



LEGAL AID ONTARIO
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LAO lawyer satisfaction survey Results for 2015

Prepared by Business Intelligence & Statistics
December 2015



Background and methodology

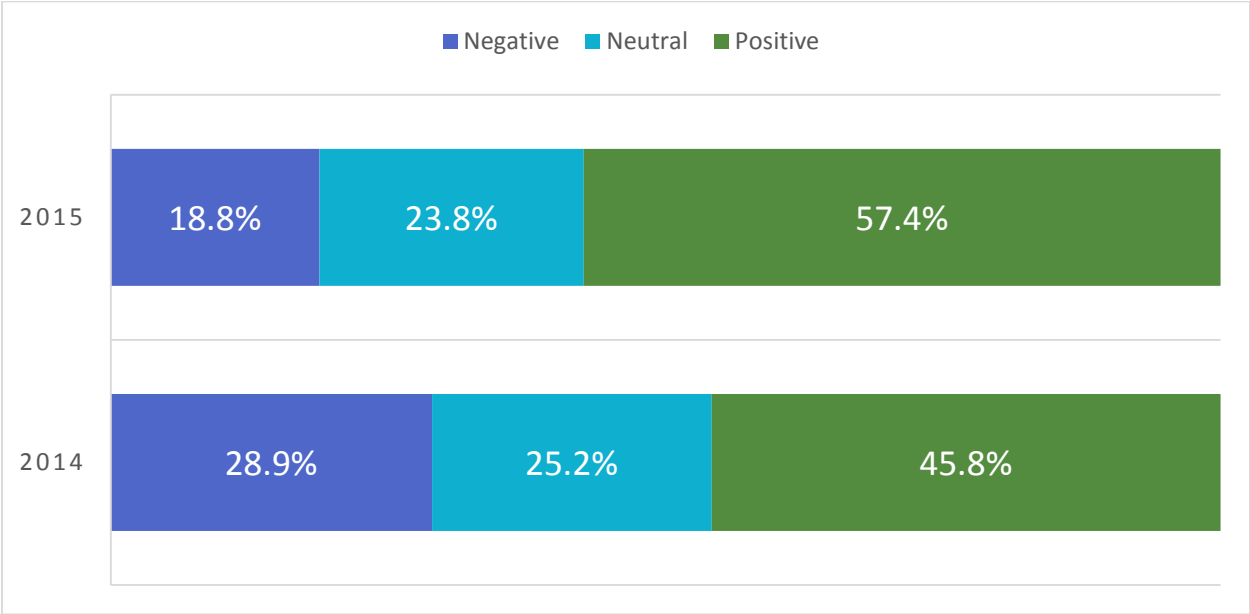
- Legal Aid Ontario conducts this survey annually to:
 - assess lawyers’ satisfaction with LAO services and with their relationship with LAO
 - obtain information which will help guide LAO’s efforts to improve lawyer satisfaction
- Population of lawyers targeted for survey (those who had been paid by certificate or for duty counsel work in the last 12 months): 3,453
- Field period: October 5 to 23, 2015
- Survey mode: on-line
- Total responses: over 900
- Response rate: over 27 per cent
- The methodology accounted for non-responses

Highlights

- Overall satisfaction was rated positively by 57 per cent of respondents and neutrally by 24 per cent of respondents
- The percentage of lawyers who view LAO positively in all areas surveyed increased in 2015, compared to last year
- Satisfaction with online services remains unchanged
- Most lawyers have a positive opinion about working with LAO in all areas but billing
 - Only 37 per cent of lawyers view the billing and payment process positively

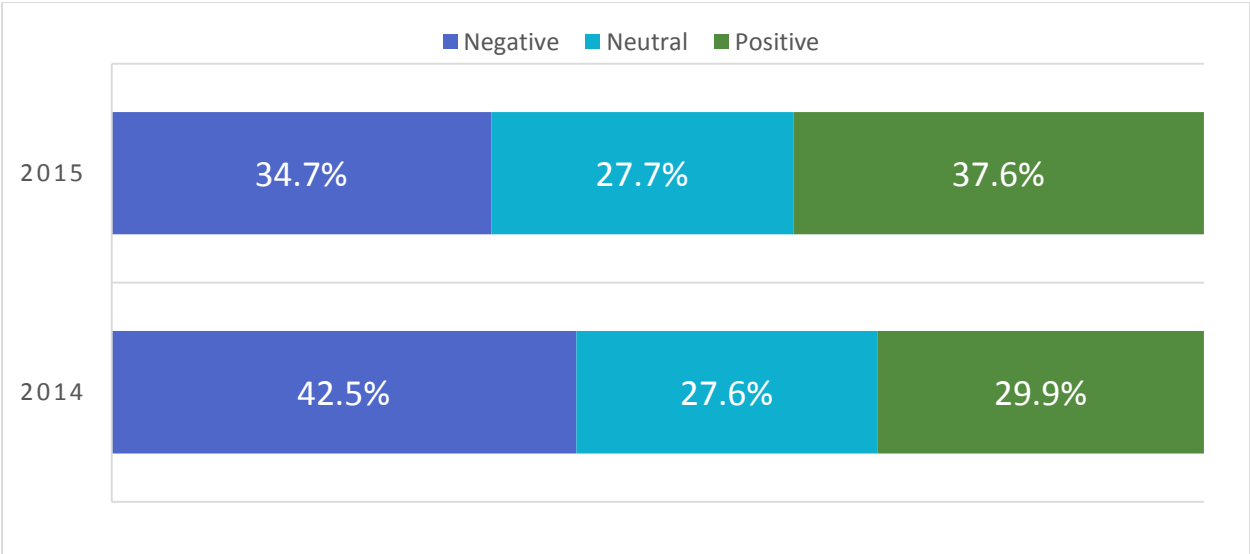
Areas rated most positively	Areas rated least positively
<ul style="list-style-type: none"> • All staff services • On-line services (accessibility of service, quality of services) • French services (availability of service, quality of service) • Pride in doing legal aid work 	<ul style="list-style-type: none"> • Billing and payment (billing process, fairness) • Training (policies and procedures)

Overall satisfaction with LAO



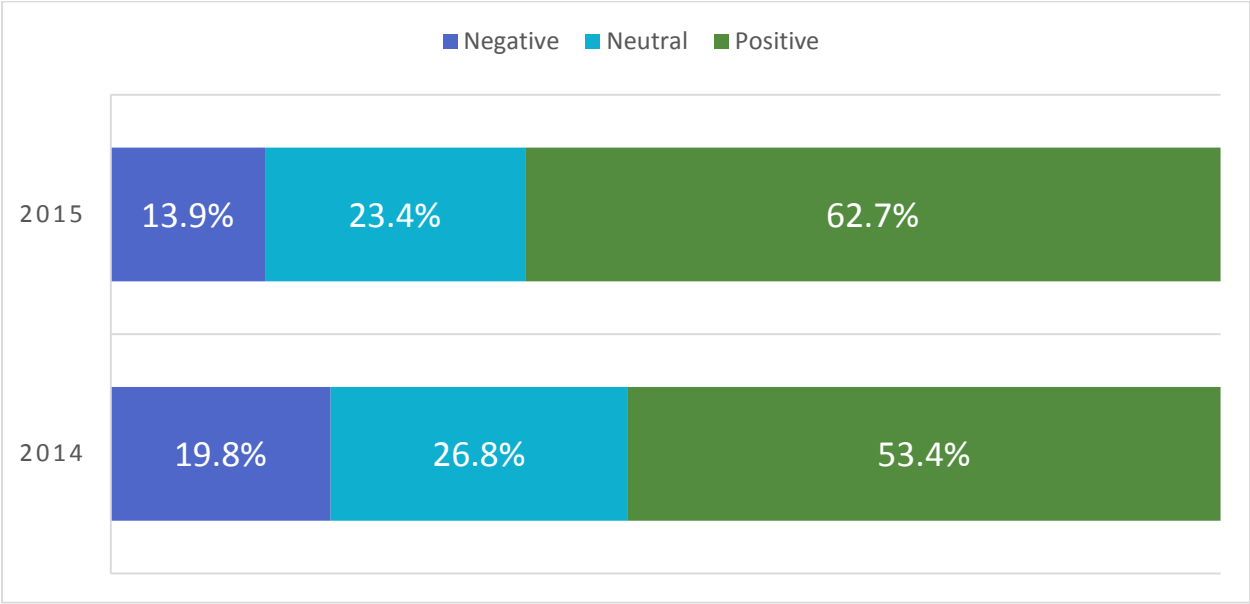
More than 57 per cent of respondents expressed a positive opinion about LAO, compared to only 45.8 per cent in 2014.

Billing satisfaction with LAO



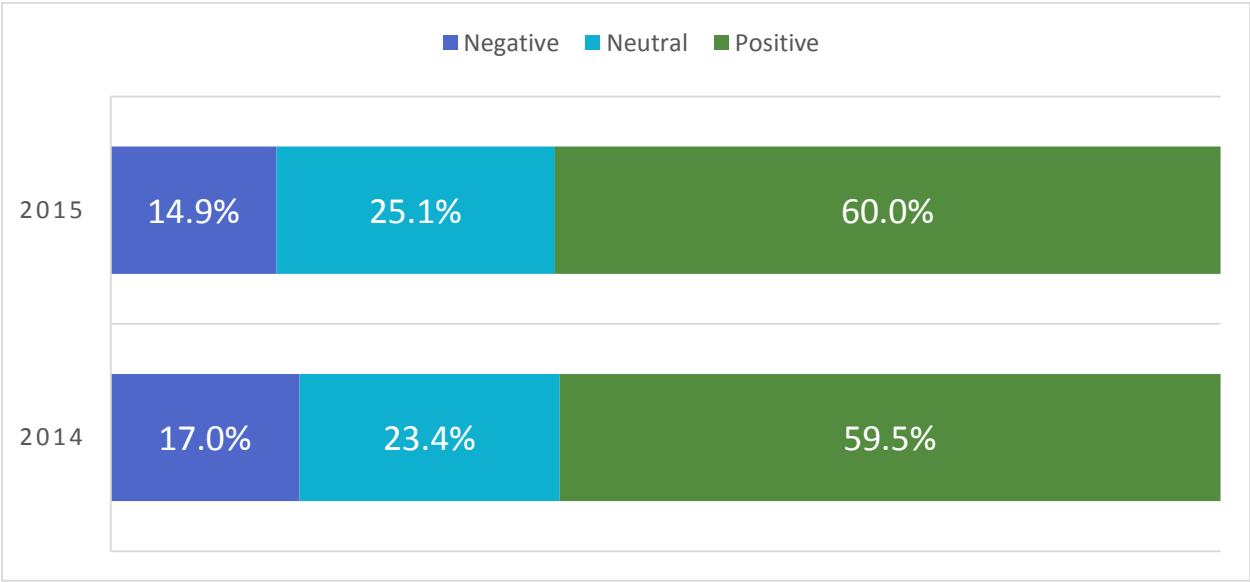
A higher percentage of respondents expressed a positive opinion about LAO’s billing and payment processes compared to 2014. This remains the lowest-rated area among the major survey categories.

Satisfaction with LAO's staff services



The proportion of lawyers who expressed a positive view about LAO's staff services increased by almost 10 percent points in 2015, compared to 2014.

Satisfaction with LAO's online services



The proportion of lawyers who expressed a positive view about LAO's online services was roughly the same in 2015, compared to 2014.