

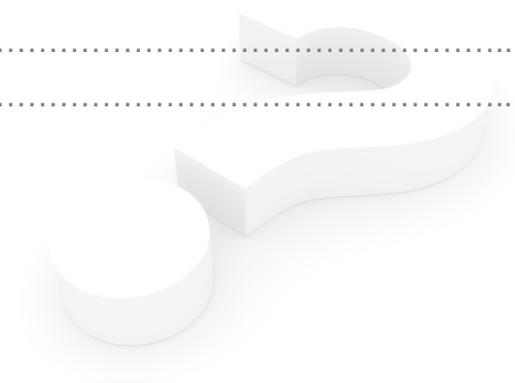
LSS 2010 Tariff Lawyer Satisfaction Survey

- May 11, 2010
- 09-0209

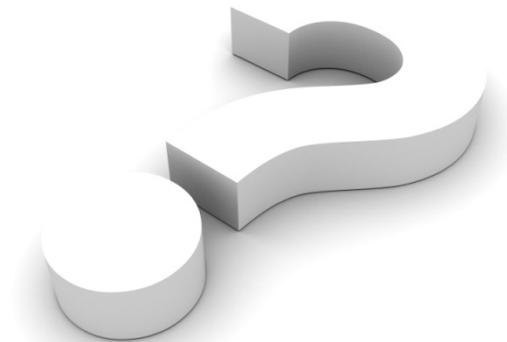


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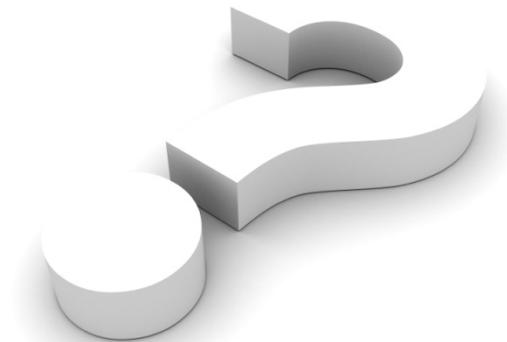
Background & Objectives



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 2009 just 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 get 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. This year's survey (2010) took place as 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.
- The study provides LSS with quantifiable performance measurements on areas that are set out in the LSS Service Plan and also provides recommendations to improve LSS service to lawyers in the future.
- LSS commissioned Synovate, a professional market research firm, to conduct the 2010 Lawyer Satisfaction Survey. This report contains the detailed findings from the study and where applicable, includes trends from the 2007 and 2004 surveys.

Methodology



Methodology

- A total of 292 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 1,019 tariff lawyers were emailed an invitation to the online survey designed by Synovate, which was hosted at www.websurveys.ca/LSS.
- To maximize response rates to the survey, several steps were taken:
 1. LSS promoted the survey in a newsletter prior to launch
 2. A second invitation and a reminder email were sent out to all lawyers
 3. A prize draw was offered to participating lawyers
 4. Telephone reminder calls/follow-ups were made to 555 non-responding lawyers, prior to the survey's closure
- Telephone reminder/follow-up call statistics and comments can be found in the Appendix of this report.
- Key study dates are as follows:

January 7, 2010	Initial email invitation sent/survey open for participation
January 29	Second email invitation sent
February 10	Reminder email sent
February 19 to 26	Telephone reminder/follow-up calls
March 1	Survey closed

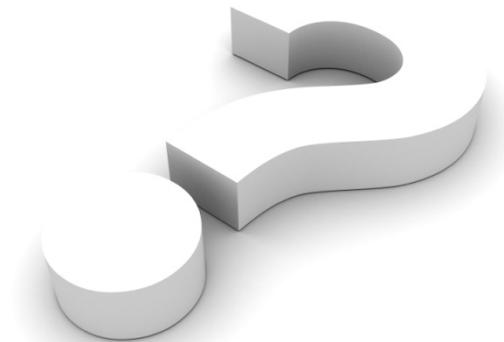
Methodology

- Study response rates are as follows:

Outcomes	Study Wave		
	<u>2004</u>	<u>2007</u>	<u>2010</u>
Total surveys received	404	379	292
Total invitations sent	1026	965	1019
Response rate	39%	39%	29%

- The lower response rate in this current wave is likely related in part to the decrease in LSS services and infrastructure announced just prior to the survey's launch. Comments made during follow-up calls to a sample of non-responders, which can be found in the Appendix of this report, may also help in understanding the lower response rate.
- 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 2010 sample size of 292 is +/-5%.
- When comparing the results between 2010 and past waves (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.
- Throughout this report survey data from two other studies has been included on relevant exhibits (*in italicized font*): the Legal Aid Alberta 2008 Survey of Roster and Non-Roster Lawyers and the Legal Aid Ontario 2007 Survey of Certificate Lawyers & Per Diem Counsel. (Caution: these results have been included for reference purposes only and should not be considered directly comparable to the LSS study.)

Executive Summary



Executive Summary

Overall Performance

- Presently, six in ten tariff lawyers are satisfied with the level of support they receive from LSS and one-half feel their services are valued by LSS. **These moderately positive feelings toward the organization translate into 80% of lawyers predicting they will take on just as many legal aid referrals, if not more, in 2010/2011.**
- Satisfaction with the support lawyers receive from LSS has gone from 69% in 2004, to 75% in 2007, to 62% presently.
- Lawyers who feel valued say it is mainly because of the way they are treated by staff. They say staff is friendly, helpful and respectful.
- Those who feel undervalued or who are unsure whether LSS values their services tend to be focused on compensation; specifically, they feel the tariff is too low or think the number of hours and range of services covered by the tariff does not reflect the time required to deliver quality service. These are the same top suggestions lawyers give when asked what LSS can do to improve its support to tariff lawyers and by the 19% who plan on taking fewer or no referrals in the coming year.
- **Key driver analysis reveals that valuing lawyers' services needs to be a top priority for LSS, as it has the greatest impact on improving lawyers' satisfaction with the support provided by LSS.**

LSS Priorities

- **Awareness of LSS's holistic or integrated approach currently stands at 38%.** Another 17% are aware of at least one of the projects that are part of this holistic approach, but are not aware of the approach itself.
- **While tariff lawyers are supportive of LSS taking a holistic approach (71% are supportive), they are not fully satisfied with the level of support LSS is providing on two related fronts: support to get clients more involved in resolving their own legal issues and support to help lawyers help their clients address related legal issues (such as housing problems, debt, etc.).**
- When it comes to supporting lawyers so they can help clients be more actively involved in their own legal issues, lawyers give mixed reviews to LSS — 42% think they are providing the right support, 31% are unsure and 27% are dissatisfied.
- When it comes to supporting lawyers so they can help their clients address related legal issues, tariff lawyers tend to be critical of LSS — 22% think LSS is doing a good job, 32% are unsure, while 45% are dissatisfied with the support they get from LSS on this front.

Executive Summary

LSS Priorities (cont'd)

- **Tariff lawyers also have divisive opinions on the job LSS is doing at allocating its limited resources to meet the needs of people of low income. Further, opinions are significantly less positive than they were three years ago (39% presently versus 59% in 2007).**

Overall Support For Tariff Lawyers

- **The timeliness of phone inquiries and, especially, the courteousness and knowledge of staff, both continue to earn positive feedback from tariff lawyers.**
- While overall positive ratings are lower than historical trends, strong positive ratings (i.e., strongly agree) for courteousness and knowledge have significantly increased since 2007.
- Tariff lawyers who have not received an answer to a phone inquiry in a timely manner or who found staff to be unknowledgeable are more likely to have been calling about an authorization issue, rather than a referral or account issue.
- **Tariff lawyers are in agreement when it comes to the acceptable length of time to wait for an answer to an urgent or non-urgent request — one to two days is fine for non-urgent requests, while urgent requests need to be addressed in less than a day.**

Referrals

- **Referrals continue, for the most part, to be a positively rated service aspect for LSS, earning positive ratings from 72% of tariff lawyers.**
- Lawyers are satisfied with the time it takes to get a referral document once legal aid is approved and the majority feel that referral documents contain all the information they need to proceed. However, satisfaction with the latter has dropped since 2007.
- **One area of referrals that requires a closer look by LSS is the ease of getting retainers amended when changes are required.** Opinions are currently somewhat divided (52% are satisfied, 27% are not sure and 21% are dissatisfied), and, more importantly, have declined since 2007. **Further, the ease of getting retainers amended is the key driver of overall referral satisfaction, making it even more imperative that performance in this area is addressed.**
- Tariff lawyers who rely on LSS cases for the majority of their income find it easier to get their retainer amended than those who take on fewer LSS cases. This may indicate that familiarity with the process is coming into play.

Executive Summary

Authorizations

- **Tariff lawyers are not as satisfied with authorizations as they were three years ago.** Among the almost 90% of lawyers who submitted a request for authorizations for fees and disbursements, only 52% are satisfied with the process overall (compared to 60% in 2007).
- **LSS explanations of its authorization decisions is one area that has lost ground in the last three years** (49% are satisfied versus 59% in 2007). Meanwhile, the timeliness of urgent and non-urgent requests earns positive feedback from one-half of lawyers, which is unchanged from 2007.
- **Explaining authorizations clearly needs to be a top priority for LSS as it is the key driver of improving overall authorization satisfaction among tariff lawyers.**

Accounts

- **Tariff lawyers are satisfied with the support they receive from LSS with the payment process, but are not as positive as they were three years ago.** Currently, 71% are satisfied versus 82% in 2007.

- Unchanged from past trends, tariff lawyers tend to be satisfied with the payment period (83%), but less so with the explanations LSS provides for its payment decisions (63%).
- **Between the two areas (the payment period and explaining payment decisions), the latter has more impact on increasing overall account satisfaction.**

LSS Tariff

- **The majority of tariff lawyers (80%) claim they understand the tariff, while notably fewer (69%) find the billing and dealing with tariff items and billing rules straightforward.**
- Lawyers with less experience have the most difficulty with billing, tariff items and billing rules.

Written Communications & Online Resources

- Tariff lawyers are generally satisfied with LSS written communications and online resources, however, ratings have consistently declined since 2004.
- **When given the choice between fax or email communication, tariff lawyers continue to be divided.** However, preference for email communication from LSS continues to increase slowly (46% in 2004, 48% in 2007 to 54% currently).

Executive Summary

Written Communication & Online Resources (cont'd)

- When it comes to the Legal Aid Fax, the monthly newsletter, tariff lawyers overwhelming want to receive this publication via email (81%).
- **The most widely accessed resources on the main LSS website are the Guide to Legal Aid Tariffs (85%) followed by the billing and authorization forms (66%).**
- For the most part, the main reason tariff lawyers do not use a particular resource on the website is because they simply do not need it. However, over one-third of lawyers who have not used forms and questionnaires and/or practice resources say the reason is because they didn't know they were available on the website.
- **When it comes to which other LSS services tariff lawyers are recommending to their clients, criminal and family duty counsel services top the list.**

Helpdesk

- **The majority of tariff lawyers (74%) say they have used the LSS Helpdesk (60% via phone and 14% via email).** Lawyers who have had phone contact are equally likely to have either spoken with someone right away or left a message (only 9% were put on hold). Those who left a message had someone return their call, on average, in about a day and a half, which falls within the acceptable range for a non-urgent request. Those who had email contact were equally likely to get a timely response or to have to wait about a day for a reply to their request.
- **Currently, 62% of tariff lawyers find the Helpdesk effective at providing assistance or putting them in touch with someone who can.** Another 29% are uncertain about LSS Helpdesk effectiveness (for half of these lawyers it is because they have not used it).

Executive Summary

Implications

LSS currently draws mixed reviews from tariff lawyers.

When it comes to several of the tactical areas, such as written communications and online resources, the timeliness of inquiries, staff courteousness and knowledge, referrals, accounts and the Helpdesk, the majority of lawyers are satisfied. Although satisfaction is lower than it has been historically, in some of these areas, the majority still give positive evaluations.

In the areas of overall performance and LSS priorities, tariff lawyers' opinions tend to be more divided. Only one-half of lawyers feel LSS values their services and even less are satisfied with the job LSS is doing allocating its limited resources. Furthermore, positive ratings for both of these metrics have fallen significantly since 2007.

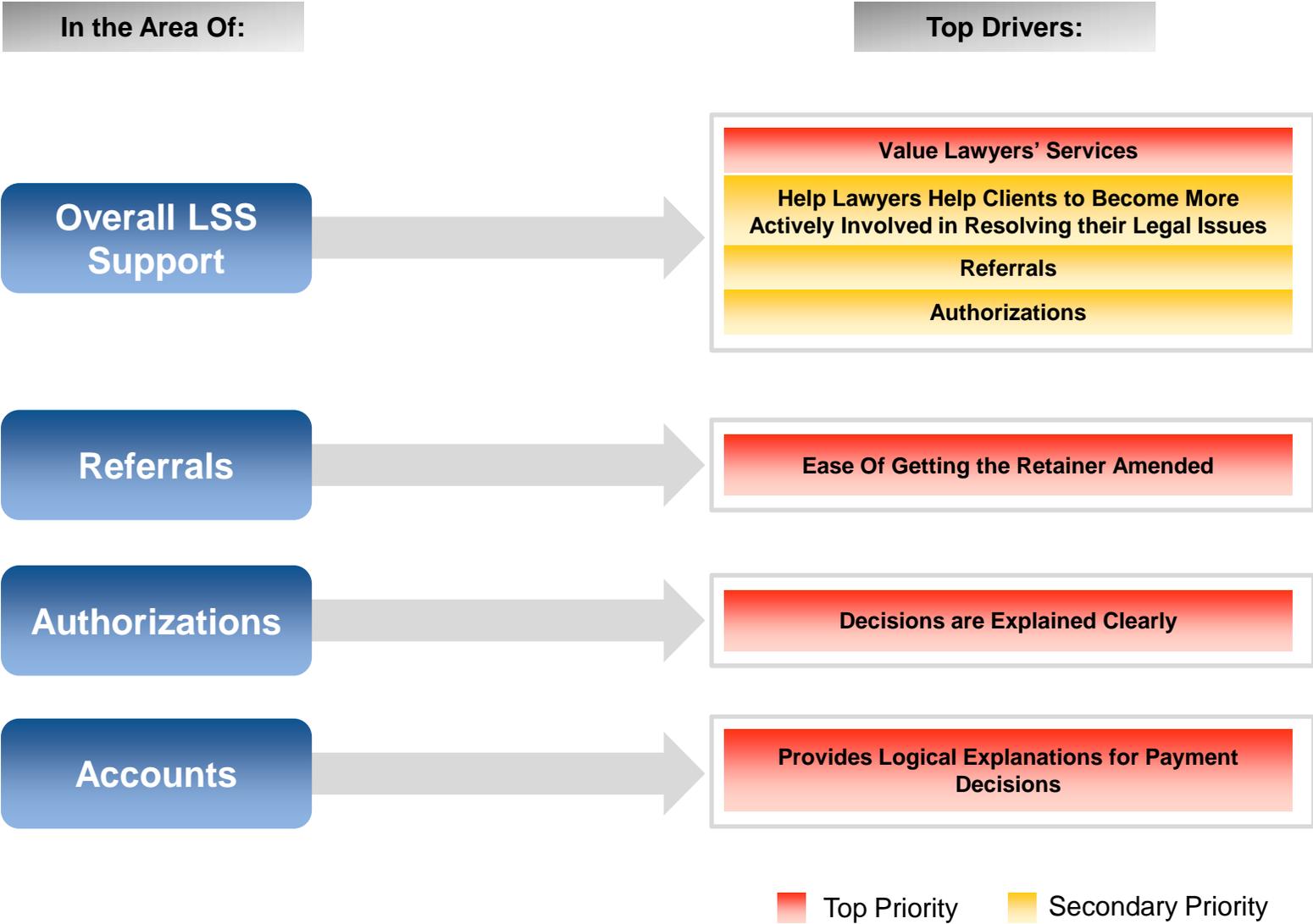
While knowledge of LSS's integrated or holistic approach and the associated projects stands at 55% (38% specifically know about the approach, while 17% have just heard of some of the projects), support for the approach is fairly high (71% support it). Yet tariff lawyers are more critical when asked to rate LSS's performance in the areas that support this approach, such as helping lawyers so they can help their clients be more actively involved in their own legal issues or so they can help clients address their related legal issues (such as debt or housing problems).

Despite the mixed evaluations, 80% of tariff lawyers say they plan to take on the same number of, or more, referrals in the coming fiscal year. When asked why, these lawyers are just as apt to mention their monetary or business reasons as they are to mention their altruistic ones.

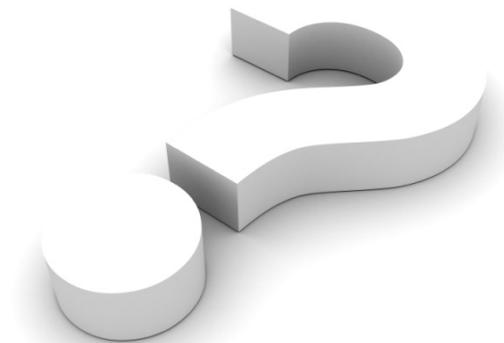
For LSS, the main focus should be on ensuring lawyers feel that their services are valued. This is the top driver of overall satisfaction with LSS support. Secondary areas of focus should be ensuring they are providing support so that lawyers can help their clients be more actively involved in resolving their legal issues and ensuring they are providing top-notch service in the areas of referrals and authorizations.

Summary of Key Driver Analysis

What Should LSS Prioritize to Maximize Overall Satisfaction?

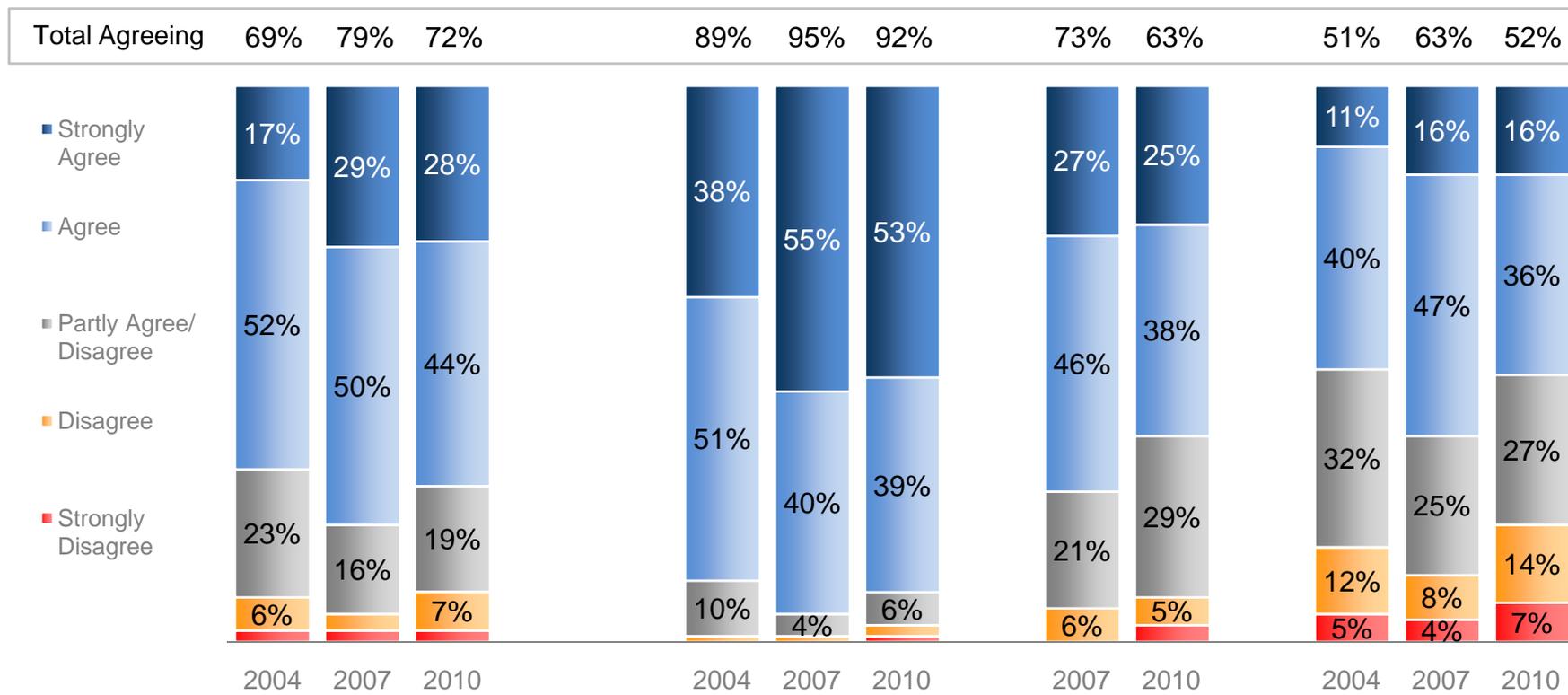


Summary of Results



Referrals

- 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



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

*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.

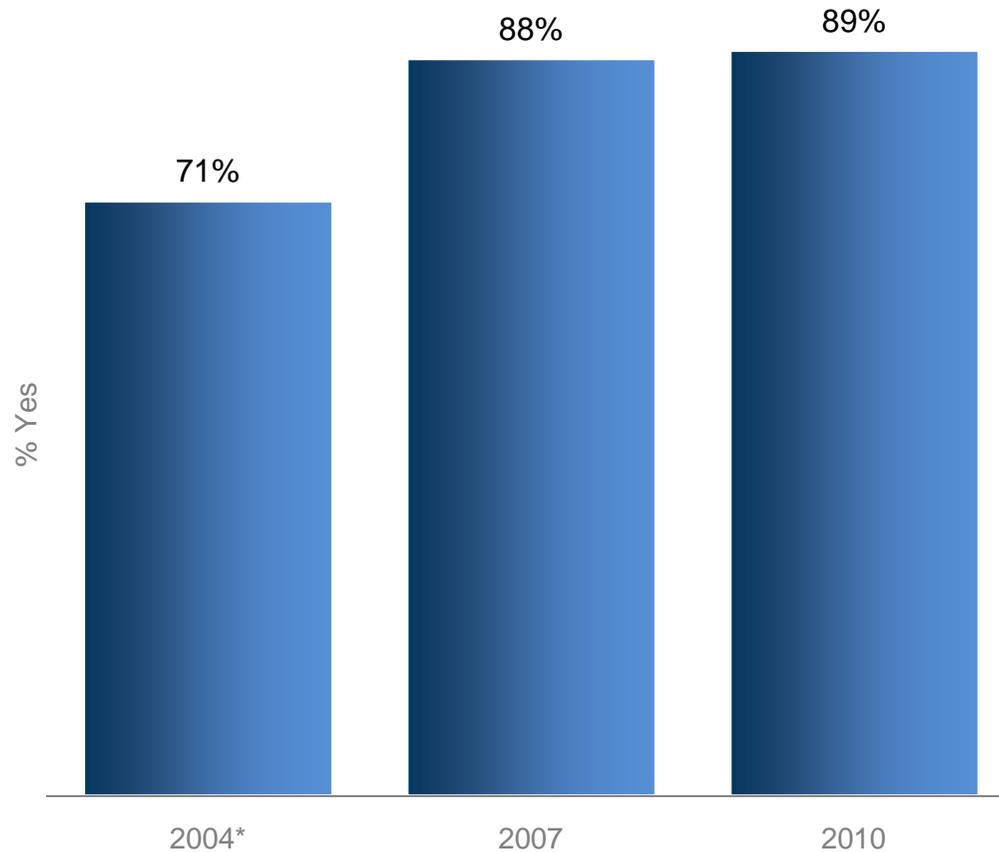
 Top Priority

Referrals

- **The majority of tariff lawyers in BC (72%) continue to agree that they are satisfied with the support they receive from LSS with the referral process.** Tariff lawyers who count on LSS for more than 50% of their annual income are especially likely to be strongly satisfied with the support they receive.
 - **The most highly rated aspect of referral service is the time it takes to get a referral document once legal aid is approved.** Unchanged from 2007, over 90% of tariff lawyers agree that the time it takes to get referral documents is acceptable.
 - **Tariff lawyers are less apt to agree than they were three years ago that referral documents contain all the information they need to proceed.** Currently, 63% agree the referral documents are comprehensive, which is significantly less than the 73% who agreed in 2007.
 - **Tariff lawyers are currently somewhat divided in their opinions when it comes to the ease of getting retainers amended when changes are required.** Currently, 52% think that it is easy, 27% are not sure, while 21% disagree. Compared with 2007, perceptions that getting retainers amended is easy have declined (from 63% agreeing it is easy in 2007 to 52% currently). Tariff lawyers who rely on LSS for more than 50% of their annual income are more apt than their counterparts to strongly agree that it is easy to get the retainer amended, which may indicate that familiarity with the process is a factor.
- **Key driver analysis shows that making it easy to get the retainer amended has the most impact on improving overall satisfaction with the referral process.**

Authorizations (Case Management)

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



- **Unchanged from 2007; 89% of tariff lawyers say they have submitted a request for authorizations for fees or disbursements.**

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

* 2004 wording: Have you ever submitted a request for authorization or for extra/collapse fees?

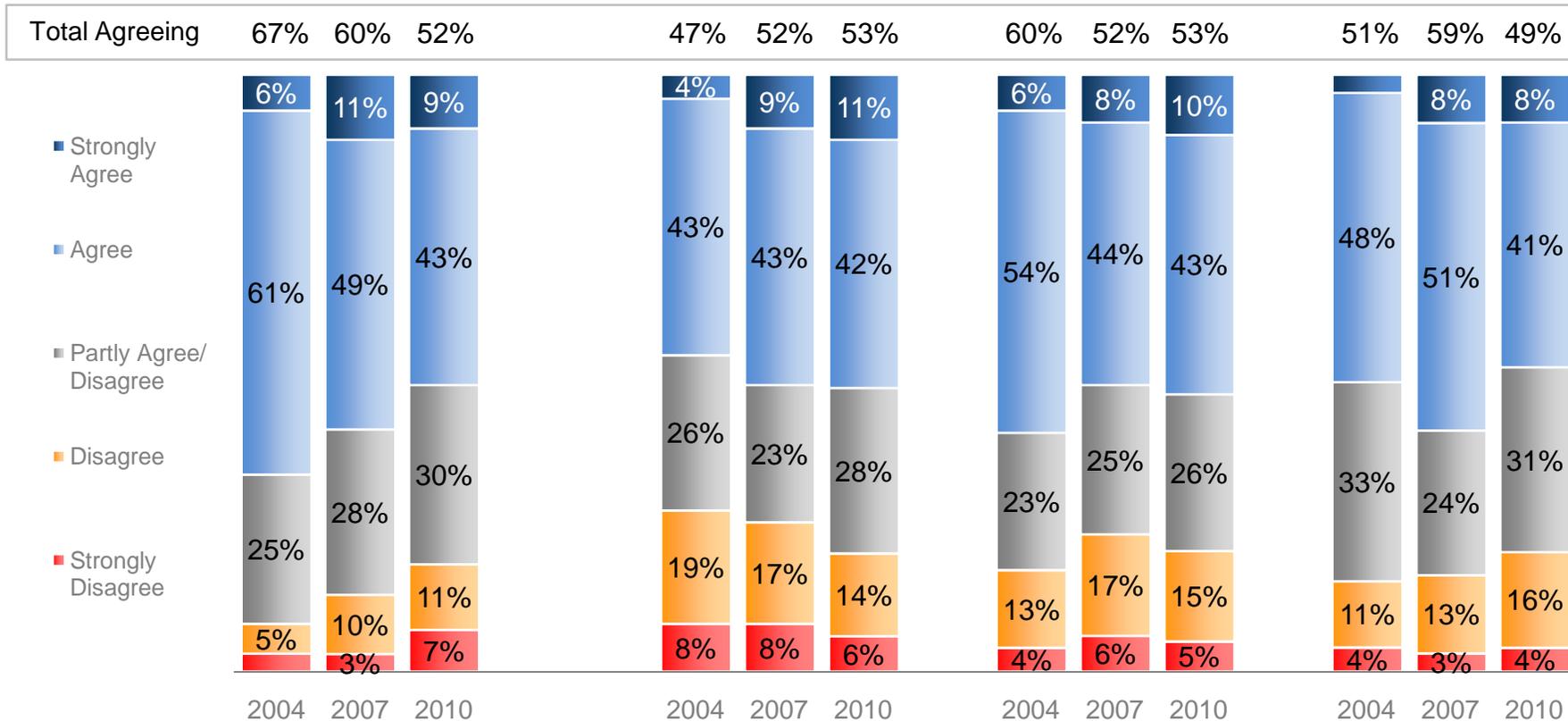
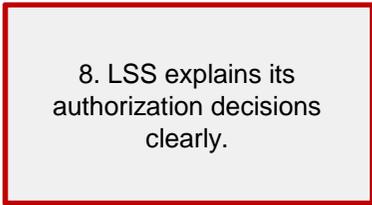
Authorizations (Case Management)

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.



2004 n=281, 2007 n=281, 2010 n=246-259 (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).

 Top Priority

Authorizations (Case Management)

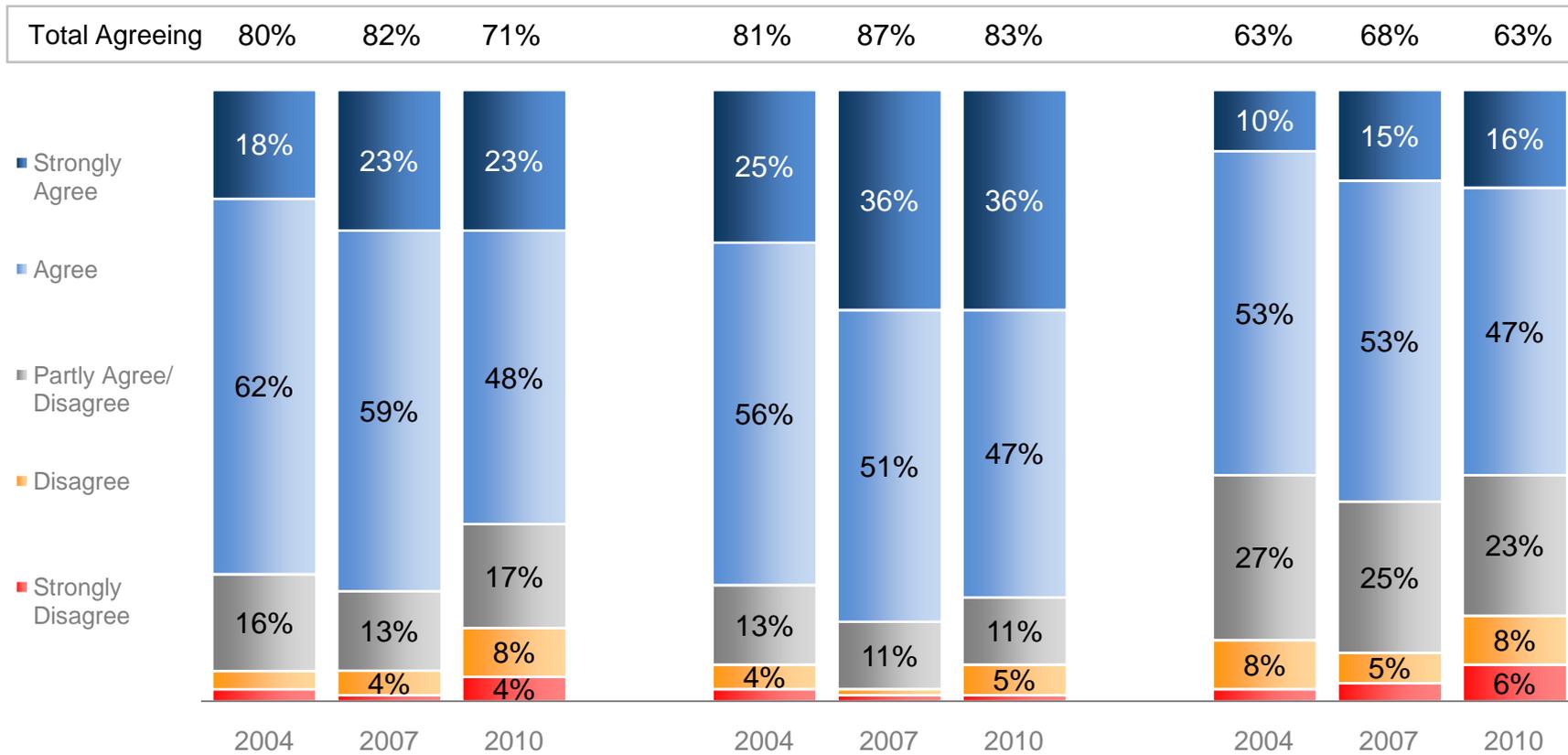
- **Satisfaction with the support provided by LSS for the authorization process has declined since it was last measured in 2007.** Currently, 52% agree they are satisfied with the support they receive from LSS versus 60% in 2007. Prince George tariff lawyers are particularly critical of LSS authorization performance (only 38% are satisfied).
 - The timeliness of urgent and non-urgent authorization decisions both earn agreement ratings from just over 50% of tariff lawyers, which is in line with 2007.
 - LSS explanations of its authorization decisions earn agreement ratings from 49%, which is significantly lower than the 59% earned in 2007.
- **Key driver analysis shows that a clear explanation of authorization decisions has the most impact on improving overall satisfaction with the authorization process.**

Accounts

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.



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

 Top Priority

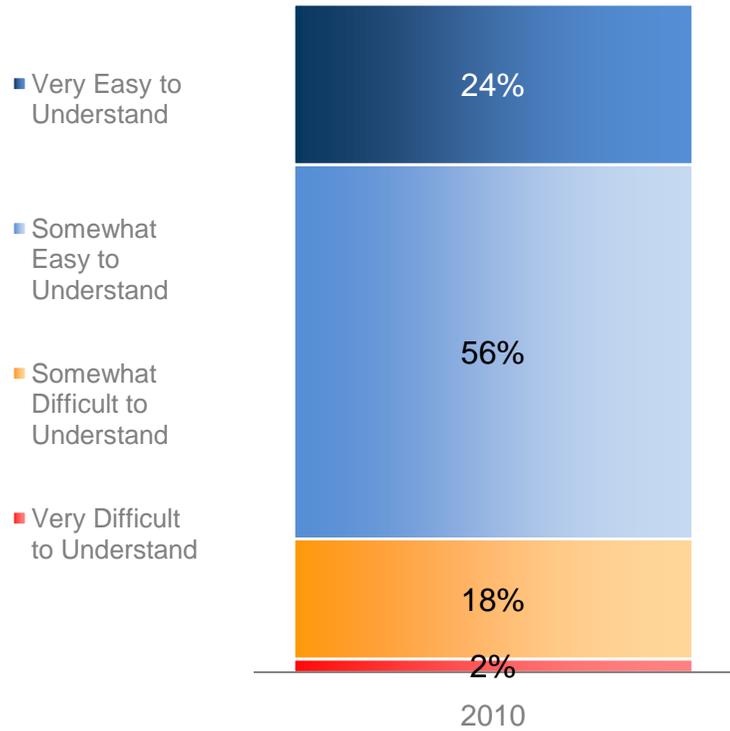
Accounts

- **Tariff lawyer satisfaction with the support received from LSS with the payment process continues to be positive, but is not as positive as it was in 2007.** Currently, 71% agree they are satisfied with the support they receive versus 82% in 2007. While those “strongly agreeing” is unchanged, those “agreeing” has significantly fallen from 59% to 48% over the last three years.
- **Consistent with past trends, tariff lawyers are satisfied with the payment period, but are less apt to feel LSS provides logical explanations for its payment decisions.** Eight in ten lawyers agree that LSS pays accounts in an acceptable length of time, which is broadly consistent with past trends. However, only 63% agree that LSS provides logical explanations for its payment decisions, slightly fewer than in 2007 (68%), but unchanged from 2004 (63%). Prince George lawyers are particularly critical about the explanations provided (only 48% are satisfied).
- **Key driver analysis shows that providing logical explanations for payment decisions has more impact on lawyers’ overall satisfaction with the payment process than the length of time it takes to pay an account.**
- *In the 2008 Legal Aid Alberta Survey of Lawyers (page 9), few roster lawyers (only 15%) felt that Legal Aid taking too long to pay accounts was an important reason for their willingness to continue handling legal aid certificates (making it the 9th ranked reason out of a possible 12).*
- *In the 2007 Legal Aid Ontario Survey of Lawyers (page 16), 75% of certificate lawyers reported being satisfied with the service they received on their non-discretionary accounts. Lawyers tended to be “satisfied” (46%) rather than “very satisfied” (29%).*

LSS Tariff

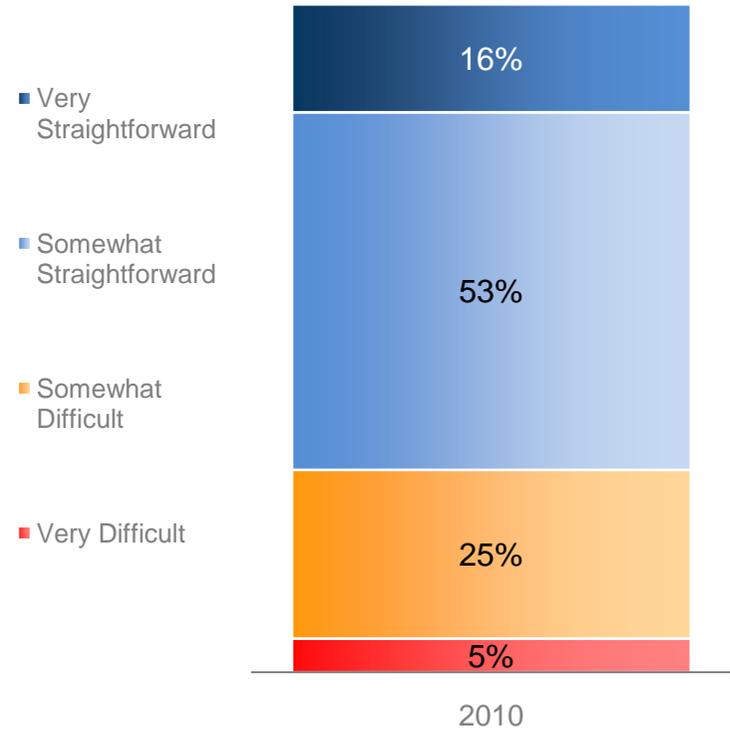
13. Do you find the LSS tariff:

Total Saying Easy to Understand 80%



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%



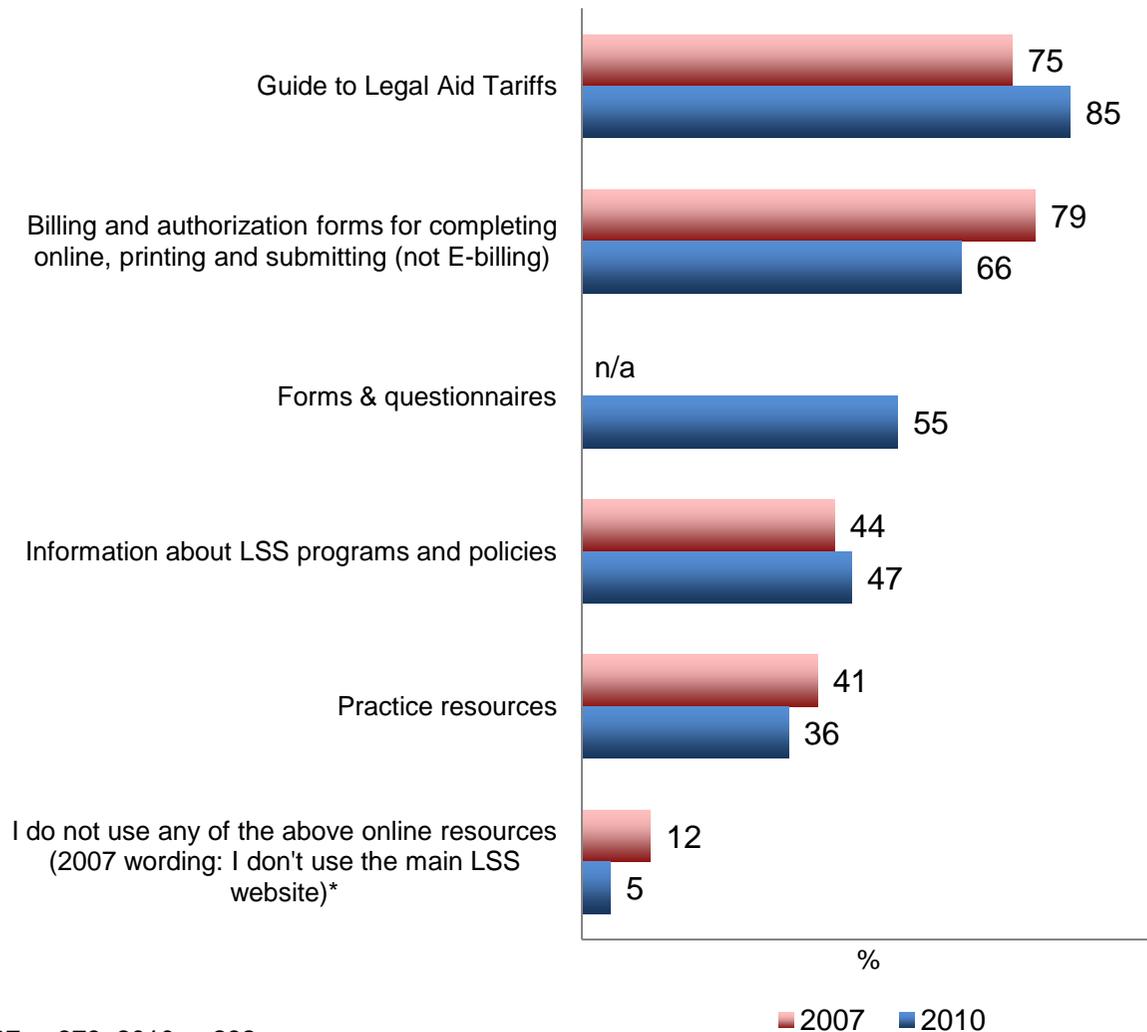
n=292

LSS Tariff

- **When it comes to the tariff, billing and dealing with tariff items and billing rules, tariff lawyers are more apt to find the processes easy, rather than difficult, to understand and work with.** Specifically, lawyers most commonly find the tariff and related processes “somewhat” easy and straightforward, rather than difficult.
- **While the tariff itself tends to be at least somewhat easy to understand for 80% of lawyers, the billing, tariff items and billing rules are less clear cut.** In total, 69% consider the billing, items and rules at least somewhat straightforward, while 30% find them difficult. Lawyers with less LSS experience (they have been representing LSS clients for less than three years) and those who mainly handle CFCSA cases for LSS have the most difficulty with the billing and dealing with tariff items and rules.
- **Overall, 18% of lawyers find both the tariff itself and the billing and tariff items difficult to understand. Another 12% understand the tariff, but find the billing and tariff items difficult.**
- *In the 2008 Legal Aid Alberta Survey of Lawyers (page 10), roster lawyers prioritized “changes to the fee structure to allow approval for extra coverage and disbursements on a more generous and timely basis” (73% ranked it as important) and “putting the tariff on a sliding scale so more senior lawyers receive a different remuneration” (54% ranking it as important) over “easier billing” (52% ranked it as important) when it comes to possible tariff and billing factors that are important to increasing the number of legal aid certificates they are willing to handle.*

Written Communications & Online Resources

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



- **The Guide to Legal Aid Tariffs is by far the most widely used online resource tariff lawyers on the LSS main website.** The greater the number of LSS clients a tariff lawyer handled last year, the more likely they are to have used the Guide. Usage of the Guide has increased since 2007 (75% used it in 2007 versus 85% currently).
- Billing and authorization forms are also used by the majority of tariff lawyers, but not as widely as they were three years ago (66% currently versus 79% in 2007). Vancouver lawyers are the most common users of these forms (74%).
- About one-half of tariff lawyers report using forms and questionnaires and accessing information about LSS programs and policies.

2007 n=379, 2010 n=292

*In 2004, 38% of tariff lawyers had not used the LSS website.

Written Communications & Online Resources

16a-e I have not used (online resource not used in Q15) on the LSS website because:

Billing & Authorization Forms		(n=100)
	%	
I don't require this resource	44	
I was unaware of this resource	24	
I get the support I need from LSS in other ways	18	
Use e-billing	7	
Haven't used this resource but may in the future/new to LSS	4	
I couldn't find the resource I needed online	3	
My assistant/other personnel have used this	3	
Use hardcopy/the print version	1	
Other	2	
Forms & Questionnaires		(n=132)
	%	
I don't require this resource	43	
I was unaware of this resource	36	
I get the support I need from LSS in other ways	20	
Haven't used this resource but may in the future/new to LSS	2	
My assistant/other personnel have used this	1	
I couldn't find the resource I needed online	1	
No reason in particular	1	
Information About LSS Programs & Policies		(n=156)
	%	
I don't require this resource	47	
I get the support I need from LSS in other ways	26	
I was unaware of this resource	21	
I couldn't find the resource I needed online	3	
Haven't used this resource but may in the future/new to LSS	3	
Use hardcopy/the print version	2	
Don't have time	2	
Not useful/doesn't answer my questions	1	
My assistant/other personnel have used this	1	
No reason in particular	1	

- **The main reason tariff lawyers have not used a particular website resource is generally because they do not require it.**
- However, for all resources, except for the Guide to Legal Aid Tariffs, a notable number of lawyers lack awareness of the particular resource. Anywhere from 21% to 37% do not know about a particular online resource.
- For the 15% of lawyers who do not use the Guide To Legal Aid Tariffs on the website, most either say they get support from LSS in other ways, they do not need it or they use their hardcopy version.

(continued on next slide)

Written Communications & Online Resources

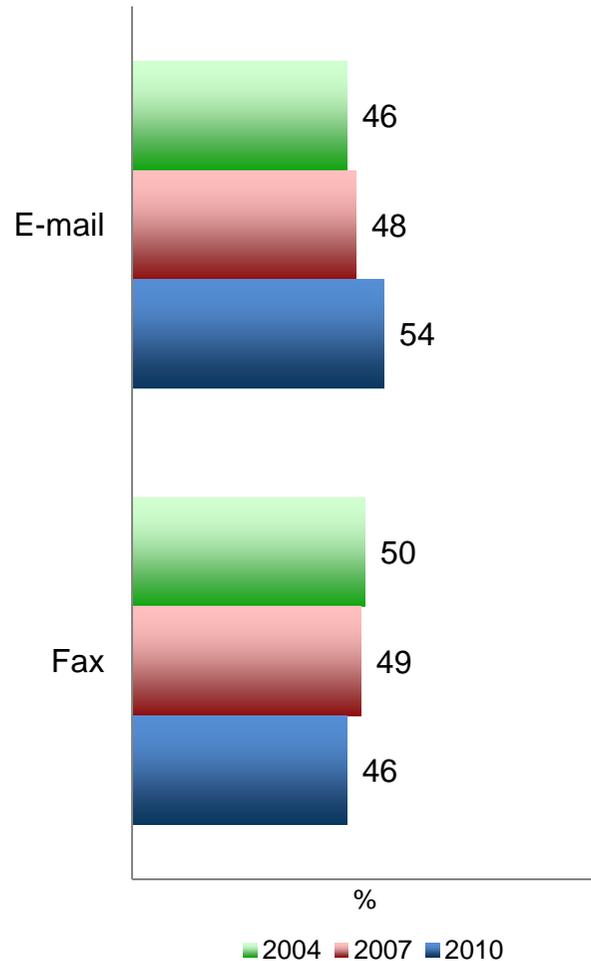
16a-e I have not used (online resource not used in Q15) on the LSS website because: (continued from previous slide)

Practice Resources	(n=188)
	%
I was unaware of this resource	37
I don't require this resource	37
I get the support I need from LSS in other ways	20
I couldn't find the resource I needed online	5
Haven't used this resource but may in the future/new to LSS	2
Don't have time	1
Not useful/doesn't answer my questions	1
No reason in particular	1
Guide to Legal Aid Tariffs	(n=45*)
	%
I get the support I need from LSS in other ways	40
I don't require this resource	24
Use hardcopy/the print version	20
I was unaware of this resource	7
My assistant/other personnel have used this	2
Haven't used this resource but may in the future/new to LSS	2
Not useful/doesn't answer my questions	2
Other	2

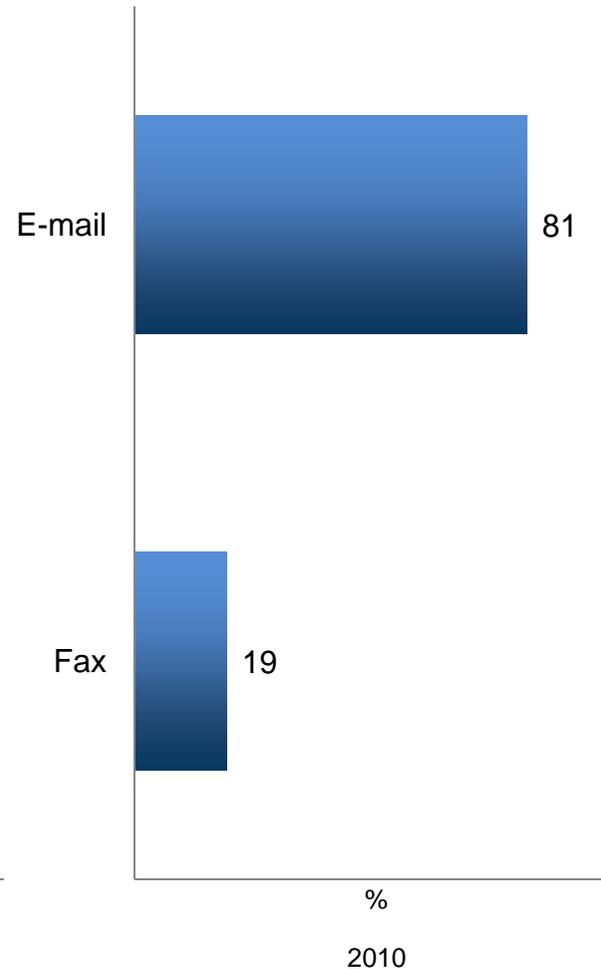
*Caution: small base size.

Written Communications & Online Resources

17. When LSS communicates to you in writing, which of the following methods would you prefer they use?*



18. LSS is considering distributing its monthly newsletter for lawyers, the Legal Aid Fax, by email rather than fax. This would allow LSS to add links to other resources or otherwise enhance the content of the newsletter. How would you prefer to receive the newsletter?



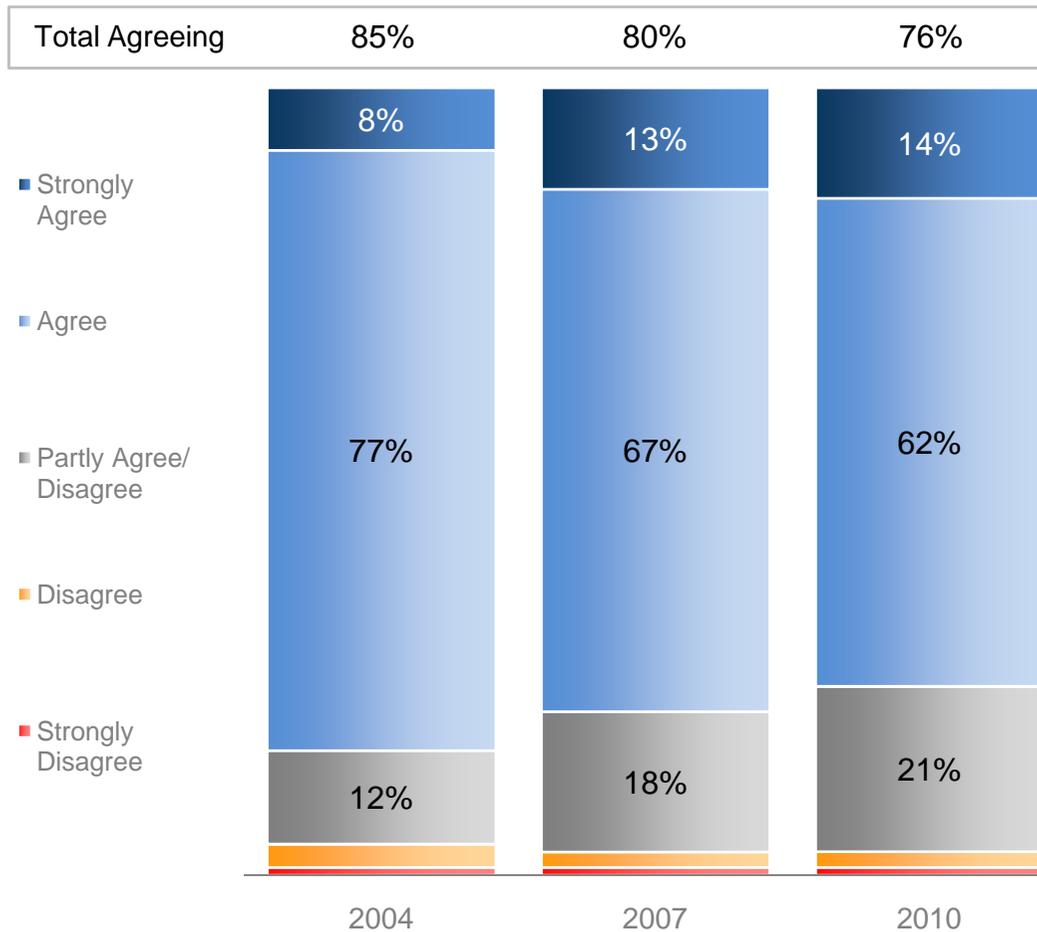
- **Tariff lawyers would prefer communications that come from LSS to be sent via email (54%) rather than by fax (46%), although the preference is slight.** Compared with three years ago, preference for email correspondence has increased. The preference for email correspondence is particularly high among those lawyers who handle fewer LSS cases in a year (15 or less), while those handling over 15 cases tend to slightly favour fax correspondence over email.
- **Tariff lawyers would prefer to receive the monthly newsletter (the Legal Aid Fax) via email (81%) rather than via fax (19%).**

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

*2004: Postal Service & LSS website also offered as options. 2007: Postal Service also offered as an option.

Written Communications & Online Resources

19. Overall, I am satisfied with the written communications and online resources I receive from LSS (letters, faxes, emails, websites, newsletters).



- **For the most part, tariff lawyers are satisfied with the written communications and online resources they receive from LSS.**
- However, compared with historical trends, overall satisfaction has declined steadily since 2004 (85% to 80% to 76% currently). Yet those strongly satisfied has remained stable over the past three years and is currently almost double what it was in 2004.
- *In the 2007 Legal Aid Ontario Survey of Lawyers (page 68), 83% of certificate lawyers report being satisfied with the LAO website. Further, 87% of certificate lawyers said that in the end, they got what they needed from the LAO site (page 70).*

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

Written Communications & Online Resources

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* (n=404) %	2007* (n=379) %	2010 (n=292) %
Criminal duty counsel	42	40	65
Family duty counsel	45	44	63
LSS Call Centre	n/a	25	35
Family Law in BC website	15	12	22
LawLINE	17	16	22
LSS publications	12	12	15
Brydges Line	7	9	12
Legal Information Outreach Workers	n/a	8	9
Have not directed clients to any other LSS services	40	42	14

- **Criminal and family duty counsel are the services tariff lawyers most commonly recommend to their clients.**
- The LSS Call Centre, the Family Law in BC website and the LawLINE are also recommended by tariff lawyers, but notably less often than the former two services.
- While historical trends focused on services lawyers recommended to their non-LSS clients, criminal and family duty counsel services topped the list in prior years as well.
- Terrace tariff lawyers are particularly likely to recommend Legal Information Outreach Workers to clients.

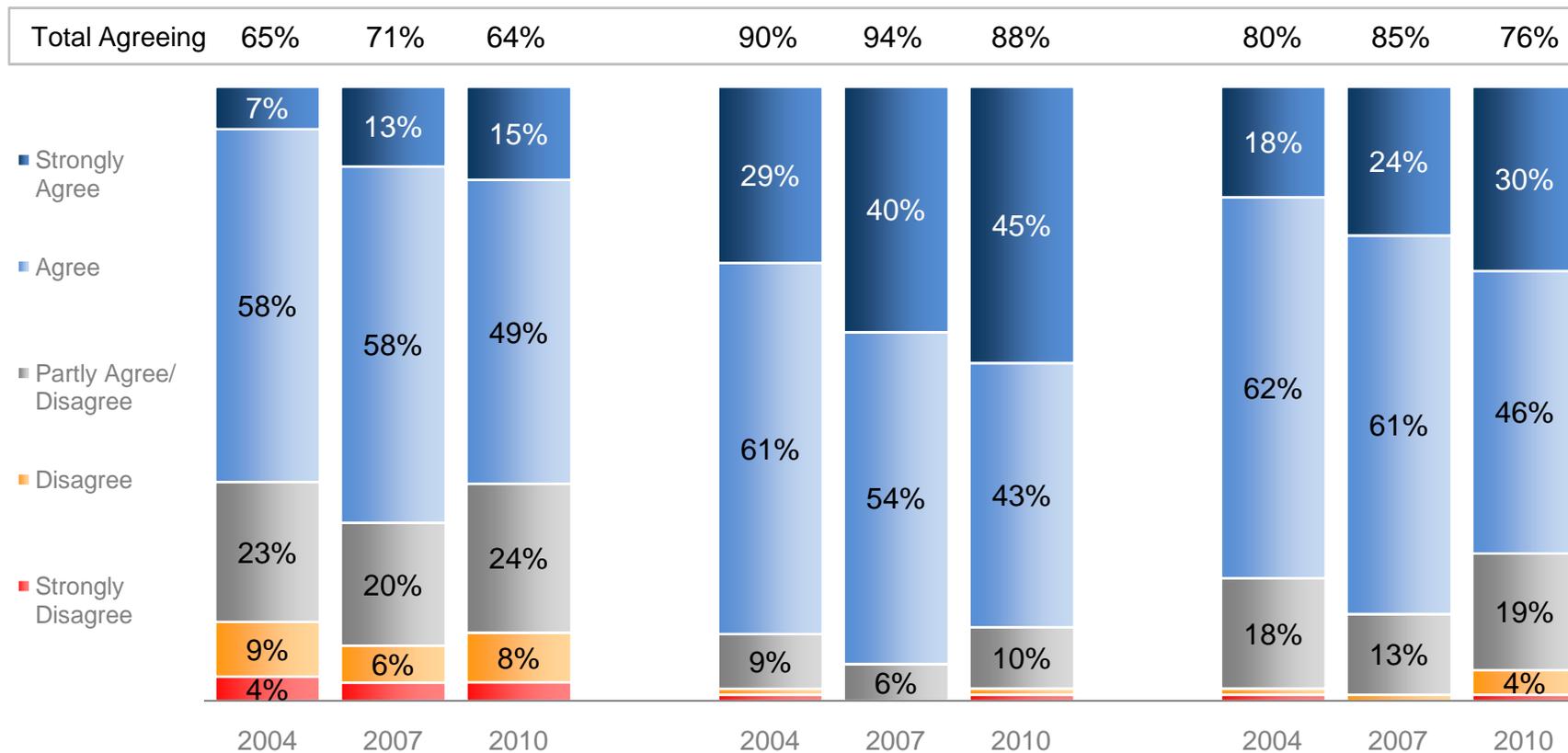
* 2004/2007 wording: To which of the following other LSS services have you directed non-LSS clients?

Overall LSS Support for Tariff Lawyers

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

24. When I contact LSS, their staff are courteous.

26. When I contact LSS, their staff are knowledgeable.



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

*2004 & 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).

Overall LSS Support for Tariff Lawyers

- **Tariff lawyers continue to give positive feedback about the timeliness of phone inquiries and especially for the courteousness and knowledge of staff.** While overall positive ratings are lower than historical trends, strong positive ratings (strongly agree) for courteousness and knowledge are higher than three years ago.
- Specifically:
 - 64% agree when they call LSS they get an answer to their inquiry in a timely manner (versus 71% in 2007),
 - 88% agree staff is courteous (versus 94% in 2007), and
 - 76% agree staff is knowledgeable (versus 85% in 2007).
- Terrace lawyers are the most critical of the response being timely, while Victoria lawyers give the most positive feedback about the staff's demeanor.
- *In the 2007 Legal Aid Ontario Survey of Lawyers (page 10), broadly 90% of certificate lawyers report being satisfied with the amount of time it takes to get services and over 90% agree that staff are knowledgeable and competent.*

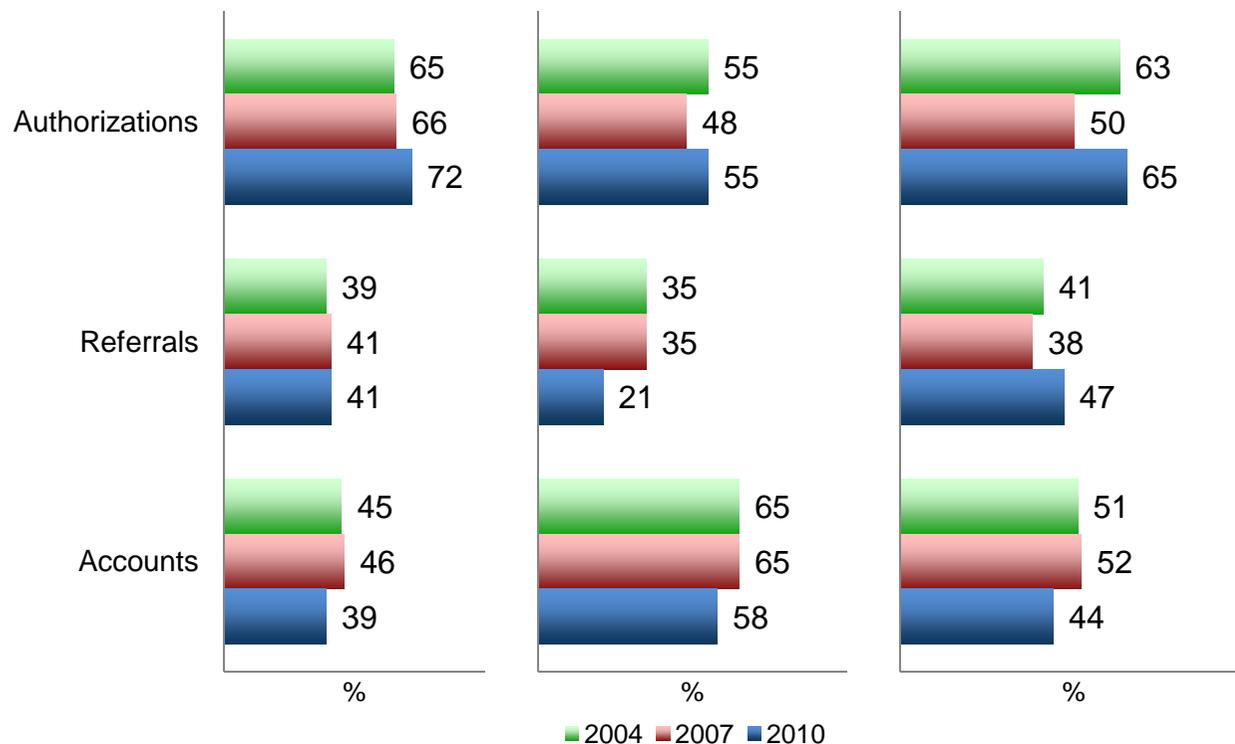
Overall LSS Support for Tariff Lawyers

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

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

25. ...staff were not courteous.

27. ...you found staff were not knowledgeable.



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

2004 n=40 *2, 2007 n=23*2, 2010 n=33*2

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

- Consistent with past trends, tariff lawyers who have not received an answer to a phone inquiry in a timely manner or who found staff to be unknowledgeable are more likely to be calling about an authorization issue, rather than about a referral or account issue.
- When it comes to staff not being courteous, while there are few incidences of this, most tend to centre around accounts or authorizations, rather than referrals.

*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).

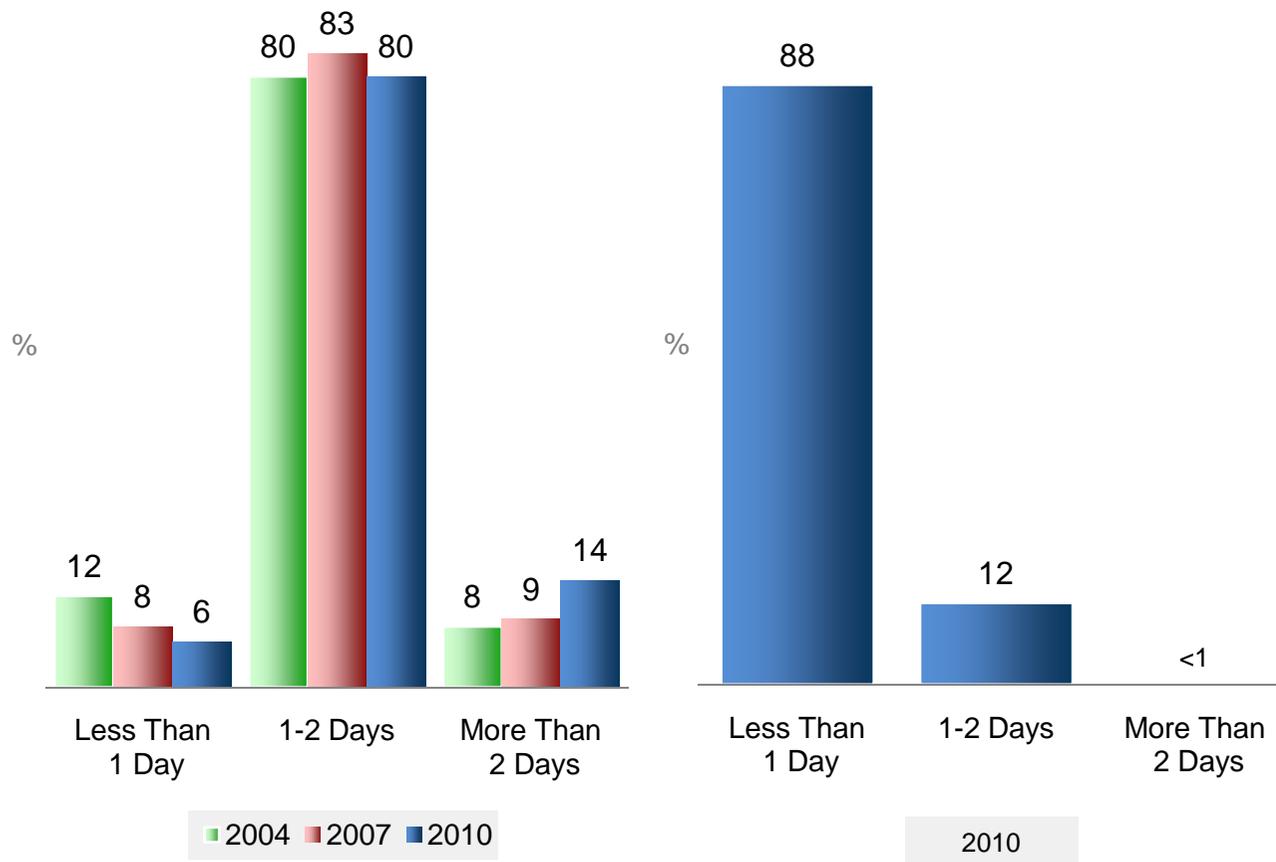
*2 Caution: small base size.

Overall LSS Support for Tariff Lawyers

23. 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?



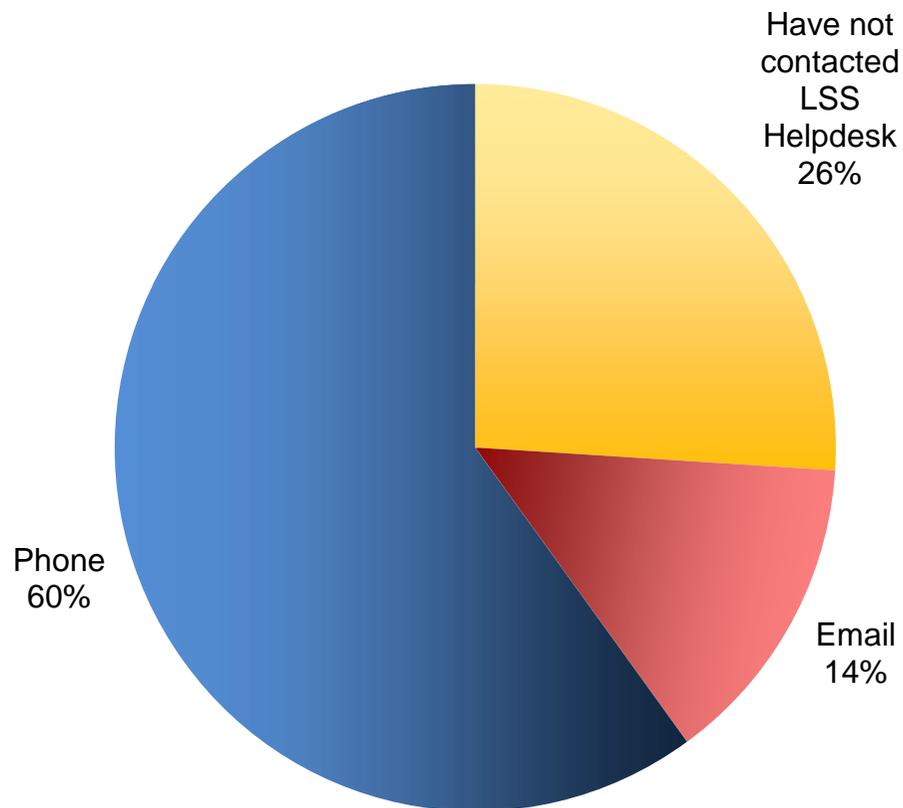
- Consistent with past trends, tariff lawyers continue to agree that an acceptable length of time to wait for an answer to a non-urgent telephone inquiry is one to two days. Lawyers feel an urgent request should be answered in less than a day.

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

Helpdesk

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.)

28. Was this by phone or email?

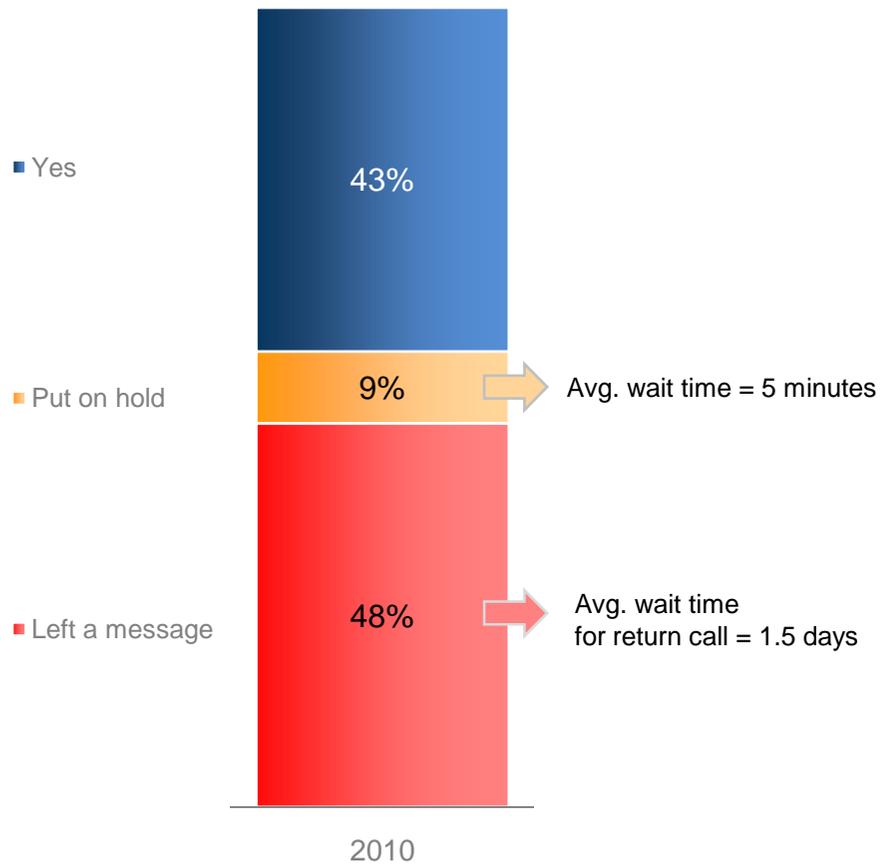


- **Currently, 74% of tariff lawyers have had contact with the Helpdesk.**
- **Helpdesk contact by tariff lawyers tends to be by phone (60%) rather than email (14%).** Those lawyers who handle a high volume of LSS cases (over 40 in a year) are more apt to have had email contact (20%), but still tend to rely on the phone (58%) for the majority of their Helpdesk interaction.

n=292

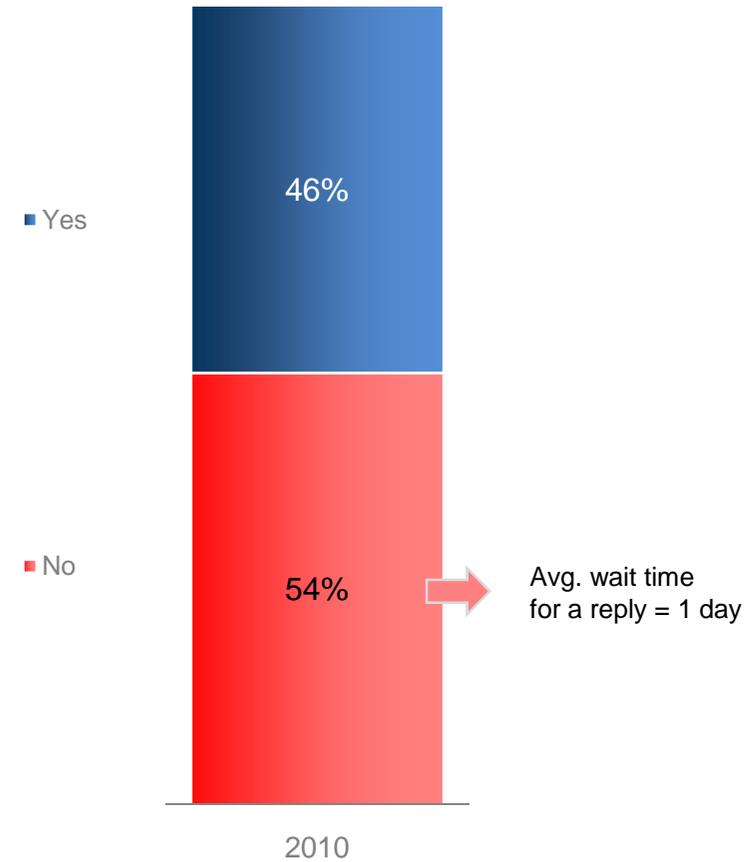
Helpdesk

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



n=176

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



n=41*

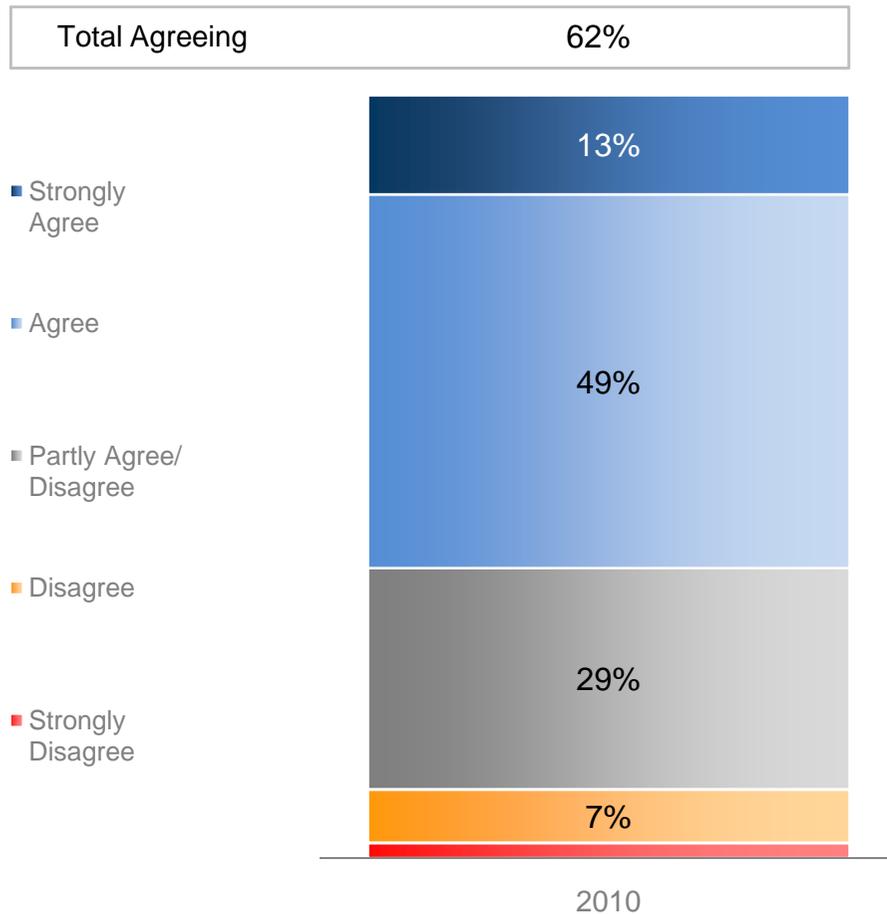
*Caution: small base size.

Helpdesk

- **Among those lawyers who last contacted the Helpdesk by phone, they were almost equally likely to speak to someone right away as they were to have left a message (43% versus 48%, respectively).**
- The average wait time for receiving a return call (among those who left a message) is one and a half days, which falls within the acceptable range for a non-urgent request, but would be considered unacceptable by most lawyers if the request was urgent.
- For the small number of tariff lawyers that were placed on hold the last time they called the Helpdesk, the average wait time was about five minutes.
- **Among lawyers who last had email contact with the Helpdesk, opinions are fairly divided as to whether or not the reply was timely (46% say it was and 54% say it wasn't).** For those who felt the reply was untimely, the average wait time for a reply was one day.

Helpdesk

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

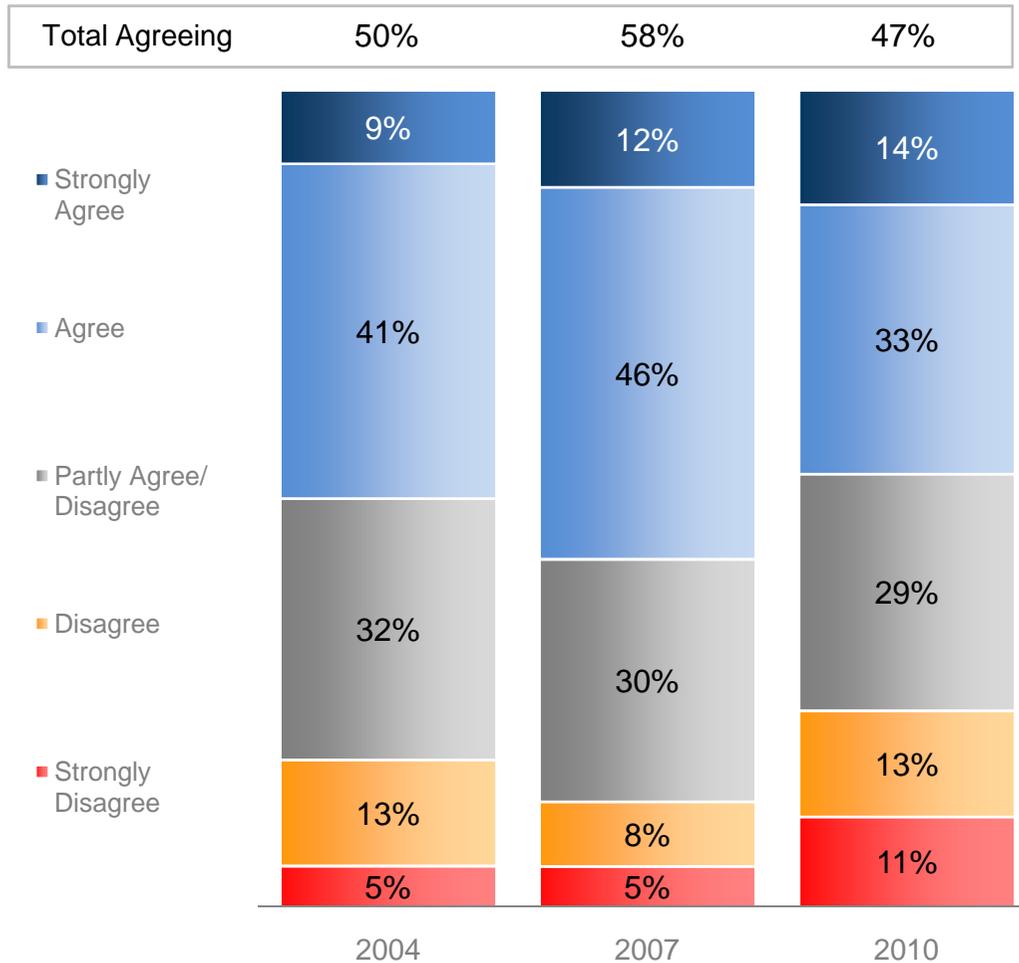


- **Just over six in ten tariff lawyers agree that the LSS Helpdesks are effective at providing assistance or putting them in touch with someone who can.**
- Lawyers who operate in the Surrey region find the Helpdesks particularly effective (86% agreeing).
- *In the 2007 Legal Aid Ontario Survey of Lawyers (page 56), over 80% of certificate lawyers report being satisfied with the service they receive from the Lawyer Service Centre.*

n=288

Overall Performance

32. I feel that LSS values my services.



- **Tariff lawyers currently have somewhat mixed feelings as to whether or not LSS values their services.** While almost half (47%) feel their services are valued, 29% are unsure and 24% feel they are not.
- Perceptions are currently not as positive as they were in 2007, when 58% felt their services were valued.
- Regionally, lawyers in Kelowna (59%), Surrey (54%) and Vancouver (55%) tend to feel more valued their than counterparts in other regions.

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

Overall Performance

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

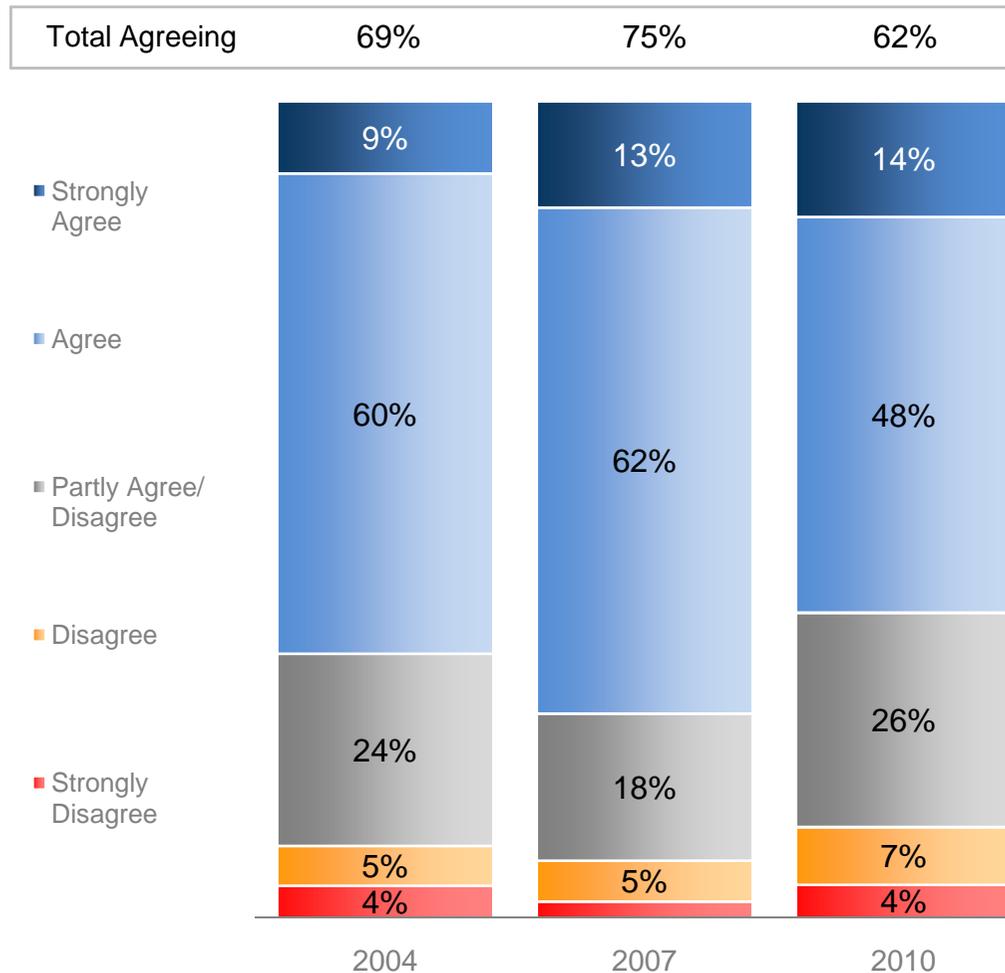
	<u>2004</u>	<u>2007</u>	<u>2010</u>
<u>Agree That LSS Values My Services</u>			(n=130) %
Staff is friendly/helpful /respectful			68
I receive referrals			14
They provide assistance/resources			12
Staff is fast/efficient			10
Payment is fast/on time			7
<u>Unsure If Or Disagree LSS Values My Services</u>	(n=156) %	(n=132) %	(n=150) %
Tariff fee is too low	53	51	50
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
LSS does not recognize sacrifices tariff lawyers make/LSS thinks doing lawyers a favour	25	45	17
Referrals distributed unfairly	-	5	9
LSS is a bureaucracy/too much paperwork/ focused inward and not on clients	19	5	8
Funding cuts/closing of regional offices	4	-	7
Tariff structure rewards litigation	4	2	-

- **The friendly/helpful/respectful LSS staff are the main reason 47% of lawyers feel their services are valued.**
- Those who do not feel their services are valued or who are unsure, tend to feel the tariff is too low (a complaint that has been echoed consistently for the past six years), followed by the perception that the number of hours and range of services covered by the tariff does not reflect the time required to deliver quality service.

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

Overall Performance

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



- **Currently, 62% of tariff lawyers agree that they are satisfied with the level of support they receive from LSS.** While this is significantly less than in 2007 (when 75% reported being satisfied), the proportion of lawyers saying they strongly agree that they are satisfied with the level of support has remained stable.
- Lawyers working in the Surrey region express the greatest satisfaction with LSS support (76%).
- *In the 2007 Legal Aid Ontario Survey of Lawyers (page 6), 72% of certificate lawyers report being satisfied with legal aid services.*

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

Overall Performance

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

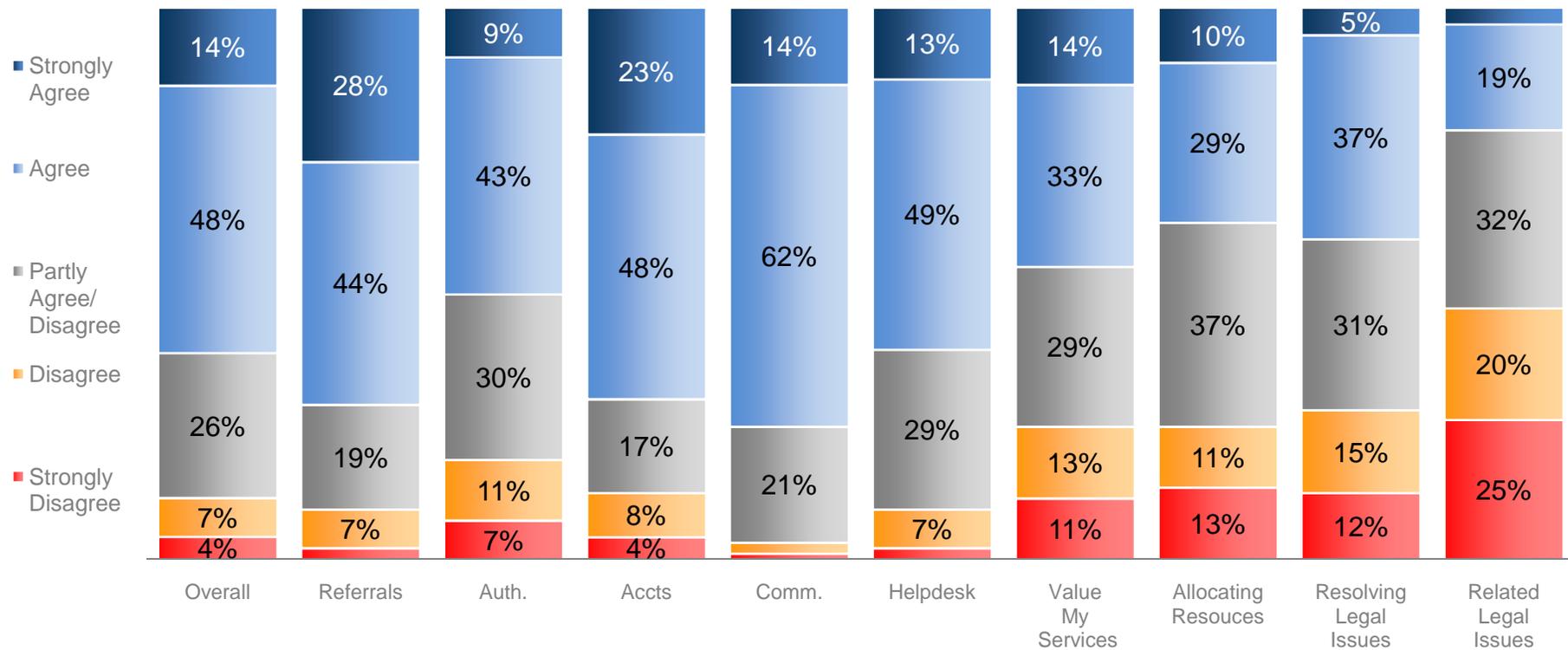
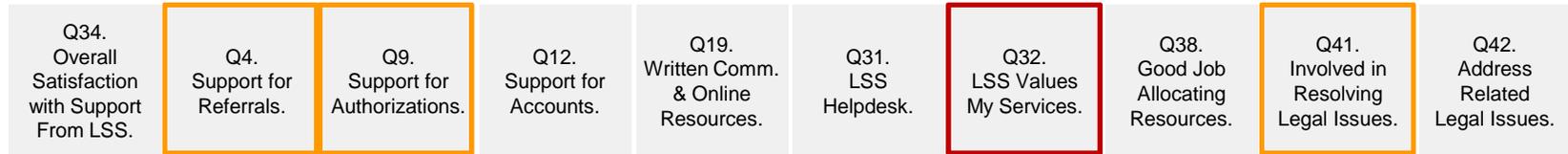
	2004 (n=156) %	2007 (n=278) %	2010 (n=279) %
Tariff rates that value the work performed and that keep pace with inflation	44	30	16
Timely processing of authorizations and disbursements and clear explanations	8	12	15
Increased range of services covered by tariff (e.g., bail hearings, sentencing, guilty pleas, CFCSA mediation)	-	26	10
More knowledgeable people answering phones, telephone directory for LSS staff, people answering phones instead of voicemail	-	13	9
Need to respect counsel's views regarding what is required for client's defense and how long it takes	-	7	9
Tariff system is complicated/simplify billing	-	-	8
Greater flexibility in application of the tariff (e.g., in authorizing add-ons)	-	9	8
A fair referral process and allocation of duty counsel I work/more referrals	9	8	7
Greater use of email/email notifications/allow e-billing for everything	-	-	6
Retain regional offices	-	-	5
Improve e-billing/automatic calculations/drop-down menus	-	-	4
Faster response to our demands/queries	-	-	4
Lobby for increased funding/stop cutbacks *	6	-	4
Improve/have more online resources	-	-	2
No changes — happy with overall support	12	8	2
Reduced bureaucracy	-	5	2

- **The main changes tariff lawyers would like to see are to have tariff rates that value the work performed and to have more timely processing of authorizations and disbursements and clear explanations.** Lawyers who are not satisfied with the support they receive from LSS are particularly apt to mention having rates that value the work performed.
- Secondary suggestions include increasing the range of services covered by the tariff, having more knowledgeable people answering the phone and respecting counsel's views regarding what is required for a client's defense and how long it takes.
- *In the 2008 Legal Aid Alberta (LAA) Survey of Lawyers (page 18), the top suggestions given by roster lawyers to increase the LAA's profile in the legal community and encourage lawyers to take legal aid certificates were to increase the fees and simplify billing and the overall legal aid process/tariff.*

*2004/2007 code wording: More funding is needed for legal aid/LSS should do more lobbying

Overall Performance

Key Driver Analysis



 Top Priority
 Secondary Priority

2010 n=292

Overall Performance

Key Driver Analysis

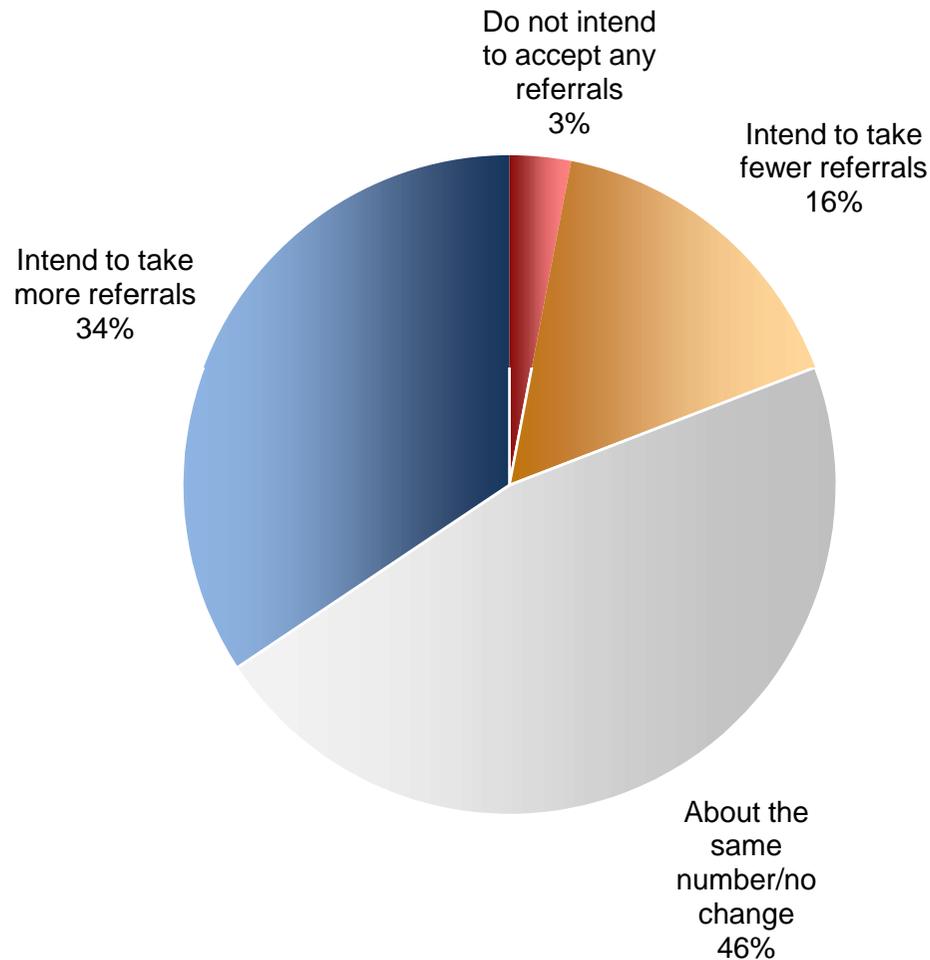
- **A key driver analysis was run to determine which aspects of LSS service and performance have the greatest potential to improve overall perceptions of the support LSS provides to tariff lawyers.**

- **Ensuring tariff lawyers feel that LSS values their services should be a top priority for LSS. Key driver analysis reveals that this has the greatest potential to improve overall satisfaction with the support provided to tariff lawyers.**

- Secondary priority areas include :
 - The support LSS gives tariff lawyers so they can help their clients be more actively involved in resolving their legal issues
 - Referral support
 - Authorization support

Overall Performance

36. Assuming that demand for legal aid referrals continues, what are your intentions for the 2010/2011 year?



- **The majority of tariff lawyers predict they will take the same number or more legal aid referrals in 2010/2011.**
- Specifically, 46% predict they will take the same amount and 34% predict they will take more. This leaves only 19% who think they will not take any or take fewer referrals in 2010/2011.
- Tariff lawyers who relied on LSS for 75% or more of their 2009 income are the most apt to predict they will take more cases in the coming 2010/2011 year (58% say they will take more referrals).
- *In the 2008 Legal Aid Alberta Survey of Lawyers (page 7), 47% of roster lawyers predicted they would do the same amount of work for legal aid over the next 12 months, while 13% predicted they would do more and 28% would do less.*

n=292

Overall Performance

37. Why is that your intention?

Plan On Taking MORE Referrals		(n=98)
		%
Trying to grow the practice/want more work/more money		28
Believe in social justice/access to justice/support LSS		27
This is the work we do/this is our primary source of work		13
I enjoy doing this work		12
Have more time/assistance available		10
Want to expand/change the range of my services		6
Like dealing with LSS staff		6
New lawyer		5
LSS has good payment process/timely payment		4
There is a shortage of lawyers taking referrals in the local area		3
Need to make up revenue lost to LSS cutbacks		3
Plan On Taking The SAME Number of Referrals		(n=127)
		%
Satisfied with current workload/can't handle more work		36
Believe in social justice/access to justice/support LSS		22
Tariff fee is too low		14
I take the referrals offered/no reason to believe they will increase		10
It is part of my business/there is no change in my practice		9
LSS does not cover enough hours/services		4
I enjoy doing this work		3
This is the work we do/this our primary source of work		2
LSS cutbacks		2
Plan On Taking FEWER Referrals		(n=48*)
		%
Tariff fee is too low		42
LSS does not cover enough hours/services		23
LSS cutbacks		21
LSS bureaucracy/payment problems		15
Poor recognition/lack of respect from LSS		10
Changing type/range of practice		10

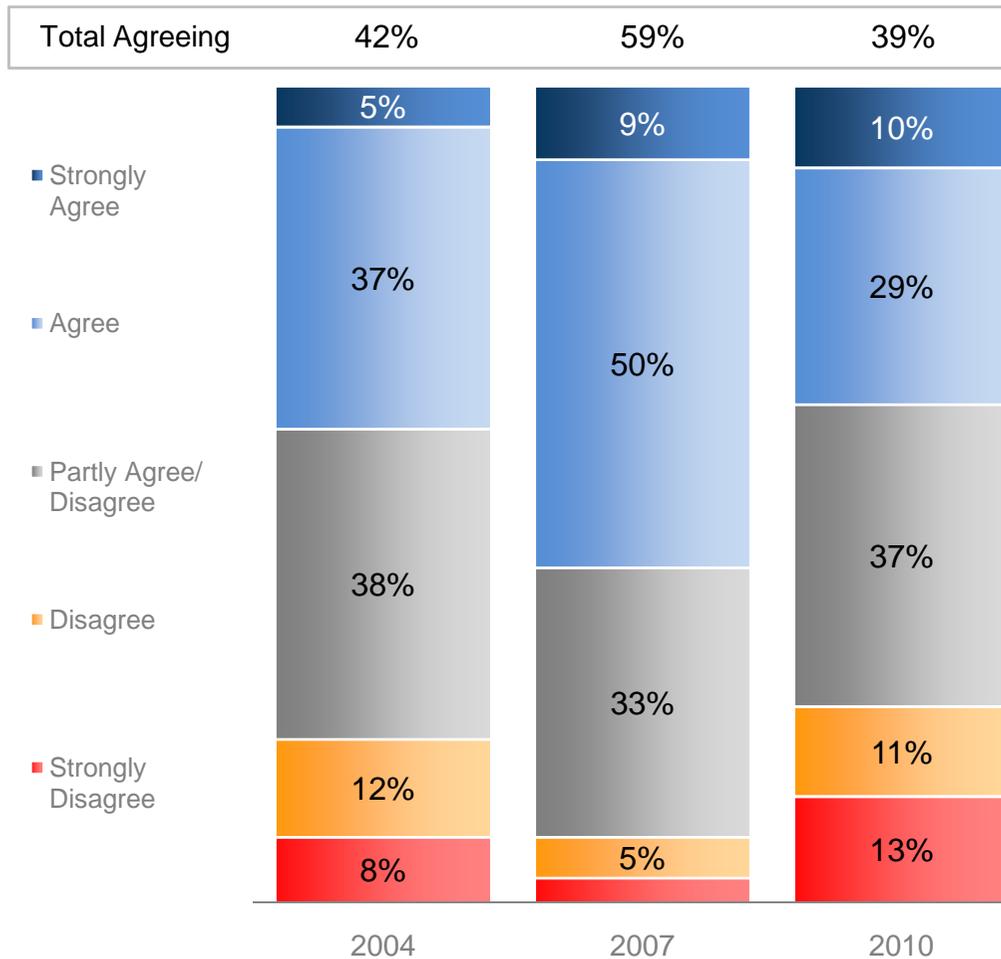
*Caution: small base size.

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.

- **The main reasons tariff lawyers plan on taking more referrals in the coming year is to grow their practice, get more money and/or to support their belief in social justice and LSS.**
- Those planning to maintain their LSS case load into the coming year, also take on LSS work because they believe in social justice and LSS. However, 36% of these lawyers also say they just do not have the capacity to handle more work and are satisfied with the current workload.
- Tariff lawyers planning to take fewer referrals in the coming year say the reason is because the tariff fee is too low, LSS does not cover enough hours or services or say it is because of LSS cutbacks, bureaucracy or payment problems.

LSS Priorities

38. In my opinion, LSS does a good job overall of allocating its limited resources to meet the legal needs of people with low incomes.



- **Tariff lawyers are currently divided as to whether or not LSS does a good job of allocating its limited resources to meet the legal needs of people with low incomes and they are significantly less positive than they were three years ago.**
- Specifically, 39% agree that LSS is doing a good job in this area, 37% are unsure, while 24% do not think LSS is performing well on this front. Current opinions are similar to 2004, but below 2007 when 59% agreed LSS was doing a good job.
- While there are no regional differences in opinions, tariff lawyers who mainly handle CFCSA LSS cases are particularly critical of the LSS's allocation of resources (only 24% believe LSS is doing a good job).

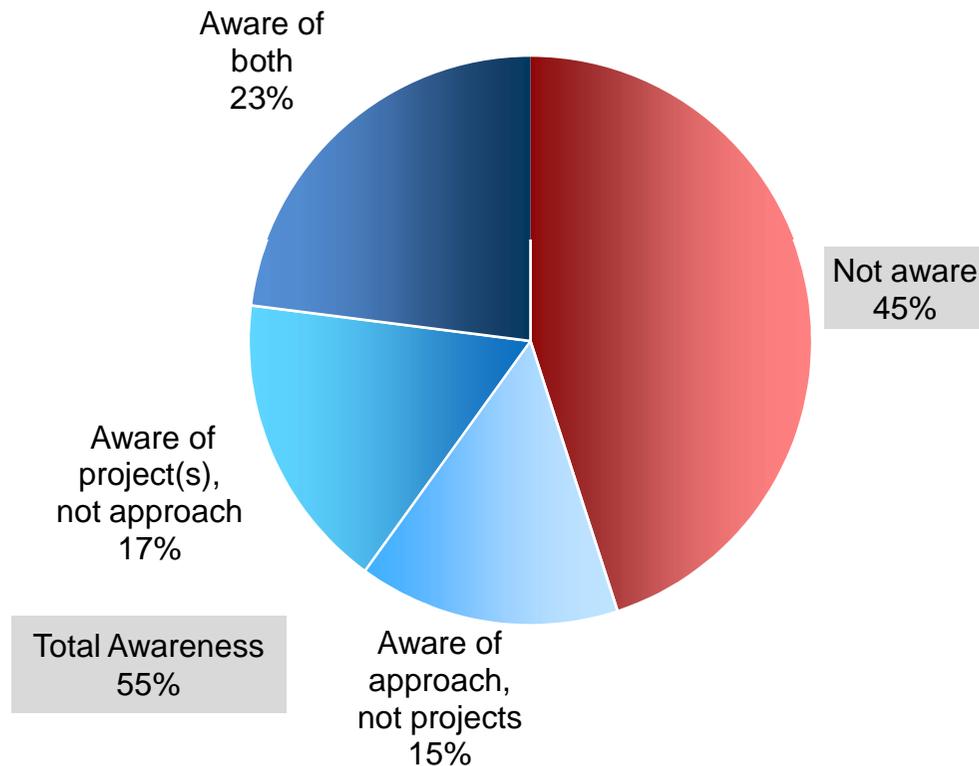
2004 n=363, 2007 n=349, 2010 n=292

Note: Percentaged among those with enough experience to give a rating

LSS Priorities

39. In 2007/2008, LSS began to work with other service providers on projects to:
- (1) help clients get access to legal aid and at the same time get access to other services that address their related economic and/or health issue(s), and;
 - (2) encourage clients to play a larger role in finding solutions to their legal problems.
- Some of these projects include the Nanaimo Justice Access Centre, services for Aboriginal clients, and the Poverty Law Manual.

These projects represent a new “integrated” or “holistic” approach to providing legal aid. Prior to this survey, were you aware of any of these projects or this approach?



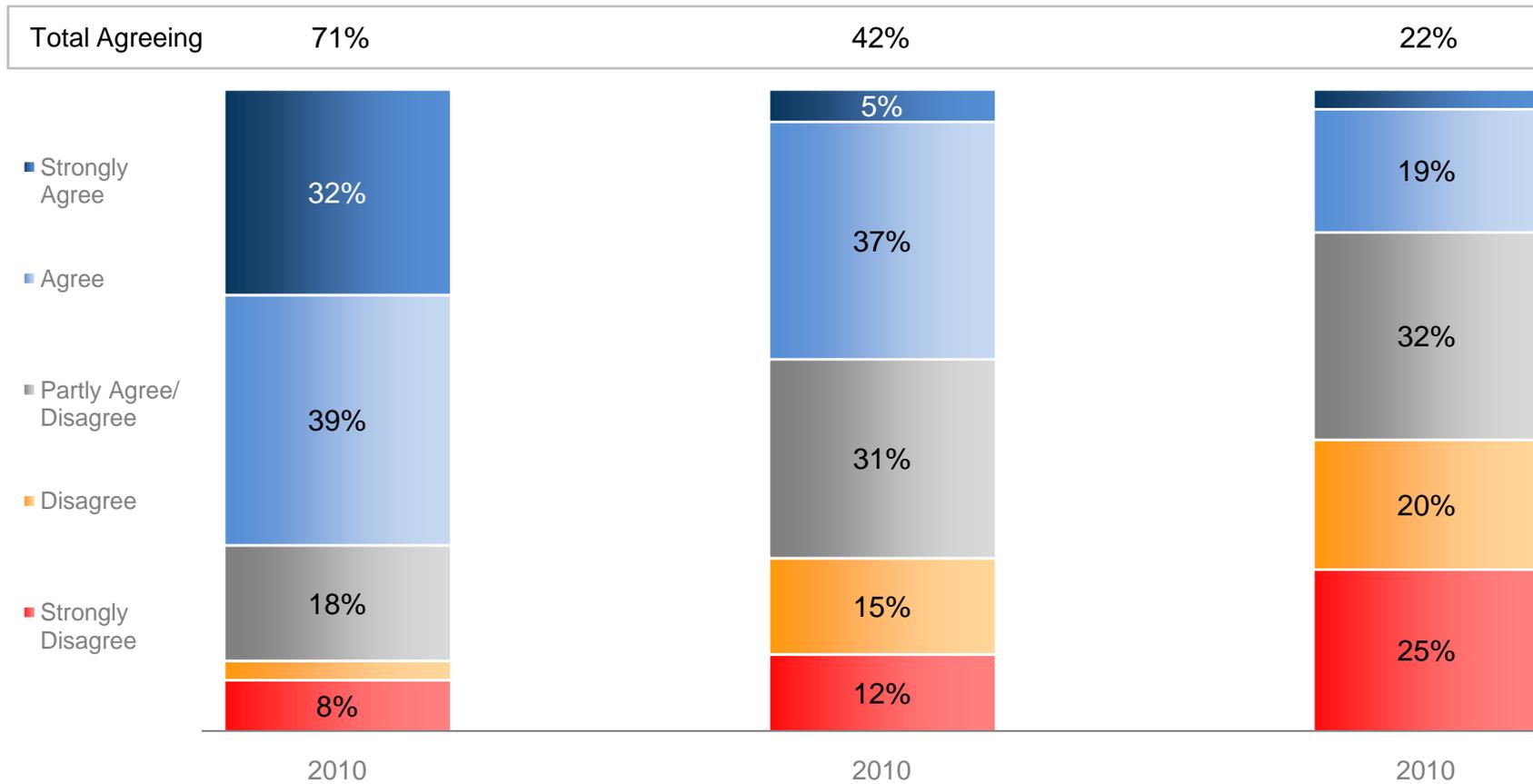
- **Awareness of LSS’s integrated or holistic approach to providing legal aid currently stands at 38%** (15% aware of the approach, but not the specific projects + 23% who are aware of both).
- **Total awareness of the integrated approach and/or the related projects stands at 55%.**
- Total awareness tends to correlate with the length of time lawyers have been representing LSS clients and with the number of clients handled. Those with more LSS experience and who handle more cases are more apt to be aware of both the approach and the projects than their counterparts.

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.

42. 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.).



n=292

LSS Priorities

- **Tariff lawyers give fairly strong support to LSS's integrated approach. Overall, 71% support LSS taking this approach, with 32% strongly agreeing.** Lawyers working in the Prince George and Surrey regions are particularly supportive (47% and 43%, respectively, strongly agree with the approach LSS is taking).
- Other tariff lawyers who are particularly supportive of LSS's holistic approach (compared with their counterparts) include: newer LSS lawyers (those who have been representing LSS clients for less than 10 years), those who handle only a small number of LSS cases (15 or less in the last year) and lawyers who handle mainly family and immigration cases.
- Even those lawyers who were not aware of the approach and the associated projects give their support (73% of lawyers not aware support the approach).
- **However, tariff lawyers are not fully satisfied with the level of support they receive from LSS on two other fronts; (1) support to get clients to be more involved in resolving their own legal issues and (2) support to help lawyers help clients address related legal issues (such as housing problems, debt, etc.).**
- When it come to providing support to tariff lawyers so they can help clients be more actively involved in resolving their own legal issues, opinions tend to be divided: 42% agree they are satisfied with LSS's support, 31% are unsure and 27% are not satisfied. Lawyers with the heaviest LSS case load (40+ cases in a year) tend to feel the least supported. Regionally, lawyers working in Kelowna (57%) and Surrey (59%) are more apt to be satisfied than their counterparts. Prince George and Terrace lawyers tend to be the most dissatisfied.
- Providing support to tariff lawyers so they can help their clients address their related legal issues is an area where LSS has considerable room to improve. Only 22% of lawyers are satisfied with LSS on this front, while 32% are unsure and 45% are dissatisfied. Again, Prince George and Terrace lawyers express the greatest dissatisfaction.

LSS Priorities

43. 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>
	(n=249)	(n=248)	(n=275)
	%	%	%
Expand coverage/services in poverty law, welfare, WCB, criminal, immigration and other additional areas	13	10	20
Seek improved funding/lobby government/apply PST charged on legal services to legal aid	19	8	17
Restructure the tariff to increase rate of pay and services and hours funded/less money to head office	11	11	12
Provide more local offices/local support/more local hours	8	7	12
Relax eligibility requirements for legal aid/simplify application process/access for the working poor	27	23	11
Provide more family law service/relax eligibility and improve coverage of services for family law	16	14	7
Provide more legal aid and poverty law clinics	8	4	5
Restrict services/cutback to essential services only/social problems should be handled by government ministries	-	-	5
Expand hours and coverage of duty counsel	5	10	3
Address misuse of system by lawyers/clients/don't keep refunding repeat offenders	6	8	3
Provide information about extra-legal resources/mediation/social services	-	-	2
Do not restrict funding to cases where Crown is seeking jail	-	10	1
Stop cutbacks in services	-	-	1

- **Tariff lawyers are most likely to suggest expanding coverage and services in poverty law, welfare, WCB and other such areas, along with seeking improved funding to improve the availability of services to meet the legal needs of people with low incomes.** Both these suggestions are mentioned considerably more often than they were in 2007.
- Other suggestions to improve the availability of legal aid services are to restructure the tariff, provide more local offices (lawyers in Kamloops and Prince George are the most apt to have given this suggestion) and relax the eligibility requirements (the latter being mentioned significantly less often than it was three years ago).

Lawyer LSS Profile

	<u>2004</u> (n=404) %	<u>2007</u> (n=379) %	<u>2010</u> (n=292) %
<u>LSS Clients Represented</u>			
Less than 5 clients	16	19	15
6 to 15 clients	22	14	22
16 to 40 clients	22	28	23
More than 40 clients	25	39	40
<u>Area of Law of Majority of LSS Cases</u>			
CFCSA	4	6	8
Criminal	57	57	58
Family	32	32	29
Immigration	7	5	5
<u>Percentage of Total 2009 Income from LSS*</u>			
Less than 25%	46	43	42
25% to 50%	22	20	20
51% to 75%	15	21	17
More than 75%	17	17	21
Prefer not to say	13	7	11
<u>Number of Years Representing LSS Clients</u>			
Less than 3 years	14	16	18
3-10 years	36	27	23
11-20 years	30	38	31
More than 20 years	20	20	28

- Consistent with past trends, the majority of tariff lawyers handle over 15 clients per year (40% handle over 40) with the majority of cases being criminal (58%) or family law (29%).
- For the majority of tariff lawyers (62%), LSS cases account for half or less of their total income.
- 59% of tariff lawyers have been representing LSS clients for more than 10 years, leaving 41% who have been handling them for 10 years or less.

* Percentaged among those who responded.

Demographic Profile of Lawyers

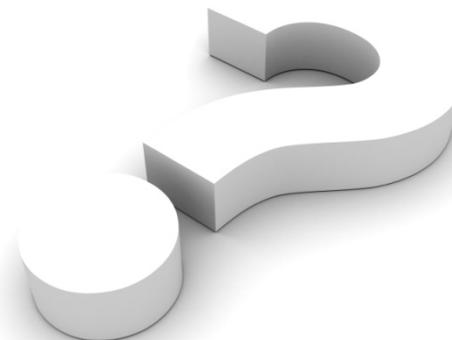
	<u>2004</u>	<u>2007</u>	<u>2010</u>
	(n=404)	(n=379)	(n=292)
	%	%	%
<u>Gender*</u>			
Male	68	68	66
Female	32	32	34
Prefer not to say	10	3	6
<u>Age*</u>			
Less than 30 years	3	5	6
30 to 40 years	29	22	24
41 to 50 years	35	38	29
51 to 60 years	30	28	28
More than 60 years	4	8	13
Prefer not to say	10	3	4
<u>Years Since Called to the Bar</u>			
Less than 5 years	14	14	16
5 to 10 years	23	17	19
11 to 15 years	23	20	9
16 to 25 years	26	30	33
More than 25 years	14	18	23
<u>Community Closest to Where Work Most Often</u>			
Kamloops	12	8	5
Kelowna	7	11	9
Prince George	7	5	7
Surrey	13	15	17
Terrace	4	5	4
Vancouver	39	37	40
Victoria	18	20	17

- Tariff lawyers have the following set of demographic characteristics:
 - The majority are men (66%)
 - The majority are between 30 and 60 years of age.
 - The typical tariff lawyer was called to the bar in 1993 (or 17 years ago).
 - 40% work in Vancouver, 17% in Surrey, 17% in Victoria, and 25% in other regions.

* Percentaged among those who responded.

Appendix

Telephone Reminder/Follow-up Call Statistics & Comments



Reminder/Follow-up Statistics

Call Outcome:	#
Email re-sent with survey link	92
Survey link provided verbally on the call	35
Lawyer declined participation and gave feedback (see the following page)	29
Lawyer claimed they already completed the survey	4
Lawyer said they will complete the survey	27
Receptionist said they will remind the lawyer to complete the survey	12
Voicemail left	219
Lawyer not available — away until after end date, busy, no answer, bad phone numbers, etc.	120
Lawyer no longer there — moved on	17
Total number of calls	555

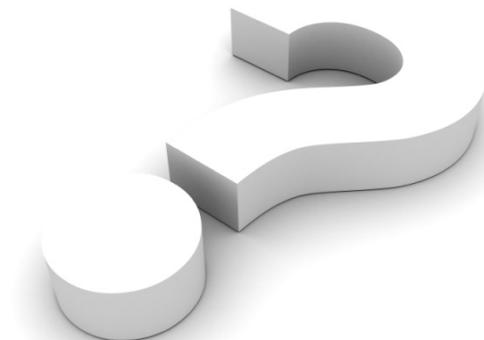
The telephone reminder/follow-up calls resulted in 40 additional surveys being completed.

Reminder/Follow-up Comments

Dropped out of Legal Services Society 5 months ago. Has other commitments.
Not taking any legal aid cases this year. Included in other matters which takes up time.
Waiting for the tender for Victoria. Had to be notified by Feb 5th. No one has bothered to follow up. Participating but left these comments.
Declined to participate as she says she is too busy.
Declined because super busy.
Too busy, won't take 10 minutes to complete survey, just trying to make a living.
Has only had one legal aid client, none from family law and only a few from criminal law.
Passed on message to receptionist that he doesn't have time for that.
Only had one case. Hardly worth his while. Will be just don't know, don't know, don't know.
Declined to participate. Refused to give reason.
Too busy.
Don't wish to do it.
Declined, concerned about confidentiality online.
Only one in law firm now, no time, too busy.
Has too much to do between now and tomorrow.
Civilian priorities tied up with the Olympics. Also is legal officer for Canadian Forces.
Started survey and then deleted it as they are asking for too much detail.
Busy and somewhat indifferent. Give feedback in other ways.
Won't have the time.
Not doing a lot of legal aid. Doing other things that eat up his time.
No legal aid work in over a year.
Just didn't feel like doing it.
Won't have time.
Has only done one or two LSS cases. Today she is busy looking after her two children.
Too much priority work to get to.
Won't have time. Gave the particulars of all the cases have to deal with.
Declined. If you can't say something good about someone, then don't say anything at all.

Appendix

Questionnaire



2010 LSS Tariff Lawyer Satisfaction Survey - Revised

(PROGRAMMER: INTRODUCTION SCREEN)

Dear <lawyer>,

The Legal Services Society (LSS) is asking lawyers who have taken a legal aid referral or billed LSS in 2009 to share their feedback with us. (Even if your involvement in legal aid in 2009 was limited, we still value your opinions). While LSS continues to face budget pressures, our focus remains on improving our services and support to tariff lawyers. To ensure your answers are confidential and anonymous, we have commissioned Synovate, an independent research firm, to conduct the survey on our behalf.

All lawyers who participate in the survey will be entered in a draw to win one of five prizes, each valued at \$200. Each of the five winners will be able to choose a prize from the following: court attire (select what you need and LSS will reimburse you up to \$200), a Continuing Legal Education course voucher, or a Future Shop gift certificate.

To complete this survey, simply click the “Enter Survey” button at the bottom of this screen. To start, you will be asked to enter your LSS vendor ID number.

The survey should take about 15 to 20 minutes to complete and should be completed by February 26th, 2010.

If you have any questions about the survey, contact Janice Staryk at janice.staryk@lss.bc.ca or by phone at 604-601-6148. If you need help filling out your survey, please contact Stephanie Yuen at Synovate at stephanie.yuen@synovate.com or by phone at 604 664 2471.

We appreciate your feedback.

(PROGRAMMER:NEXT INTRO SCREEN)

Please enter your 6 digit LSS vendor number.

Vendor Number

If you decide at any time to stop completing the survey and want to return to it later, just click on the “Save and Resume Later” button at the bottom of any screen. When you return to the survey you will need to re-enter your 6 digit LSS vendor number.

Referrals

First, we'd like to know about your experiences with the LSS referral process. Please indicate the extent to which you agree or disagree with the following statements.

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

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree

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

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree

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

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree
<input type="checkbox"/>	Not enough experience to say

To what extent do you agree or disagree with the following statement?

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

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree

Authorizations (case management)

Next we have a few questions about your experiences with the LSS authorization process.

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

<input type="checkbox"/>	Yes	Continue
<input type="checkbox"/>	No	Skip to Question 10

LSS recognizes that authorization requests must be dealt with in a timely manner. With respect to **urgent** authorization requests, please indicate the extent to which you agree with the following statement.

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

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree
<input type="checkbox"/>	Not enough experience to say

Now with respect to **non-urgent** authorization requests, please indicate the extent to which you agree with the following statement.

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

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree
<input type="checkbox"/>	Not enough experience to say

To what extent do you agree or disagree with the following statement?

8. LSS explains its authorization decisions clearly.

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree
<input type="checkbox"/>	Not enough experience to say

To what extent do you agree or disagree with the following statement?

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

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree

Accounts

This section asks questions about your experiences with the account payment process. To what extent do you agree or disagree with the following statements?

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

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree

11. LSS provides logical explanations for its payment decisions.

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree

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

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree

LSS Tariff

13. Do you find the LSS tariff:

<input type="checkbox"/>	Very easy to understand
<input type="checkbox"/>	Somewhat easy to understand
<input type="checkbox"/>	Somewhat difficult to understand
<input type="checkbox"/>	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:

<input type="checkbox"/>	Very straightforward
<input type="checkbox"/>	Somewhat straightforward
<input type="checkbox"/>	Somewhat difficult
<input type="checkbox"/>	Very difficult

Written Communications and Online Resources

Now we are going to ask a few questions about written communications with LSS, such as newsletters, website, letters, e-mails, etc.

15. On the LSS main website, which of the online resources for lawyers have you used?
(Mark all that apply)

<input type="checkbox"/>	Billing and authorization forms for completing online, printing and submitting (<i>not E-billing</i>)
<input type="checkbox"/>	Forms & questionnaires
<input type="checkbox"/>	Information about LSS programs and policies
<input type="checkbox"/>	Practice resources
<input type="checkbox"/>	Guide to Legal Aid Tariffs
<input type="checkbox"/>	I do not use any of the above online resources

16. a-e FOR EACH RESOURCE NOT USED IN Q15: I have not used (online resource not used in Q15) on the LSS website because:

<input type="checkbox"/>	I was unaware of this resource
<input type="checkbox"/>	I couldn't find the resource I needed online
<input type="checkbox"/>	I get the support I need from LSS in other ways
<input type="checkbox"/>	I don't require this resource
<input type="checkbox"/>	Other (specify)

17. When LSS communicates to you in writing, which of the following methods would you prefer they use? (*Check your first choice only*) (PROGMR: ALLOW ONE RESPONSE ONLY)

<input type="checkbox"/>	Fax
<input type="checkbox"/>	E-mail

18. LSS is considering distributing its monthly newsletter for lawyers, the Legal Aid Fax, by e-mail rather than fax. This would allow LSS to add links to other resources or otherwise enhance the content of the newsletter. How would you prefer to receive the newsletter? (PROGMR: ALLOW ONE RESPONSE ONLY)

<input type="checkbox"/>	Fax
<input type="checkbox"/>	E-mail

To what extent do you agree with the following statement?

19. Overall, I am satisfied with the written communications and online resources I receive from LSS (letters, faxes, e-mails, websites, newsletters).

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree

LSS Tariff Lawyer Satisfaction Survey - 2010

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)

(Mark all that apply)

<input type="checkbox"/>	Brydges Line
<input type="checkbox"/>	Criminal duty counsel
<input type="checkbox"/>	Family duty counsel
<input type="checkbox"/>	LSS Call Centre
<input type="checkbox"/>	Family Law in BC website
<input type="checkbox"/>	LawLINE
<input type="checkbox"/>	LSS publications
<input type="checkbox"/>	Legal Information Outreach Workers
<input type="checkbox"/>	I have not directed non-LSS clients to any other LSS services

Overall LSS Support for Tariff Lawyers

Now we are interested in your impressions of the overall support you receive from LSS.

Please tell us the extent to which you agree or disagree with the following statement.

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

<input type="checkbox"/>	Strongly Agree	Skip to Q. 23
<input type="checkbox"/>	Agree	Skip to Q. 23
<input type="checkbox"/>	Partly Agree/Partly Disagree	Continue
<input type="checkbox"/>	Disagree	Continue
<input type="checkbox"/>	Strongly Disagree	Continue

22. Please indicate the area(s) of LSS where you have not received an answer to a phone inquiry in a timely manner.

(Mark all that apply)

<input type="checkbox"/>	Referral
<input type="checkbox"/>	Authorizations (case management)
<input type="checkbox"/>	Accounts

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

- a. A non-urgent telephone inquiry?

<input type="checkbox"/>	Less than 1 day
<input type="checkbox"/>	1-2 days
<input type="checkbox"/>	More than 2 days
<input type="checkbox"/>	Other (specify)

LSS Tariff Lawyer Satisfaction Survey - 2010

b. An urgent telephone inquiry?

- | | |
|--------------------------|------------------|
| <input type="checkbox"/> | Less than 1 day |
| <input type="checkbox"/> | 1-2 days |
| <input type="checkbox"/> | More than 2 days |
| <input type="checkbox"/> | Other (specify) |

To what extent do you agree with the following statement?

24. When I contact LSS, their staff are courteous.

- | | | |
|--------------------------|------------------------------|---------------|
| <input type="checkbox"/> | Strongly Agree | Skip to Q. 26 |
| <input type="checkbox"/> | Agree | Skip to Q. 26 |
| <input type="checkbox"/> | Partly Agree/Partly Disagree | Continue |
| <input type="checkbox"/> | Disagree | Continue |
| <input type="checkbox"/> | Strongly Disagree | Continue |

25. Please indicate the area(s) of LSS where staff were not courteous? (Mark all that apply)

- | | |
|--------------------------|----------------------------------|
| <input type="checkbox"/> | Referral |
| <input type="checkbox"/> | Authorizations (case management) |
| <input type="checkbox"/> | Accounts |

To what extent do you agree with the following statement?

26. When I contact LSS, their staff are knowledgeable.

- | | | |
|--------------------------|------------------------------|---------------|
| <input type="checkbox"/> | Strongly Agree | Skip to Q. 28 |
| <input type="checkbox"/> | Agree | Skip to Q. 28 |
| <input type="checkbox"/> | Partly Agree/Partly Disagree | Continue |
| <input type="checkbox"/> | Disagree | Continue |
| <input type="checkbox"/> | Strongly Disagree | Continue |

27. Please indicate the area(s) of LSS where you found staff were not knowledgeable. (Mark all that apply)

- | | |
|--------------------------|----------------------------------|
| <input type="checkbox"/> | Referral |
| <input type="checkbox"/> | Authorizations (case management) |
| <input type="checkbox"/> | Accounts |

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.)

28. Was this by phone or email?

- | | | |
|--------------------------|-------------------------------------|-------------|
| <input type="checkbox"/> | Phone | CONTINUE |
| <input type="checkbox"/> | Email | SKIP TO Q30 |
| <input type="checkbox"/> | Have not contacted the LSS Helpdesk | SKIP TO Q31 |

LSS Tariff Lawyer Satisfaction Survey - 2010

To what extent do you agree or disagree with the following statement?

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

- | | |
|--------------------------|-------------------------------|
| <input type="checkbox"/> | Strongly Agree |
| <input type="checkbox"/> | Agree |
| <input type="checkbox"/> | Partly Agree, Partly Disagree |
| <input type="checkbox"/> | Disagree |
| <input type="checkbox"/> | Strongly Disagree |

35. What is the primary change that LSS could make to improve its overall support for you? (When answering, please indicate whether your answer relates to referrals, authorizations, accounts, written communications, online resources, etc.)

36. Assuming that demand for legal aid referrals continues, what are your intentions for the 2010-2011 year? (*Choose only one*)

- | | |
|--------------------------|---|
| <input type="checkbox"/> | I intend to take more legal aid referrals |
| <input type="checkbox"/> | I intend to take about the same number of legal aid referrals (no change) |
| <input type="checkbox"/> | I intend to take fewer legal aid referrals |
| <input type="checkbox"/> | I do not intend to accept any legal aid referrals |

37. Why is that your intention?

LSS Priorities

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

To what extent do you agree or disagree with the following statement?

38. In my opinion, LSS does a good job overall of allocating its limited resources to meet the legal needs of people with low incomes.

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree
<input type="checkbox"/>	Not enough experience to say

39. In 2007/2008, LSS began to work with other service providers on projects to:

- (1) help clients get access to legal aid and at the same time get access to other services that address their related economic and/or health issue(s), and;
- (2) encourage clients to play a larger role in finding solutions to their legal problems. Some of these projects include the Nanaimo Justice Access Centre, services for Aboriginal clients, and the Poverty Law Manual.

These projects represent a new “integrated” or “holistic” approach to providing legal aid. Prior to this survey, were you aware of any of these projects or this approach?

<input type="checkbox"/>	Yes-I am aware of the integrated approach, but not any of the projects
<input type="checkbox"/>	Yes-I am aware of at least one of the projects, but not the integrated approach
<input type="checkbox"/>	Yes-I am aware of the integrated approach AND at least one of the projects
<input type="checkbox"/>	No to all

To what extent do you agree or disagree with the following statements?

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.

<input type="checkbox"/>	Strongly Agree
<input type="checkbox"/>	Agree
<input type="checkbox"/>	Partly Agree, Partly Disagree
<input type="checkbox"/>	Disagree
<input type="checkbox"/>	Strongly Disagree
<input type="checkbox"/>	Not enough experience to say

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

- Strongly Agree
- Agree
- Partly Agree, Partly Disagree
- Disagree
- Strongly Disagree
- Not enough experience to say

42. 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.).

- Strongly Agree
- Agree
- Partly Agree, Partly Disagree
- Disagree
- Strongly Disagree
- Not enough experience to say

43. 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?

Demographic Information

Now we have a few questions about you that will help us understand your responses and assist LSS in tailoring its services to your needs.

44. In 2009, approximately how many LSS clients did you represent?

- Less than 5 LSS clients
- 6-15 LSS clients
- 16-40 LSS clients
- More than 40 LSS clients

45. In which area of law was the majority of your LSS cases?

(Mark one only)

- CFCSA
- Criminal
- Family
- Immigration

LSS Tariff Lawyer Satisfaction Survey - 2010

46. Approximately what percentage of your total professional income in 2009 came from LSS?

- | | |
|--------------------------|-------------------|
| <input type="checkbox"/> | Less than 25% |
| <input type="checkbox"/> | 25% to 50% |
| <input type="checkbox"/> | 51% to 75% |
| <input type="checkbox"/> | More than 75% |
| <input type="checkbox"/> | Prefer not to say |

47. Are you male or female?

- | | |
|--------------------------|-------------------|
| <input type="checkbox"/> | Male |
| <input type="checkbox"/> | Female |
| <input type="checkbox"/> | Prefer not to say |

48. Which of the following ranges includes your age?

- | | |
|--------------------------|--------------------|
| <input type="checkbox"/> | Less than 30 years |
| <input type="checkbox"/> | 30 to 40 years |
| <input type="checkbox"/> | 41 to 50 years |
| <input type="checkbox"/> | 51 to 60 years |
| <input type="checkbox"/> | More than 60 years |
| <input type="checkbox"/> | Prefer not to say |

49. In what year were you called to the bar?

Please enter the four digit year - for example: 1995

Year

50. For how many years in total have you represented LSS clients?

- | | |
|--------------------------|--------------------|
| <input type="checkbox"/> | Less than 3 years |
| <input type="checkbox"/> | 3-10 years |
| <input type="checkbox"/> | 11-20 years |
| <input type="checkbox"/> | More than 20 years |

51. Which community is closest to where you work most often?

(Mark one only)

- | | |
|--------------------------|---------------|
| <input type="checkbox"/> | Kamloops |
| <input type="checkbox"/> | Kelowna |
| <input type="checkbox"/> | Prince George |
| <input type="checkbox"/> | Surrey |
| <input type="checkbox"/> | Terrace |
| <input type="checkbox"/> | Vancouver |
| <input type="checkbox"/> | Victoria |

*Thank you for taking the time to complete the LSS Tariff Lawyer Satisfaction Survey.
Click **"DONE"** to submit your feedback to Synovate*