013, 7% in 2014 and 6% in 2015.

LS6. Would you agree or disagree with the following statement? Everyone should have the right to access the justice system even if that means the provincial government, which provides most of the funding for legal aid, has to spend more money on it.

LS7. Most of the funding for legal aid comes from the provincial government. Would you agree or disagree with the following statement? Governments should give funding for legal aid the same priority as they give to funding for other social services such as health care, education, welfare, and child protection.

- Stories in the media (i.e. newspaper, television and/or radio) continue to be the main way BC residents receive information about legal aid (31%). Word-of-mouth remains the next most common channel, followed by community service agencies, with 17% and 11%, respectively.
- For residents falling into the lowest household income category (less than \$25k/year), along with media stories and word-of-mouth, community service agencies and courthouses are also noted as information sources on legal aid.
- However, most commonly, British Columbians admit that they don't recall hearing anything at all about legal aid over the past few months (58% say this), which was also the case in 2014.
- Improving or increasing funding continues to be the number one comment BC residents make when asked how they think legal aid services could be improved in the province (14% mentioning). No other comment is made by more than 5% of residents. Since last wave, two suggestions - improving the accessibility or availability of legal aid and having more advertising or promotions - both seem to be declining. Meanwhile, the call to expand qualifications for legal aid (i.e. raising the maximum income level for eligibility) appears to be on the rise.

Sources of Legal Aid Information



Total base size: 2015 (600)

**This response was added to the response list in 2010.*

LS8. In the past few months, did you hear about (get information about) legal aid from any of the following sources?

Suggested Improvements for Legal Aid Services

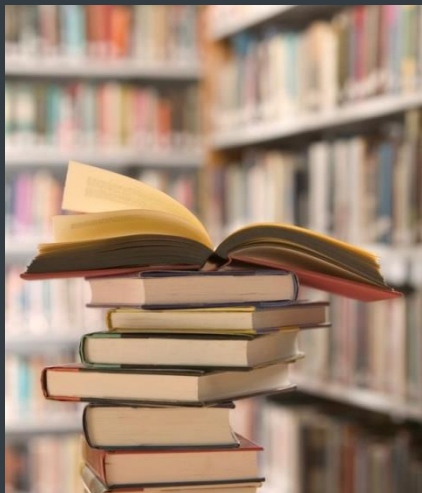
	2009	2010	2011	2012	2013	2014	2015
(Total base size)	(753)	(574)	(562)	(602)	(600)	(612)	(600)
Improve / increase funding	22%	18%	18%	21%	19%	15%	14%
Improved access / availability	18%	9%	6%	7%	6%	11%	5%
Expand qualifications for legal aid / raise max. income level	—	2%	2%	3%	2%	4%	5%
More advertising / promotion / public awareness	14%	14%	15%	11%	13%	9%	4%
More lawyers doing pro bono work / who will work for lower fees	—	2%	1%	4%	2%	2%	4%
Better guidelines as to who should qualify for legal aid	5%	3%	3%	5%	5%	5%	3%
Make system more efficient (legal / judicial / courts)	3%	2%	5%	3%	5%	5%	3%
Improved access / availability for lower income people	4%	2%	4%	3%	5%	3%	3%
Better government / a government that supports legal aid	—	—	1%	1%	3%	1%	3%
More lawyers available	8%	5%	3%	5%	3%	3%	2%
More qualified legal representation	2%	3%	2%	1%	2%	2%	1%
More help / support for family matters	—	—	—	—	2%	2%	1%
Discontinue coverage for immigration cases	—	—	—	—	—	1%	1%
Improve access for small towns / rural areas	—	—	—	—	—	1%	1%
Utilize law students / paralegals	—	—	—	—	—	1%	1%
Have legal seminars / more education about legal issues*	—	—	—	—	—	—	1%
Reduce the costs of the legal system / reduce legal fees*	—	—	—	—	—	—	1%
Mediation / dispute resolution outside of the legal process*	—	—	—	—	—	—	1%
Address underlying issues / increase support for the poor*	—	—	—	—	—	—	1%
Other	10%	3%	2%	2%	5%	8%	4%
None / no improvement necessary	2%	24%	24%	36%	4%	7%	0%
Don't know / not stated	32%	26%	26%	15%	43%	37%	58%

— Telephone — Online —>







Note: 2015 main mentions only.

*New suggestions in 2015

LS9. How do you think legal aid services in British Columbia could be improved?



Appendix

		2015
	Base	600
Gender 	Male	49%
	Female	51%
Age 	18 – 34	30%
	35 – 54	36%
	55+	34%
Region 	Metro Vancouver	47%
	Fraser Valley	15%
	Vancouver Island / Coast	17%
	Thompson / Kootenays / Okanagan	16%
	North (North Coast / Nechako / Northeast)	6%
Educational Background 	High school or less	14%
	Vocational / technical / college	25%
	Some university	17%
	Graduated university	41%
	Prefer not to answer	2%
Household Income 	Less than \$25,000	11%
	\$25,000 to less than \$45,000	15%
	\$45,000 to less than \$65,000	19%
	\$65,000 to less than \$100,000	18%
	\$100,000 or more	18%
	Prefer not to answer	19%
Household Composition 	Single with no children	27%
	Couple with no children	35%
	Family with children (includes single parent household)	29%
	Other	6%
	Prefer not to answer	3%

BC Public Opinion Survey



Client and project number	Legal Services Society – 15011
Topic	Public Opinion Poll
Target Survey Length	5 mins
Target Market and Sample Size	General Population - 600
Field Dates (soft and full launch, reminder and final deadline)	Feb 16 – 23

LSa Are you, or is anyone in your household, closely related to a Legal Services Society employee or a lawyer who provides legal aid services?

1. Yes
2. No
3. Don't know

D6 In which area of BC do you live?

1. Metro Vancouver
2. Fraser Valley
3. Vancouver Island / Coast
4. Thompson / Kootenays / Okanagan
5. North (North Coast / Nechako / Northeast)
6. Do not live in BC

THANK & TERMINATE

D1 Which of the following describes your age?

1. 18 to 24
2. 25 to 34
3. 35 to 44
4. 45 to 54
5. 55 to 64
6. 65+

D5 Please indicate your gender.

1. Male
2. Female

IF LSa = 1 OR 3, SEND TO THANK-YOU & TERMINATE

SAVE & RESUME LATER

NEXT



LS1 Now we would like to ask you a few questions about legal aid.

First of all, are you aware that there are legal aid services in BC for people with low incomes?

1. Yes
2. No
3. Don't know

GO TO QN LS3
GO ON TO LS3

LS2 Did you know that legal aid services are available for people who are facing...

- a. Criminal law matters
- b. Family law matters
- c. Immigration / refugee matters

1. Yes
2. No
3. Don't know

LS3 As you may already know, legal aid services provide low income people with legal information, advice, and/or representation in court.

This can include providing them with self-help materials, giving them a few hours of legal advice, or paying a lawyer to represent them in court for serious family, criminal, or immigration/refugee problems.

What is low income? (Button that opens up the explanation)

Low income refers to those people who do not have enough money each month to buy basic goods. This amount of money is estimated by the federal and provincial governments and is based on the community in which a person lives.

Knowing this, to what extent do you support or oppose legal aid services?

1. Strongly support
2. Moderately support
3. Moderately oppose
4. Strongly oppose
5. No opinion / don't know

LS3a Do you strongly agree, agree, partly agree/partly disagree, disagree or strongly disagree that...
Legal Aid should support their clients in addressing problems that are related to their legal issues (such as housing problems, debt, health problems, etc.)?

1. Strongly agree
2. Agree
3. Partly agree / partly disagree
4. Disagree
5. Strongly disagree
6. No opinion / don't know



- LS4 In your opinion, how important is it to fairness in the justice system for BC to provide low income people with legal aid

[RANDOMIZE LIST]

- a. In family court
- b. In immigration / refugee hearings
- c. In other civil legal proceedings (such as foreclosures, bankruptcies, employment insurance collection, disability benefits collection, or other poverty law proceedings)
- d. In criminal court

- 1. Very important
- 2. Somewhat important
- 3. Not very important
- 4. Not at all important
- 5. No opinion / don't know

- LS5 Based on anything you may have read, heard or seen, would you say that legal aid services in British Columbia are

- 1. More than adequately funded
- 2. Adequately funded
- 3. Not adequately funded
- 4. No opinion / don't know

ROTATE ORDER OF LS6 AND LS7

- LS6 Would you agree or disagree with the following statement?

Everyone should have the right to access the justice system even if that means the provincial government, which provides most of the funding for legal aid, has to spend more money on it.

- 1. Strongly agree
- 2. Moderately agree
- 3. Moderately disagree
- 4. Strongly disagree
- 5. No opinion / don't know

- LS7 Most of the funding for legal aid comes from the provincial government.

Would you agree or disagree with the following statement?

Governments should give funding for legal aid the same priority as they give to funding for other social services such as health care, education, welfare, and child protection.

- 1. Strongly agree
- 2. Moderately agree
- 3. Moderately disagree
- 4. Strongly disagree
- 5. No opinion/don't know



LS8 In the past few months, did you hear about (get information about) legal aid from any of the following sources? **[RANDOMIZE LIST]**

- a. Courthouses
- b. Libraries
- c. Stories in the media (newspaper, tv and / or radio)
- d. Phone book
- e. Community service agencies (This includes women's centres, transition houses, the John Howard and Elizabeth Fry Societies, Native Courtworker offices, Native Friendship Centres, community centres, multicultural and immigrant associations, seniors centres and youth clinics as examples.)
- f. Word-of-mouth (e.g. friends, family, acquaintances)
- g. Other **(SPECIFY)**

- 1. Yes
- 2. No

LS9. How do you think legal aid services in British Columbia could be improved?

Enter your comments into the space below

[PROG OPEN END BOX]

- ☐ No Comment

Wrap Up

D2 Which of the following categories best describes your educational background?

- 1. High school or less
- 2. Vocational / technical / college
- 3. Some university
- 4. Graduated university
- 5. Prefer not to answer

D3 Which of the following best describes your total annual household income before taxes?

- 1. Less than \$25,000
- 2. \$25,000 to less than \$45,000
- 3. \$45,000 to less than \$65,000
- 4. \$65,000 to less than \$100,000
- 5. \$100,000 or more
- 6. Prefer not to answer



D4 Which of the following best describes your current household composition?

1. Single with no children
2. Couple with no children
3. Family with children (includes single parent household)
4. Other
5. Prefer not to answer

Those are all of our questions!
Thank you very much for completing our survey.

SAVE & RESUME LATER

NEXT