State Bar of Texas Survey of 2007 Pro Bono

Prepared for:
State Bar of Texas

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EXECUTIVE SUMMARY

A survey of 2007 pro bono services by Texas attorneys was administered in interviews of 500 attorney members of the State Bar of Texas. The main findings were as follows:

- Some 58.0 percent of active in-state attorneys provided an average of 48.5 hours of pro bono legal or indirect legal services that benefited the poor in 2007. Based on that average, it is estimated that there was a total of 1.80 million to 2.29 million hours of free legal or indirect services to the poor performed in 2007.
- Some 29.7 percent of attorneys provided an average of 54.0 hours of substantially reduced fee legal services to the poor in 2007. The sum total of hours was estimated to be 1.02 million to 1.31 million hours of substantially reduced legal services to the poor in 2007.
- The largest percentage of respondents who performed free legal services provided services in civil matters (79 percent). This compared to smaller percentages of respondents who provided free legal services to charitable, public-interest organizations (37 percent); to simplify or, increase availability and quality of legal services (24.8 percent); in criminal matters (19 percent); by unsolicited court appointment (13 percent); and for legislative, administrative or systems advocacy (8 percent).
- Financial contributions or paying out-of-pocket expenses related to legal services to the poor was done by 33.3 percent of attorneys. The average amount contributed by those attorneys was $677.32 in 2007. The sum total of dollars was estimated to be $14.4 million to $18.4 million.

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I. INTRODUCTION

In April 2008, a survey of 2007 pro bono by Texas attorneys was administered to attorney members of the State Bar of Texas. The survey was conducted to get an accurate picture of the quantity of pro bono services provided by attorneys in Texas. The survey measured attorney perceptions regarding several areas of interest:

- Whether pro bono or reduced fee services were provided in 2007;
- The types of services provided;
- The incidence of charitable contributions; and
- Attitudes about professional liability insurance.

The Survey Research Center at the University of North Texas conducted the survey in response to a request from the State Bar of Texas, Department of Texas Lawyers Care. Technical support was provided by the State Bar of Texas Department of Research and Analysis.

II. METHODOLOGY

Sample

The population for the survey was members of the State Bar of Texas who total 81,601. Active in-state attorneys of the State Bar of Texas, as of December 31, 2007 were divided into five mutually exclusive groups combining occupational differences and an urban versus rural distinction. These five groups are defined below. Because the groups were based partly on occupational identification, not all of the active in-state attorneys could be included in the sampling. Excluded were attorneys for whom no occupational or phone number data was available. Private practitioners were excluded if no firm size information was available. A total of 63,870 attorneys constituted the population from which stratified random sampling was done for the following five groups:

1. Rural, all occupations

This group of attorneys practice in non-metropolitan areas of Texas, and can be in any occupation. Table A shows the number and percentage of these attorneys by occupational group.

Table A
Rural Attorneys by Occupational Group

	Frequency	Percent
Private law practice	2,203	67.9
Government attorney	466	14.4
Full-time Judge	190	5.9
Law faculty	30	0.9
Corporate/in-house counsel	91	2.8
Other law related	68	2.1
Other non-law related	56	1.7
Retired	122	3.8
Unemployed: Currently Looking	2	0.1
Unemployed: Not Currently Looking	8	0.2
Public Interest Lawyer	8	0.2
Total	3,244	100.0

2. Urban, non-private practitioners

These attorneys were non-private practitioners who work in any of the metropolitan regions of Texas. Table B shows the number and percentage of these attorneys by occupational group.

Table B
Urban, Non-Private Practitioners by Occupational Group

	Frequency	Percent
Government Attorney	5,819	32.9
Full-time Judge	1,275	7.2
Law faculty	339	1.9
Corporate/in-house counsel	5,534	31.3
Other law related	1,471	8.3
Other non-law related	1,478	8.4
Retired	1,076	6.1
Unemployed: Currently Looking	204	1.2
Unemployed: Not Currently Looking	292	1.7
Public Interest Lawyer	182	1.0
Total	17,670	100.0

3. Urban, private practitioners in small law firms

Small law firms consisted of 1-5 attorneys.

4. Urban, private practitioners in medium law firms

Medium size law firms consisted of 5-40 attorneys.

5. Urban, private practitioners in large law firms

Large law firms consisted of more than 40 attorneys.

The sample was stratified so that an adequate number of respondents would be included from each of the major practice categories shown in Table C.

Table C
Population and Sample Proportions

Type of Practice	Population			Stratified Sample	
	Attorneys	Percentage	Proportional Sample Size	Actual Sample Size	Actual Sample Proportion
Rural, all occupations	3,372	5.3%	26	75	15.0%
Urban, non-private practitioners	21,135	33.1%	165	120	24.0%
Urban, private practitioners, small firms	23,187	36.3%	182	155	31.0%
Urban, private practitioners, medium firms	7,916	12.4%	62	75	15.0%
Urban, private practitioners, large firms	8,260	12.9%	65	75	15.0%

Total	63,870	100%	500	500	100%

When a statistic that is intended to represent all attorneys licensed in Texas is presented in the report, weights were applied to the data. The weights were designed to make the proportion of respondents in each of the attorney type categories resemble the counts in the column, "Proportional Sample Size." Whenever cross-tabulations of type of practice were analyzed, weights were not used and the proportions of respondents resemble the counts in the column, "Actual Sample Size."

A total of 500 usable interviews were conducted and analyzed. In a random sample, 500 interviews yield a margin of error of ± 4.4 percent. This means, for example, that if 40 percent of the respondents answered "yes" to a question, we can be 95 percent confident that the actual proportion of residents in the population who would answer "yes" to the same question is 4.4 percentage points higher or lower than 40 percent (35.6 percent to 44.4 percent). In a stratified sample, a margin of error is not directly applicable to the aggregate sample, but can be considered as an approximation. Margins of error are applicable within each practice category as each is a random sample (see Table D).

Table D
Margin of Error by Practice Category

	Population	Sample	Margin of Error
Rural, all occupations	3,372	75	±11.2%
Urban, non-private practitioners	21,135	120	± 8.9%
Urban, private practitioners, small firms	23,187	155	± 7.8%
Urban, private practitioners, medium firms	7,916	75	±11.3%
Urban, private practitioners, large firms	8,260	75	±11.3%
Total	63,870	500	± 4.4%

Instrument

The survey instrument used in this study was based on instruments used by the State Bar of Texas in previous years' surveys. The instrument asks several yes/no questions to see if respondents provided pro bono hours or reduced-cost hours. For respondents who did provide pro bono or reduced-cost hours, several follow-up questions were asked regarding specific types of work such as hours on criminal or civil cases. The instrument took 5.4 minutes on average to administer. The complete survey instrument is available in Appendix A. Questions regarding professional liability insurance were added for this year's survey.

Data Collection

Trained telephone interviewers who had previous experience in telephone surveys were used to conduct the survey. Each interviewer completed an intensive general training session. The purposes of general training were to ensure that interviewers understood and practiced all of the basic skills needed to conduct interviews and that they were knowledgeable about standard interviewing conventions. The interviewers also attended a specific training session for the project. The project training session provided information on the background and goals of the study. Interviewers practiced administering the questionnaire to become familiar with the questions.

All interviewing was conducted from a centralized telephone bank in Denton, Texas. An experienced telephone supervisor was on duty at all times to supervise the administration of

the sample, monitor for quality control, and handle any other contingencies. Data were collected on April 21 through April 24, 2008.

Analysis by Demographic Groups

Each question in the survey was cross-tabulated with the following 7 demographic categories:

Age of respondent	Occupation
Gender of respondent	Years Licensed
Ethnicity	Type of Practice
Metropolitan Statistical Area (MSA)	

Some categories were collapsed for crosstabs using ethnicity, MSA, and occupation. (More details are offered in the Sample Characteristics section.) Whenever the responses to a single question are divided by demographic groups, the percentage distribution of responses within one group will rarely exactly match the percentage distribution of another group; there will often be some variation between groups.

The most important consideration in interpreting these differences is to determine if the differences in the sample are representative of differences between the same groups within the general population. This consideration can be fulfilled with a test of statistical significance. The Survey Research Center only reports those differences between groups that are found to be statistically significant.

Report Format

The remainder of the report is arranged in four sections beginning with Section III. This section, “Sample Characteristics,” presents the findings for all respondents except where it is otherwise noted. Section IV, “Services Provided,” presents findings about whether attorneys provided pro bono services either at no charge or at a reduced rate fee. Section V, “Types of Services Provided,” presents findings regarding the types of pro bono work performed by attorneys in 2007 as well as the number of hours spent and financial contributions made in pro bono activities. Section VI, “Professional Liability Insurance” presents findings regarding proposed rule changes requiring professional liability insurance. Section VII is the report Conclusions.

III. SAMPLE CHARACTERISTICS

This section presents basic distributions of demographics among respondents in the sample. All findings are weighted unless noted.

Table 1
Demographics

Demographics	Percentage (n=500)
Age of Respondent	
26 to 35	16.1
36 to 45	29.9
46 to 55	26.8
56 to 65	20.3
66 to 80	6.9
Gender of respondent	
Female	27.0
Male	73.0
Ethnicity	
Caucasian/Anglo	86.1
African-American	4.9
Hispanic/Latino	7.2
Asian/Pacific Islander	0.2
Native American	0.2
Other	1.3

- As seen in Table 1, nearly half of the sample (46.0 percent) was between the ages of 26 and 45. Seven percent was age 66 or older.
- Seventy-three percent of the sample was male and a little less than one-third (27.0 percent) was female.
- A large majority (86.1 percent) of the respondents were Caucasian.

Table 1
Demographics (Continued)

Demographics	Percentage (n=500)
Work Status	
Private Law Practice	65.5
Government Attorney	13.0
Full-time Judge	2.1
Corporate/In-house Counsel	10.2
Other Law Related	3.3
Other Non-Law Related	1.2
Retired-Not Working	0.7
Unemployed-Currently Looking	0.3
Unemployed-Not Currently Looking	0.3
None Specified	3.1
Public Interest Lawyer	0.3
Years Licensed	
2 or less	4.1
3 to 6	14.0
7 to 10	13.0
11 to 15	17.5
16 to 20	11.8
21 to 25	10.4
Over 25	29.2
Type of Practice*	
Rural/All Occupations	15.0
Urban/Non-Private	24.0
Urban/Private/Small Firm	31.0
Urban/Private/Medium Firm	15.0
Urban/Private/Large Firm	15.0

- Sixty-six percent of the sample worked in a private law practice. Thirteen percent were government attorneys. For cross-tabulations, the categories with smaller counts were collapsed in an “other” category leaving Private Law Practice, Government Attorney and Corp/In-house Counsel as intact categories.
- Thirty-one percent of the respondents had been licensed to practice law for 10 years or less.
- Thirty-one percent worked in an urban, small firm, private practice. Twenty-four percent worked in an urban, non-private practice. Fifteen percent worked in each of the other practice types.

* This finding is not weighted.

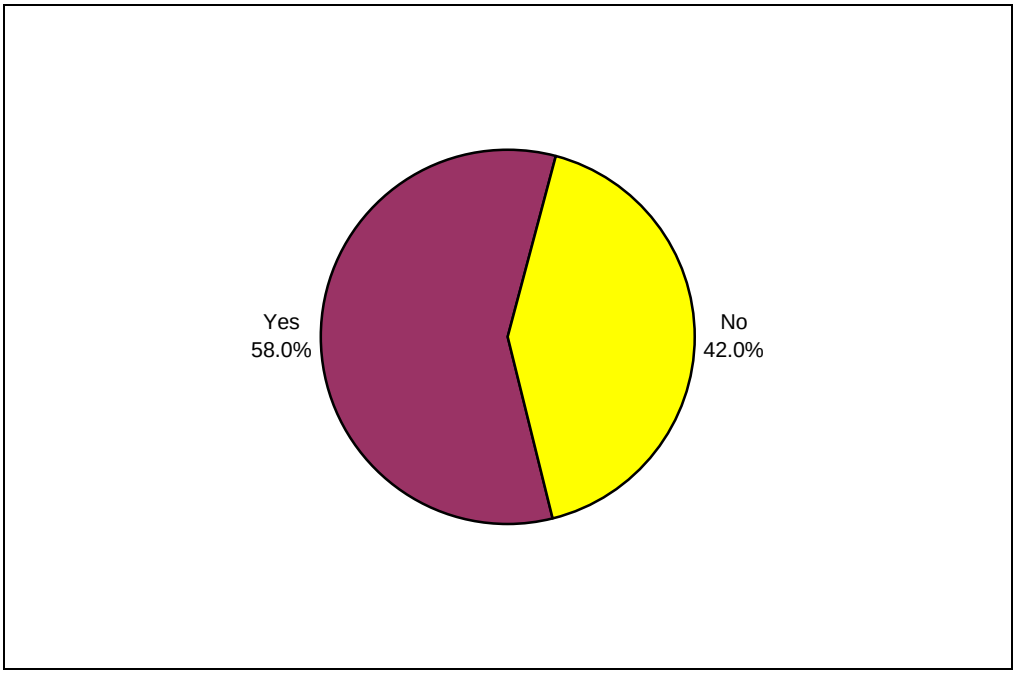
Demographics	Percentage (n=500)
Metropolitan Statistical Area (MSA)	
Abilene	1.0
Amarillo	0.2
Austin-Round Rock	10.0
Beaumont-Port Arthur	1.4
Brownsville-Harlingen	0.8
College Station-Bryan	0.2
Corpus Christi	1.4
Dallas-Fort Worth-Arlington	29.2
El Paso	1.0
Houston-Baytown-Sugar Land	28.8
Killeen-Temple-Fort Hood	1.0
Longview	0.6
Lubbock	0.6
McAllen-Edinburgh-Pharr	1.6
Midland	0.4
San Angelo	0.2
San Antonio	4.2
Sherman-Denison	0.4
Texarkana	0.6
Tyler	0.8
Victoria	0.2
Wichita Falls	0.4
Non-Metro Counties	15.0

- Over 70 percent of the respondents worked in one of the top four MSAs: Austin-Round Rock (10.0 percent), Dallas-Fort Worth-Arlington (29.2 percent), Houston-Baytown-Sugar Land (28.8 percent), and San Antonio (4.2 percent). For cross-tabulations, MSA categories with less than a count of 20 were collapsed into one “other” category. The crosstab categories are Austin-Round Rock, Dallas-Ft Worth-Arlington, Houston-Baytown-Sugar Land, San Antonio, Non-Metro Counties, and Other.

IV. SERVICES PROVIDED

Free Services

Figure 1
Performed Free Legal or Indirect Services in 2007
(n=497)



- Respondents were asked if, in the year 2007, they performed any free legal services for the poor or free indirect legal services that substantially benefited the poor. As shown in Figure 1, 58.0 percent of the respondents who completed the survey reported performing such services.
- There was a significant difference in performance of free legal or indirect services among respondents' type of practice. Urban respondents in non-private practice (31.1 percent) were less likely than other respondents to report performing free legal or indirect services benefiting the poor (see Table 2). Rural/all occupations (76.7 percent) were most likely to report performing this type of service.
- The San Antonio (81.0 percent) and non-metro counties (76.7 percent) MSAs were most likely to report providing free services.
- Respondents in private law practice (72.0 percent) were more likely than other respondents to perform pro bono work.
- Male respondents (61.6 percent) were more likely than female (48.5 percent) respondents to perform pro bono work.

Table 2
Performed Free Legal or Indirect Services in 2007
By Selected Demographics
(n=496)

	Percentage responding	
	Yes	No
All Responding		
Type of practice		
Rural/All Occupations	76.7	23.3
Urban/Non-Private Practice	31.1	68.9
Urban/Private/Small Firm	74.8	25.2
Urban/Private/Medium Firm	66.7	33.3
Urban/Private/Large Firm	63.5	36.5
MSA		
Austin-Round Rock	60.4	39.6
Dallas-Ft Worth-Arlington	55.5	44.5
Houston-Baytown-Sugar Land	56.3	43.8
San Antonio	81.0	19.0
Non-Metro Counties	76.7	23.3
Other	65.6	34.4
Occupation		
Private Law Practice	72.0	28.0
Government Attorney	29.2	70.8
Corp/In-house Counsel	32.7	67.3
Other	35.1	64.9
Respondents Gender		
Female	48.5	51.5
Male	61.6	38.4

Table 3
Total Hours of Free Legal or Indirect Services Provided in 2007
(n=266)

	Percentage responding
1 to 10 hours	22.8
11 to 20 hours	21.1
21 to 30 hours	14.2
31 to 40 hours	8.6
41 to 50 hours	12.1
51 hours or more	21.3

- Respondents who performed free legal or indirect services in 2007 were asked to approximate the total number of hours they provided. As shown in Table 3, 21.3 percent of those respondents indicated that they provided 51 or more hours of service.
- The average number of hours was 48.5 hours (see Table 4). The highest average hours (103.6 hours) were recorded by respondents age 66 to 80.

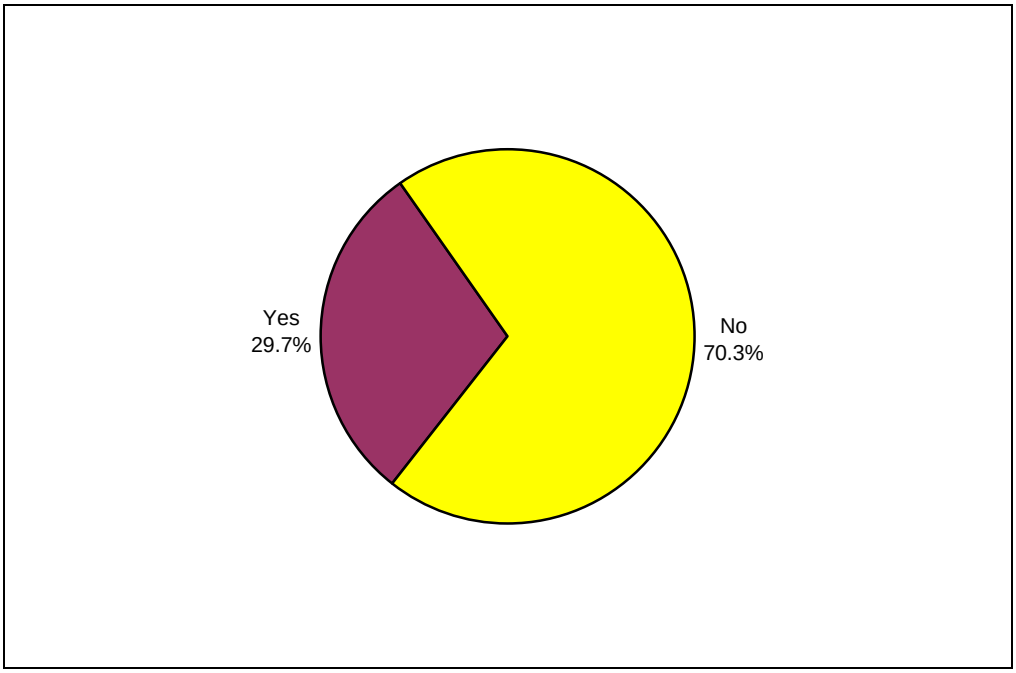
Table 4
Average Total Hours of Free Legal or Indirect Services Provided in 2007
By Selected Demographics
(n=266)

	Average Total Hours
All Responding	48.5
Age of respondent 26 to 35	33.7
36 to 45	43.6
46 to 55	52.0
56 to 65	46.0
66 to 80	103.6

- The total estimated hours of free legal or indirect services to the poor in 2007 was 1,795,356 hours. This estimate is obtained by multiplying the estimate of 37,059 attorneys in Texas who provided free legal or indirect services (58.0 percent of active in-state attorneys whose occupation was identified) by the average of 48.5 hours (actually 48.44562969) of free legal or indirect services. If all Texas attorneys – including those whose occupations were not identified – are included in the calculation, the total number of estimated hours of free legal or indirect services provided increases to 2,293,766.

Reduced Fee Services

Figure 2
Performed Legal Services at a Substantially Reduced Fee
(n= 500)



- Respondents were asked if, in the year 2007, they performed any legal services at a substantially reduced fee that benefited the poor. As shown in Figure 2, 29.7 percent of the respondents reported performing services at a substantially reduced fee.
- There was a significant difference in performing legal services at a substantially reduced fee among respondents for type of practice. Rural/all occupations (54.7 percent) were more likely than other practice types to report performing legal services at a substantially reduced fee (see Table 5). A majority of respondents from both the San Antonio and non-metro counties MSA's reported performing legal services at a substantially reduced fee compared to smaller percentages of respondents from other MSA's. Respondents in private practice (35.9 percent) were more likely to report performing legal services at a substantially reduced fee.

Table 5
Performed Legal Services at Substantially Reduced Fee
By Selected Demographics
(n=500)

	Percentage responding	
	Yes	No
All Responding	29.7	70.3
Type of Practice		
Rural/All Occupations	54.7	45.3
Urban/Non-Private Practice	17.5	82.5
Urban/Private/Small Firm	44.5	55.5
Urban/Private/Medium Firm	24.0	76.0
Urban/Private/Large Firm	14.7	85.3
MSA		
Austin-Round Rock	22.8	77.2
Dallas-Ft Worth-Arlington	24.2	75.8
Houston-Baytown-Sugar Land	29.3	70.7
San Antonio	53.8	46.2
Non-Metro Counties	53.8	46.2
Other	30.6	69.4
Occupation		
Private Law Practice	35.9	64.1
Government Attorney	15.4	84.6
Corp/In-house Counsel	14.0	86.0
Other	25.0	75.0

Table 6
Total Hours of Legal Services Provided at Substantially Reduced Fee
(n=126)

	Percentage responding
1 to 10 hours	20.1
11 to 20 hours	26.7
21 to 30 hours	13.5
31 to 40 hours	2.8
41 to 50 hours	9.8
51 hours or more	27.0

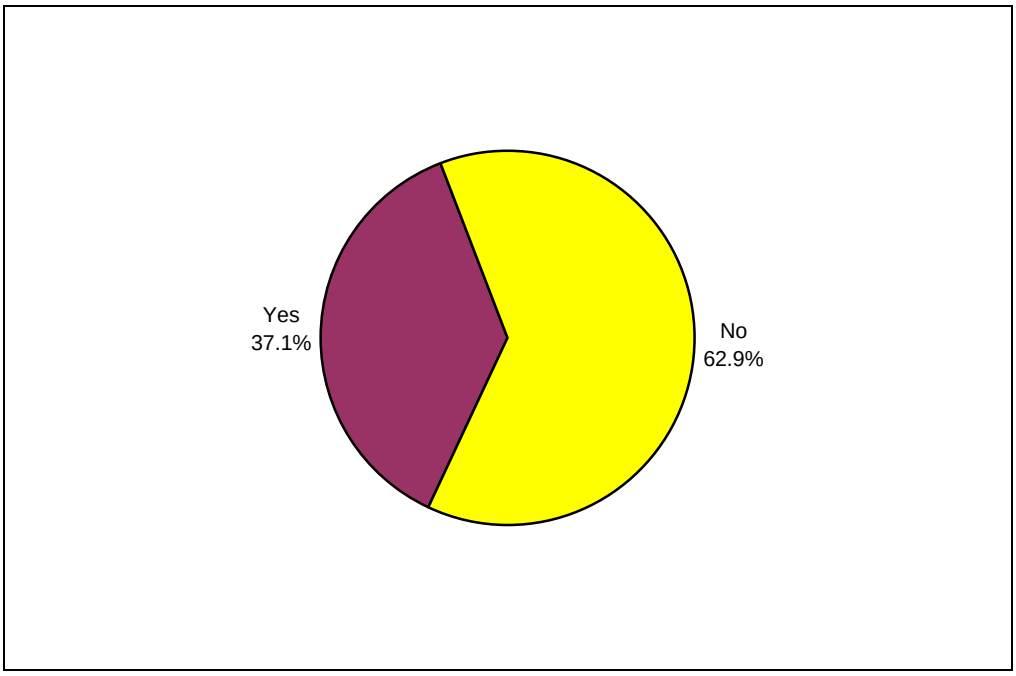
- Respondents who performed legal services at a substantially reduced fee in 2007 were asked to approximate the total number of hours they provided. As shown in Table 6, 27.0 percent of those respondents indicated that they provided 51 or more hours of service.
- On average, respondents provided 54.0 hours of service at a substantially reduced fee (see Table 7). Respondents between the ages of 66 and 80 reported the greatest average number of hours of service at a substantially reduced fee (151.5 hours) followed by respondents age 56 to 65 (55.3 percent).

Table 7
Average Total Hours of Legal Services Provided at Substantially Reduced Fee
By Selected Demographics
(n=127)

	Average Total Hours
All Responding	54.0
Age of respondent 26 to 35	39.4
36 to 45	43.3
46 to 55	51.1
56 to 65	55.3
66 to 80	151.5

- The total estimated hours of substantially reduced fee legal services to the poor in 2007 was 1,024,584 hours. This estimate is obtained by multiplying the estimate of 18,975 attorneys in Texas who provided substantially reduced legal services (29.7 percent of active in-state attorneys whose occupation was identified) by the average of 54.0 hours (actually 53.99572783) of reduced fee legal services to the poor. If all Texas attorneys—including those whose occupations were not identified—are included in the calculation, the total number of estimated hours of service performed at a substantially reduced fee increases to 1,309,020.

Figure 3
Recorded Hours of Pro Bono Legal Services Rendered in 2007
(n=308)



- Respondents were asked if they had recorded their hours or otherwise kept track of the pro bono legal services they rendered during 2007. Thirty-seven percent of the respondents indicated that they had (see Figure 3).
- As shown in Table 8, the percentage of the respondents who said they had recorded their hours of pro bono legal services in 2007 was highest among respondents in an urban, large firm, private practice (79.6 percent). The percentage recording their hours declined with smaller and more rural firms.

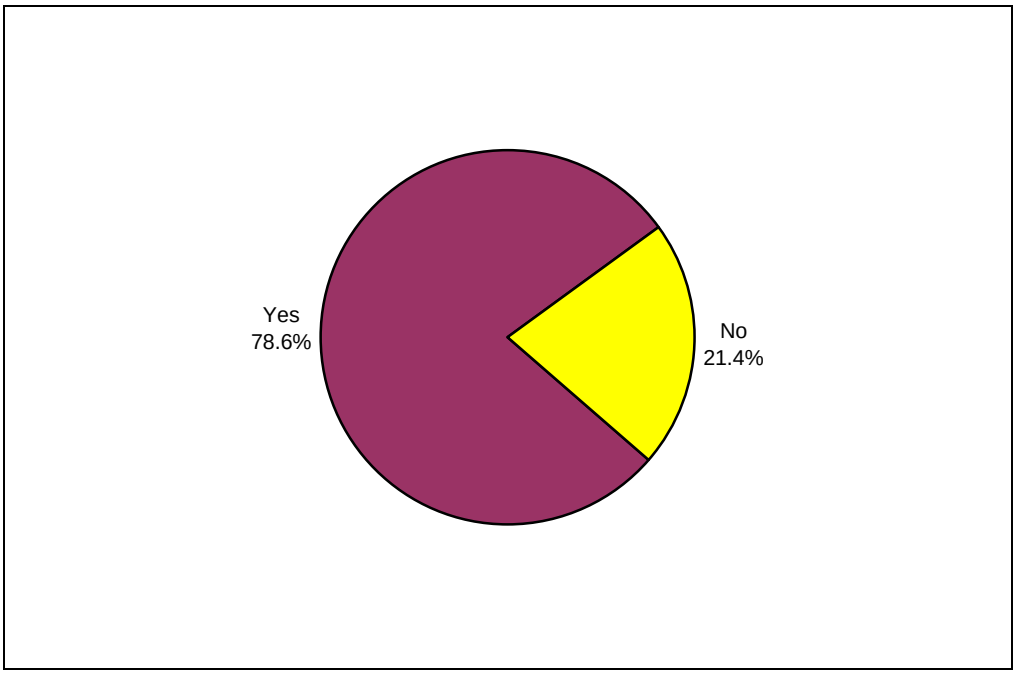
Table 8
Recorded Hours of Pro Bono Legal Serviced Rendered in 2007
by Selected Demographics
(n=326)

	Percentage responding	
	Yes	No
Type of practice Rural/All Occupations	24.6	75.4
Urban/Non-Private Practice	30.2	69.8
Urban/Private/Small Firm	28.7	71.3
Urban/Private/Medium Firm	39.2	60.8
Urban/Private/Large Firm	79.6	20.4

V. TYPES OF SERVICES PROVIDED

Civil Matters

Figure 4
Performed Free Legal Services in Civil Matters
(n=310)



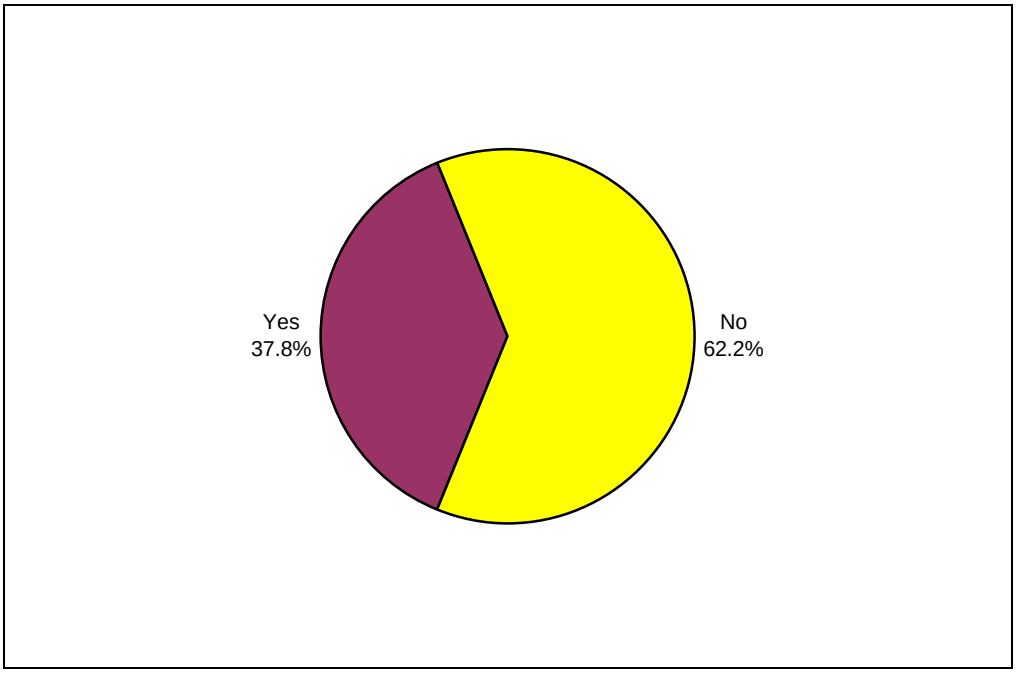
- Respondents who had performed legal services either free or at a reduced rate fee in 2007 were asked if they provided legal services to the poor in civil matters without compensation and without expectation of compensation. As shown in Figure 4, 78.6 percent of the respondents reported providing free legal services in civil matters.

Table 9
Total Hours of Free Legal Services Provided in Civil Matters
(n=220)

	Percentage responding
1 to 10 hours	26.9
11 to 20 hours	25.0
21 to 30 hours	13.9
31 to 40 hours	8.8
41 to 50 hours	11.5
51 hours or more	13.9

- Respondents who performed free legal services in civil matters were asked to approximate the total number of hours they provided. As shown in Table 9, 26.9 percent of those respondents indicated that they provided 1 to 10 hours of service.
- The average hours of free legal services provided in civil matters was 38.1. There were no statistically significant differences among demographic groups on the average number of hours provided.

Figure 5
Performed Legal Services in Civil Matters at a Reduced Fee
(n=313)



- Respondents who had performed legal services either free or at a reduced rate fee in 2007 were asked if they provided legal services to the poor in civil matters at a substantially reduced fee and without expectation of additional compensation. As shown in Figure 5, 37.8 percent of the respondents answered, "yes."
- Respondents in a rural/all occupations practice (51.7 percent) were more likely than respondents in other types of practice to report providing legal services to the poor in civil matters at a substantially reduced fee and without expectation of additional compensation (see Table 10).

Table 10
Performed Legal Services in Civil Matters at a Reduced Fee
by Selected Demographics
(n=313)

	Percentage responding	
	Yes	No
Type of Practice Rural/All Occupations	51.7	48.3
Urban/Non-Private Practice	41.9	58.1
Urban/Private/Small Firm	43.5	56.5
Urban/Private/Medium Firm	30.2	69.8
Urban/Private/Large Firm	14.0	86.0

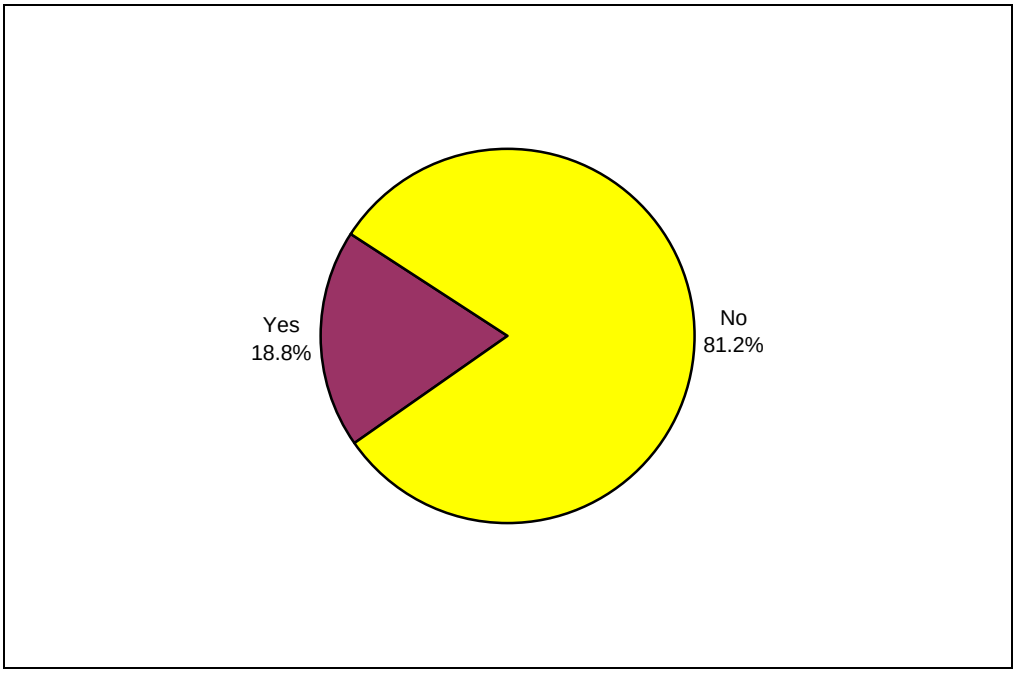
Table 11
Total Hours of Legal Services Provided in Civil Matters at Reduced Fee
(n=106)

	Percentage responding
1 to 10 hours	32.3
11 to 20 hours	22.0
21 to 30 hours	12.9
31 to 40 hours	7.0
41 to 50 hours	8.2
51 hours or more	17.6

- Respondents who performed legal services in civil matters at a substantially reduced rate were asked to approximate the total number of hours they provided. Thirty-two percent of those respondents indicated that they provided 1 to 10 hours of service (see Table 11).
- The average number of hours provided was 42.7 percent. There were no statistically significant differences among demographic groups on the average number of hours provided.

Criminal Matters

Figure 6
Performed Free Legal Services in Criminal Matters
(n=314)



- Respondents who had performed legal services either free or at a reduced rate fee in 2007 were asked if they provided free legal services to the poor in criminal matters without compensation and without expectation of compensation. As shown in Figure 6, 18.8 percent of the respondents indicated they provided free legal services.
- Respondents in a rural/all occupations practice (29.5 percent) were more likely than respondents in other types of practice to report providing free legal services to the poor in criminal matters (see Table 12). The percentage was also higher among respondents licensed 2 years or less (33.3 percent).

Table 12
Performed Free Legal Services in Criminal Matters
by Selected Demographics
(n=314)

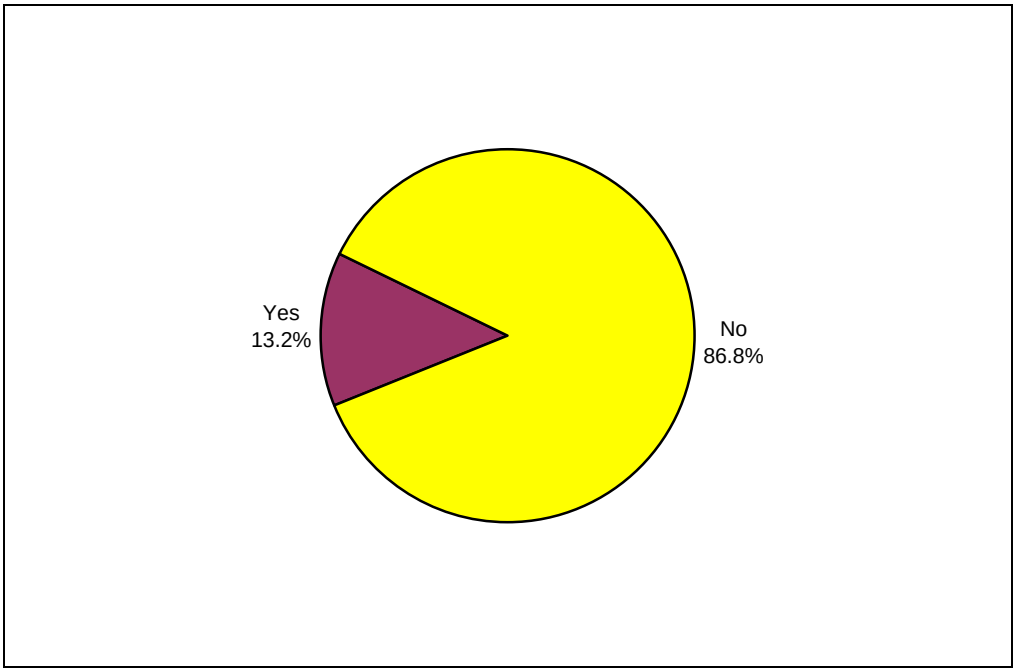
	Percentage responding	
	Yes	No
All Responding	18.8	81.2
Type of Practice		
Rural/All Occupations	29.5	70.5
Urban/Non-Private Practice	18.6	81.4
Urban/Private/Small Firm	23.2	76.8
Urban/Private/Medium Firm	7.5	92.5
Urban/Private/Large Firm	10.0	90.0
Years Licensed		
2 or less	33.3	66.7
3 to 6	6.7	93.3
7 to 10	10.5	89.5
11 to 15	17.7	82.3
16 to 20	31.7	68.3
21 to 25	25.7	74.3
Over 25	18.8	81.2

Table 13
Total Hours of Free Legal Services Provided in Criminal Matters
(n=56)

	Percentage responding
1 to 10 hours	51.2
11 to 20 hours	8.6
21 to 30 hours	9.4
31 to 40 hours	10.0
41 to 50 hours	8.0
51 hours or more	12.8

- Respondents who performed free legal services in criminal matters were asked to approximate the total number of hours they provided. Fifty-one percent of those respondents indicated that they provided 1 to 10 hours of service (see Table 13).
- The average number of hours provided was 34.7 hours. The sample size was too small to provide demographic breakdown findings.

Figure 7
Performed Legal Services in Criminal Matters at a Reduced Fee
(n=314)



- Respondents who had performed legal services either free or at a reduced rate fee in 2007 were asked if they provided legal services to the poor in criminal matters at a substantially reduced fee and without expectation of additional compensation. As shown in Figure 7, 13.2 percent of the respondents answered, "yes."
- Respondents in a rural/all occupations practice (31.1 percent) were more likely than respondents in other types of practice to report providing legal services to the poor in criminal matters at a substantially reduced fee and without expectation of additional compensation (see Table 14). Percentages were also lower among Caucasian respondents (11.7 percent) compared to all other races (25.6 percent). The percentages providing reduced-fee legal services to the poor for criminal matters generally increased as years licensed increased peaking at 28.6 percent for those licensed 21 to 25 years.

Table 14
Performed Legal Services in Criminal Matters at a Reduced Rate by Selected Demographics
(n=314)

	Percentage responding	
	Yes	No
All Responding	13.2	86.8
Type of Practice		
Rural/All Occupations	31.1	68.9
Urban/Non-Private Practice	7.0	93.0
Urban/Private/Small Firm	19.2	80.8
Urban/Private/Medium Firm	1.9	98.1
Urban/Private/Large Firm	4.0	96.0
Race		
Caucasian	11.7	88.3
All others	25.6	74.4
Years Licensed		
2 or less	12.5	87.5
3 to 6	2.2	97.8
7 to 10	10.3	89.7
11 to 15	14.5	85.5
16 to 20	22.0	78.0
21 to 25	28.6	71.4
Over 25	10.5	89.5

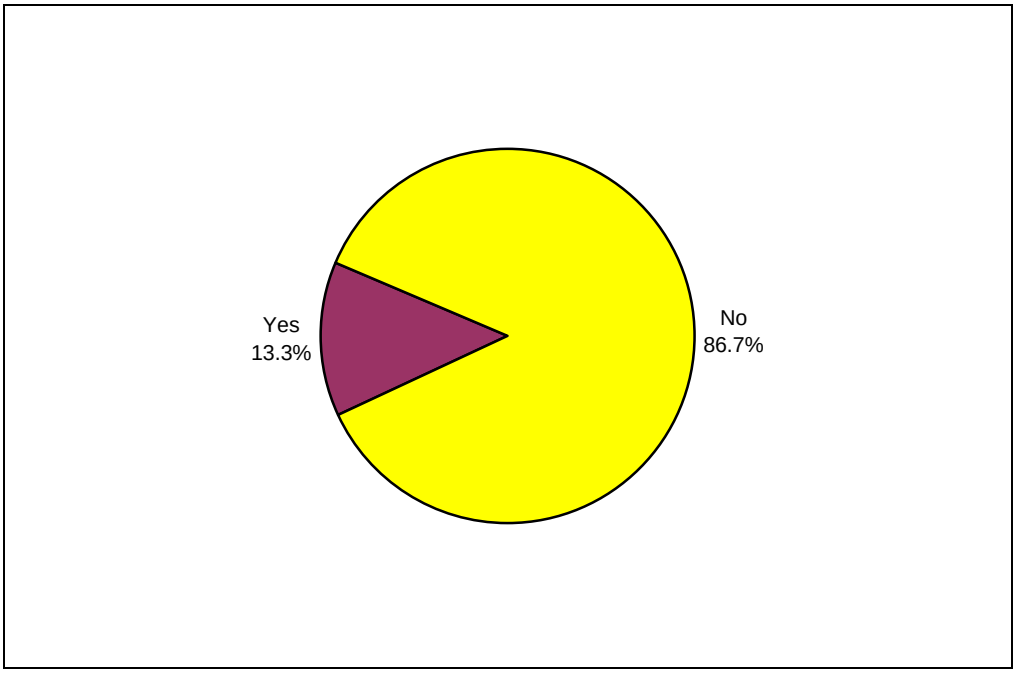
Table 15
Total Hours of Legal Services Provided in Criminal Matters at Reduced Fee
(n=32)

	Percentage responding
1 to 10 hours	25.2
11 to 20 hours	32.3
21 to 30 hours	3.7
31 to 40 hours	3.7
41 to 50 hours	12.1
51 hours or more	23.1

- Respondents who performed legal services in criminal matters at a substantially reduced rate were asked to approximate the total number of hours they provided. As shown in Table 15, 32.3 percent of those respondents indicated that they provided 11 to 20 hours of service.
- The average total hours of service provided in criminal matters at a substantially reduced rate fee averaged 46.2. There were no statistically significant differences among demographic groups.

Unsolicited Court Appointment

Figure 8
Provided Legal Services by Unsolicited Court Appointment
(n=311)



- Respondents who had performed legal services either free or at a reduced rate fee in 2007 were asked if they had provided legal services to the poor by unsolicited court appointment. As shown in Figure 8, 13.3 percent of the respondents indicated they provided such services.
- Respondents in a rural/all occupations practice (28.8 percent) were more likely than respondents in other types of practice to report providing legal services to the poor by unsolicited court appointment than other respondents (see Table 16).

Table 16
Performed Legal Services by Unsolicited Court Appointment
by Selected Demographics
(n=311)

	Percentage responding	
	Yes	No
Type of Practice		
Rural/All Occupations	28.8	71.2
Urban/Non-Private Practice	11.6	88.4
Urban/Private/Small Firm	16.3	83.7
Urban/Private/Medium Firm	7.5	92.5
Urban/Private/Large Firm	4.0	96.0

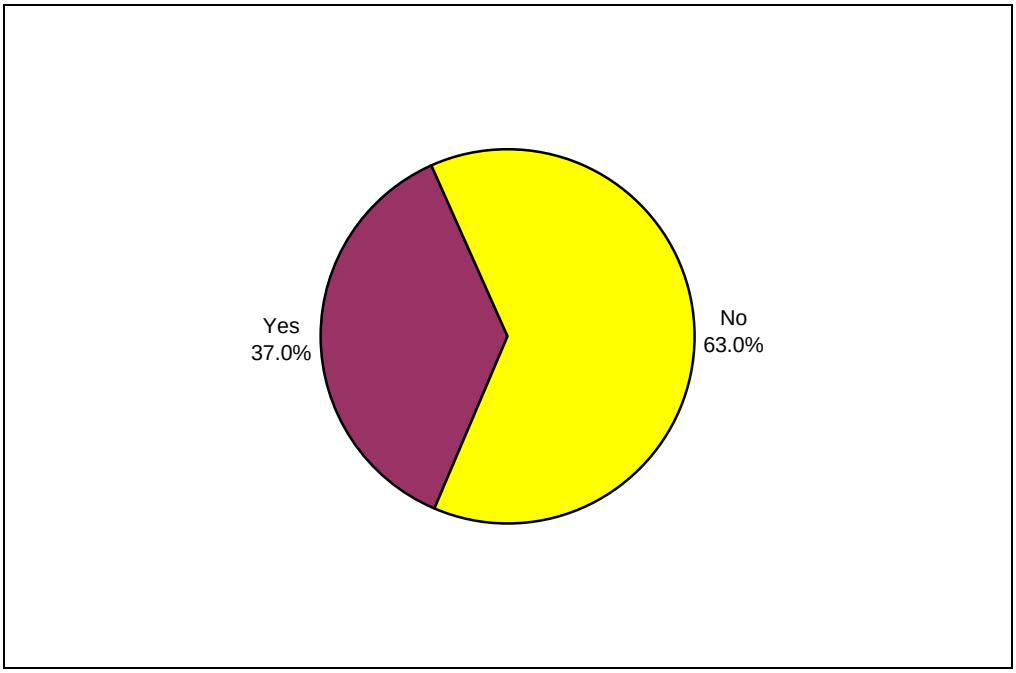
Table 17
Total Hours of Legal Services Provided by Unsolicited Court Appointment
(n=36)

	Percentage responding
1 to 10 hours	22.8
11 to 20 hours	29.5
21 to 30 hours	18.5
31 to 40 hours	0.0
41 to 50 hours	3.2
51 hours or more	25.9

- Respondents who provided legal services to the poor by unsolicited court appointment were asked to approximate the total number of hours they provided. Thirty percent of those respondents indicated that they provided 11 to 20 hours of service (see Table 17).
- The average number of hours was 69.1 percent. There were no statistically significant differences among demographic groups.

Charitable, Public-Interest Organization

Figure 9
Provided Legal Services to Charitable, Public-Interest Organization
(n=308)



- Respondents who had performed legal services either free or at a reduced rate fee in 2007 were asked if they had provided uncompensated legal services to a charitable, public-interest organization that addresses the needs of poor persons. As shown in Figure 9, 37.0 percent of the respondents indicated they provided uncompensated services to this type of organization.
- Respondents between the ages of 66 and 80 were most likely (65.0 percent) to report providing legal services to a charitable, public-interest organization that addresses the needs of poor persons (see Table 18).

Table 18
Provided Legal Services to Charitable, Public-Interest Organization
by Selected Demographics
(n=308)

	Percentage responding	
	Yes	No
Age of respondent 26 to 35	36.4	63.6
36 to 45	31.1	68.9
46 to 55	31.5	68.5
56 to 65	44.4	55.6
66 to 80	65.0	35.0

Table 19
Total Hours of Uncompensated Legal Services to Charitable, Public-Interest Organization
(n=105)

	Percentage responding
1 to 10 hours	47.0
11 to 20 hours	21.9
21 to 30 hours	10.3
31 to 40 hours	4.2
41 to 50 hours	2.5
51 hours or more	14.1

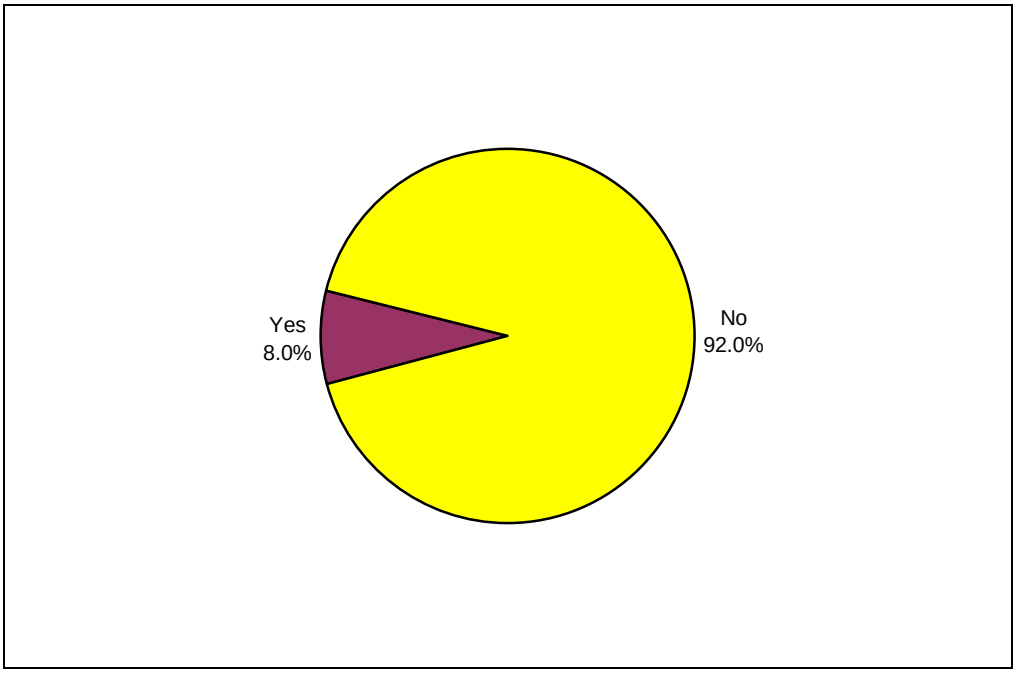
- Respondents who provided uncompensated legal services to a charitable, public-interest organization that addresses the needs of poor persons were asked to approximate the total number of hours they provided. Forty-seven percent of those respondents indicated that they provided 1 to 10 hours of service (see Table 19).
- The average number of hours provided was 35.6 hours (see Table 20). Respondents age 66 to 80 averaged the highest number of hours (108.4 hours).

Table 20
Total Hours Provided Free to Charitable, Public-Interest Organization
By Selected Demographics
(n=105)

	Average Total Hours
All Responding	35.6
Age of respondent 26 to 35	15.6
36 to 45	27.3
46 to 55	30.8
56 to 65	30.0
66 to 80	108.4

Legislative, Administrative or Systems Advocacy

Figure 10
Provided Uncompensated Legislative, Administrative or Systems Advocacy
(n=313)



- Respondents who had performed legal services either free or at a reduced rate fee in 2007 were asked if they had provided uncompensated legislative, administrative or systems advocacy on behalf of poor persons. As shown in Figure 10, 8.0 percent of the respondents indicated they provided uncompensated advocacy. There were no statistically significant differences among demographic groups for this type of service.

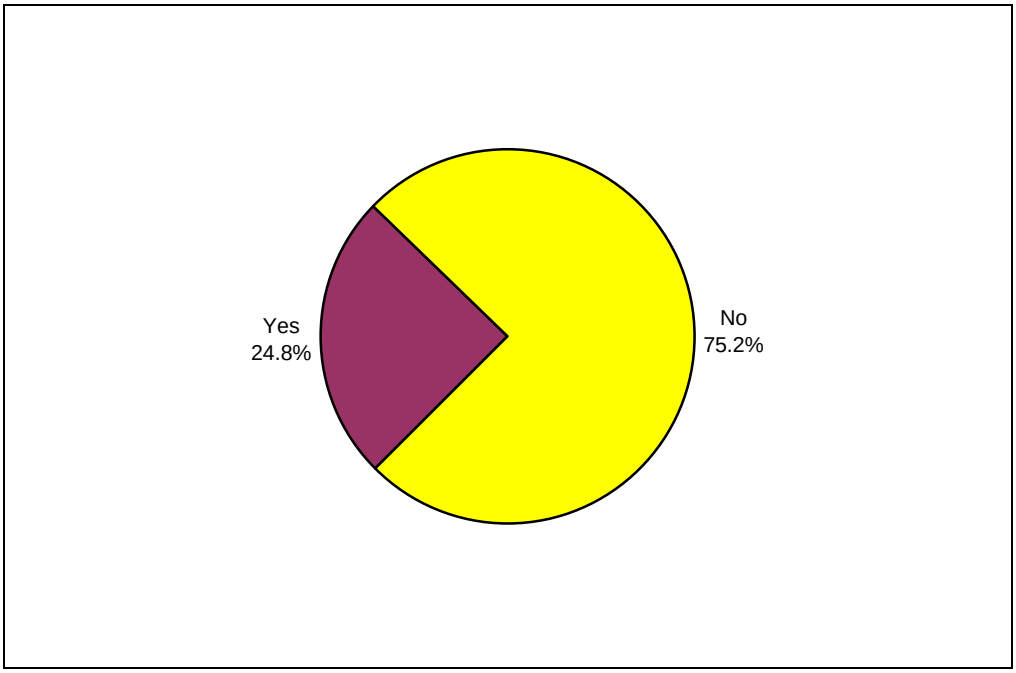
Table 21
Total Hours of Uncompensated Legislative, Administrative Or Systems Advocacy
(n=22)

	Percentage responding
1 to 10 hours	46.5
11 to 20 hours	5.3
21 to 30 hours	13.0
31 to 40 hours	3.9
41 to 50 hours	16.0
51 hours or more	15.3

- Respondents who provided uncompensated legislative, administrative or systems advocacy on behalf of poor persons were asked to approximate the total number of hours they provided. Forty-seven percent of those respondents indicated that they provided 1 to 10 hours of service (see Table 21).
- The average number of hours of uncompensated legislative, administrative or systems advocacy was 65.5 hours. There were no statistically significant differences among demographic groups.

Process, Availability and Quality

Figure 11
Simplify, Increase Availability and Quality of Legal Services
(n=308)



- Respondents who had performed legal services either free or at a reduced rate fee in 2007 were asked if they had provided uncompensated services that help simplify the legal process, or increase the availability and quality of legal services to poor persons. As shown in Figure 11, 24.8 percent of the respondents indicated that they provided these kinds of services.
- The percentages of the respondents who reported providing uncompensated services that helped simplify the legal process, or increased the availability and quality of legal services to poor persons was lower among people age 36 to 45 (17.2 percent) and 46 to 55 (19.3 percent). As shown in Table 22, 34 percent or more of the other age groups reported providing this type of service. Twenty-three percent of Caucasian attorneys provided this type of service compared to 39.0 percent of all other races.

Table 22
Simplify, Increase Availability and Quality of Legal Services
by Selected Demographics
(n=308)

	Percentage responding	
	Yes	No
All Responding	24.8	75.2
Age of respondent		
26 to 35	34.1	65.9
36 to 45	17.2	82.8
46 to 55	19.3	80.7
56 to 65	33.9	66.1
66 to 80	36.4	63.6
Race		
Caucasian	22.6	77.4
All others	39.0	61.0

- Respondents who provided uncompensated services that help simplify the legal process, or increase the availability and quality of legal services to poor persons were asked to approximate the total number of hours they provided. Nearly half (49.7 percent) of those respondents indicated that they provided 1 to 10 hours of service (see Table 23).

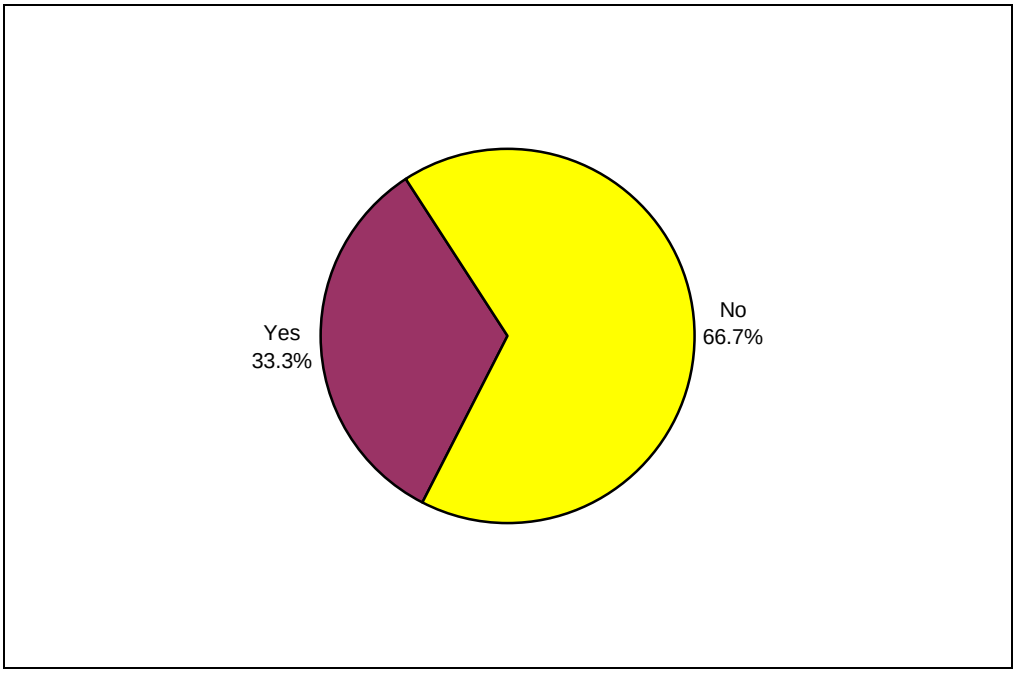
Table 23
Total Hours to Simplify, Increase Availability and
Quality of Legal Services
(n=69)

	Percentage responding
1 to 10 hours	49.7
11 to 20 hours	22.8
21 to 30 hours	7.4
31 to 40 hours	6.4
41 to 50 hours	8.6
51 hours or more	5.1

- The average total hours of uncompensated services that help simplify the legal process, or increase the availability and quality of legal services to poor persons was 21.0 hours. There were no statistically significant differences among demographic groups.

Financial Contributions

Figure 12
Made Financial Contributions or Paid Expenses
(n=480)



- All respondents were asked if they had made any direct financial contributions and/or paid actual out-of-pocket expenses related to legal services for the poor. As shown in Figure 12, 33.3 percent of the respondents answered, "yes."
- Respondents in an urban, large firm, private practice (48.6 percent) were more likely than respondents in other types of practice to report making direct contributions and/or paying actual out-of-pocket expenses related to legal services for the poor (see Table 24). The percentage of respondents providing direct contributions and/or paying out actual out-of-pocket expenses increased with age, peaking at 56 to 65 years old (42.7 percent). Respondents in private practice (37.6 percent) and attorneys licensed 11 to 15 years (41.7 percent) were more likely than attorneys in other occupations to report making direct contributions and/or paying actual out-of-pocket expenses related to legal services for the poor.

Table 24
Made Financial Contributions or Paid Expenses
by Selected Demographics
(n=480)

	Percentage responding	
	Yes	No
All Responding	33.3	66.7
Type of Practice		
Rural/All Occupations	29.2	70.8
Urban/Non-Private Practice	25.6	74.4
Urban/Private/Small Firm	35.8	64.2
Urban/Private/Medium Firm	32.9	67.1
Urban/Private/Large Firm	48.6	51.4
Age of respondent		
26 to 35	20.5	79.5
36 to 45	32.4	67.6
46 to 55	33.3	66.7
56 to 65	42.7	57.3
66 to 80	38.2	61.8
Occupation		
Private Law Practice	37.6	62.4
Government Attorney	22.6	77.4
Corp/In-house Counsel	22.4	77.6
Other	30.4	69.6
Years Licensed		
2 or less	14.3	85.7
3 to 6	12.1	87.9
7 to 10	32.3	67.7
11 to 15	41.7	58.3
16 to 20	41.1	58.9
21 to 25	40.8	59.2
Over 25	35.5	64.5

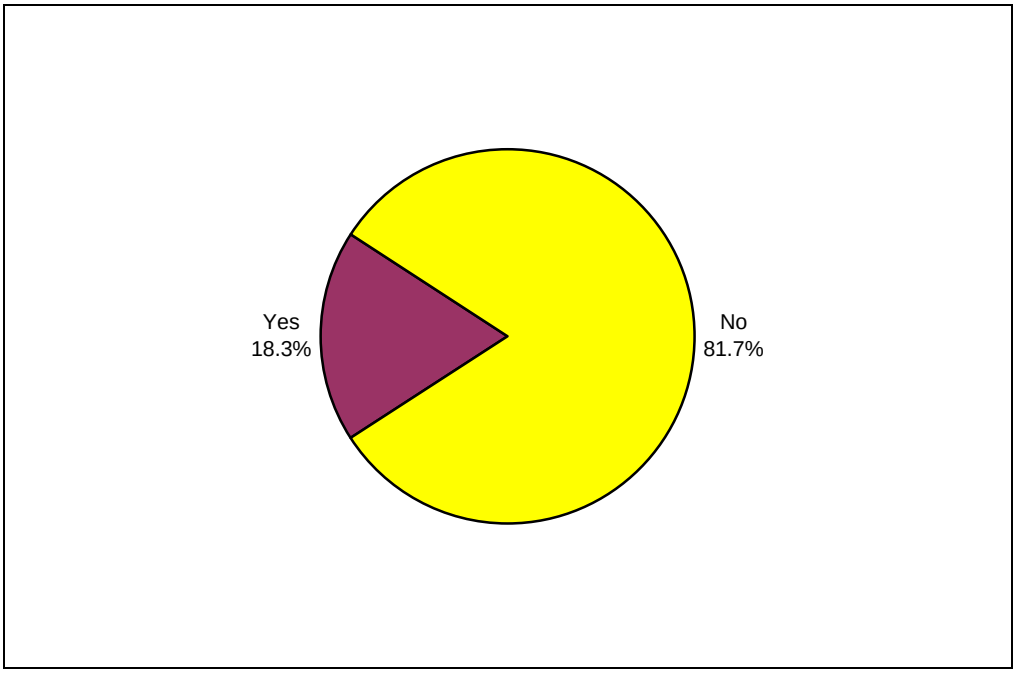
Table 25
Total Amount of Financial Contributions Made
(n=151)

	Percentage responding
$50 or Less	5.0
$51 thru $100	19.2
$101 to $200	16.9
$201 to $300	12.2
$301 to $400	3.5
$401 to $500	19.6
$501 to $1,000	13.8
$1,001 to $2,000	4.1
$2,001 to $5,000	5.0
$5,001 to $10,000	0.8

- Respondents who made direct financial contributions and/or paid actual out-of-pocket expenses related to legal services to the poor were asked to approximate the total amount of financial contributions they made. As shown in Table 25, 19.6 percent of the respondents who made financial contributions paid $401 to $500. Ten percent reported paying over $1,000.
- The average financial contribution made was $677.32. The median financial contribution was $300.
- The total estimated contribution to the poor in 2007 was $14,423,608. This estimate is obtained by multiplying the estimate of 21,295 attorneys in Texas who made a financial contribution or paid expenses related to legal services to the poor (33.3 percent of active in-state attorneys whose occupation was identified) by the average of $677.32 (actually $677.3235526). If all Texas attorneys—including those whose occupations were not identified—are included in the calculation, the total number of estimated contribution dollars to the poor increases to $18,427,757.

General Comments

Figure 13
Have Comments/Suggestions about Pro Bono Services
(n=500)



- Respondents were asked if they had any comments regarding pro bono services. As shown in Figure 13, 18.3 percent did have a comment.
- As shown in Table 26, the most frequent comments expressed that pro bono needs to be encouraged and promoted (36.8 percent). A complete listing of open-end comments appears in Appendix B.

Table 26
Have Comments/Suggestions about Pro Bono Services
(n=87)

	Percentage responding
Pro bono needs to be encouraged/promoted	36.8
Should be optional vs. mandatory	16.1
Need additional resources	14.9
Need broader definition of pro bono service	12.6
Suggested additions/changes to program	8.0
Satisfied with current system	5.8
Other	5.8

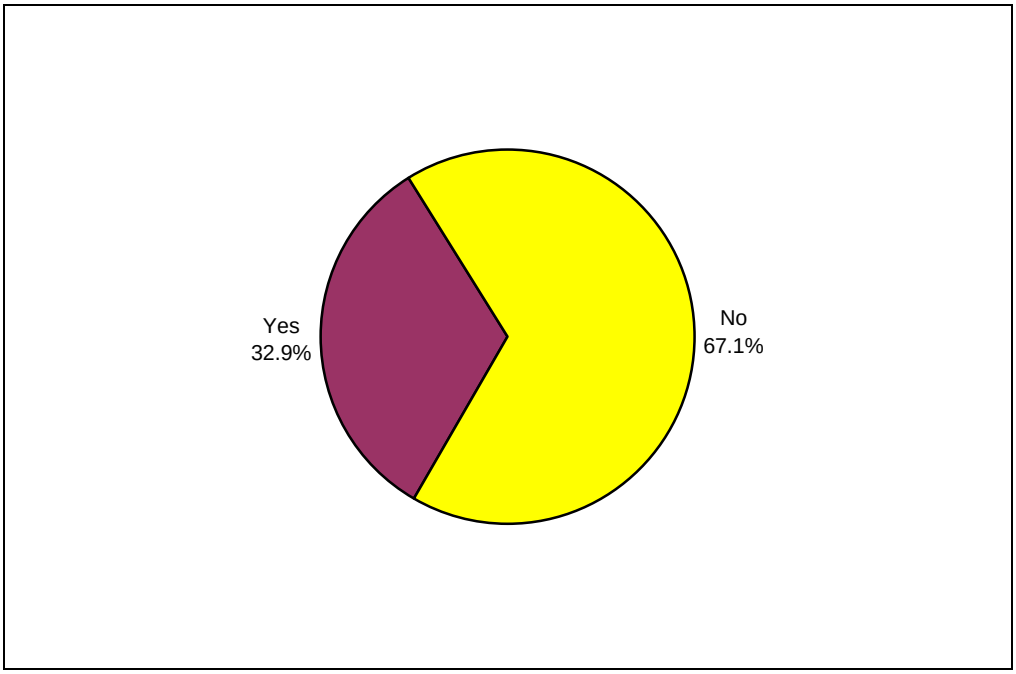
VI. PROFESSIONAL LIABILITY INSURANCE

Respondents were asked a series of questions regarding professional liability insurance. Before asking any questions on this topic, respondents were read the following statement:

> We have three other short questions that are not related to pro bono issues. In response to a request from the Texas Supreme Court, State Bar President Gib Walton has established a Task Force on Professional Liability Insurance Disclosure. The Task Force is to study whether Texas should have a rule requiring disclosure of professional liability insurance coverage, or the lack thereof, to clients or the public.
>
> A "Model Court Rule on Insurance Disclosure" was approved by the American Bar Association House of Delegates in August 2004. The Model Rule requires lawyers to disclose whether they maintain professional liability insurance, but does not require any lawyer to purchase professional liability insurance. To date, some twenty states have adopted rules on that issue, and several other states are now considering proposed rules. Two states have decided not to adopt such a rule. In that connection, we have these questions. . .

Respondents were then asked if the State Bar should adopt a rule to disclose if a private lawyer has proof of liability insurance, how that rule should be approached if adopted, and did the respondent carry professional liability insurance. Respondents were then given the opportunity to offer comments or suggestions regarding professional liability insurance.

Figure 14
Should Adopt Rule to Disclose if Private Lawyer has Proof of Liability Insurance
(n=450)

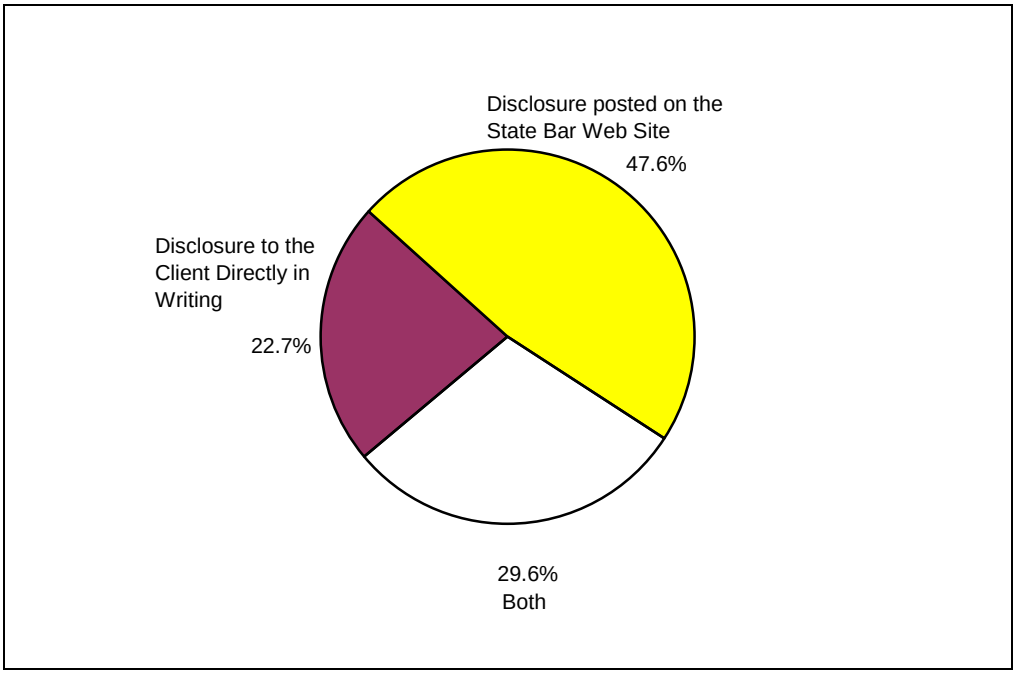


- Respondents were asked, “Should a rule be adopted that requires each Texas lawyer who is in private practice to disclose whether the lawyer has professional liability insurance?” As shown in Figure 14, 32.9 percent responded, “yes.”
- Responses to this question differed by demographic group (see Table 27). The “yes” responses were greater among respondents from large firms (49.2 percent), age 26 to 35 (44.9 percent), in Houston-Baytown-Sugar Land (44.0 percent), and who were corporate in-house counsel (45.8 percent).

Table 27
Should Adopt Rule to Disclose if Private Lawyer has Professional Liability Insurance
By Selected Demographics
(n=450)

	Percentage responding	
	Yes	No
Type of Practice		
Rural/All Occupations	17.1	82.9
Urban/Non-Private Practice	42.6	57.4
Urban/Private/Small Firm	18.6	81.4
Urban/Private/Medium Firm	40.0	60.0
Urban/Private/Large Firm	49.2	50.8
Age of respondent		
26 to 35	44.9	55.1
36 to 45	37.1	62.9
46 to 55	24.2	75.8
56 to 65	32.6	67.4
66 to 80	25.0	75.0
MSA		
Austin-Round Rock	34.8	65.2
Dallas-Ft Worth-Arlington	29.2	70.8
Houston-Baytown-Sugar Land	44.0	56.0
San Antonio	25.0	75.0
Non-Metro Counties	16.7	83.3
Other	25.7	74.3
Occupation		
Private Law Practice	28.3	71.7
Government Attorney	33.9	66.1
Corp/In-house Counsel	45.8	54.2
Other	44.9	55.1

Figure 15
General Approach to Rule If Adopted
(n=446)

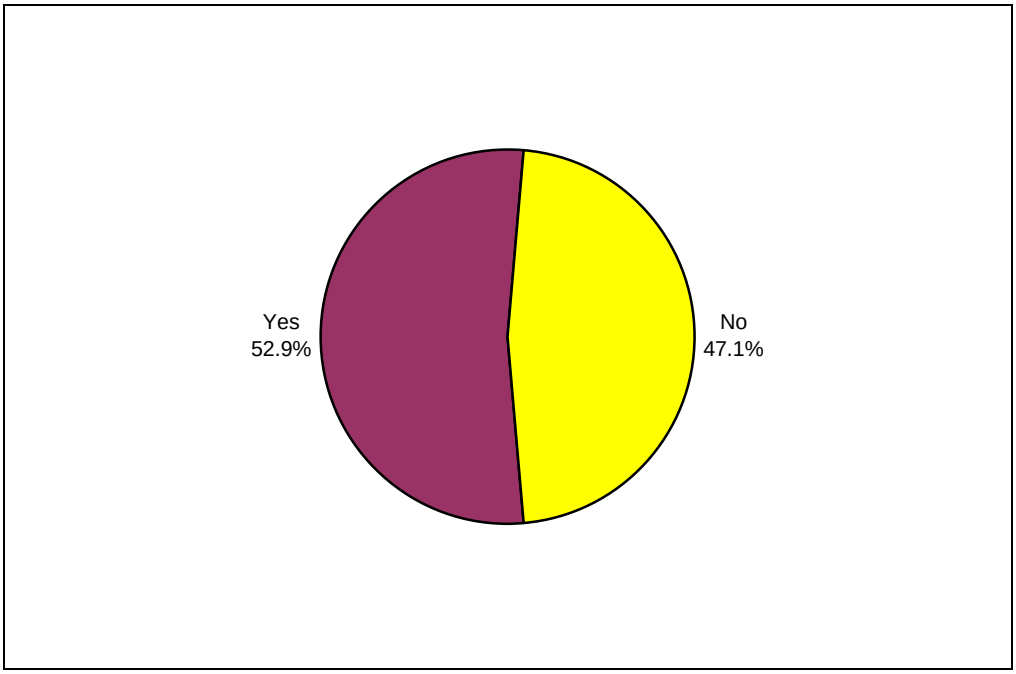


- Respondents were asked, "If Texas were to adopt a professional liability insurance disclosure rule, which general approach would be acceptable?" As shown in Figure 15, 47.6 percent stated the disclosure should be posted on the State Bar's Web site. Twenty-three percent thought it should be given to the client in writing and 29.6 percent thought both options would be acceptable.
- Preferences varied by type of practice and occupation (see Table 28).

Table 28
General Approach to Rule If Adopted
By Selected Demographics
(n=446)

	Percentage responding		
	Disclosure directly to Client in writing	Disclosure posted on website	Both
Type of Practice			
Rural/All Occupations	20.7	58.6	20.7
Urban/Non-Private Practice	19.4	39.8	40.7
Urban/Private/Small Firm	27.5	52.9	19.6
Urban/Private/Medium Firm	20.3	53.6	26.1
Urban/Private/Large Firm	20.9	43.3	35.8
Occupation			
Private Law Practice	24.5	51.4	24.1
Government Attorney	5.3	50.9	43.9
Corp/In-house Counsel	35.4	35.4	29.2
Other	22.4	34.7	42.9

Figure 16
Do You Carry Professional Liability Insurance
(n=490)

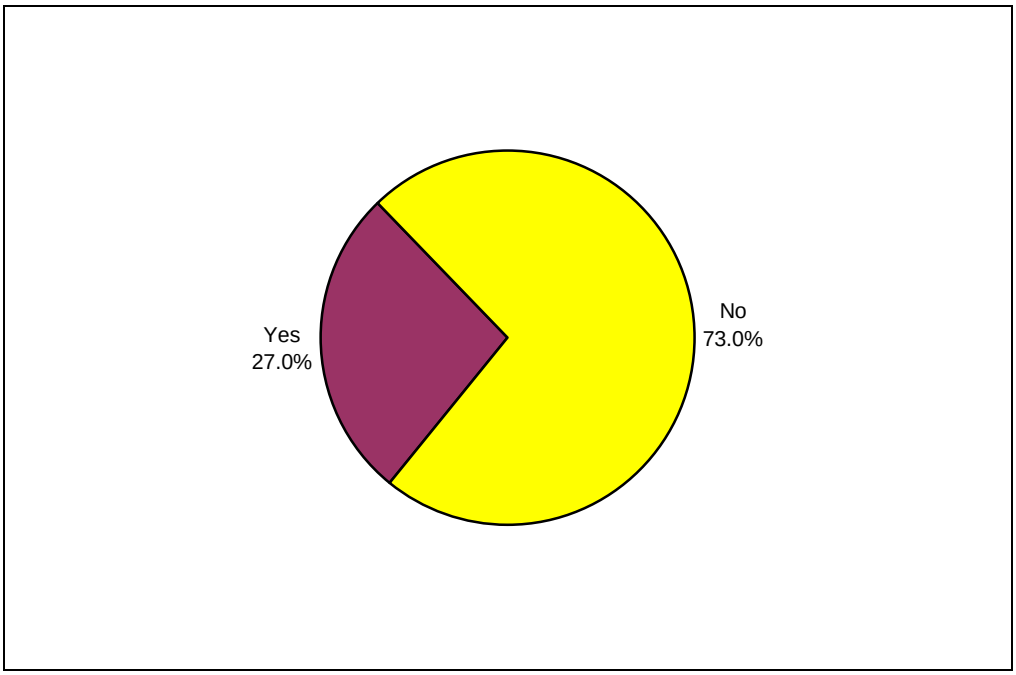


- As shown in Figure 16, 52.9 percent of the respondents carried professional liability insurance.
- The percentages carrying professional liability insurance varied by type of practice with the larger firms more likely to carry that type of insurance (see Table 29). Respondents who were male (56.7 percent), Caucasian (56.9 percent), or employed by a private law practice (68.3 percent) were most likely to carry professional liability insurance.

Table 29
Do You Carry Professional Liability Insurance
by Selected Demographics
(n=490)

	Percentage responding	
	Yes	No
Type of Practice		
Rural/All Occupations	37.0	63.0
Urban/Non-Private Practice	23.9	76.1
Urban/Private/Small Firm	55.0	45.0
Urban/Private/Medium Firm	82.7	17.3
Urban/Private/Large Firm	97.3	2.7
Gender		
Female	42.5	57.5
Male	56.7	43.3
Race		
Caucasian	56.9	43.1
All others	25.0	75.0
Occupation		
Private Law Practice	68.3	31.7
Government Attorney	9.5	90.5
Corp/In-house Counsel	28.6	71.4
Other	32.7	67.3

Figure 17
Comments or Suggestions Regarding a Professional Liability Insurance Rule
(n=500)



- Respondents were asked if they had any comments or suggestions regarding a professional liability insurance rule. As shown in Figure 17, 27.0 percent did have a comment or suggestion.
- The most frequent comments expressed that professional liability insurance should not be required (28.1 percent). Table 30 shows other responses in descending order of response percentages. A complete listing of open-end comments appears in Appendix B.

Table 30
Comments or Suggestions Regarding a Professional Liability Insurance Rule
(n=139)

	Percentage Responding
Should not be required	28.1
ABA/Supreme Court shouldn't be involved in decision	18.0
Requiring will encourage lawsuits	17.3
Should be required	11.5
Don't require for financial/business reasons	4.3
Required but not publicly disclosed	3.6
A good idea but shouldn't be mandatory	2.2
Not required unless all professions made to require	7.9
Other	7.2

VII. CONCLUSIONS

The 2007 State Bar of Texas survey of member attorneys reveals that fifty-eight percent of the respondents performed free legal services for the poor or free indirect legal services that substantially benefited the poor. Thirty percent of the respondents reported performing some level of legal services at a substantially reduced fee that benefited the poor.

Thirty-seven percent of the respondents indicated that they had recorded their hours or otherwise kept track of the pro bono legal services they rendered during 2007. Thirty-three percent of the respondents reported making financial contributions and/or paid actual out-of-pocket expenses related to legal services for the poor.

The largest percentage of respondents who performed free legal services provided services in civil matters (79 percent). This compared to smaller percentages of respondents who provided free legal services to charitable, public-interest organizations (37 percent); to simplify or, increase availability and quality of legal services (24.8 percent); in criminal matters (19 percent); by unsolicited court appointment (13 percent); and for legislative, administrative or systems advocacy (8 percent).

Sixty-seven percent of the respondents stated that a rule should not be adopted that requires Texas lawyers in private practice to disclose whether or not a lawyer has professional liability insurance. If such a rule were adopted, nearly half thought the disclosure should be put on the State Bar's Web site. Fifty-three percent of the respondents carried professional liability insurance.

In all, it is estimated that Texas attorneys contributed 1.80 million to 2.29 million hours of free legal or indirect services, 1.02 million to 1.31 million hours of substantially reduced legal services, and $14.4 million to $18.4 million of contributions to legal services to the poor in 2007.

APPENDIX A: SURVEY INSTRUMENT

State Bar of Texas Pro Bono Survey (March 2008)

Hello, my name is _____. I'm calling from the University of North Texas on behalf of the State Bar of Texas. May I speak with Mr./Ms. _____. [If they ask what this is in regards to, say: "The State Bar is conducting a voluntary survey about the types of services provided by attorneys in Texas and we would really appreciate Mr./Ms. _____'s feedback."]

[If yes]: Hello Mr./Ms. _____. My name is _____ and I'm calling on behalf of the State Bar of Texas. The State Bar is conducting a short, confidential, and completely voluntary survey of services provided by attorneys in Texas. Do you have a few minutes right now to answer some questions? [If they ask how long it will take, tell them that it will be less than five minutes.]

[If yes, begin interview]
[If no, arrange for a callback or record refusal.]
[If they have questions about why the Bar is doing this survey, use the explanation listed at the end of this document.]

Questions:

1. I'm going to ask about some specific categories of pro bono legal services in a moment, but first I'd like to ask some general questions.

   (a) In the year 2007, did you perform any free legal services to the poor or free indirect legal services that substantially benefited the poor? ❒ yes ❒ no

   (i) [IF YES:] Approximately how many total **hours** of these services did you provide in 2007?

   _____

   (1)[IF 800 or more hours, ask:] Are you a public interest lawyer? _____

   [IF YES to being a public interest lawyer, need to ask question about total hours again to obtain hours beyond normal public interest lawyer work:]
   "Approximately how many total **hours** of these services did you provide in 2007 over and above the normal expectation of your job as a public interest lawyer?"
   _____

   (b) In the year 2007, did you perform any legal services provided at a substantially reduced fee that benefited the poor? ❒ yes ❒ no

   (i) [IF YES:] Approximately how many total hours of these reduced fee services did you provide in 2007? _____

   (c) Did you record your hours or otherwise keep track of the pro bono legal services that you rendered during 2007? ❒ yes ❒ no

[IF THE PERSON ANSWERED "NO" TO QUESTIONS 1(a) AND 1(b), SKIP TO QUESTION 3.]

2. Now, I'm going to ask you some questions about the specific types of pro bono services that you provided. During 2007, did you provide any of the following legal services?

   (a) Legal services to the poor in civil matters without compensation and without expectation of compensation? ❒ yes ❒ no

   (i) [IF YES:] How many hours did you provide? _____

   (b) Legal services to the poor in civil matters at a substantially reduced fee and without expectation of additional compensation? ❒ yes ❒ no

   (i) [IF YES:] How many hours did you provide? _____

   (c) Legal services to the poor in criminal matters without compensation and without expectation of compensation? ❒ yes ❒ no

   (i) [IF YES:] How many hours did you provide? _____

   (d) Legal services to the poor in criminal matters at a substantially reduced fee and without expectation of additional compensation? ❒ yes ❒ no

   (i) [IF YES:] How many hours did you provide? _____

   (e) Legal services to the poor by unsolicited court appointment? ❒ yes ❒ no

   (i) [IF YES:] How many hours did you provide? _____

   (f) Uncompensated legal services to any charitable, public-interest organization that addresses the needs of poor persons? ❒ yes ❒ no

   (i) [IF YES:] How many hours did you provide? _____

   (g) Uncompensated legislative, administrative or systems advocacy on behalf of poor persons?
   ❒ yes ❒ no

   (i) [IF YES:] How many hours did you provide? _____

   (h) Uncompensated services that help simplify the legal process, or increase the availability and quality of legal services to poor persons? ❒ yes ❒ no

   (i) [IF YES:] How many hours did you provide? _____

3. In 2007, did you make any direct financial contributions and/or pay actual out-of-pocket expenses related to legal services to the poor? ❒ yes ❒ no

   (a) [IF YES:] What was the approximate total amount of the financial contributions that you made?_____

4. Do you have any comments or suggestions about pro bono services that you would like us to report to the Bar?

We have three other short questions that are not related to pro bono issues. In response to a request from the Texas Supreme Court, State Bar President Gib Walton has established a Task Force on Professional Liability Insurance Disclosure. The Task Force is to study whether Texas should have a rule requiring disclosure of professional liability insurance coverage, or the lack thereof, to clients or the public. A "Model Court Rule on Insurance Disclosure" was approved by the American Bar Association House of Delegates in August 2004. The Model Rule requires lawyers to disclose whether they maintain professional liability insurance, but does not require any lawyer to purchase professional liability insurance. To date, some twenty states have adopted rules on that issue, and several other states are now considering proposed rules. Two states have decided not to adopt such a rule. In that connection, we have these questions:

5. Should a rule be adopted that requires each Texas lawyer who is in private practice to disclose whether the lawyer has professional liability insurance? (please select only one)

❒ yes ❒ no

6. If Texas were to adopt a professional liability insurance disclosure rule, which general approach would be acceptable? (please select only one answer)

(i) Disclosure directly to the client in writing

(ii) Disclosure posted on the Bar's website

(iii) Both

7. Do you carry professional liability insurance?

❒ yes ❒ no

8. In closing, do you have any comments or suggestions regarding a professional liability insurance rule?

THANK YOU SO MUCH FOR TAKING THE TIME TO ANSWER THESE QUESTIONS. THIS INFORMATION AND YOUR COMMENTS ARE VERY IMPORTANT TO THE BAR.

Reference Information:

1) If the attorney wants an explanation of why the Bar is conducting this survey: "The State Bar of Texas has gathered annual statistics on pro bono work for more than 20 years. These statistics are of interest to the state legislature, the Supreme Court of Texas, and the Bar as a whole. Your participation and confidential responses will help Bar leaders better serve Texas attorneys and the general public. The entire survey should take only a few minutes. Can you help us?"

2) If someone should ask what is being referred to in question 1a as "indirect legal services," you may refer to the services described below from the Pro Bono Policy in sections 3b, 3c, and 3d.

3) **September 22, 2000 State Bar of Texas Pro Bono Policy: Legal services and support to the poor include the following:**

(a) The direct provision of legal services to the poor without an expectation of compensation, or at a substantially reduced fee, whether civil or criminal;
(b) Services without a fee, or at a substantially reduced fee, related to simplifying the legal process for, or increasing the availability and quality of, legal services to poor persons;
(c) Legal services without a fee, or at a substantially reduced fee, rendered to charitable, public interest organizations with respect to matters or projects designed predominantly to address the needs of poor persons;
(d) Legislative, administrative or systems advocacy services without a fee, or at a substantially reduced fee, provided on behalf of poor persons; or
(e) Unsolicited, involuntary appointed representation of indigents in criminal and civil matters.

Financial contributions to organizations that provide legal services to the poor, as well as out-of pocket, non-reimbursed expenses incurred by a lawyer (handling a matter that qualifies under the definition of Legal Services to the Poor outlined above) are included, and may be considered as legal services to the poor. **Also included are all legal services to the poor in Section 6 of the Preamble to the Texas Disciplinary Rules of Professional Conduct, 1995 revision:**

"A lawyer should render public interest legal service. The basic responsibility for providing legal services for those unable to pay ultimately rests upon the individual lawyer, and personal involvement in the problems of the disadvantaged can be one of the most rewarding experiences in the life of a lawyer. Every lawyer, regardless of professional prominence or professional workload, should find time to participate in or otherwise support the provision of legal services to the disadvantaged. The provision of free legal services to those unable to pay reasonable fees is a moral obligation of each lawyer as well as the profession generally. A lawyer may discharge this basic responsibility by providing public interest legal services without fee, or at a substantially reduced fee, in one or more of the following areas: poverty law, civil rights law, public rights law, charitable organization representation, the administration of justice, and by financial support for organizations that provide legal services to persons of limited means."

4) Some lawyers keep detailed time records of their pro bono performance. Those lawyers may ask to call back, or the surveyor may want to indicate that if it would

assist the lawyer in giving accurate answers to check those records, a callback can be arranged. A specific return-call time should be set.

APPENDIX B: OPENEND RESPONSES

Question 4: Do you have any comments or suggestions about pro bono services that you would like us to report to the Bar?

Satisfied

I think it's admirable that the State Bar makes that a priority.

The current system now in operation and now developing seems to have much more appeal to lawyers to get involved. It has more credibility than in the past and I think lawyers feel better about doing pro bono services for that reason.

The person providing the services in East Texas is doing a good job.

The State Bar is doing a good job and services needs to the poor.

It is worthwhile.

Need Broader Definition of Pro Bono Service

More help with divorce and family law custody and there is a need for help in that area and trying to get things modified.

We provide pro bono services to charitable organizations that benefit society. So your questions are limited.

They really need to look at who are in public service. We work at substantially less pay than most other lawyers. We subsidize quite a bit. Most of our work benefits the poor and supports everybody. A lot of what we do benefits the poor but doesn't seem to get counted.

There are so many of the services especially in small towns and neighborhoods in the state where attorneys that are in practice provide these services and there's no expectation of getting kudos but people don’t find out about it. People just need someone to give them advice. It's recognized at a local level but not outside.

Pro bono service is not exclusive to providing services to "the poor"; it also includes both service and legal representation for entities such as tax exempt organizations.

I am in a small community and get numerous phone calls from the community wanting to know what the law is. In big towns, this would not happen. They are involved in the town and cannot deny this information. In such, there is no way to track this type of pro bono service.

The people who represent the poor have an overly restricted view on the poor. I feel it is wrong that my pro bono is not as great as someone else’s pro bono services. All pro bono is equal. Definition of pro bono always adds "to the poor". It should help everyone, not just the poor.

I do pro bono for a number of nonprofits which apparently don't qualify for nonprofit because they don't apply to the poor directly. Pro bono should apply to arts, community, schools, and churches also. Definition should be broader to include organizations that are not poor. Historical preservation for a library - doesn't think that counts.

It's good that you guys are picking up the charitable aspect. There are a lot of attorneys giving free services to charities that help victims and people that are in need.

I would like the questions to recognize other types of pro bono work other than the poor.

Some lawyers like to use their professional skills to perform charitable services; other lawyers like to go out and perform other types of charitable services which are not tied to their professional skills or the law.

Pro Bono Needs to be Encouraged/Promoted

I don't think the need is well-publicized to the bar.

Clients inform me they don't know how to find pro bono attorneys for civil matters.

Lawyers generally do pro bono.

I think that for the most part, there is a need for more of these types of services because there are a number of people in need. I encourage more people to participate in pro bono services.

Indigents need legal representation just like anyone else.

Personal commitment that all attorneys should strive for.

It would be nice if more employers would encourage their employees to perform legal services. A lot of firms don't like you to practice other kinds of laws.

People go in droves up to the attorney general's office and they do not get adequate representation. There's too much work for the attorney general. It's just about how many cases we can close at a time and that's not justice. I think that the attorney general family court's practically are broken, including child support, paternity cases, etc.

State Bar does not do enough to encourage attorneys to provide pro bono work.

Attorneys have a duty to help people who are financially strapped.

I'm glad that they added the substantially reduced fee. It was a long time coming. It should be a category.

I think attorneys do far more pro bono than the public is aware of and I've been doing it for over 20 years. I consider it to be part of my obligations to citizens of the state.

I have done a lot of pro bono services for ten years, several years I was number person who dealt with this.

If you don't have a lawyer you don't have justice.

The law firm provides a significant part of pro bono.

I think it's a wonderful opportunity for lawyers to give something back to the profession. I support any plans that are around to encourage pro bono work.

The private sector of lawyers should be devoted.

Bankruptcy attorney. It makes it possible to do pro bono services.

We should all do more pro-bono work.

I think that lawyers should do this.

I think it's a great idea.

Should have public announcement to promote good will. Closer affinity to the public profession. Don't do enough to let the public know that we are here to help them.

It is a great idea for lawyers to do it.

I think there are people who donate to non profitable organizations not through pro bono services and should get credit for it.

Volunteer reporting is a good thing.

The State Bar can do a better job in involving people who aren't actually practicing law and get them involved.

I wish that more organizations would provide pro-bono work for the many middle class people who can't afford the high hourly cost of lawyers.

The State Bar could put pro bono in the advertisement.

Not nearly enough senior-level practitioners are doing pro bono.

We could all do more.

I think that it’s good for younger lawyers.

I feel that it's very important. I'm not in it for the money; I make my services available to people who may not always afford it. I do a lot of pro bono work. I think that the Texas Bar does a lot of good stuff. How it stood up recently with the incident in West Texas, I'm proud of being part of the Bar.

Should be Optional Vs Mandatory

Pro Bono is at the option of the attorney. It should not be a requirement.

It should not be required. Doctors don't have to do it for free, or dentists, or accountants; but in our State Bar, it is STRONGLY RECOMMENDED you have to, and I think it's unfair.

I don't know what kind of responses you are getting. We are limited in what we can do. State pays my license so I do what they tell me.

Not something you plan on; when it comes up you just do what you have to do.

My take on that is that it should come from the heart and the Bar shouldn't be involved.

I think it's a terrible idea to have a requirement that people perform pro bono. If people want to do it. Then it's fine. If they do this then they should have other workers do the same. I am adamantly opposed to mandatory pro bono. There seems to be a mindset to pro bono only to the poor. Lawyers have skills that benefit others than just the poor, churches etc.

I feel guilty about it all the time, but never have the time to do it.

I think it's absurd that the State Bar spends so much time trying to encourage lawyers to provide Pro Bono services when the purpose of a State Bar is to exclude individuals from the practice of law which raises the cost of legal services. If there wasn't a Bar and membership wasn't required there would be more lawyers. The State Bar is full of crap.

Not everyone's job allows time for this.

Should be mandatory!

Keep them optional.

I like to see lawyers do as much as possible. I don't think they should do a certain amount of hours. We should want to help other people.

I think that a lot more of it is done than is part of a formal program which is true with more lawyers throughout Texas and that having it through a formal program is costly to firms in terms of maintaining records because that is non billable time.

I do things when it's the right thing to do. I don't go out looking for pro bono, but stuff usually comes to me.

Need Additional Resources

If the state of Texas paid lawyers better; they don't pay us anything.

State Bar should alert attorneys as to resources to determine to help people. Have a site or sub site where an attorney who wants to do pro bono can easily reference where to provide services to the poor.

When sent VLS case, not good screening, no case to pursue. Just needs a bit of counseling. Next time gets a VLS case will spend less time reviewing since the previous cases did not require legal services. Example; see a case where they bought a car with 100,000 miles, doesn't change oil and when it breaks down wants to sue the seller.

Making it easier for the attorney. I'm not opposed to being helpful with the poor but I'm a sole practitioner and you don't come in contact doing that kind of services.

It used to be that we recorded the hours or submit them online, and I was unable to do it in the year 2007 for the 2006 hours. So I am wondering if there is a way that this is still available to do online.

Pro bono services are good and necessary, but what's really needed is governmental funding of those services…In other words, it's really too much of a burden for the bar to pick up.

Maybe a statewide public defense system would be good.

My husband took a pro bono from the US Government to help Guatemalan children. It's taking up a lot of the firm's time.

Texas State Bar needs to communicate to me directly, by way of email, where there are opportunities to do pro bono services instead of me having to hunt them down.

You don't think attorneys shouldn't have to deal with grievances when doing pro bono work. The bar should have some type of policy.

We need to do more. There should be some sort of state finance facility for lawyers to do this work.

I have many clients that have trouble getting into the Lone Star Legal Aid here in Texarkana and/or Longview. They apparently don't have enough people to service the number of prospective clients. Used to be known as East Texas Legal Service. Clients that I have referred to Lone Star have returned to me saying that Lone Star sent them back to me.

If they made the ability for the attorney to connect to the need easier, more people would do it.

Suggested Additions/Changes to Program

The bar allows us to use pro bono hours towards our CLE requirements.

State Bar should get a federal criminal defender's office in Harris county.

Have attorneys able to earn CLE credit and they would be able to do more pro bono work.

Provide legal services to no body except in the city of Dallas.

Do away with the mandatory pro bono fee. It's not fair.

I think requiring us to pay an indigent fee, about $100, with our state bar dues is unfair. I think this is not fair because I give many free hours providing legal services for the poor, so I should not be unduly taxed because the state bar wants more money for the poor.

Fewer emails.

Other

I'm a federal prosecutor and not allowed to do so.

I think a lot of attorneys do pro bono work because they don't get paid.

I think that the trial lawyers association is getting money from the government, distributes it to legal aid, and is not helping the poor.

I would like to do more. Time is an issue.

It doesn't seem like there is a lot available if you are a certain kind of lawyer. I've signed up, but done none yet.

Question 8a: In closing, do you have any comments or suggestions regarding a professional liability insurance rule?

Should be Required

I think professional liability insurance should be mandatory, just like car insurance.

Everybody should be required to carry it. You can drive a car with insurance, but a lawyer isn't required. It's inconsiderate to the public. If we're not going to require lawyers to have liability insurance we should entail them to tell clients that they don't have it.

I agree that it would be mandatory.

It should be on every contract that a lawyer signs and should be posted on a wall in the office.

It should be a requirement to have requirements.

I think that movement is a good move.

For purpose of public protection, the clients need to obtain this information before they hire a lawyer.

All lawyers should be required to carry professional liability insurance.

It would be appropriate to carry some form of liability insurance.

I think it should just be required.

Should be mandatory.

I think it would be a good rule because it's a safety factor for prospective clients.

Every person in private practice should be required to carry it.

Not a bad idea since we have a bad reputation.

It's crazy, we should require insurance period.

I had my insurance post it; it's kind of irrelevant to me. I think it's something that a client is entitled to know.

Required but not Publicly Disclosed

Disclosure availability is fine but having to advertise is not a good idea.

I think there needs to be this requirement and I think clients need to be informed about their rights. There should be limits though and it should not be publicly available, it could hurt them.

Attorneys should have it but not disclose it.

Having it ought to be required, but his concern is that by disclosing it, you're setting people up "inviting the plague." But thinks having it should be required.

Should only be disclosed only upon request by a client or potential client.

Should not be required

Don't think it should be required unless the lawyer is required to purchase the insurance.

It's a bad rule.

Should not be mandatory.

I think that the system we have now works fine. I think that to require the reporting of it doesn't have anything to do with the services that we provide. Whether or not an attorney has professional liability insurance has nothing to do with whether the service is ethical or if the attorney is competent.

I don't think it is something we should be involved in. I don't think it's something the ABA should have been involved in and we shouldn't either.

The insurance products are outrageous unfair products that are not appropriate to require lawyers to disclose because they are so bad.

It should not be adopted in Texas.

It's a bad idea to force people to say they've got it.

It goes beyond just a client; it shouldn't be disclosed in general. People that weren't his clients sued him.

Disclosure should be optional, not mandatory.
Requiring a disclosure of malpractice insurance would encourage lawyers not to.
I'm against it.
I see no need for it.
Doesn't see where it's necessary to disclose that.
Don't have a rule.
I strongly oppose it being a requirement.
Does not think it should be adopted.
We don't need to have that insurance rule.
Not required I don't think.
Don't feel that the rule is appropriate.
It doesn't come up that much. It's just not a big issue for my firm. Whether other attorneys have insurance, I don't know about or concerned, it's none of my business.
I don't think it should be disclosed, a person should decide on their accord.
Status quo is sufficient.
That is a bad rule.
It is an individual matter. You don't necessary need to have it. It is another cost passed to consumer.
I think it's ridiculous that we would have to disclose that.
Very much against any kind of rule that would require this disclosure.
I think it would have a chilling effect on people who provide services to the poor without expectation of compensation. Corporate lawyers don't have it and that means those people couldn't donate their time to the poor. I think it's a bad idea.
It should be the lawyer's choice to disclose whether or not to carry it.
That it should not be mandatory.
It should be up to the lawyers.
I don't think we should have one.
I strongly oppose such a rule.
Ridiculous, shouldn't be forced to have professional liability insurance.
Oppose such a rule.
Bad idea.
Any requirements should not be done.
There shouldn't be a rule on that.
I am not in favor of adopting a Professional Liability Insurance Disclosure Rule.

Not Required Unless All Professions Made to Require

Strongly opposed to any public disclosure to the amount of insurance. Other professions are not required to disclose and this would be unfair to impose this on attorneys.
If you look at other professionals, they are not required to disclose that information. Obviously, a patient can ask a doctor but they are not required upfront to disclose.
I think it should be left up to the lawyer and his client. If the client requests it the lawyer ought to disclose it, just like you would with a doctor. Doctors are not required to disclose their liability insurance, why should lawyers?
If we should have to disclose if we have liability insurance than other individuals should also have to.
I got sued by a client for malpractice. The insurance lawyer charged $25,000. No discovery was found. I sued my client, I prepared my motion; it's better to hire yourself than a lawyer. Not helping me out. Doctors don't have to have insurance and don't have to tell anyone he has to have insurance on a matter on Texas law. Why do we have to have it?
Any information that we voluntarily disclosed should only be disclosed when every other professional in the state is required to make the same disclosure.

Doctors and accountants aren't required to disclose. Why should Lawyers be?
That the proposal is silly, no other person on streets of Dallas county or any office in Dallas county has to make such a disclosure.
I think that as long as they would make other professions like Doctors do the same.
Should not be just lawyers. Doctors should do this as well. It's ridiculous that lawyers have to do this but doctors don't.
I think it's good to have professional liability insurance but in other fields it's not practical. It tends to distort the decision making of people involved. But if you want one profession to have it and disclose (law) then all professions should.

Requiring Will Encourage Lawsuits

If I tell a client, they'll take shots at it. If a client is charged with a felony, family will the sue lawyer if they know he has insurance.
It's a bad rule, we shouldn't have it. It will encourage litigation. It's a private thing, not the client's business.
It will invite lawsuits.
I feel disclosure in a public form would make it attractive for people to sue.
Shouldn't disclose, because once someone sees a lawyer has insurance, it might give them an unjustified reason to file a lawsuit.
I'm afraid that it will open up lawsuits against attorneys that are not justified.
Everybody should carry it, but if you start telling the clients, they'll get ideas in their head.
I would be wary of having it; it would encourage people to go after that lawyer.
If they know that they have liability insurance they will sue you.
I'm opposed to it, there's too much disclosure already. Believes it will increase the number of clients that will sue attorneys.
I don't know any other professional that's required to provide this information and to do so would make you a target for future litigation.
I think it will be inviting claims by disclosing insurance.
I think that regular disclosure would generate a larger number of frivolous claims against attorneys.
I'm concern that people will use that as a target to lawyers.
Even though I don't carry it, telling clients you carry it is an invitation to get sued. That kind of disclosure makes people want to look for a lawyer they can sue, and I think that's a bad plan.
I don't think it's a good idea to disclose it. It is likely to instill in some people's minds that they can get their money back by suing their lawyer. I know of no other profession where it's required to disclose that. I don't know why lawyers should be any different.
Believes that it will lead to increased litigations.
I think it makes attorneys targets for lawsuits in areas like criminal law, like when the client goes to prison and they have too much time and want to sue their lawyer.
Does not approve of liability insurance; it encourages claims of lawsuits against attorneys.
Think it would be ludicrous to do that. It invites lawsuits to the attorney. Clients should just ask.
If a client knows you have it, it gives them a reason to think of suing you. It opens up a can of worms.
I've gotten by without Professional Liability Insurance all this time. It would be nice for the client but I think that it would encourage lawsuits from clients that are unhappy about the outcome of their cases.
I have found it more and more (over 20 yrs) - I wouldn't want them to get the idea the lawyer did this or that and I'm going to sue the lawyer because he's got insurance. For 18 yrs, I never had a grievance filed, but over the past couple years I've had several small claims dismissed.
I think it's absolutely terrible; next you'll see people going after attorneys suing them for malpractice.

Don't Require For Financial/Business Reasons

It's difficult for people beginning a private practice to afford the insurance. Most people would get it if it were more spread out.

Every time insurance is required the cost of the underlining injury goes up. I don't think it should be required.

Don't pass that just to help insurance companies make money and to drive lawyers out of business who can't afford the coverage. The other way to protect the public would be to access each lawyer a $100 per year to fund a malpractice recovery fund, that way the bar will defend itself and the public will be protected.

If you bring in that rule, a lot of lawyers will retire and the insurance companies will make more money. It will drive a lot of people out of practice and will unfairly benefit insurance company too much.

I feel like if you have to blatantly put notice I have concerns about how many clients you'd get.

Insurance is too high to carry.

A Good Idea but Shouldn't be Mandatory

It's nice for those that don't know what they're doing; I've been practicing law for 51 years.

I think it's going to hurt the small new lawyers. The old established lawyers are the ones asking for it and they would be the ones benefiting from it.

They probably just need to stay out of it; it's something each individual should be left to determine on their own, based on financial circumstances and need VS benefit basis. I've been licensed 22 years and I've never been sued; I shouldn't be forced to get insurance when I do a good job.

ABA/Supreme Court Shouldn't be Involved in Decision

Don't take guidance from the ABA.

Wish the supreme court would limit advertising that is ruining the profession.

I'm tired of the State Bar trying to over-regulate its members.

I think that this is an issue that the State Bar should not be involved in.

It's not the responsibility of the State Bar to prescribe rules if attorney have liability insurance.

I don't like being governed by insurance company.

Foolish waste of time for the Supreme Court to engage in this.

I think we have enough mandated things from the state and the bar now so I don't think we need anymore.

I don't see that it's a problem. I don't see it as a need for the State Bar to address this issue at this time.

I just think the State Bar needs to stop making so many rules because we're just out here practicing law and all these rules make it harder for us to practice law, never once has the State Bar done anything to make it easier for us to practice law.

Other

It should make a difference between private practice and a large corporate firm - if the client is concerned, they'll ask.

There is a lawyer referral service that has lawyers throughout the state on their list. They require $100000 of professional liability. That is a reasonable requirement. There should be a minimum amount.

I wonder what precipitated this proposal being made; I don't know what occurred to make Gibbs propose this. I've never had a client ask about it in 30 years.

I think that in the Bar if there were a list of providers that carry insurance then that would be helpful to recommend several carriers. And attorneys should be allowed to choose if they choose to carry.

I can see the benefit to the client. The reason that I am against the rule is I can see the

insurance carriers are the ones who are going to benefit and I wouldn't doubt that they are the ones that are pushing this.

I'm in a corporation, not private practice; there should be exceptions to the rule: only apply to attorneys who reach out to clients other than the company they work for.

If the rule requires that attorneys disclose it. It needs to be in the least acceptable language so others that are not as educated can understand.

I would hope that the Texas State Bar would offer this type of insurance if they require it.

I believe the minimum standard for if you're an LLP (which is what our firm is) is $250,000...which I believe is a good standard for all lawyers to carry.

It would start a trend for lawyers to out do each other.

Call people who are actually practicing.

I think the State Bar should explore whether professional liability insurance should be required.

A lawyer is required to respond to a client inquiry to whether or not he has insurance, but not required to disclose the amount of insurance.

It is a good idea to disclose whether or not you have insurance.

Grievance process should have brochure or posted placard as a way to comply with that.

I subscribe to GP poll opinion.

There would be limits and parameters as to what kind of coverage would be appropriate.

They should lower the rates.

People will not understand want it means to have or not have professional liability insurance and it will decrease some lawyer's credibility.

The suggestion of getting noticed is the first step, majority of the bar, does not have an idea of what private practitioners have to put up with.

The State Bar should appoint a committee that is not closely associated with the people presently in power in the state of Texas, to make a recommendation to the State Bar Association and allow some way for the powers to be able to put that benefactor to rule on it.

I think lawyers are foolish not to have insurance. But I don't think it necessarily relates to their competence to practice law.

I think if it's going to be posted the website would be the best place.

Should only require disclosure if the firm or individual lawyer does not carry liability insurance.

APPENDIX C: FREQUENCIES - WEIGHT COMPARISON

Table C-1
Demographics

Demographics	Percentage (n=500)	
	Weighted	Not weighted
Age of Respondent		
26 to 35	16.1	16.8
36 to 45	29.9	29.6
46 to 55	26.8	25.6
56 to 65	20.3	20.4
66 to 80	6.9	7.6
Gender of respondent		
Male	27.0	25.6
Female	73.0	74.4
Ethnicity		
Caucasian/Anglo	86.1	87.5
African-American	4.9	4.4
Hispanic/Latino	7.2	6.5
Asian/Pacific Islander	0.2	0.2
Native American	0.2	0.2
Other	1.3	1.3
Work Status		
Private Law Practice	65.5	71.7
Government Attorney	13.0	11.2
Full-time Judge	2.1	1.8
Corporate/In-house Counsel	10.2	7.8
Other Law Related	3.3	2.4
Other Non-Law Related	1.2	1.2
Retired-Not Working	0.7	0.8
Unemployed-Currently Looking	0.3	0.2
Unemployed-Not Currently Looking	0.3	0.2
None Specified	3.1	2.4
Public Interest Lawyer	0.3	0.2
Years Licensed		
2 or less	4.1	3.6
3 to 6	14.0	14.6
7 to 10	13.0	11.8
11 to 15	17.5	18.0
16 to 20	11.8	12.2
21 to 25	10.4	10.0
Over 25	29.2	29.8

Demographics	Percentage (n=500)	
	Weighted	Not weighted
Type of Practice		
Rural/All Occupations	5.3	15.0
Urban/Non-Private	33.1	24.0
Urban/Private/Small Firm	36.3	31.0
Urban/Private/Medium Firm	12.4	15.0
Urban/Private/Large Firm	12.9	15.0
Metropolitan Statistical Area (MSA)		
Abilene	1.2	1.0
Amarillo	0.2	0.2
Austin-Round Rock	11.4	10.0
Brownsville-Harlingen	2.7	2.2
College Station-Bryan	0.2	0.2
Corpus Christi	1.3	1.4
Dallas-Fort Worth-Arlington	32.1	29.2
El Paso	1.1	1.0
Houston-Baytown-Sugar Land	31.5	28.8
Killeen-Temple-Fort Hood	1.3	1.0
Longview	0.6	0.6
Lubbock	0.6	0.6
McAllen-Edinburgh-Pharr	1.9	1.6
Midland	0.5	0.4
San Angelo	0.2	0.2
San Antonio	5.3	4.2
Sherman-Denison	0.4	0.4
Texarkana	0.7	0.6
Tyler	0.9	0.8
Victoria	0.2	0.2
Wichita Falls	0.5	0.4
Non-Metro Counties	5.3	15.0

Figure C-1
Performed Free Legal or Indirect Services in 2007

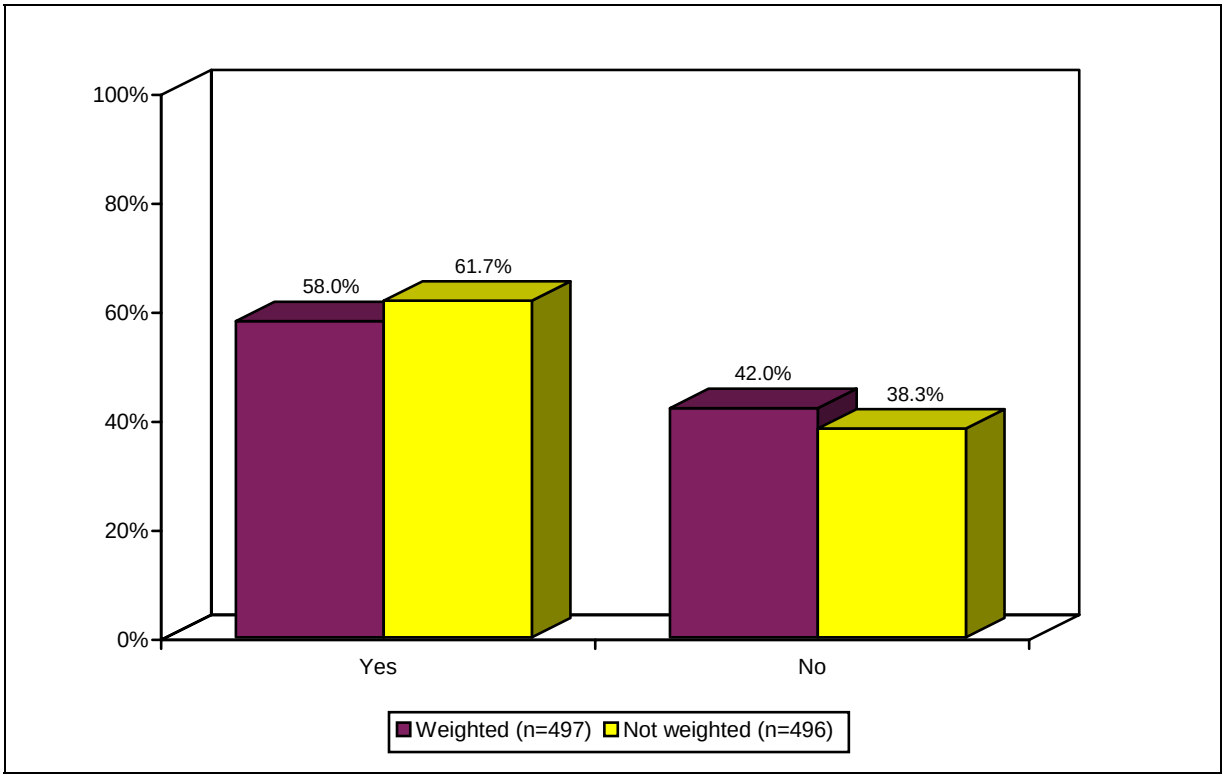


Table C-2
Total Hours of Free Legal or Indirect Services Provided in 2007

	Percentage responding	
	Weighted (n=266)	Not weighted (n=281)
1 to 10 hours	22.8	22.1
11 to 20 hours	21.1	20.6
21 to 30 hours	14.2	13.9
31 to 40 hours	8.6	8.5
41 to 50 hours	12.1	12.1
51 hours or more	21.3	22.8

Figure C-2
Performed Legal Services at a Substantially Reduced Fee

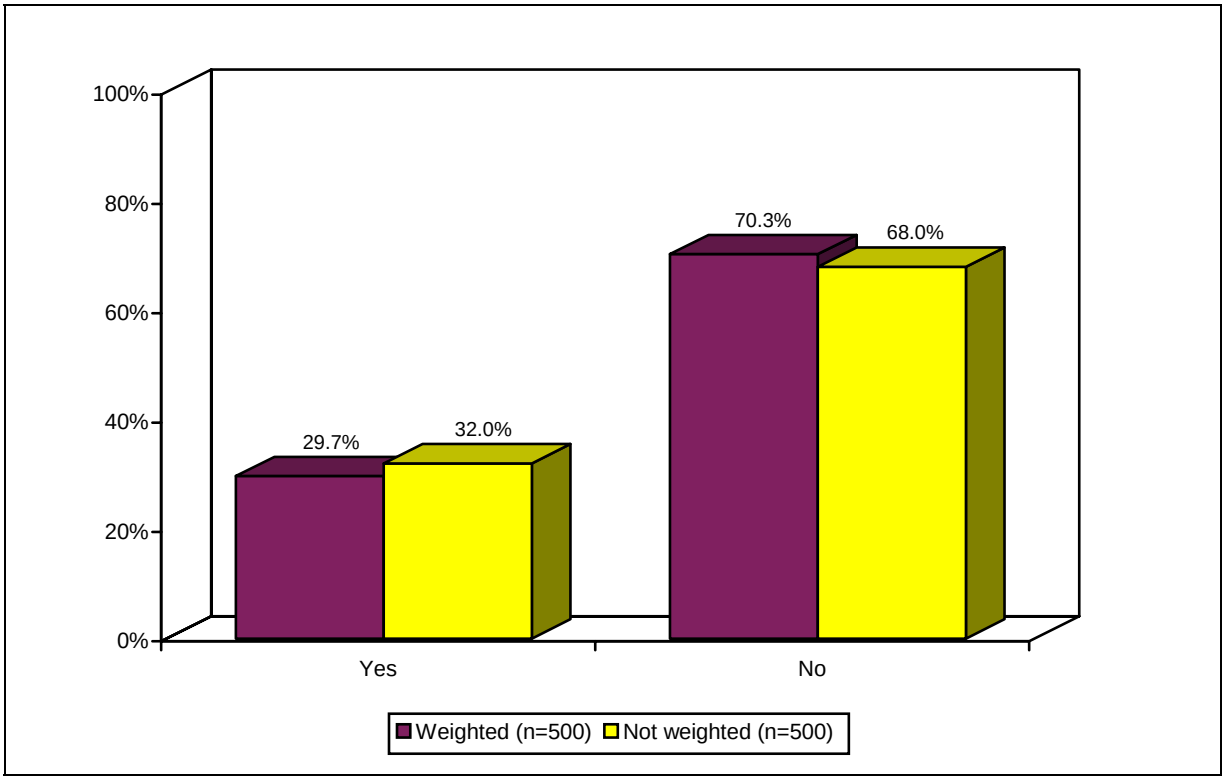


Table C-3
Total Hours of Legal Services Provided at Substantially Reduced Fee

	Percentage responding	
	Weighted (n=126)	Not weighted (n=135)
1 to 10 hours	20.1	19.3
11 to 20 hours	26.7	25.9
21 to 30 hours	13.5	12.6
31 to 40 hours	2.8	2.2
41 to 50 hours	9.8	11.9
51 hours or more	27.0	28.1

Figure C-3
Performed Free Legal Services in Civil Matters

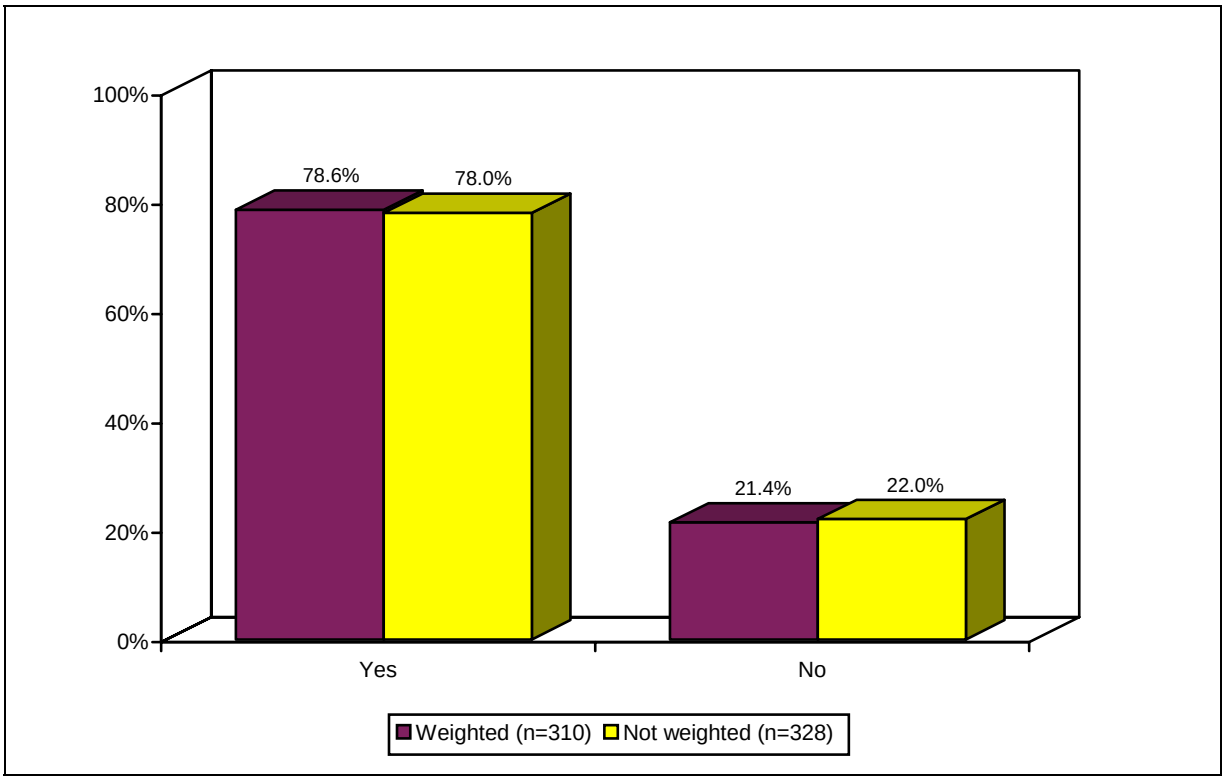


Table C-4
Total Hours of Free Legal Services Provided in Civil Matters

	Percentage responding	
	Weighted (n=220)	Not weighted (n=228)
1 to 10 hours	26.9	26.3
11 to 20 hours	25.0	24.1
21 to 30 hours	13.9	14.0
31 to 40 hours	8.8	8.8
41 to 50 hours	11.5	11.4
51 hours or more	13.9	15.4

Figure C-4
Performed Legal Services in Civil Matters at a Reduced Fee

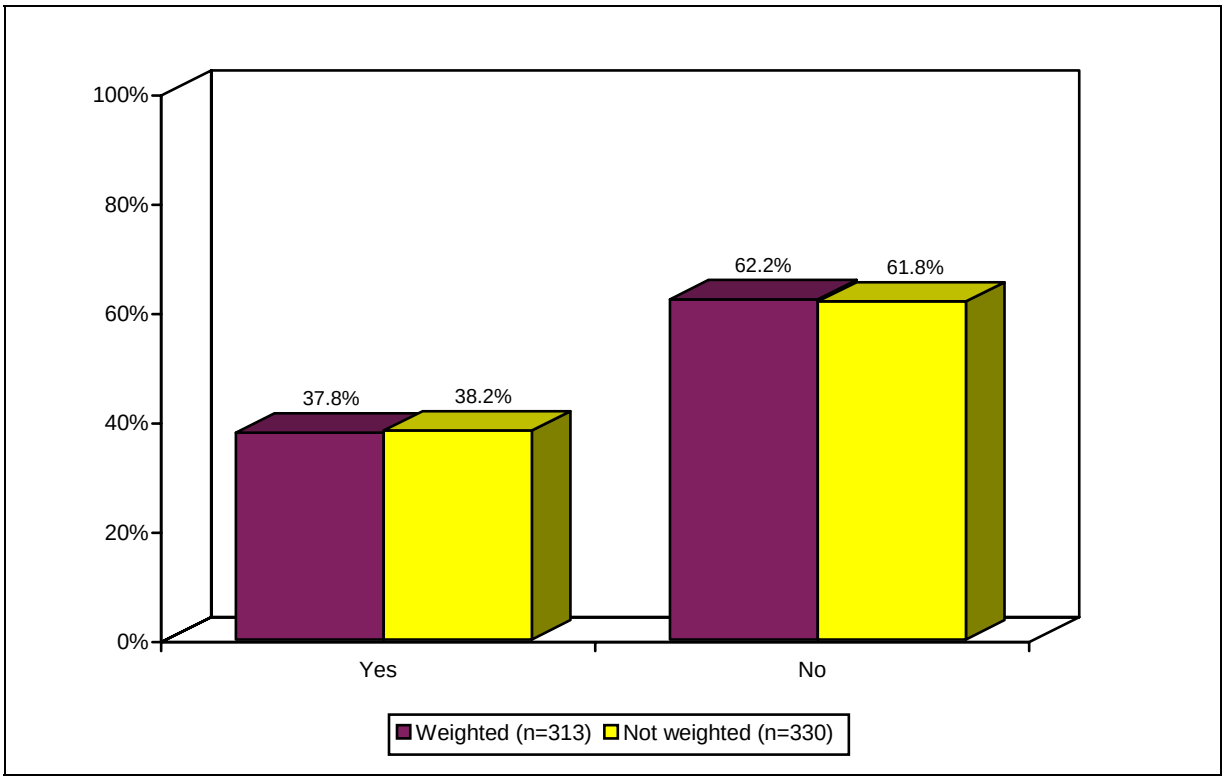


Table C-5
Total Hours of Legal Services Provided in Civil Matters at Reduced Fee

	Percentage responding	
	Weighted (n=106)	Not weighted (n=110)
1 to 10 hours	32.3	31.8
11 to 20 hours	22.0	21.8
21 to 30 hours	12.9	13.6
31 to 40 hours	7.0	5.5
41 to 50 hours	8.2	9.1
51 hours or more	17.6	18.2

Figure C-5
Performed Free Legal Services in Criminal Matters

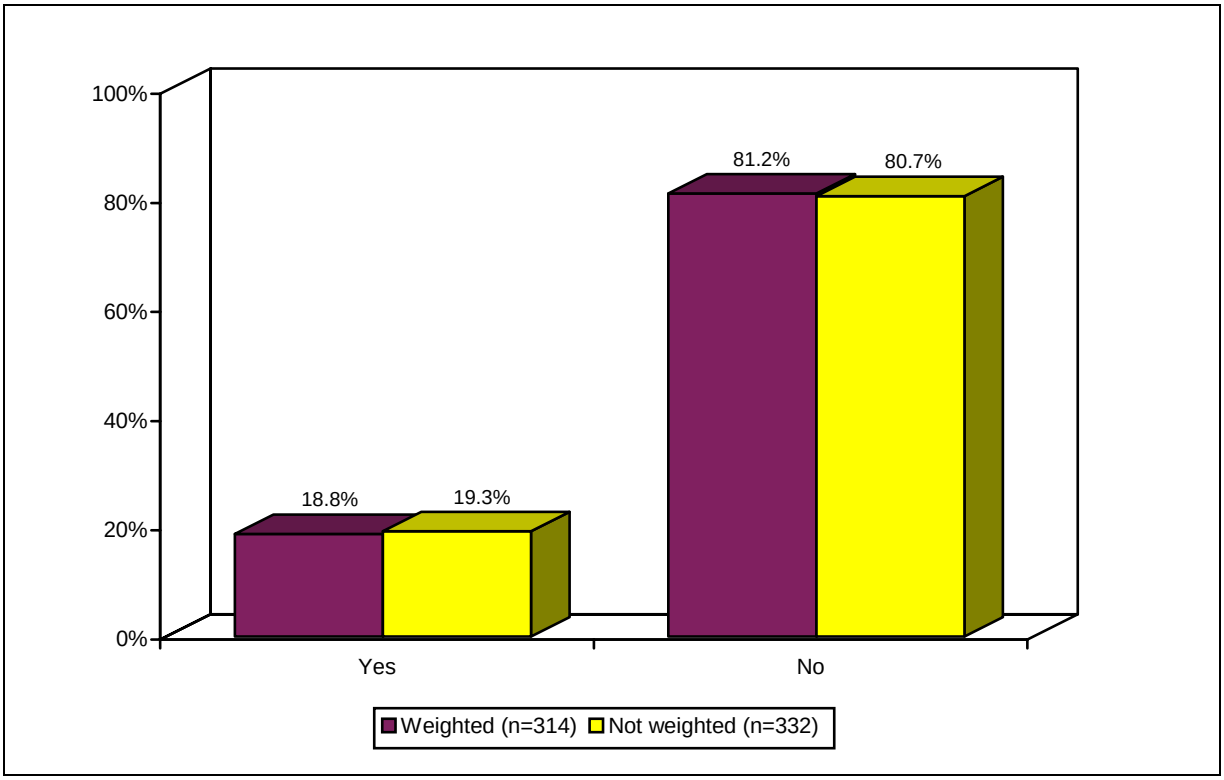


Table C-6
Total Hours of Free Legal Services Provided in Criminal Matters

	Percentage responding	
	Weighted (n=56)	Not weighted (n=64)
1 to 10 hours	51.2	49.2
11 to 20 hours	8.6	10.2
21 to 30 hours	9.4	8.5
31 to 40 hours	10.0	10.2
41 to 50 hours	8.0	8.5
51 hours or more	12.8	13.6

Figure C-6
Performed Legal Services in Criminal Matters at a Reduced Fee

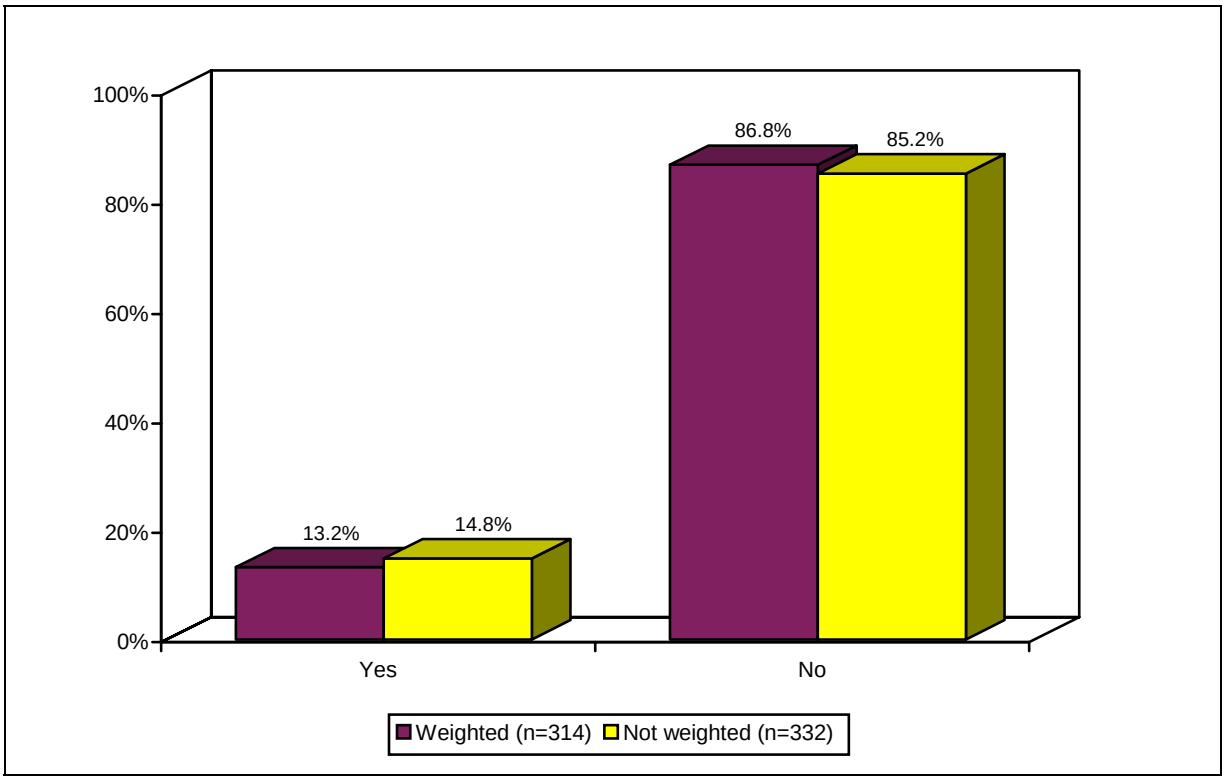


Table C-7
Total Hours of Legal Services Provided in Criminal Matters at Reduced Fee

	Percentage responding	
	Weighted (n=32)	Not weighted (n=37)
1 to 10 hours	25.2	27.0
11 to 20 hours	32.3	27.0
21 to 30 hours	3.7	2.7
31 to 40 hours	3.7	2.7
41 to 50 hours	12.1	10.8
51 hours or more	23.1	29.7

Figure C-7
Provided Legal Services by Unsolicited Court Appointment

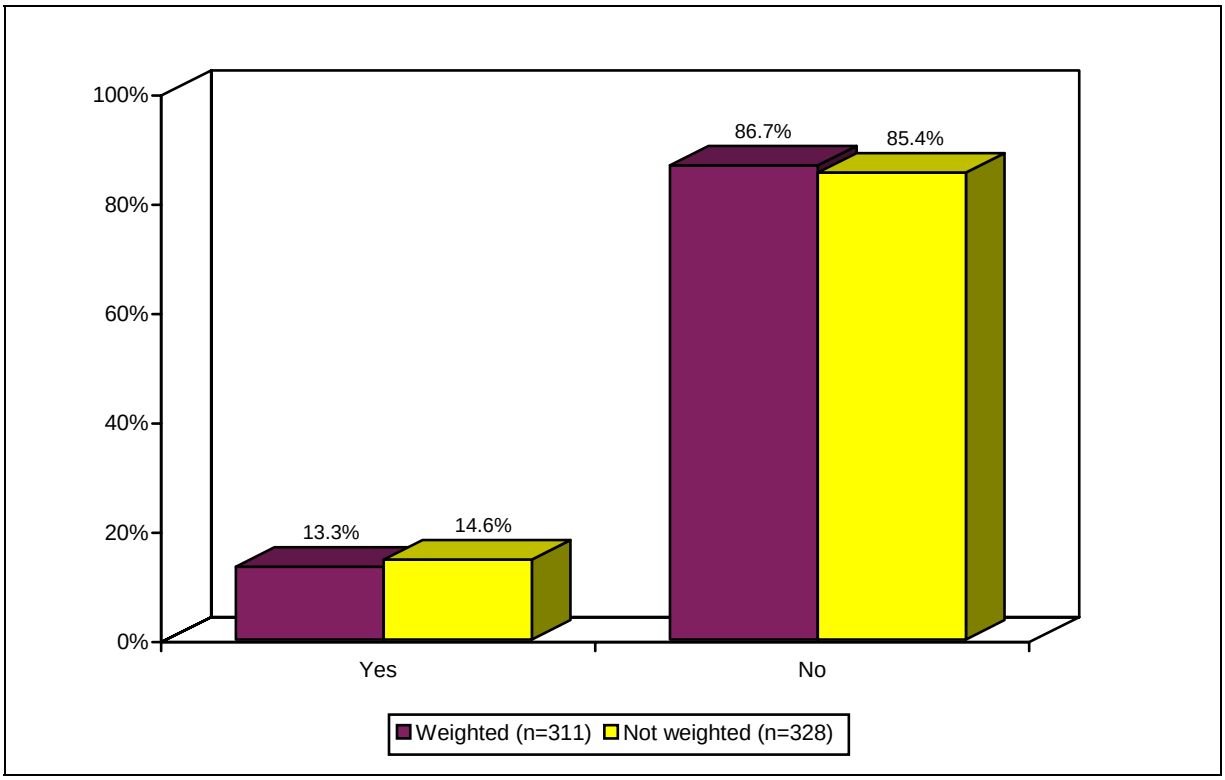


Table C-8
Total Hours of Legal Services Provided by Unsolicited Court Appointment

	Percentage responding	
	Weighted (n=36)	Not weighted (n=40)
1 to 10 hours	22.8	22.5
11 to 20 hours	29.5	30.0
21 to 30 hours	18.5	12.5
31 to 40 hours	0.0	0.0
41 to 50 hours	3.2	2.5
51 hours or more	25.9	32.5

Figure C-8
Provided Legal Services to Charitable, Public-Interest Organization

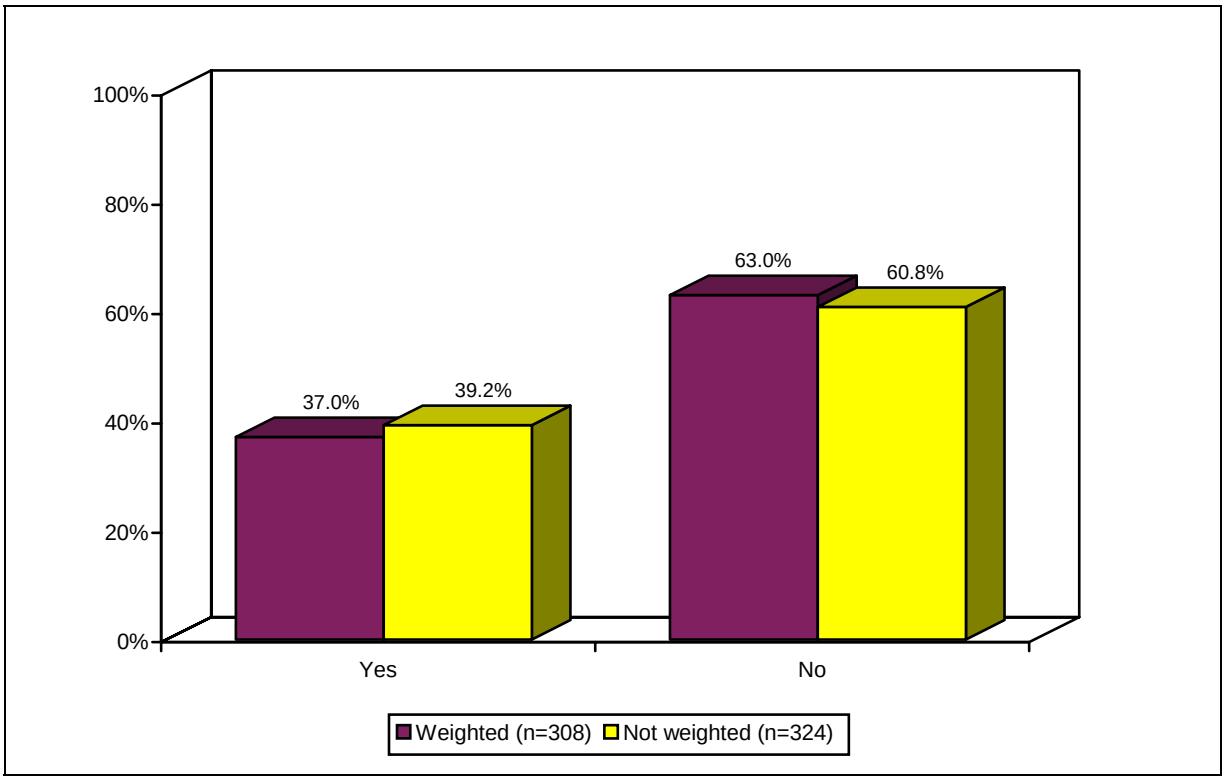


Table C-9
Total Hours of Uncompensated Legal Services to Charitable, Public-Interest Organization

	Percentage responding	
	Weighted (n=105)	Not weighted (n=116)
1 to 10 hours	47.0	45.7
11 to 20 hours	21.9	23.3
21 to 30 hours	10.3	10.3
31 to 40 hours	4.2	4.3
41 to 50 hours	2.5	2.6
51 hours or more	14.1	13.8

Figure C-9
Provided Uncompensated Legislative, Administrative or Systems Advocacy

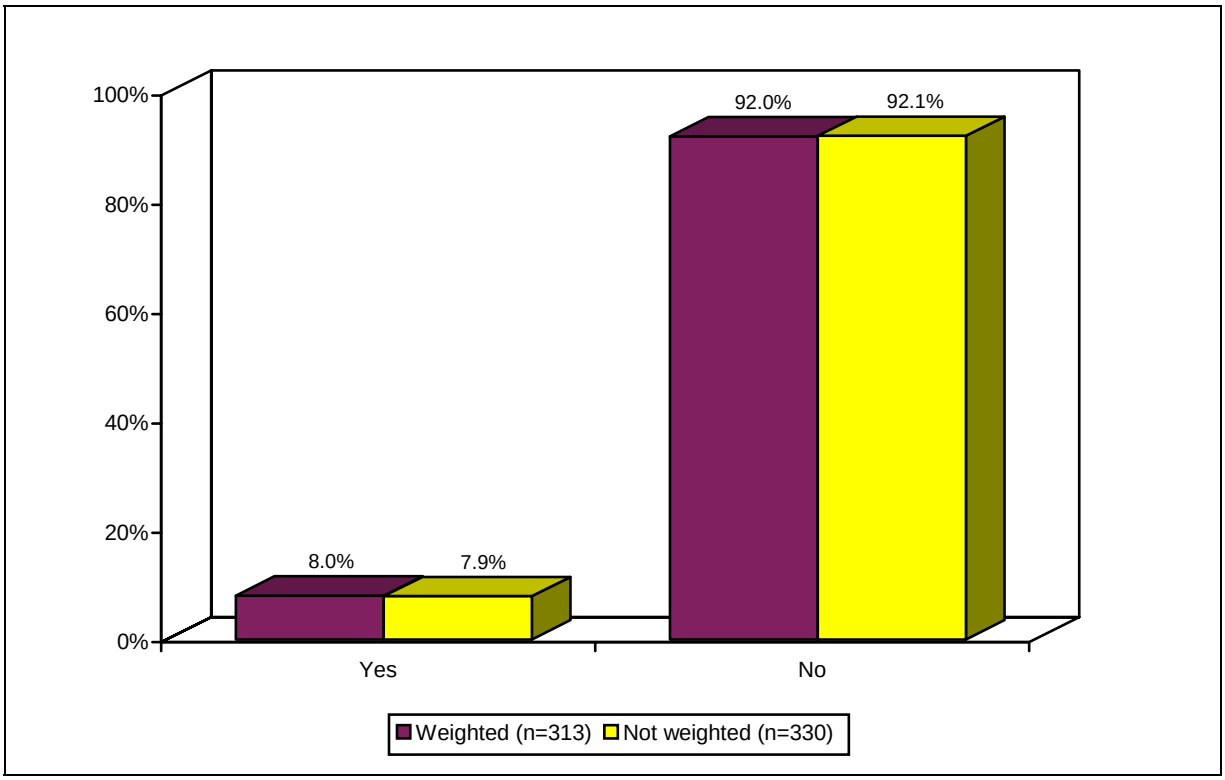


Table C-10
Total Hours of Uncompensated Legislative, Administrative or Systems Advocacy

	Percentage responding	
	Weighted (n=22)	Not weighted (n=23)
1 to 10 hours	46.5	47.8
11 to 20 hours	5.3	4.3
21 to 30 hours	13.0	13.0
31 to 40 hours	3.9	4.3
41 to 50 hours	16.0	17.4
51 hours or more	15.3	13.0

Figure C-10
Simplify, Increase Availability and Quality of Legal Services

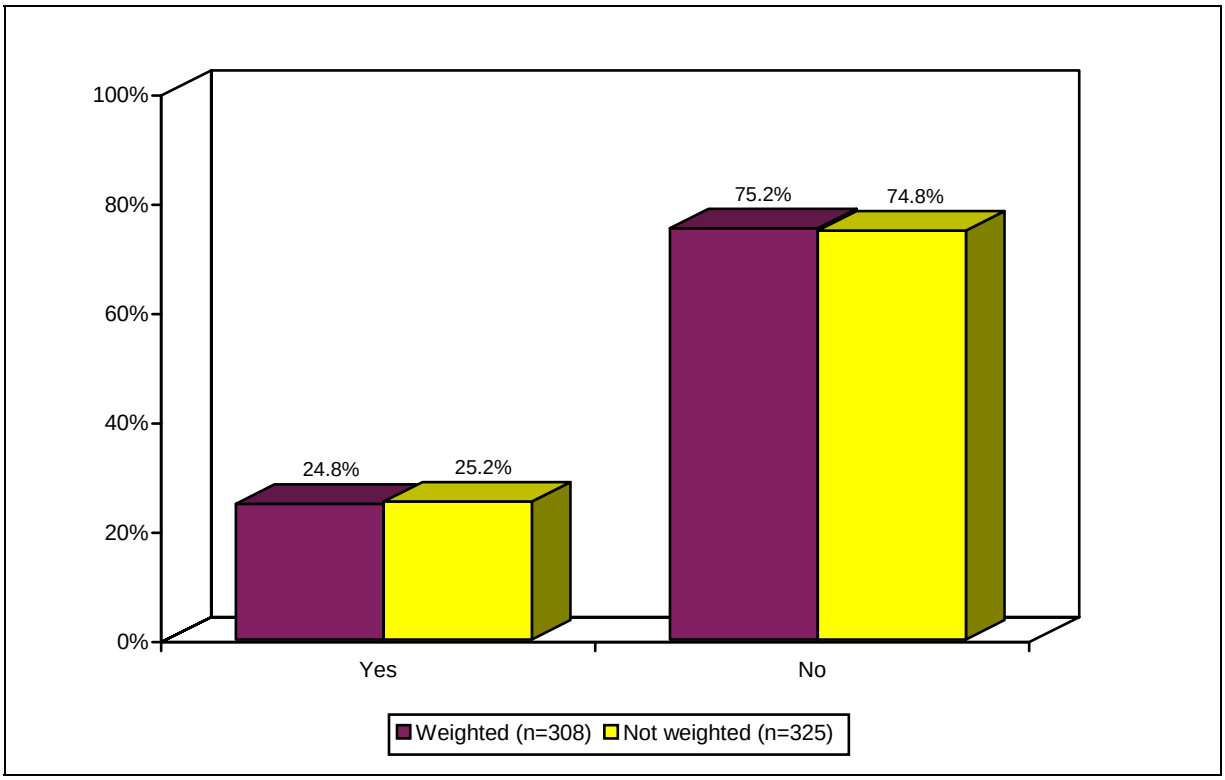


Table C-11
Total Hours to Simplify, Increase Availability and Quality of Legal Services

	Percentage responding	
	Weighted (n=69)	Not weighted (n=72)
1 to 10 hours	49.7	50.0
11 to 20 hours	22.8	20.8
21 to 30 hours	7.4	9.7
31 to 40 hours	6.4	8.3
41 to 50 hours	8.6	6.9
51 hours or more	5.1	4.2

Figure C-11
Made Financial Contributions or Paid Expenses

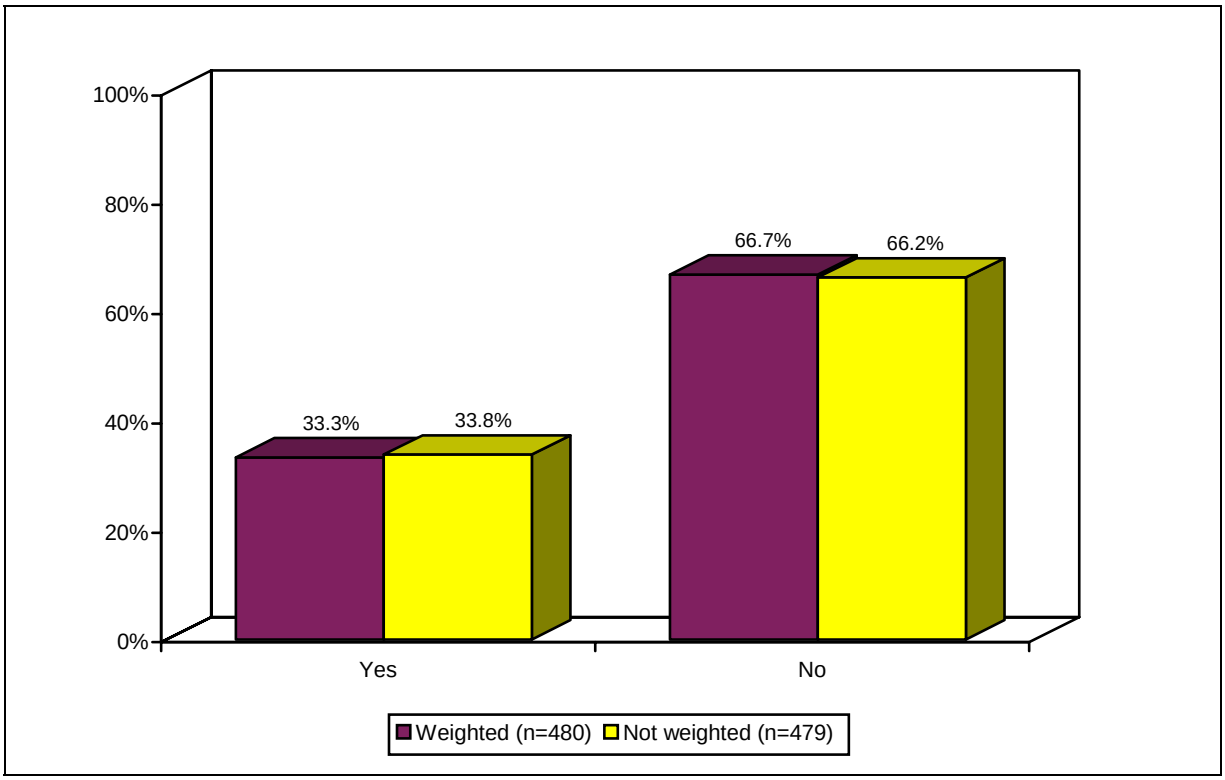


Table C-12
Total Amount of Financial Contributions Made

	Percentage responding	
	Weighted (n=151)	Not weighted (n=153)
$50 or Less	5.0	5.9
$51 thru $100	19.2	18.3
$101 to $200	16.9	16.3
$201 to $300	12.2	11.8
$301 to $400	3.5	3.9
$401 to $500	19.6	19.6
$501 to $1,000	13.8	13.7
$1,001 to $2,000	4.1	5.2
$2,001 to $5,000	5.0	4.6
$5,001 to $10,000	0.8	0.7

Figure C-12
Should Adopt Rule to Disclose if Private Lawyer has Proof of Liability Insurance

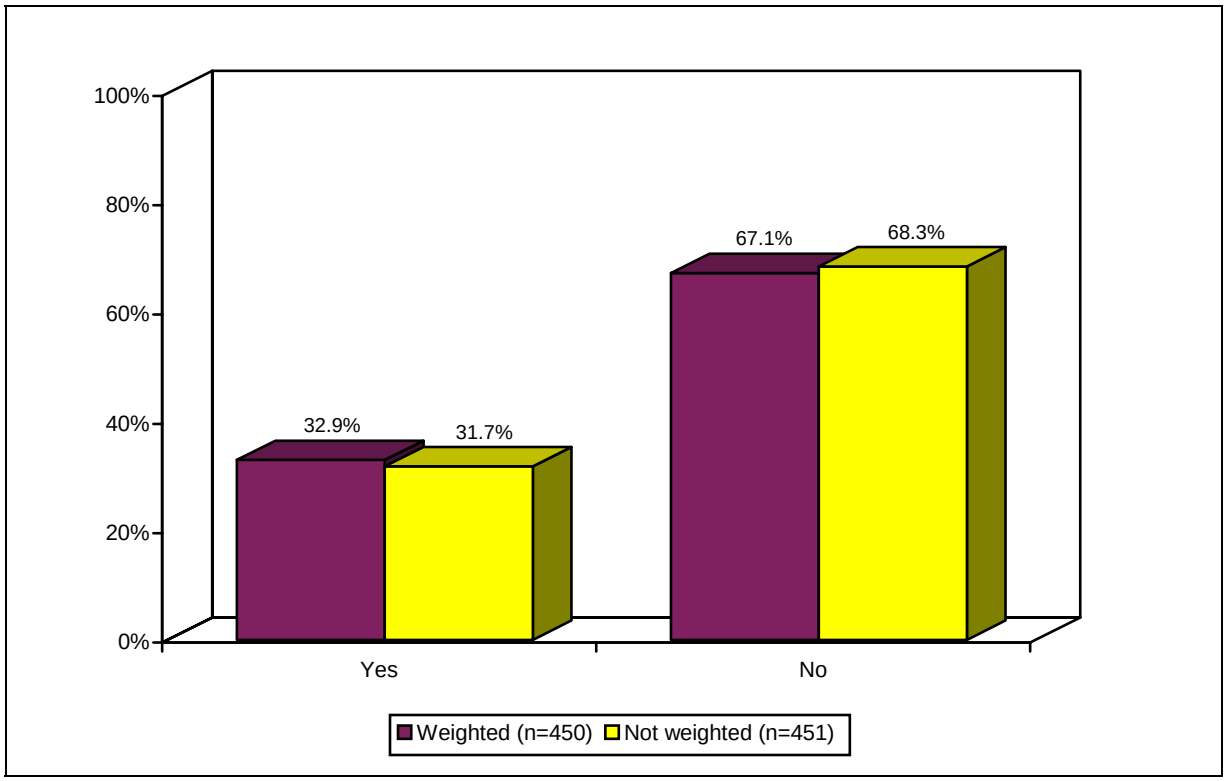


Figure C-13
General Approach to Rule if Adopted

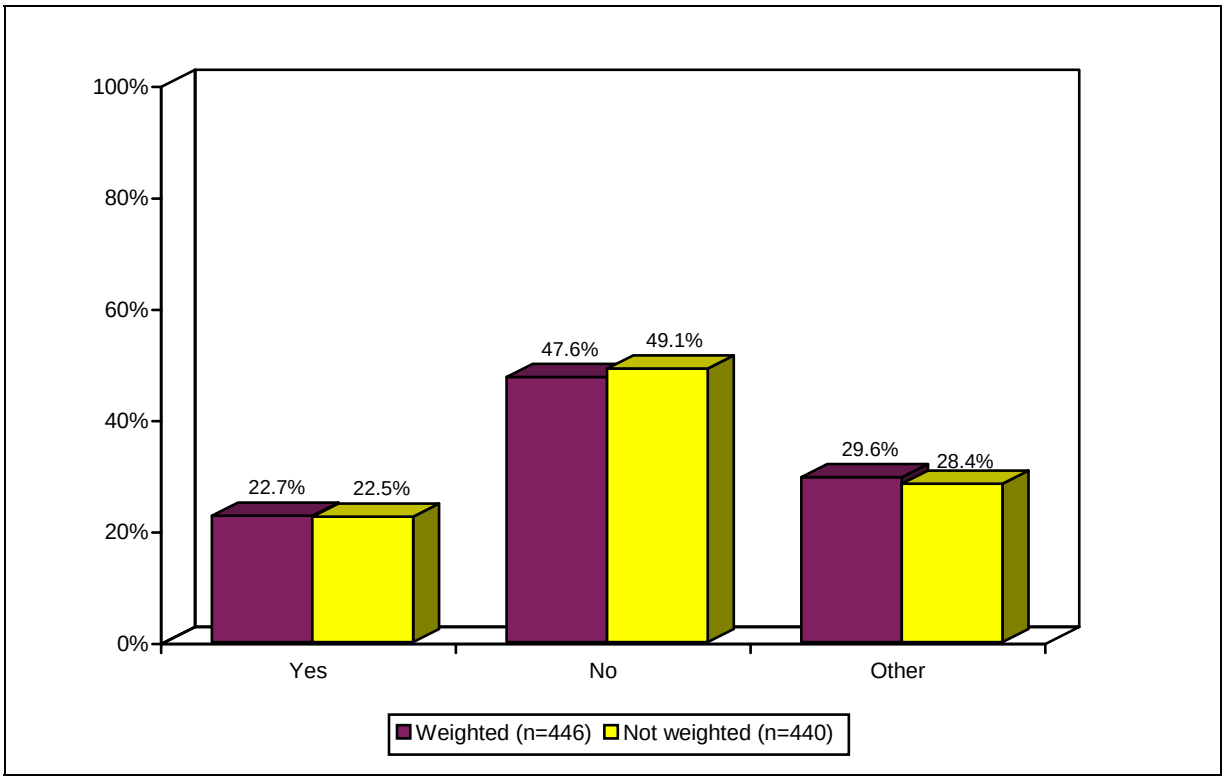
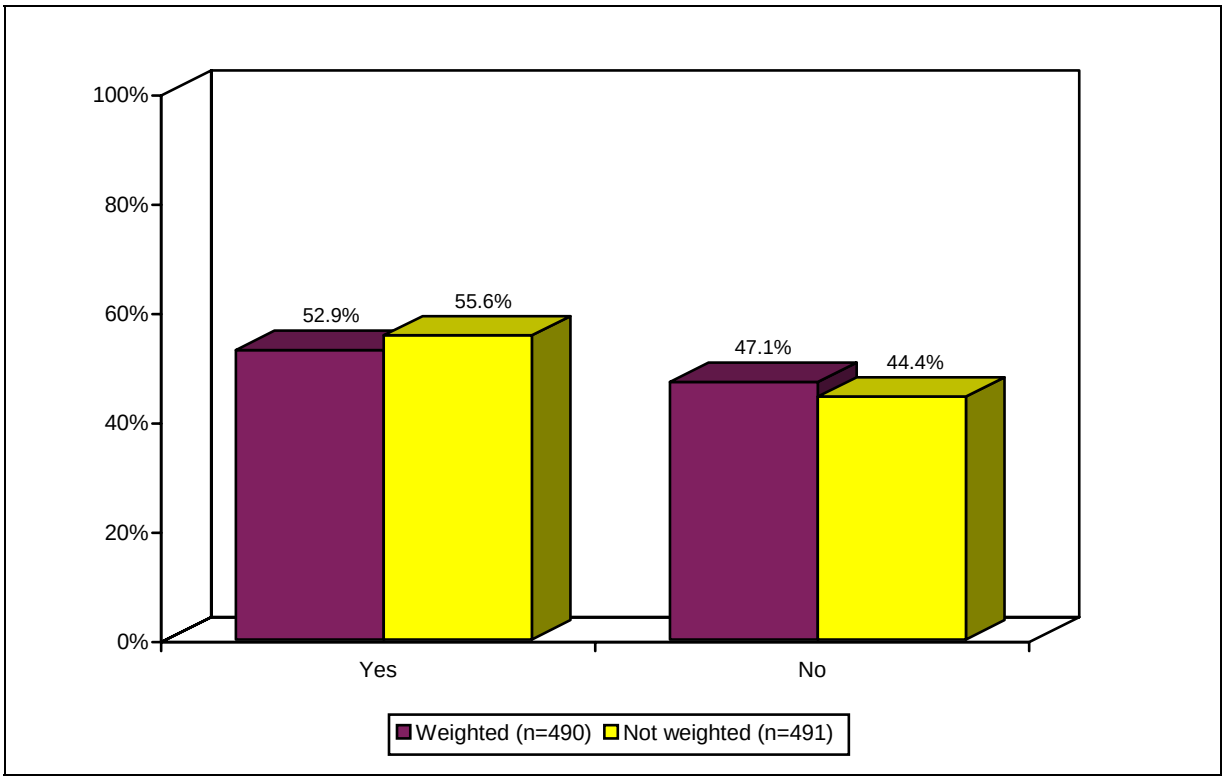


Figure C-14
Do You Carry Professional Liability Insurance



APPENDIX D: DISPOSITION OF CALLS

Table D-1
Disposition of Calls
(n=2,500)

Disposition Code	Description	Records
1100	English Complete	500
2110	Upfront Refusal	183
2111	Midsurvey Refusal	4
2112	Second Time Refusal	4
2113	Take me off the list	12
2120	Hung up at Intro 1st X ref	35
2310	Deceased/passed away	3
2320	Physically/Ment Unable to talk	4
3120	Busy	15
3130	No Answer	109
3140	Answering Machine	765
3151	Call Block/screen device	7
4200	Fax/Data line	10
4310	Wrong Number	59
4320	Disc/NIS number	94
4410	Number Changed	2
4420	Cell Phone	1
4510	Business/Gov't/Other Org	1
4700	No longer works there	63
4704	Contact is retired	34
4800	Quota Filled	1
5100	Scheduled Callback	581
Total Attempted		**2,487**
	Not Attempted	13
Total Sample		**2,500**